

Trust Talk

Tenants' Conference 2010 Care Commission Update

Spotlight on
Miller Park, Hamilton



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WELCOME FROM THE EDITOR



Tenants' Conference 2010

This was the fourth Tenants' Conference that Trust has held and it took place at the Inchyra Grange Hotel, Grangemouth. Once again it was a great success with an exciting programme of activities.



The Conference was once again opened by the Chair of the Organisation, David Blair, who



Welcome to the Summer edition of Trust Talk which I hope we will all enjoy reading in glorious sunshine! This edition features a spotlight on our Hamilton development as well as photographs from the recent Tenants Conference.

All the regular items are featured such as Jack's recipe page, news from Arran and our celebrations page.

As always I would love to hear from you with any feedback on the newsletter or idea's for new articles or anything you'd like to see in what is, your newsletter. You can write to me at the office in Edinburgh or telephone me directly on 0131 444 4991.

I wish you all well for what I hope will be a long, sunny summer and look forward to speaking with you again in our next newsletter.

Laura Sandilands



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welcomed everyone and talked about the changes ahead for the Organisation. Following this Amanda Christie gave the group an interesting insight into the work of the Care Commission, how tenants' can get involved in the inspection process and the grading given to the Organisation. Tenants' had the choice of attending one of three workshops in the morning and the afternoon, which enabled everyone to attend two out of the three workshops. Our own Laura Sandilands ran a very active workshop using a Wii games consol, which was borrowed from Dunrobin Gardens who had purchased this from some grant funding they received last year. The



Wii can be used to play games such as bowling or tennis from the comfort of a seat in your own home or in the development lounge as a social activity. There is some compelling evidence that supports this as a very valuable activity for older people in that it helps sustain both physical and mental wellbeing.

The second workshop was led by

Vivien Riddell, a Trainee Solicitor with Aitken Nairn. Vivien gave people good practical information on writing their will and information on Power of Attorney. This was a very practical yet sensitive workshop which was valued by the participants who attended.

The third workshop was led by Steve Joyce, who works with Deaf Blind Scotland, and is himself deaf and visually impaired. He was such an inspiration that, despite all odds he is able to work and communicate with people. Steve also raised awareness of the issues faced by visually and hearing impaired people in Scotland and how people can help those with an impairment.

Each year we have tried to end the conference on a high with a bit of fun to finish the day and this year was no exception. The last session was by the Baldy Bane Theatre Company who portrayed the dangers of bogus callers. This session was funny, informative and entertaining and everyone really did enjoy the session.

'Great to end on a high!'





Focus Group Meetings

All three Tenant Focus Group meetings took place as scheduled, and all three were very well attended by representatives from the Registered Tenants' Organisations.

A number of meaningful discussions took place at these meetings. In addition, Amanda Christie, Service Manager and has a prime focus of dealing with Care Commission Inspections, gave an excellent presentation on the function of the Care Commission, how the inspection process affects you as a tenant and how you can become involved in the inspection process.

Sometimes there is a need to seek greater consultation on some subjects than can be achieved at the Focus Group meetings, so for this purpose we will ask tenants from Registered Tenants'



Organisations to volunteer to become part of a short term working group to look into a specific topic. At the Focus Group meetings we asked for volunteers from the tenants present to work with staff on reviewing the Allocations Policy and Housing Support Plans.

Information on all of the discussions held at the Focus Group meetings can be found on development notice boards, or you can have a copy of the minutes by asking a staff member on your development.

For developments that do not have staff please contact the Service Manager for your development who will be happy to send you out a copy.

Benefits Advice Service

Our Benefits Officer, Aisha Nadeem, has recently commenced maternity leave and we are delighted to inform you that Aisha gave birth to a healthy baby boy named Imran Nadeem early in June. Aisha will return to work next Spring.



Over the last 18 months Aisha has been delivering extensive training to staff in our developments therefore if you live in a Trust property where there are staff on site they will be able to offer advice on benefits. Our rent team based in the Edinburgh office and the staff in the Isle of Arran Homes office will also be happy to provide advice on housing benefit.

You can also contact The Pension Service for advice on pension credit, housing benefit, council tax benefit and Attendance Allowance. The Pension Service can be contacted on 0845 6060265 or you can email them on www.dwp.gov.uk/about-dwp/customer-delivery/the-pension-service

The Citizens Advice Service (CAS) is also able to provide advice on benefits and you can find your local CAS on their website www.cas.org.uk.

Advice on benefits for older people can also be obtained from Age UK by visiting their website

www.ageuk.org.uk or by calling their helpline on 0845 125 9732.

If you are unable to access the information and advice you require please do not hesitate to contact your Service Manager.

Trust has also entered into a partnership agreement with the Older People's Advice Service (OPAS) until March 2011.



OPAS is an initiative delivered by Linkwide and funded by the Scottish Government. To access this service you must be over 60 and live in Clackmannanshire, West Lothian or North Lanarkshire. The service is free to the user and has three main aims;

- To make sure you are receiving all of the benefits and tax credits that you are entitled to including Pension Credit, Attendance Allowance, Housing Benefit, Council Tax Benefit and Carers Allowance.
- To provide advice, information and, if necessary, a referral to other agencies in your local area.
- To gather information on older peoples' needs and issues through a questionnaire.

We will be in touch soon with tenants living in these 3 council areas to provide more information about accessing this service.



Arran news



'Scottish Civic Trust 'My Places' Award

In 2010 the Scottish Civic Trust introduced an award to 'celebrate a project that has had a positive impact and offers additional benefits to the local community'. Rather than an award nominated by professionals they chose to make it a people's award and received the full support of the Scottish Government.

The Arran branch of the Scottish Civic Trust led by John Inglis approached Isle of Arran Homes/Trust Housing Association to nominate their development of eight houses at Mid Penrioch Place, Pirnmill completed in 2006. The Association were required to make a submission detailing the development and its benefits to the community including written statements from people who had directly benefited from the initiative.

Mid Penrioch Place was one of 16 nominations for the award made from across Scotland and was judged by four industry experts who visited the development in early April and spoke with the residents who had been involved in the submission.

One of the residents, Alastair Ferguson, who assisted Isle of Arran Homes/Trust Housing Association with their submission said, "Having

always been associated with the north end of Arran, I was delighted to be allocated one of the new houses. I now have secure accommodation that is affordable, economical to run, warm and with one of the most fantastic views on the island. The mix of old and young as well as families have helped develop a fantastic community spirit not only within the estate but also the wider community of Pirnmill".

With the provision of eight affordable houses for rent in Pirnmill, Isle of Arran Homes/Trust Housing Association aim was to help sustain and develop the village and the community with in it. The houses enabled four families to remain in the village and another three to return to a place where they had a strong connection and this has helped to contribute to the overall success of the development.

The Scottish Civic Trust 'My Places' award was presented at a ceremony at the Lighthouse in Glasgow on 19



April 2010. Whilst Mid Penrioch Place was not judged to be the best place in Scotland, Isle of Arran Homes/Trust Housing Association are proud that they were part of this inaugural prestigious award and hope that they will be connected with it again in the future.

Red Quarry, Yellow Quarry!

Isle of Arran Homes/Trust Housing Associations new development of 24 houses for rent in Corrie has had its street name decided by the Area Committee at North Ayrshire Council. Three names were submitted for consideration King's Court, Kelso Court and Red Quarry Road. King's Court was suggested in recognition of the King family who were past Quarry masters, Kelso Court because Kelso is a family name with strong Corrie connections and Red Quarry Road simply because it is a red quarry. King's Court and Kelso Court were proposed by the Isle of Arran Homes Sub Committee of management and Red Quarry Road by the local community, following a consultation exercise undertaken with residents and the Corrie Hall committee.

The Area Committee's decision was that the road should be called *Red Quarry Road*.

The fastest repair ever?

Jeny Faulkner, a sheltered resident at Glen Estate, Brodick e-mailed the office to let us know that she was more than satisfied with the time it had taken to undertake a routine repair to her W.C. flush handle.

Jeny told us that she had reported the repair to her Coordinator at 10am and by 2pm on the same day the plumber had called and the repair had been completed. Jeny sent a big thank you to all those concerned.

This was certainly a job well done but was it the fastest completed repair ever? May be you can tell us of a quicker one!



Arran news



New way to pay at the Office

Hopefully by the time you read this newsletter you will be able to pay your rent at the Arran office by card payment with a debit or credit card. This method of payment will not be restricted to those calling at the office to make their payment, telephone payments will also be

able to be made by telephoning the office on 303700 and providing your card details over the phone. Should you have any queries or require further information regarding this please do not hesitate to contact any of the staff at Isle of Arran Homes.

Changing faces

at Glen Estate, Brodick

At the end of May, Peter Milne, the Assistant Sheltered Housing Coordinator and Amenity housing local representative based at our sheltered development in Brodick, left after 18 months of dedicated service. We all wish him well with his future plans.

Following a recruitment process, which included some of the residents of Glen Estate meeting with the four prospective candidates for coffee prior

to their interviews, Jane Kyle has been appointed as Peter's replacement and will commence duties on 21st July. Jane lives in Brodick and has a background in youth and adult support and community services.

We wish Jane every success as she takes up her new position.

Future Newsletters

The next edition of this newsletter will be circulated in November 2010. If you have any items that you would like to see in print and share with other tenants of Isle of Arran Homes and Trust please contact Mary Pritchard, The Manager at Isle of Arran Homes.

POLICY REVIEW: ALLOCATIONS

Trust has been undertaking some joint work with Bield and Hanover (Scotland) with a view to agreeing a joint allocations policy. The three Associations already operate a common housing applications system but with three different allocations policies; it is believed a joint policy will be a great step forward as it will be much easier for applicants to understand, as well as streamlining the process for staff. It would also have the added benefit of enabling staff to give better advice and information to applicants making enquiries about rehousing.

Recently, a tenant consultation event took place, made up of tenant volunteers who had expressed an interest in hearing about the joint policy proposals. Areas such as age criteria, transfers, apartment sizes, and number of offers were discussed. This proved to be a very successful exercise which will be extremely useful when agreeing the joint proposal with Bield and Hanover (Scotland), who are undertaking similar exercises with their tenants.

It is hoped that a final policy will be agreed and taken to our respective Committees later in the year.

If you would like more information on the allocations policy review, please contact Wendy Johnston, Housing Policy & Performance Manager, on 0141 227 1994.

Update on Guest Bedrooms

As you will already be aware, Trust have a reciprocal arrangement with Hanover (Scotland) Housing Association where Trust tenants can use guest bedrooms in the Hanover developments and vice versa.

We are pleased to advise you that Bield tenants recently voted to join this arrangement on a trial basis, a move which should provide an even greater choice of location for our tenants. Bield are gathering together location and contact information for their schemes and we hope to be sending this out to you as soon as it is available.

Watch this space ...



Direct Debit Invitation

We will be carrying out an exercise over the summer where we hope to invite lots of our tenants to transfer their method of payment over to direct debit. Paying by direct debit has lots of benefits, the main one being that you don't have to worry about making or changing your payment, we do everything at our end.

So if you receive an invitation through the post and it's something you are interested in, please fill out the form with your details, return it to us and we will do the rest.



If you have any queries regarding direct debit or any matters relating to your rent account please do not hesitate to contact us on 0131 444 1200.

Rent Consultation Responses



Thank you very much to everyone who returned the consultation document on the proposed increase in charges for rents, landlord service charges and heating with effect from 01 April 2010. We received a fantastic response to the consultation which was carried out late last year, over 560 of you took the time to give us your views and opinions. Unfortunately we did

receive some comments which we were unable to act upon as the development location had not been stated. We welcome all feedback but please if you are looking for a response or action please ensure you tell us where you are, you can still remain anonymous while only giving us your development name or postcode.

Housing Benefit

If you haven't already done so we would encourage everyone to apply for housing benefit. Even if you have applied before and been refused there may have been a significant change in your circumstances which may now enable you to qualify. Please contact your local housing benefit department within the Local Authority you live to make your application. You can get any housing benefit entitlement paid directly to us, so you don't need to worry about passing the payment on, you simply tick on the application form that you would like your Landlord paid direct. It's simple and easy and we would advise you to apply now!

Making a Payment over the phone

We now have the facility to take debit and credit card payments over

the telephone. All you need to do is phone the Rent Team on 0131 444 1200 and have your debit or credit card to hand, we will then take certain details from you and the payment is processed immediately. This cuts out any delay in your money reaching us and also saves you having to go to the Post Office or PayPoint.



Standing Orders

Please remember if you pay us by standing order then we have no authorisation to amend or cancel your payment, any adjustments to a standing order must be carried out by the account holder or person who holds Power Of Attorney. You are required to contact your Bank or Building Society to request any alterations.

“TALK BACK”

Welcome to your regular ‘Talk Back’ section where we offer a summary of the information that you have provided to us through any surveys, interviews, questionnaires, complaints, comments and suggestions over the last few months.

We are always greatly appreciative of the time and effort that our customers put into communicating with us and feeding back to us on services. Through this section we hope to give an overview of what you have told us and what we are doing as a result of this.

We always strive to have meaningful and useful communication with our customers so, if anything you read here gets you thinking of something that you would like to share with us then please do not hesitate to get in touch with your Coordinator, Service Manager, or any member of staff at our offices (0131 444 1200).

Customer Satisfaction Survey

Within this section we will feedback to you on any survey activity taking place. This may be advising you of upcoming surveys, detailing the results of a recent survey or updating you on action taken as a result of what you told us through a survey.

In June this year we put out a survey to all of those customers in sheltered, very sheltered, supported and housing with care developments. This amounts to over 2000 customers. Around 36% of customers responded to the survey. This survey was designed to look at areas of housing support as opposed to landlord services.

Some of the key positive findings were as follows:

- **91% of respondents agreed that they have confidence in how the service is run**
- **94% of respondents agreed that the service meets their needs**
- **95% of respondents agreed that they feel safe and secure within their development**
- **94% of respondents agreed that Trust staff communicate with them effectively**
- **97% of respondents agreed that Trust staff respect their privacy**

We are very pleased with and encouraged by the results overall. There were very few areas in which the results showed a need for any great change. However, we are always looking to improve and we hope to go on and exceed expectations in the future. One area which we have identified through the results to be explored further is that of Housing/Personal Support Plans. We will look into how we can raise awareness and understanding of these for all service users.

At the time of writing the results of the survey are just fresh in. Further work will be done to analyse the results and identify areas in which we can improve. Once an action plan has been put together further details will be shared with you through a future edition of this newsletter.

The winners of the prize draw will be contacted shortly so, if you returned your completed survey to us on time, keep your fingers crossed.

Development Meetings

As you may already be aware your Service Manager organises an annual development meeting, along with your Property Officer, to take place at your development. This meeting is intended to be an opportunity for tenants to get together with their Service Manager and Property Officer and discuss, face-to-face, a number of issues including areas such as:

- **Planned Maintenance Programme**
- **Stock Condition Survey**
- **Funding for Adaptations**
- **Tenant Participation**
- **Care Commission & Grading**
- **Trust Membership**

Service Managers will arrange for a poster to be placed on the notice board at your development advertising the meeting. An individual invitation to the meeting will also be sent to each tenant to make them aware of the meeting.

Minutes are taken at the meetings and copies of the minutes are placed on the notice board (copies can also be issued to tenants on request). An anonymous evaluation questionnaire

is also issued to all those attending.

These meetings offer an excellent opportunity to discuss any areas of interest or concern with both your Service Manager and Property Officer. If you would like any further information then please contact your Coordinator, Service Manager, Property Officer or just call our office on 0131 444 1200 where someone will be available to help.

Complaints

A major source of contact with our customers, as with any organisation providing services, is through our complaints system. We look upon complaints as a chance to learn and improve and we hope that you feel encouraged and enabled to make your views known to us.

Over the last 6 months the areas on which we received the highest number of complaints were as follows:

- **Staff Related Issues**
- **Service Related Issues**
- **Tenant Relations**
- **Property Services**
- **Policy/Procedure**
- **Heating & Hot Water**
- **Snow/Ice**

All of the complaints we receive are dealt with individually through the processes set down within our complaints procedure. We keep a log of all the complaints that we receive so that we can look out for trends in the complaints being made. We track this information to enable us to target our efforts and resources at the areas of most concern to our customers.

We are constantly working to eliminate

“TALK BACK”

any avoidable errors and we always seek to learn from complaints and improve. Information on how to complain is available from staff at the developments, on our website, or from our offices. If there is anything that is causing you concern then please let us know so that we can work with you to resolve any issues.

Other Activity

This Talk Back section of the newsletter tends to look at organisation-wide activity – the ‘big picture’ if you like. However, there are so many things happening out at individual developments all thanks to the hard work and commitment of staff and customers alike. Some recent activity at our Bingham development provides an excellent example of the sort of things that are going on out there. If this sounds like a good idea then why not try and do something similar at your development:

Customers at our Bingham development in Edinburgh have been getting to grips with technology. Many of the tenants in the development received mobile phones as gifts from their family but were unsure of how to get the best use out of them. The development’s registered tenants’ organisation (RTO) had also secured a computer with internet access for the development. Again, in this area, tenants didn’t feel that they had the knowledge to make best use of the computer and all it could offer.

The tenants asked staff at the development if it might be possible to have some classes on how to use both their phones and the computer. Staff were happy to oblige and ran classes every week for a six week period. Tenants were able to get demonstrations, instructions, hands on experience and ask all of their questions. At the end of the course tenants received completion certificates. Tenants’ families were very pleased with the results as their relatives are now able to communicate with them in all sorts of new ways.

As mentioned above, there are so many activities taking place at developments. If you have any examples from your own development that you feel we should include in future editions of the newsletter then please let us know (contact details can be found just inside the front cover of the newsletter).

We very much welcome any views or opinions on any aspect of our work or on the services provided to you. If you have any suggestions or ideas then tell your coordinator, fill out a suggestions card at your development, call the office, e-mail us or speak to your service manager (contact details can be found inside the front cover on page 2). We look forward to hearing from you.

Care Commission Update

Care Commission Inspections that have taken place.

Two Care Commission inspections have taken place this year and I’m pleased to report that service users were involved in talking to the Care Commission officers and completing the Care Commission’s questionnaires on how Trust supports them.

We received positive feedback in the Inspection Reports with comments including:-

“They are really nice, the staff are very helpful and the service is great”

“I love coming to the club, it is very pleasant and the staff are very caring”

“When you are feeling down, they notice and they help you and the bingo and day trips are great.

“The service and staff have been unfailingly helpful and supportive since my tenancy began”

“The staff are absolutely fabulous, they check on you to make sure that you are fine”

“The service has been really good for me, I have no complaints, the staff are friendly and I feel safe here”

The developments inspected were awarded grades of 4’s (which is good) and 5’s (which is very good). This is very positive and well done to all involved and a huge thank you to the service users, carers and relatives involved.

Presentation at Focus Groups

A presentation was given to three Focus Groups recently where participants had the opportunity to grade the care and support being provided to them by Trust. Grading is a 6 point scale where people are asked to award a number to.

The numbers are –

6 – excellent

5 – very good

4 – good

3 – adequate

2 – weak

1 – unsatisfactory

Look out for meetings at your development about how you can become involved in the grading of your service.

Tenants Conference

A presentation on how the Care Commission relates to service users was made to around 70 tenants at their Conference on the 21st May 2010. It was good to hear that people were aware of the Care Commission and what it does.

The key message from the presentation was that Trust and the Care Commission are very keen that tenants and service users become involved in the Care Commission inspections to tell us what you think of the services being provided and if you have any suggestions for improvements. A great day was had by all.

Spotlight on... Miller Park, Hamilton

General Development Information

Millar Park in Hamilton is a purpose built development and is one of the Association's larger developments with 38 flats spread over three levels. The development offers both sheltered and very sheltered accommodation. The development was constructed in March 1981.

The staff team are highly trained to deliver a housing support service to both the sheltered and very sheltered tenants living at the development.

The development has a staff team led by Lorraine Masterton, Supported Housing Co-ordinator, four part time Supported Housing Workers and two part time Domestics.

Lorraine works closely with our partners in health, social work and other agencies to ensure that individual tenant needs are being met.

The staff team provide 24 hour cover at the development. Sleepover cover is provided seven days per week, with a member of staff being on-call from 10pm to 8am for emergencies.

Very sheltered tenants living at the development benefit from a nutritious daily evening meal served in the communal dining area where tenants can also enjoy the company



of their neighbours. Very sheltered tenants also receive one hour per week Domestic service to provide basic cleaning of their flat.

The tenants enjoy a busy social calendar and have always been very keen to organise social activities in the lounge and often go on outings. There is a wide range of activities including trips, in house entertainment, bingo, coffee afternoon in the lounge, enjoying the lovely communal garden area. There are approximately 14 tenants who attend the lunch club held in the development lounge five days per weeks – this service is run by the WRVS.

The tenants and staff are keen to arrange fundraising events for charities and an event was held at the development last October which involved approximately £550 being raised for Cancer Research UK and specifically Breast Cancer Awareness. The development

received a Pink Button Award for taking part in the 'Wear it Pink' campaign.

The tenants at the development have a well established Social Committee and the development was recognised as a Registered Tenants' Organisation during 2006.



There is a very warm and welcoming atmosphere at Millar Park with lots going on and people to chat to. Visitors to the development are always very complimentary about the warm and friendly atmosphere of the development.

Lorraine Masterton, Supported Housing Co-ordinator thoroughly enjoys working with Trust and has been employed in various positions for approximately ten years. Lorraine commented that, "*the Millar Park development is a delight to work in with lovely surroundings.*" Lorraine particularly enjoys supporting the tenants and staff and working with families and other partners to provide a high quality housing support service to the tenants. The development has a home from home atmosphere.

Mrs Molly Paterson, who has been a tenant at Millar Park since 1991, said

"I am very content in my home at Millar Park and enjoy living at the development. I especially enjoy going for my evening meal and the company of my neighbours and staff".

Mr Alister Millar, who moved to the development, last year, said *"I enjoy the peace and quiet of the development and I like attending the men's club twice weekly, I am very happy living here."*

Location, Facilities, Tourist Attractions and Transport links

The Millar Park, Hamilton development lies in the Central Lowlands of Scotland where the Clyde and Avon rivers meet at the head of the Clyde Valley's agricultural lands.

There are four main shopping areas in Hamilton; the Regent Shopping centre which houses high street names, the New Cross Shopping Centre again offering a variety of shops, Quarry Street which has more individual shopping, a newly developed town square and shopping area again with high street names and multiplex cinema. The Hamilton area offers a wide selection of restaurants including Italian, Chinese, Indian, Mexican and Greek.

The Hamilton area offers a range of visitor attractions, such as Chatelherault Country Park, Hamilton Town House, Hamilton Park Racecourse. Hamilton is easily accessible by road, bus and rail links.

Letters to the Editor



Dear Editor,

I would be interested to hear from fellow tenants about their hobbies and interests. Does anyone out there have any interesting hobbies they want to share with us – I would be interested to hear how other tenants spend their time.

Regards
Mr Hickmott, Lauder

Dear Editor,

I would be interested to hear from my fellow tenants about their favourite things, I have lots of favourite hymns that I like to sing along to when they are on TV - What are everyone else's favourite things?

From
Mrs Fay Starkey, Bingham

Many Thanks for your letters and I hope we get a good response from other readers about hobbies - or indeed anything else they want to write to us about. Contact details are on the inside cover and we'll print as many of your letters as we can in the next issue - Thanks.

George & Helen Ritchie

On Monday the 10th May, tenants at Manse Gardens, Strachur enjoyed a celebration of "Victory in Europe Day" in the form of a "Street Party" in the communal lounge.

George & Helen Ritchie provided wartime music to set the mood.

Temporary Co-ordinator, Cathy Paterson baked and donated four delicious cream sponges - definitely not ration book fair! Another staff member Lynda

Thomson provided bunting and flags. Refreshments also helped ensure that a good time was had by all.

A big thanks also go to Jess Ferguson & John Garret for all the hard work that they put into this event, which all tenants enjoyed.



Quiz Competition

- Whose summer villa is at Castel Gandolfo?

- When is the Christian festival of Midsummer Day?

- Which institution, introduced by Harold Wilson, consists of TV and radio lectures and summer schools?

- In "Alice's Adventures in Wonderland", what was done all on a summer's day?

- Elvis Presley was the King, Bruce Springsteen the Boss. What nickname was given to Donna Summer?

- Which brothers wrote the song summertime?

- Which duo had a hit in 1978 with Summer Nights?

- Who had a hit record in 1961 with Summertime Blues?

- Which group had a hit with the song? In the summertime?

- Where were the 1968 Summer Olympics held?

- In 'The last of the Summer Wine' what was Nora's husband called?

- Which country house in the south of England gives its name to a summer drink of claret, soda, and sugar?

- Which year of the 1970s was the 'summer of the drought'?

- Which G is a summerhouse or garden pavilion?

- Only five countries have sent athletes to every one of the modern Summer Olympics. Can you name them?

Send your completed quiz sheet to Laura Sandilands, Trust Housing Association, 12 New Mart Road, Edinburgh EH14 1RL by Friday 30th July and the first correct entry drawn on this date will receive a Summer Bouquet of Flowers

Cooking with Jack



Chocolate Tiffin

Ingredients:

8oz Cooking Chocolate
(You can use milk, dark or a mix)
 8oz Rich Tea Biscuits
 4oz Butter
 2tbsp Golden Syrup
 2tbsp Sugar
 4tsp Cocoa
 Handful of raisins

Method:

Melt Butter, Sugar, Syrup & Cocoa in a pan and add the raisins. Crush the biscuits and add them to the melted mixture.

Pour mixture into a swiss roll tin lined with baking paper, and press down.

Melt chocolate and pour over the mixture.

Place in the fridge for 1 hour and leave to set.

Cut into about 20-24 pieces.



CONGRATULATIONS

Thornhill Anniversary

Drumlanrig View, Thornhill recently celebrated it's 25th anniversary.

The occasion was marked with a party attended by tenants and friends of the development.

The pictures show Mrs Margaret Baxter, a tenant at Thornhill for 21 years, cutting the anniversary cake and also receiving a bouquet of flowers from Trust Housing's Chief Executive Bob McDougall.



Well done Mrs Campbell!

Mrs Campbell from Matheson Road, Stornoway is pictured receiving her £50 M&S voucher from Sheila Hook, Service Manager and Mairi MacDonald, Coordinator after winning the recent Tenants' prize draw.



Congratulations and Best Wishes to Mrs Tait

Mrs Tait, a tenant at our amenity site in Winchburgh, reached 102 at the end of February. Mrs Tait is pictured here with Janette Wright, our Local Representative. Congratulations and Best Wishes to Mrs Tait.



This information is available in Braille, tape, large print and community languages. To request a copy please contact 0131 444 1200



توفر هذه المعلومات بلغة برايل للعميان و على شريط سمعي و بخط كبير و بلغات الجاليات العربية. نطلب 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 हमें 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 (تاہم افراد کے لیے ابھرے ہوئے حروف کی لکھائی) میں، نیپ پر، بڑے حروف کی لکھائی میں اور کیوشی کی زبانوں میں بھی دستیاب ہے۔ انکی نقل حاصل کرنے کے لیے براہ مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਭਾਈਚਾਰੇ ਦੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸਦੀ ਨਕਲ (ਕਾਪੀ) ਦੀ ਬਿਨਤੀ 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।