

Summer Issue 2007

Trust
Housing Association Ltd

Trust Talk

Fit for life



Trust Taxis

Tenants' handbook

Tenant focus group meetings

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Fit for Life

FROLIX Fun, Recreation for Older Ladies In Exercise started in August 2005 and is run by Ros Smith, Coordinator at the Thornliebank development. Tenants have consistently turned out every Tuesday to join in the fun at FROLIX. The tenants named the group themselves and an anonymous donation from a class member enabled them to organise buying their T-shirts and get them printed with the group name.

Although the group does not receive any funding from external bodies, thanks to a donation from Trust, they were able to purchase a parachute and hula hoops for the sessions.

FROLIX appeals mainly because the exercise is set to music, with tenants feeling the physical benefits alongside the social aspect of getting together.

As well as exercise, bottled water and healthy eating, with different weekly fruit themes, are an important part of the weekly session.

Those tenants who attend the class regularly are reporting no falls or chest infections, which they agree may be directly linked to weekly physical exercise. Many tenants feel they are doing something purposeful to improve their general health and spirit and have compared the sessions to being the equivalent of their younger family members attending the gym.

The class has certainly captured the tenants' hearts and minds like nothing else that has been done in this development.

Not only has the class benefited Trusts' own tenants but staff from the Older People Team at East Renfrewshire Council have also been attending the weekly sessions at Thornliebank. They have then taken what they have learned from Ros at FROLIX out to other sheltered housing facilities in the East Renfrewshire area, where taster sessions are provided to those tenants. This was met with such a



positive response from Council tenants that one of Trusts FROLIX members, Mrs Lochoff, became an ambassador of “Moovin About” for the day and attended a Council run session to help enthuse.

There is a broad age range attending the weekly sessions, currently there are 3 ladies over 90 in the class – proof positive you’re never too old to be “Moovin About”!

Christmas Card Competition



Its never too early to start thinking about Christmas...cards!

Would you like the chance to win a fabulous Marks & Spencers Christmas hamper full of goodies? Then enter the competition below to design one of the official 2007 Trust Housing Association Christmas Cards. We are also asking local schools children for their Christmas Card entries.

- You may use any material to design the card (paint, pencils etc)
- Must not be larger than A4
- Closing date for entries: Friday 29 June 2007. The competition is open to staff and tenants
- Return to: Lynn Meechan, Human Resources Department, 12 New Mart Road, Edinburgh, EH14 1RL

The lucky winner will receive the Christmas hamper in December.

Planned Maintenance Programme 2007/ 2008 – Our Investment

Did you know that each year Trust spends around **£3.9 million** on maintaining and completing repairs to tenants homes and developments?

So where does the money come from?

Our repairs and maintenance programme is fully funded through the money received from rent and service charges. Unfortunately we do not receive any grant funding to reduce costs to tenants.

What type of work is covered?

The main areas of work include day to day repairs, grounds maintenance, window cleaning, empty house works and cyclical work – such as painting, gutter cleaning and other items done on a recurring timescale.

A key area where we spend money is in the Planned Maintenance and Equipment Replacement categories. This covers building items such as windows, kitchens, heating systems and fire alarms, which are replaced once they have become beyond repair.

How is Planned Maintenance Work identified?

Each year a survey is completed by the Property Officer to assess the condition of our Developments and a works programme is identified.

However, this year we will be completing a survey using



external surveyors to prepare a 30 year planned maintenance programme to ensure that we are investing in the right developments at the right time, whilst also identifying the funding levels required to do so.

What is the Planned Maintenance /Equipment Replacement Programme for this Year?

Planned Maintenance/ Equipment Replacement	Planned Amount to spend (£)
External Decoration	180,000
Internal Decoration	38,240
Window Replacement	235,450
Kitchen Replacement	138,000
Bathroom Replacement	28,000
External Doors	60,800
Lift Refurbishment	80,500
Boiler Upgrades	286,080
Warden Call	138,200
Fire Alarms	294,672
Laundries	19,700

This year we aim to spend the following amounts on various developments identified from the survey process:

The works cover the Planned Maintenance/Equipment Replacement proposed spend, with the balance of the budget being spent on Day to Day repairs, Grounds Maintenance, Window Cleaning etc as previously mentioned.

How do I find out what's happening in my development?

The Property Officers will be discussing this year's programme during their Development visits, when they will answer any queries.

You can also contact your Development Co-ordinator who can ask on your behalf, or contact your Property Officer directly, or any other member of the Property Services Team.

Tenants' Handbook

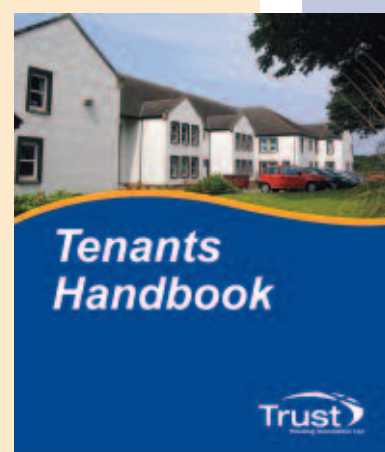
You will be aware from previous newsletters that the Association has been undertaking a major review of its Tenants' Handbook, both in terms of its content and its format. The review has included consulting with both staff and tenant groups to ensure that we achieve the right balance of providing practical advice and relevant information, in an attractive and user friendly format.

As a result, we have developed an easy to use reference for tenants, with colour coded sections covering areas such as Rents; Repairs; Transfers; and Complaints. There is also a useful list of contact details of other organisations at the end. Importantly, the handbook has also been designed in such a way as to be sustainable: so should there be any changes required in the future, the old pages can be removed easily and replaced with the amended ones, without

having to reprint the entire book.

The completed handbook is now ready and has finally gone to print, so all tenants should receive their copy shortly. We hope it will prove to be useful and informative. Of course, if there are questions that the new handbook does not answer for you, staff are always available and happy to assist you with any queries you may have.

Wendy Johnston, who has taken the lead role in developing the new handbook, would like to take this opportunity to thank all the tenants and staff who have contributed to it. Should you require any further information please do not hesitate to contact Wendy on 0141 341 3200.



Right to Repair

Did you know you may be entitled to compensation if a *specified repair* is not carried out within a set timescale?

This is called the Right to Repair Scheme.

If you have signed a Scottish Secure Tenancy Agreement you will be entitled to have a qualifying repair carried out to your home. Qualifying Repairs are those that cost up to £350 and which, if we do not carry them out within a reasonable time may harm your health, safety or security such as

- Loss of electrical power
- Loss of water supply
- Loss of heating

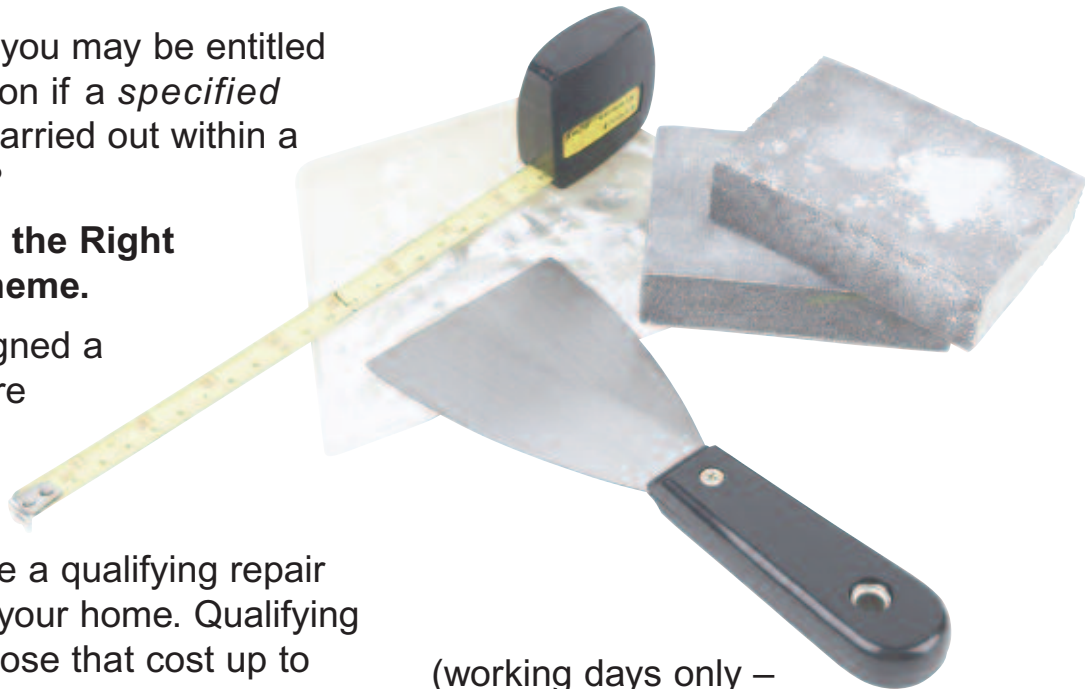
The types of repair and timescales (working days) are detailed in your **Tenants Handbook** and the **Trust Information Leaflet – Right to Repair**.

Reporting a Repair

When you report a repair, we will let you know if it is a qualifying repair under the Right to Repair Scheme. We may need to inspect your home to see whether it is a qualifying repair or not. If this is the case, the timescale will be from the date of inspection.

If the repair does qualify we will:

- Tell you the maximum time allowed to carry out the repair



(working days only – not a public holiday or Saturday/Sunday)

- Tell you the last day of the period
- Explain your rights under the scheme
- Give you the name, address and phone number of our usual contractor and one other contractor from our approved list
- Make arrangements with you to gain access to your home

Compensation

If the first contractor does not carry out the repair by the end of the maximum timescale, you will be entitled to a payment of £15.

Also if the alternative contractor fails to carry out the repair within the second period of time, we will pay you compensation of £3 for each working day the repair remains outstanding.

The maximum compensation we can pay is £100.

Sometimes there may be circumstances which the contractor has no control over such as materials delivery, weather etc, which may prevent completion of the repair within the timescale. If this is the case we will let you know.

Alternative Contractors

We must start the repair by the last day of the maximum period. If we do not, you can ask the alternative contractor provided to carry out the repair. You cannot use a contractor who is not on our approved list.

Access to your Home

If the contractor cannot gain access to your home on the time agreed

with us, your right to repair will be cancelled. You will then have to re-apply and start the process again.

Further Details

Full details including a list of Qualifying Repairs are contained within your Tenants Handbook, the Trust Leaflet – Right to Repair or the Scottish Executive Leaflet – Right to Repair (Housing Scotland Act 2002)

For any further clarification contact your Development Co-ordinator or the Property Services Team.



Stop junk mail and sales phone calls

Unwanted, unread junk mail is a nuisance, and a waste of paper. Unsolicited sales and marketing phone calls can be merely annoying, but to some people can even be distressing and upsetting. The Mail Preference Service and Telephone Preference Service are central registers which enable you to register your wish not to receive commercial direct mail or phone calls. They claim to remove your name from up to 95% of the lists used by marketing companies, although they cannot stop overseas companies, companies with whom you have done business in the past, or mail addressed to “The Occupier”. It is free to register.

To register with the mailing preference service phone 0845 7034599 or go online www.mpsonline.org.uk or write to Mailing Preference Service, DMA House, 70 Margaret Street, London W1W 8SS

To register with the telephone preference service phone 0845070 0707 or go online www.mpsonline.org.uk/tps or write to Telephone Preference Service, DMA House, 70 Margaret Street, London W1W 8SS

Arran news



The start of the New Year on Arran saw gale force winds and rain and a very increased workload for our slater and roofing contractor. Now the better weather is due to be with us you may just wish to look up at your roof and guttering next time you venture outside to check that all is in order – if not please let us know and we will arrange to have remedial works undertaken.

Tenant Participation

The weather didn't only cause extra work it also prevented the ferry from sailing and Diane MacDonald (Tenant Participation Officer) from getting to Arran for the Focus Group meeting arranged for 11 January 2007. The meeting was rearranged for 22 February 2007 and you will find a full report on this on the Tenant Participation page in this newsletter (Page 13).

New rents

March winds, torrential rain and snow marked the end of the financial year. April, the time of year for lambs and daffodils, also marks the start of the financial year with new council tax bills and rent increases! All tenants should have received a letter advising them of their new rent from 1 April 2007. If you have not, please contact the office on 01770 303700. If you pay by standing order do not forget to let your bank know of the change to the amount that you need to pay

each month.

Housing Benefit

You may be aware that from 1 April 2007 Isle of Arran Homes has been able to officially verify any documentation required from you by North Ayrshire Council, when making a claim for Housing & Council Tax Benefit. We wrote to everyone in August 2006 telling you about this scheme and at that time many of you signed up to use it. You can still deal directly with North Ayrshire Council, either by post or at the local office on Shore Road in Lamlash. For those of you who would rather have the staff at Isle of Arran Homes assist you they will be available to help you with completing forms and taking copies of your documentation to be sent onto North Ayrshire Council. All we ask is that should you wish to use this service that you initially make contact with the office to make an appointment. If you think you may like to use this service at sometime and you have not completed a consent form then please do not hesitate to contact any of the staff who will give advice and provide you with the necessary paperwork.

New build

The first quarter of the year is a very busy time for any Housing Association and Isle of Arran Homes is no exception. Apart from the financial year end workload and



A cloudy day on Arran

the new rent notifications we are also due to take over six new build properties at Low Glencloy in Brodick on 7 June 2007. John Corbett Construction Ltd are building four one bed room, two person apartments and two, three bedroom, four person apartments. Those that have been allocated these properties from the waiting list will be taking up residence from 11 June 2007. The development has been named 'Hendry Place'.

John Thomson Construction Ltd is underway with the four amenity houses in Blackwaterfoot. The weather has caused many delays and these properties are now due to be completed by the beginning of July 2007. Once completed these four properties will mean 52 new

homes will have been provided on Arran by Isle of Arran Homes/ Trust Housing Association Ltd since 2001. We hope to mark this milestone at the opening ceremony for this development.

Although Isle of Arran Homes continually look for land on which to build and fully explore all opportunities offered to them, (and work towards the provision of the 100th home built by Isle of Arran Homes/Trust Housing Association Ltd) at this time there are no definite new build developments for us to look forward to. We are always hopeful and with the next addition of the newsletter we may have some news. *It's definitely a case of watch this space!*



Sunset over Arran

Radio France – Spotlight on Homelessness on Arran

In early December 2006 we received a surprise visit from Sebastian Baer, a journalist from Radio France based in Paris. The French media were undertaking documentary research into several aspects of social living in the UK and one of the documentary programmes being produced was covering housing and homelessness on the Isle of Arran. A discussion panel was set up comprising Andy Martin, Manager, Isle of Arran Homes, Jim Nichols, Manager, Arran Council for Voluntary Service (also a Committee Member, IOAH), Henry Murdo, Chairman of HIFAR and John Inglis, Arran Community Councillor and this together with

individual interviews comprised part of the programme broadcast. In addition we arranged for Sebastian Baer to meet with and interview tenants who had benefited from being housed by the Association on Arran, particularly as prior to their rehousing they were homeless, in regular employment on the island and if not rehoused would have required to leave the island for the mainland. A tour of the island was arranged to allow Sebastian the opportunity of getting a proper feel for what we have achieved in new housing provision throughout the island's communities. Overall this was a great project for Isle of Arran Homes to be involved in and at the end Sebastian Baer left Arran with a good knowledge of the quality of the local housing system.



SHOP, which stands for Scottish Housing Options, is a common housing register Trust have developed jointly with Bield and Hanover (Scotland) Housing Associations and in partnership with Scout Solutions, specialists in IT solutions for the housing sector. The first phase of the system, which has been in development for around three years, went live at the end of January 2007.

The SHOP register is an easy to use, web-based system holding one common list of housing applicants which all three associations then use to allocate their vacancies. It enables each Association to work in a more efficient way, for example by matching applicants specifically to the properties they need and are interested in, whilst providing applicants with a wider choice of housing options – Trust, Hanover (Scotland) and Bield collectively own and manage over 400 developments, amounting to some 10,000 homes, across 30 council areas in Scotland.

Moreover, it makes the process of applying for housing easier because now applicants only have to complete one SHOP application form, even if they are applying for all three Associations. However, please be assured that Trust will still be able to allocate houses in the same way, according to its own allocations policy, with the SHOP system using the rules from the policy to provide the shortlists for each vacancy.

With the first phase successfully implemented and operational, phase two of the SHOP system is now in development. Phase two will be a public website providing the facility for people to apply directly on-line, without having to complete a paper form. It will also provide guidance for completing the form and information on the housing and services provided, as well as links to each association's own website and other relevant websites. Phase two is targeted for completion later in the year and we will be providing further details at that time.

In the meantime, should you have any queries about SHOP or allocations, please do not hesitate to contact Wendy Johnston on 0141 341 3200.

Age Concern - Working for older people in Scotland

Age Concern Scotland is an independent, recognised charity working throughout Scotland to help make the lives of older people more secure, comfortable, dignified and enjoyable.



For directory enquiries call 118 202 and raise money for Age Concern Scotland, 9p from every call is donated.

Tenant Participation: Tenant Focus

As previously reported we have just hosted another two Focus Group meetings which were held in the Hamilton development. The meetings were well attended by tenants from a number of our developments where there are tenant organisations. We had a very full agenda which stimulated some interesting discussion. We plan to distribute the minutes from these meetings to all of our developments to be posted on the notice board to allow you all the opportunity to see what we have discussed. If you would like a copy of this to read in your own home please contact the development staff and they will arrange this for you.

Annual Development Meeting

We plan to reintroduce the annual meetings on developments with the Service Manager (previously Housing Officer) and the Property Officer. The purpose of these meetings will be to give Trust the

opportunity to provide information on topics relevant to you, and to give you the opportunity to raise issues in relation to the accommodation and services we provide. It will also be an opportunity for discussion on planned maintenance or refurbishment for the development in the coming year. Keep an eye on your notice board for your development meeting date!

Tenants Conference

Trust Housing Association is planning the first ever Tenants' Conference which we hope will take place in August of this year. The Tenants Conference will be held at the Hilton, Strathclyde. The fliers will be on your notice boards shortly, for further information, please contact Diane MacDonald on 0131 557 0598. The venue will be held at the Hilton in Strathclyde, keep an eye out for further information on this in due course.

Involving Tenants in Assessing Services

You may already be involved in what we do in a variety of ways including attending Tenants' Focus Group meetings, AGMs and Board meetings, through membership of Registered Tenants Organisations, completing questionnaires, sharing your comments and suggestions or by getting involved in consultations. However we are constantly looking at other ways that we can give you the opportunity to become involved.

A number of other housing associations have piloted the idea

of tenants assessing the services the housing association provides. We would be keen to hear from any of you who would be interested in opportunities such as Mystery Shopping, Tenant Visits/Development Walkabouts, Attending Meetings, Shadowing Staff, Interviewing, Questionnaires, Surveys and examining Policies and Procedures. If you are interested, or would like further information, please contact Fin Smith (Policy & Research Officer) on 0131 444 1200.

Group Meetings

Newsletter Editorial Group

Would you like to take an active part in the production of the newsletter? Could you give up a few days a year to attend a meeting at our Edinburgh office? Would you like to work with staff and other tenants on the Editorial Group? If the answer is yes to these questions, then why not become a member?

The Editorial Group plan to meet before each edition of the newsletter goes to print to discuss the content, production, cost and distribution of the newsletter.

The position is voluntary but we will reimburse you for any reasonable travel costs you incur. If you are interested please contact Diane MacDonald, Tenant Participation Officer, on 0131 557 7496.

Tenant Representation on Arran

Diane MacDonald and Mary Prichard met with a group of interested tenants, twice this year on the Island. The group have been looking at developing a suitable structure and constitution that will allow the Islands' tenants the opportunity to be represented and have a say in the management of the housing stock.

There is a number of good practice ideas from other landlords providing housing on some of the other western Islands, some of which are being considered by the group. Diane and Mary will meet with the group again later in the year when it is hoped the group will be able to agree a structure, adopt a constitution and form a Tenants Organisation who would be representative of tenants on the Isle of Arran.

If you would like to know more about this or how you could get involved please contact Mary Prichard in the Arran Office.

Trefoil House Holiday Fund Grant

The Holiday Grant Fund provides grants for people with special needs or disability to take a holiday where a need exists that cannot be provided for by statutory provision, that is: by law, through the National Health Service, or by local authorities.

Trefoil House, through its charitable activities and within the financial scope of the charity, aims to provide grant holiday funding support without discrimination to any permanent resident of the United Kingdom.

The grant funding limit is £500 per applicant within a 12 month period. More than one application is permitted within the period but the total granted will not exceed £500.

The decision to allocate funding rests solely with the Grant Allocation Committee; is at their discretion and the decision is final. The Committee reserves the right to refuse an application.

If you are interested, please call 0131 339 3148 or for full details on how to apply visit the website: www.trefoil.org.uk

Trips and Outings



You may be one of our tenants in many of Trust's developments that enjoys attending organised trips and outings. These trips normally occur because tenants have expressed a desire for this type of social interaction.

Part of the housing support service that we provide in Sheltered, Very Sheltered and Supported Developments includes helping to arrange social activities for tenants groups. We also offer this service in our Care Homes and Day Care Service.

We understand that for some tenants it may be difficult to commit to making all the necessary arrangements for a trip to take place, therefore we often find that staff become significantly involved and also regularly attend the trips to assist on the day.

Although we respect that many of our tenants who attend trips and

outings are living independently making their own choices in life, because of our moral and legal obligations to ensure the health and safety of tenants and staff, the Association needed to consider our involvement beneficial to you to incorporate the control measures in

our risk assessment as far as possible when organising your trip. Therefore, please speak to staff at your development as they will be happy to tell you more and help with this.

What has changed?

- We will aim for 2 staff members to be present on a trip. This will mean that should someone become ill or be separated from the group the staff member can deal with that situation with peace of mind that some else is there to assist.
- Staff will have access to a Trust mobile phone.
- The Association plans to check that the bus companies that are normally used, operate safely and responsibly.
- Staff will give tenants an itinerary of the trip beforehand, this will include telephone numbers which

you can use should you become separated from the group, including the mobile phone which the staff attending will have.

If you need dedicated help on the trip because of mobility or other care needs we will ask you to arrange for a relative, friend or carer to join you on the trip.

Otherwise tenants should not notice any changes but will hopefully benefit from knowing that staff have tried to eliminate or minimise any risk associated with the trip.

If you have any concerns about this new procedure please contact your Service Manager who will be happy to visit you and discuss your concerns with you in person.

Official Opening of Mission Place, Motherwell

The very sheltered development in Mission Place, Motherwell was opened on Thursday 8 March 2007 by Provost Patrick Connelly.

The day involved the official opening of the building and tree planting by the Provost. This was followed by a response from Bill Renton, Vice Chair of Trust Housing Association Limited. Provost Connelly and Bill Renton later received a tour of the building which included visits to individual flats and the opportunity to meet tenants assembled in the lounge area. Invited guests also had the opportunity to tour the building and meet with tenants and staff. A finger buffet and refreshments were served in the mezzanine area.

Despite adverse weather reports that there would be heavy rain on the day the weather was very kind and stayed dry and sunny which only added to a very memorable and enjoyable day.



This inspiring new build development at Mission Place was built in partnership with North Lanarkshire Council, Communities Scotland and Persimmon Partnerships (Scotland) Ltd and the development provides 22 homes for single people and couples over retirement age, along with a range of on site facilities and services aimed at providing a quality home for life.

The Disability Discrimination Act 2005 – What does it mean for Trust and our Tenants?

The Disability Discrimination Act 2005 became law on 4 December 2006. The main changes from earlier legislation, and which apply to both existing and prospective tenants are

- The duty to provide “auxiliary aids and services” where these are requested by a tenant and they will enable the use of the premises or enhance enjoyment of the tenancy;
- The duty to change practices, policies, procedures or terms, and
- The introduction of the new Disability Equality Duty for public bodies (including housing associations).

So what does this mean in practice?

Auxiliary aids and services – there is no duty to make physical adjustments to a property, for example to install a concrete ramp, however Trust would seek to support such a provision if required through Stage 3 funding or by financial support from the local Social Work Department. Examples of **auxiliary aids** are

- A tenant or prospective tenant with sight impairment might ask for doors to be painted a different colour to the walls
- A tenant with severe arthritis who requested different door handles

and/or taps to allow easier use

- A tenant with a hearing impairment who requests a door entry system which uses lights instead of a buzzer to alert them.

Change in Practices; Policies, Procedures or Terms – this duty arises where a term of letting, or any policy, procedure or practice of the landlord makes it unreasonably difficult or impossible for a disabled person to properly enjoy the premises or make use of the facilities and benefits generally available to tenants overall. An example is:

- Where the tenancy conditions prohibit use of a balcony to dry clothes but a disabled tenant cannot access the drying area provided, the landlord may reasonably be expected to change the tenancy conditions to allow the disabled tenant to dry clothes on the balcony.

A landlord (i.e. Trust) has a range of factors to consider in assessing what action is reasonable e.g. how practical the proposed change is, the cost, the possible disruption to other tenants.

Disability Equality Duty, General Duty – the general duty requires landlords to:

- Promote equality of opportunity between disabled people and other people

- Eliminate discrimination which is unlawful under the Disability Discrimination Act
- Eliminate harassment of disabled people that is related to their disability
- Promote assistive attitudes towards disabled people
- Encourage participation of disabled people in public life, and
- Take steps to meet disabled peoples needs, even if it requires more favourable treatment.

If you are a tenant and believe Trust may be able to assist you in relation to our duties under the Act, then please speak to a member of staff (Co-ordinator, Service Manager or Property Officer) and we will do all that we can to assist.

Corporate Strategy

Trust is in the process of reviewing its Corporate Strategy – So what exactly is it?

The Corporate Strategy is a key document for the organisation, setting out its strategic direction. It is, in effect, a master plan for the Association. Our current Corporate Strategy runs out in April 2008.

Therefore, we need to have a fresh strategy in place to take over from the existing one next year.

The Corporate Strategy review process has already been introduced to tenants at the Tenants' Focus Group meetings held in March this year. It has also been introduced to office based staff at our regular staff meeting in March this year. It will also be a topic of discussion at our Staff Conference in August this year as well as being addressed in detail by the Board at their away day later this year. If nothing else, it will get plenty of discussion!

The Corporate Strategy will guide our activities over a three year period from 2008 to 2011. It does this through a number of mechanisms starting out from a mission statement, through strategic objectives, right down to operational and individual staff objectives.

We are genuinely keen that anyone who wants to have an input into the review of the Corporate Strategy can do so. If you would like to share your views on what you feel are the big issues facing the Association and what we should focus on in a strategic sense please let us know.

You can send any of your comments to Fin Smith, Policy & Research Officer, Trust Head Office, 12 New Mart Road, Edinburgh, EH14 1RL, telephone 0131 444 1200, or e-mail info@trustha.org.uk.

Please share your views with us; we want to hear from you.

Board Meetings

Trust Housing Association is governed by a Board of fifteen people who are ultimately responsible for all of the services provided and the staff who deliver them.

A recent review of the Association's governance arrangement saw changes take place to the structure of the Association's Board of Management. To equip Trust for the future, the sub committee structure has been altered to better reflect the way in which the organisation works and the number of meetings and their frequency has also changed.

There are now four sub committees which meet every 12 weeks, namely;

- **The Strategy Sub Committee**
- **The Operations Sub Committee**
- **The Audit Sub Committee, and**
- **Isle of Arran Homes.**

The Board meets on an 8 week cycle in between Sub Committees. The new schedule of meetings makes better use of Members time allowing more to be achieved at each meeting. All of these meetings are important as they are the forum in which decisions affecting the current and future operations of the Association are made.

So why bother you may ask?

The Board want Trust to deliver the best possible services and be as



efficient as possible at how we do this. This also includes the Board themselves being willing to change, modernise and do things differently and better.

Although the meetings are invariably attended by Board and staff members only, they are open to the public and we would welcome any attendance from tenants, service users or any member of the public. Attending these meetings gives you the opportunity to gain a clearer understanding of how the Association operates and how decisions are made.

If you would like any more information about this, or would like to find out the dates of the meetings, or if you would like to attend a Board meeting you should contact the Company Secretary at Trust Head Office, 12 New Mart Road, Edinburgh, EH14 1RL, telephone 0131 444 1200 or e-mail info@trustha.org.uk. The dates of all the meetings are also available on our website www.trustha.org.uk.

Training & Development



Staff Conference

This year's Staff Conference will be held on Wednesday 22 and Thursday 23 August 2007 at the West Park Centre in Dundee.

Please note that this is a change to dates already advised.

Planning is currently taking place for the conference and further details will be sent out in the next few weeks.

In the meantime, make sure that the new dates are in your diary!

SVQ Programme

Thank you to all staff who have replied to register interest in the next phase of our SVQ programme. There are 46 staff members who have advised that

they would be interested in studying for either a level 2 or level 3 SVQ. Along with the remaining Supported and Sheltered Co-ordinators who are either currently working hard towards their qualification or still to start, this means that our programme continues to provide lots of opportunity for quality training for staff.

A meeting will be held shortly to discuss the implementation of the next phase of training and hopefully it won't be too long before those of you who are keen to start will have that opportunity.

If anyone has any further queries in the meantime then please contact Human Resources.



Complaints? - We want to hear from you!

If you are unhappy about any aspect of the service that Trust Housing Association provides, you should complain.

We can only remedy problems if we know about them so you need to tell us if you are unhappy about any issue. As an organisation Trust considers all complaints as a chance to rectify problems, provide remedies as well as an opportunity to learn and improve.

Our aim is to deliver an efficient and effective process to ensure that we respond to all complaints in the best way possible.

February saw the launch of our new complaints policy and procedure, designed to make the best use of the views and opinions of all our customers to help us to achieve continuous service improvement.

In an ideal world we would never get a complaint and we would do everything perfectly. Life isn't like that and if we get it wrong we hope that all our tenants, service users and customers will be forthcoming in sharing their views with us.

People can make their views known to us in a number of ways, including;

- Verbally, over the phone or face to face
- In writing
- Using a Complaints Card
- Using a Comments & Suggestions Card
- On-line at www.trustha.org.uk.

Please remember – If we've got it wrong, tell us about it and give us the chance to rectify the situation and prevent a reoccurrence – we look forward to your co-operation.

Trust taxi's hit the roads in Edinburgh and Glasgow

The two taxis introduced in January are now a regular feature on the roads of Glasgow and Edinburgh, advertising Trust accommodation and services for older people.

This great idea came from one of our Housing Assistants, Jenny Coull. The taxis offer a high profile and highly mobile method of taking our message to potential applicants throughout Edinburgh and Glasgow.



Calling all Photographers

Are you a keen photographer? Do you have photos of your development? If so, send them in and they may be featured in the next newsletter. Send to:

Lynn Meechen, Human Resources Department
12 New Mart Road
Edinburgh
EH14 1RI

Elspeth McLennan – Service Manager, Housing & Support and formerly Manager at Kilncraigs House in Alloa turned 40 on 3 May and we would like to congratulate her and we hope she had a wonderful birthday! Friends of Elspeth kindly put a photo in the Alloa Newspaper and we in the editorial team thought it would be nice to share it with you.



The Golden Wedding of Mr and Mrs Inglis

Bill and Mary were joined by friends and family in the lounge at Kirk Loan Corstorphine, to celebrate 50 years of marriage. Their son Stephen and daughter Trisha along with 3 grandchildren joined the happy couple at the Top Table, as a buffet lunch was enjoyed.

There was lots of photos and a lot of chatting done to make the afternoon most enjoyable.

We would like to congratulate the happy couple on their anniversary and hope they have a long and happy life together.



Quiz – Sort Them Out!

- | | |
|---|--|
| 1. Marine creature closes an envelope.....
..... | 11. Wine left on a ship
.....
..... |
| 2. Enclosure for a female swan
.....
..... | 12. Clean stockings with a water pipe.....
..... |
| 3. Service accommodation is a shambles.....
..... | 13. Girl taken to court
.....
..... |
| 4. A list you could eat your dinner off.....
..... | 14. A month walking in step
.....
..... |
| 5. Breathless in underwater
.....
..... | 15. Warts help drinking when upside down
..... |
| 6. A metal well ahead
.....
..... | 16. Delicate penalty
.....
..... |
| 7. Scare away a foot covering
.....
..... | 17. Able metal containers
.....
..... |
| 8. Insect travelling by plane
.....
..... | 18. Sports equipment used at the dance.....
..... |
| 9. Secure collar wear
.....
..... | 19. Observe the timepiece
.....
..... |
| 10. Serial growth on foot
.....
..... | 20. Tilt the catalogue
.....
..... |

Name:.....
 Development/Office:.....
 Contact Number:.....
 Return entries by 29 June 2007

The prize is a luxury box of Thornton's Chocolates.
 Lynn Meechen Human Resources Department
 12 New Mart Road
 Edinburgh
 EH14 1RI

Training & Development Officer Profile

Amanda Meldrum has joined Trust Housing Association as our new Training & Development Officer. Amanda has many years experience within the Training & Development field. In her previous role she worked for SELECT a Trade Association for Electrical Contractors and was responsible for running training courses throughout Scotland. Prior to this Amanda was part of a busy training team within Crown Office and the Procurator Fiscal Service and helped organise staff training to both legal and support staff based throughout Scotland. In her spare time Amanda enjoys gardening, reading and tennis. We look forward to having a dedicated Training & Development Officer and anyone with any training queries can contact Amanda at New Mart Road on Tel: 0131 444 4923.



If you have any items you would like to see in the newsletter, please contact Lynn Meechan on 0131 444 4985 or lmeechan@trusha.org.uk

This information is available in Braille, tape, large print and community languages.

To request a copy please contact 0131 444 1200



HAPPY TO TRANSLATE

تتوفر هذه المعلومات بلغة برايل للعميان و على شريط سمعي وبخط كبير وبلغات الجاليات العرقية. لطلب نسخة الرجاء الاتصال برقم الهاتف 0131-444 1200

यह जानकारी ब्रेल, टेप, बड़े अक्षरों और समुदायों की भाषाओं में उपलब्ध है। इस की नकल (कापी) के निवेदन के लिए कृपया कर इस नंबर 0131-444 1200 पर फोन करें।

此資訊具備有盲人點字、錄音帶、大字體以及各種社區語言版本，如欲索取，請致電 0131-444 1200

یہ معلومات بریل (ناپیدا افراد کے لیے ابھرے ہوئے حروف کی لکھائی) میں، ٹیپ پر، بڑے حروف کی لکھائی میں اور کمیونٹی کی زبانوں میں بھی دستیاب ہے۔ انکی نقل حاصل کرنے کے لیے براے مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਭਾਈਚਾਰੇ ਦੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸਦੀ ਨਕਲ (ਕਾਪੀ) ਦੀ ਬੇਨਤੀ ਵਾਸਤੇ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0131-444 1200 ਤੇ ਸੰਪਰਕ ਕਰੋ।

এই তথ্যগুলি ব্ৰেইল, টেপ, বড় হরফ ও অন্যান্য ভাষায় পাওয়া যাবে। কপির জন্য অনুরোধ করতে হলে দয়া করে 0131-444 1200 নম্বরে যোগাযোগ করবেন।