

Sweet Quiz

Why not have a go at our Autumn quiz. All correct entries returned will be put in a hat and the person who submitted the entry pulled from the hat will win a luxury box of chocolates. All the answers are a type of sweet or chocolate bar. Completed entries should be returned to the editor, 12 New Mart Road, Edinburgh, EH14 1RL by 30th November 2006.

- | | |
|---------------------------------|---------------------------------|
| 1. Wobbly Infants | 9. Black and baked in Yorkshire |
| 2. Where refined people live | 10. Father's painful toe |
| 3. Wise Guys | 11. Endurance race |
| 4. A taste of the occult | 12. Between |
| 5. Alcoholic home for the teeth | 13. Number nine |
| 6. Sport of Princes | 14. All sorts of girls |
| 7. Balderdash | 15. Small jewels |
| 8. Carrier for dairy products | 16. Edible fasteners |

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HAPPY TO TRANSLATE

تتوفر هذه المعلومات بلغة بريل للعميان وعلى 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 (ناہینا افراد کے لیے اُبھرے 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 برائے مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਪਿੰਟ 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 ব্রেইল, টেপ, বড় হরফ ও অন্যান্য ভাষায় পাওয়া যাবে। কপির জন্য অনুরোধ করতে হলে দয়া করে 0131-444 1200 নম্বরে যোগাযোগ করবেন।

Trust Talk

Autumn 2006

Paying your rent by Direct Debit

Focus on . . .
Stockbridge

Breaking the sound barrier

Killin 20th Anniversary



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Head and East Regional Office Trust Housing Association Ltd

12 New Mart Road
Edinburgh EH14 1RL
Tel: 0131 444 1200
Fax: 0131 444 4949

West Regional Office Trust Housing Association Ltd

25 Park Circus
Glasgow G3 6AP
Tel: 0141 341 3200
Fax: 0141 332 6843

Arran Office

Isle of Arran Homes
Springburn Brodick
Isle of Arran KA27 8BE
Tel: 01770 303 700
Fax: 01770 303 701

Arran news

Tenant Participation

In April 116 general and special needs tenants were asked to express whether they would be interested in becoming involved in a Tenant Participation initiative to be implemented by the Association. Isle of Arran Homes is looking at setting up a focus group to discuss various issues and policies that may affect Arran tenants of Isle of Arran Homes. 16% of those contacted expressed a wish to become involved and were invited to attend a meeting at the Ormidale Pavilion in Brodick on 13 June 2006. Eight tenants attended a presentation by Diane MacDonald, Tenant Participation Officer and the majority of those who attended found the evening interesting with many positive comments. The next meetings, to progress the formation of a Focus Group, are to be held on Thursday 2 November 2006 at 2.30pm and 7.00pm, again in the Ormidale Pavilion in Brodick. Invitations will be sent to all tenants shortly but should you require further details please contact the Arran office.

New Build

At the end of June John Thomson Construction handed over, to Isle of Arran Homes, eight units of general needs accommodation at Shore Road in Pirnmill with magnificent views across the Kilbrannan Sound. The development consists of four three bed-roomed family homes and four one bed-roomed homes. The new tenants moved in at the end of July and the development was officially opened on 28 July 2006 by Allan Wilson, M.S.P.

Work is progressing well on at the new development next to Montrose House in Brodick. Isle of Arran Homes will be able to provide an additional two three bed-roomed family homes and four one bed-roomed homes with a handover date hopefully in March 2007.

Work has started on four amenity houses in Blackwaterfoot.



Jamie Logan and Helen Jackson with children Cameron and John, and presented their keys by Allan Wilson, MSP

were much appreciated. Glen Estate has one tenant who will celebrate her 97th birthday shortly. It must be something to do with the air here on Arran!

A coffee morning, organised by council staff and the Sheltered Housing Coordinator, was held in the lounge at Mackelvie Road in April. It was very well supported and raised funds for Housing Support and Isle of Arran Homes Sheltered Tenants Group.

Please remember should you have anything that you wish to share with other tenants of Isle of Arran Homes and Trust Housing Association, through the Newsletter, please contact The Manager, Mr Andy Martin at Isle of Arran Homes Offices, Springbank, Brodick.

When this development has been completed Isle of Arran Homes will have provided 50 new homes since its creation in June 2001.

Development news

Birthday celebrations have been the order of the day, especially at Mackelvie Road, Lamlash since the last addition of the newsletter. Three tenants at Mackelvie Road have reached their 90th year and have celebrated in various ways. Flowers were sent by Trust and

MUTUAL EXCHANGE, NORTH LONDON TO ARRAN

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For further information Contact:
Mairi McNicol Tel. 0208-458-2805
Email mairimcnicol@onetel.com

Tenant Participation

Conference in North

Trust, in partnership with Hanover Housing Association and TIGHRA, (the organisation that promotes tenant participation in the rural areas of Scotland) held a conference in Elgin on the 12 May 2006.

The conference was aimed at older people living in the Highlands and North of Scotland and the main topics of discussion were:

- Housing options now and in the future
- Support and care for older people in Scotland
- Welfare Benefits for older people

The day was very successful and more than forty tenants attended from various landlords across the North of Scotland. Seven tenants from Trust attended along with four members of staff.

The invaluable views expressed by the delegates were passed to the Scottish Executive in response to a

consultation paper regarding older people in Scotland.

West Tenant Focus Group

This took place in Glasgow on 24 April 2006. At the meeting tenants were consulted on the Decoration &



Disturbance Policy and the Electric Wheelchairs & Electric Scooters Policy both of which are due for review during 2006. The group was also invited to contribute to the consultation paper

on the agenda at the North conference.

Registered Tenants Organisations

Trust now has four Registered Tenants' Organisation's approved by the Board. If there is an informal group in your development interested in becoming registered you should contact Diane McDonald, Tenant Participation Officer, on 0131 557 7496. The Association makes a start up grant plus annual grants available to registered groups.



Paying Your Rent By Direct Debit

We will soon be giving you more choice in how to pay your rent. We will be introducing Direct Debit as a method of payment. We will be offering Direct Debit to those of you who pay the full charge over the next few months. We are introducing this gradually on a development by development basis and we will be writing to you with further details over the next few months

Unfortunately we are unable at present to offer Direct Debit as a method of payment for those of you who do not pay your full charge as a result of your Housing Benefit being paid direct to Trust Housing Association. We do however hope to be able to offer this facility to all of you in the near future.

A Direct Debit is a written instruction from you to your bank authorising us to collect your monthly charge from your bank

account. It differs from a Standing Order in that once it is set up, any changes to the amount you have to pay will be changed automatically by your bank. There will be no need for you to go to your bank to change the payments. We will let you know when your payments will be changing in advance of the change. At the moment, if you pay your rent by Standing Order YOU have to tell your bank to change your payments every time there is a change to your rent.

Direct Debit will be the easy way to pay your rent;

- No queues at the bank or Post Office
- No cheques to write
- No cash to carry
- We do all the work!

We will give you full details about how to change your payments in the next few weeks but in the meantime, if you want to know more, please contact the Rent Team on 0131-444-4979 or 4980

Housing Officers become Service Managers

It has been agreed that the Housing Officers job title will change to **Service Manager, Housing & Support**. The term "Housing Officer" no longer accurately or appropriately reflects the duties and responsibilities of the role within Trust. This is inevitable in any organisation when duties, services provided and organisational structures evolve and change over a period of time. Hopefully the change will ensure that there is clarity among tenants and service users, colleagues and external agencies.

HOME CONTENTS INSURANCE



Trust Housing Association insures the building that you live in but this does not include the contents in your home or your personal belongings. Trust strongly recommends that you take out contents insurance to ensure you are in a position to replace these should that ever be necessary.

The Scottish Federation of Housing Associations, in partnership with Jardine Lloyd Thompson, has designed a cost effective home contents insurance scheme. The scheme is designed so that you only pay for the level of cover that you require. If you want more information on the scheme or a no obligation quote please telephone 0845 601 6006. The SFHA are currently promoting this scheme and Trust have agreed as an incentive to put all tenants names who have joined the scheme between October 2006 and March 2007 into a hat and the tenant whose name is pulled out of the hat will win a £50 gift voucher for the store of their choice.

You do not have to join this scheme as there may be other schemes more suitable for you. We would however encourage you to take out home contents insurance with whichever scheme suits you best.

Congratulations



Grahame Latto

Congratulations to Grahame Latto who has been appointed as Service Manager working from the Edinburgh office. Grahame was previously the Supported Housing Co-ordinator at our Galashiels

development and brings with him a wealth of experience. We know Grahame will be missed at Galashiels but it's great that he has chosen to continue his career within the Association.

Congratulations also to Gerry Brennan who has been appointed as Housing

Operations Manager in the Glasgow office. Gerry was previously a Housing Officer in the Edinburgh office and it's great that the Association will continue to benefit from Gerry's knowledge and experience.

Well done to Grahame and Gerry. They are both looking forward to meeting as many of you as possible



Gerry Brennan

Use of the alarm system



Many of our tenants have a pendant which is worn around their neck enabling them to summon assistance immediately. This can be very helpful for tenants who, perhaps due to a medical condition or frailty, may not be able to reach an alarm cord in their home to summon assistance.

The tenant satisfaction survey carried out by mruk alerted us to the fact that some tenants do not always wear their pendant and some have the pull cords in their home tied up out of reach.

Tenants sometimes do not wear their pendant, particularly in bed, as they are afraid it will be activated accidentally. We would much prefer to receive false alarms caused by the pendant being activated accidentally than tenants

requiring assistance and not being able to summon help. If you are unable to wear your pendant in bed then please ensure you place it at the side of your bed and put it on when you get out of bed to ensure you are able to summon help, if required.

Similarly some tenants tie the pull cords throughout their home up to prevent them being activated accidentally, perhaps by their cat or grandchildren. Again please do not be concerned about this happening as the staff in the development and the staff at the alarm receiving centre would much rather respond to false calls than not be in a position to assist when help is required.

If you do not currently have a pendant but feel you would benefit from one please speak to your Co-ordinator in the development or your Service Manager at your regional office.

Right to compensation for improvements – Trust improves the statutory scheme!

Under current legislation, tenants can claim compensation for certain improvements carried out by them at their own cost, from Trust, at the end of their tenancy,

The legislation does not apply to otherwise qualifying improvements carried out before 30th September 2002. Trust's Customer Services Sub Committee recently agreed to remove the time bar of September 2002 and consider claims for improvements carried out before as well as after this date.

The Association's information leaflet which provides details of the scheme is presently being reprinted to reflect this positive change and will be available in developments soon. All other information contained in the September 2005 version of the leaflet remain correct.

Contact your Property Officer or Property Services Department for further information.

Focus on . . .

Stockbridge Edinburgh

Our Stockbridge development is situated on the corner of Deanhaugh Street and was completed in July 1983. The building design has incorporated the original spire and front of the former church that occupied the site. It is not an uncommon occurrence to see tourists snapping away with their cameras.

The building has 38 sheltered flats. As well as the flats there are two communal lounges, laundry and two guest bedrooms. The development is set out on 4 levels with access by lift or stairs.

Situated in the heart of Edinburgh the development offers easy access to local facilities such as shops, cafes, banks and health centres. The development has a small garden to the rear that gives tenants the opportunity to sit and relax and weather permitting soak up some sun. The sun does shine on Auld Reekie, occasionally!!

Nearby there is the beautiful Water of Leith which has some nice walks. The Botanic gardens also gives those tenants who want to get out of the centre of the city without going too far, a wonderful quiet environment to sit and relax.

The walks are of differing degrees of difficulty but can be managed by most people.



Mr Alex Gunn is the development's Co-ordinator. Alex will normally be on site 35 hours each week Monday to Friday and will be on call overnight from Monday to Thursday for emergencies only. He is off duty Saturdays and Sundays.

Alex is supported at Stockbridge by Rachel Cairns who keeps the communal areas clean and tidy. She also offers the development a



The lounge and garden at the Stockbridge development

back up as a stand in coordinator when Alex is not available.

For those people who want to join in, the tenants have a coffee morning on Wednesday mornings each week. The cheapest cuppa in Edinburgh we are led to believe at 50 pence for your drink and a biscuit.

Once a month they have a small

bring and buy and if you play Bridge then join the small group who play once a week.

The tenants also have regular bus trips to local places of interest and eateries.

All activities are optional and if you like to keep yourself to yourself then the staff and tenants respect this choice.



Residents at the Stockbridge development

Fundraiser for Cardiomyopathy

Trust invited staff to support this worthwhile cause by wearing a football shirt on Friday 23 June in exchange for a £5 donation. £157 was raised which went to the Cardiomyopathy Association which is a charity that fights the inherited heart condition cardiomyopathy the biggest cause of sudden death in the under 35's.

Charlie Smith, who is the husband of Ros, our Supported Housing Co-ordinator at Thornliebank, suffers from this condition and both Charlie and Ros were very grateful for the support.

Pictured are some of the staff at out Pollok development supporting the event by wearing their football shirts.



Several of the tenants in our Loanhead development attend the nearby Loanhead Parish Church. The congregation raise money for Bangladesh and have recently been united with a mission partner, Helen Brannan who is a Doctor and will be based at Bollophur Hospital. The tenants recently held a coffee morning at the development and raised £66 for schooling for the expatriate and Swazi children. Well done.

HICKORY DICKORY DOCK

Mrs Jemima Gouk from Kirkriggs Court in Forfar received an unusual Christmas present to keep her occupied during the winter months. It was a grandfather clock jigsaw measuring 15 inches by 54 inches. With infinite patience and on a borrowed trestle table Babbie (as Mrs Gouk prefers to be known) finished this and it now has pride of place on her living room wall. It keeps perfect time with not a mouse in sight!!



Veterans Day Service



Mr John McLuskie moved in to our Kinghorn development as a very sheltered tenant in 2003. John lives a full and active life going out to numerous clubs every week. He has a very close family and enjoys going out for meals with them. The staff frequently laugh when John describes himself as "Mr Never In".

John served in the Black Watch and was a prisoner of war spending time in various war camps. John's son, George, also proudly served in the Black Watch.

John participated in the Veterans Day Service held on 25 June in Kirkcaldy where he was presented with his Armed Forces Badge. He was delighted to meet local MP, Gordon Brown. Gordon Brown reminded everyone present, when presenting the badges, that "National Veterans Day is intended to remind everyone in the UK of the sacrifice made by all these people who have served this nation in the armed forces".



John is delighted to share his story with other tenants in Trust. He is happy living in the development at Kinghorn and feels he has a new lease of life since moving in. He enjoys his independence and feels reassured by the support provided from staff. John also enjoys the company of the other tenants and reminds us all that "there is life in the old dog yet".

Jack McGoldrick (96yrs) Intrepid Traveller

Putting many who are much younger than him to shame, Jack McGoldrick from Bearsden walks an average of 5 miles a day, rain, hail or shine. Jack also likes to cycle to Mugdock Country Park, Balloch, or the Erskine Bridge following the tow path on the Forth & Clyde Canal. Jack moved to Schaw Court, Bearsden 6 years ago after caring for his late wife for many years.



Events at Joppa, Edinburgh

As you can see from these pictures the tenants in our sheltered housing development in Joppa, Edinburgh have had a busy summer.

The annual outing to Ayr on Tuesday 6th June was attended by 25 tenants and friends. High Tea was provided in the Station Hotel in Ayr and a very pleasant day was enjoyed by all.



The Summer Tea was held in the lounge at Joppa on Thursday 25th May and proved very popular with tenants and friends. Those who attended enjoyed a lovely buffet and a video was shown later to end a very popular day.



A week in the life of . . .

Joyce Laing, Human Resources Operations Manager



Monday

I started off the week by writing a memo to development staff detailing all the recent staff changes that have taken place in the office.

I also wrote a memo to all our Co-ordinators about the additional places available for the staff conference which was held in August. Development mail is sent out once a week on a Monday so it is important not to miss this opportunity!

Adverts for vacancies at two of our developments were emailed back from the recruitment agency for our approval. It is important that we ensure that the wording is correct, especially any phone numbers, salary grades and references.

Later in the morning, I had an interview to do for a vacancy we have in our Corporate Services Team.

In the afternoon, I attended a meeting regarding changes being made to the service at our development at Livingston.

Tuesday

I spent most of the day today writing reports for the Human Resources & Corporate Services

sub committee regarding issues to be discussed at their meeting next week.

I also attended the Senior Management Team meeting to give an update on staffing changes.

Finally I made arrangements to visit a member of staff who has been absent on long term sick leave.

Wednesday

Interviewed another applicant for our Corporate Services vacancy. Unfortunately, neither candidate we have seen this week matches our requirements and we have had to go back to the agency to ask for more applicants.

I spent a lot of time changing contracts. When a member of staff changes their contract, for example, an increase or decrease in hours, it takes some time to make all the necessary alterations. First of all, there is the actual contract itself along with a covering letter to write and the new holiday entitlement needs to be calculated. We also need to calculate the new salary and all these details then need to be updated on our HR/Payroll system and the Finance

department advised by email. If the member of staff is in the Pension Scheme, we also need to advise the Pensions Trust of the change in hours and salary. So, even a change of an hour a week in a contract can take some time to organise!

Thursday

Most of the day today was spent interviewing candidates for a Service Manager post.

Interviewing is enjoyable as you meet many interesting people, but can also be very tiring as you have to give each candidate your full attention.

After the interviews, I spent some time discussing the outcome with my fellow

interviewers before making a decision on our preferred candidate.

Friday

I had a meeting to attend out of the office in the morning.

In the afternoon, I caught up with emails and outstanding mail from earlier in the week. On a Friday afternoon, I also take some time to review what is still outstanding and what my main priorities will be for the following week.

"I made arrangements to visit a member of staff who has been absent on long term sick leave"

Killin 20th Anniversary

Our sheltered tenants in Killin recently celebrated the developments 20th Anniversary and to mark this special occasion an informal buffet lunch was provided on Thursday 20th July 2006. The event was well attended by tenants, staff and members of the community. As you can see the day was a great success. Mr Bob Kirk who is the oldest male tenant at Killin assisted Margaret Fenna, Sheltered Housing Co-ordinator to cut the cake. Bob McDougall, Chief Executive, presented a DVD player as a gift from Trust to the tenants to use in the communal lounge.

Ballechroisk Court, Killin opened its doors on 25th June 1986. It was and still is the only sheltered



housing development in the area. Margaret Fenna has been the co-ordinator at Killin for 17 years; she lives on site and is well known in the community for her dedication and commitment to the tenants.

Killin is a tranquil village set in the area of Breadalbane on the edge of Loch Tay. The area is very popular with tourists especially during the summer months as the spectacular scenery and abundance of walks and mountains makes this area an outdoor pursuit persons dream.

Govan celebrates its 25th Anniversary



Tenants and staff recently celebrated the 25th Anniversary of the opening of the Govan Development at Elder Street.

To celebrate this milestone a party was held on 9 May 2006. Trust and Glasgow City Council Home Care staff pulled all the stops out to make sure that everyone who attended had a great time enjoying the organised buffet and entertainment.

David Blair, Chairman of the Board, attended the party and presented two engraved vases

to the development. David also helped Mrs Isabella Tainsh (see photo) to cut the cake. Mrs Tainsh moved into the development when it opened in May 1981 and said "I moved back to Glasgow from Morecambe, I love my flat and feel safe and comfortable".

Diamond Wedding Anniversary

Congratulations to John and Helen Kinnaird from Schaw Court, Bearsden, who celebrated 60yrs of marriage on 16th January 2006 with lunch and musical entertainment at the development. They married in Springburn, Glasgow in 1946 just after John returned after 5 years service abroad in the R.A.F.

John and Helen became tenants at Strachur in August 1990 then moved to Bearsden in November 1996. Helen, previously served as a tenant member on the Committee of Management and said that she thoroughly enjoyed the experience.



CONGRATULATIONS!



Mr & Mrs Smith from Glenluce, got married on Sat 5th August 2006



Happy 90th Birthday to Mrs Rachel Paterson

Breaking the sound barrier

To celebrate the launch of the Breaking the Sound Barrier campaign, RNID are offering Age Concern supporters a special offer of £10 (usually £21) for the first years membership. You will receive "The Essential Guide" which contains everything you need to know about hearing tests and hearing loss, and also their members' magazine, One in Seven, every two months.

To take advantage of this offer call 0845 634 0679 and tell them you are a reader of the Advantage Magazine which is available in your development. You can also email membership@rnid.org.uk.