

Volume 15 – Summer 2011



Trust Talk

Spotlight on Loanhead



Tenants Conference 2011

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WELCOME FROM THE EDITOR



Well if you attended the Tenants Conference I hope you enjoyed it, if you didn't attend what a day you missed! It was a fabulous day which I thoroughly enjoyed. Meeting those of you who attended was great and it was good to get so much feedback on the magazine.

This issue sees a special supplement on the Royal Wedding celebrations and lots of other articles on the goings on within all the developments.

So all that's left for me to say is that I hope you enjoy this issue and more importantly I hope we enjoy reading it, basking in glorious sunshine and perhaps eating the cupcakes from the recipe featured.

Enjoy the Summer everyone and I'll speak to you later in the year.

Kind Regards

Laura



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This years Tenants' Conference returned to Edinburgh and took place in the Marriott Hotel, which is located on the airport side of the city, an ideal location for everyone travelling to Edinburgh.

This years conference was described by tenants as being "the best ever conference"! How can we follow that?

The programme was put together with valuable input from two of our tenants who were involved at the very beginning. They came along to the first planning meeting and gave us ideas on what they thought tenants would like to see on the programme.

The Conference was opened by the Chief Executive of Trust, Bob McDougall, who welcomed everyone and set out the programme for the day. Following this Mike Martin, the Director of the Scottish Government's Joint Improvement Team, spoke about the Reshaping Care for Older People within Scotland.

Tenants had the choice of attending one of the three workshops in the morning and in the afternoon. Two of our own staff offered to facilitate workshops and Aisha Nadeem, our Welfare Benefits Officer, ran a workshop on benefits for older people.

Charles Chisholm Trust's Catering Manager was due to take a workshop on Diets and Health. However, Charles did not make it due to flight delays following the volcanic dust and Hilary Stevenson for Hanover Housing



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Association very kindly stepped in at the last minute.

The other workshops this year were Exercise for Older People by Kath Laing from the Ageing Well Project Edinburgh City Council and a Reminiscing workshop ran by Miles Tubb & John McCaughie two Project Workers from the Living Memory Association.

As in past years we always like people to leave the Conference on a high with a bit of fun to finish off, and this year was no exception. The last session of the day was a tea dance which was the suggestion of one of the tenants involved in the programme planning. This was a great success and it has to be said that everyone who could, got up for a dance and the hotel did a great job in providing us with some lovely cakes and scones.



Focus Group Meetings

As you may be aware from earlier articles in this newsletter, we now hold four, instead of three, Tenant Focus Group meetings - two in the East and two in the West. The additional meeting was due to an increase in the numbers of Registered Tenants' Organisations.

It is still very difficult to organise the meetings to take place in as wide a geographic spread as possible that will decrease the travel for the tenants wishing to attend. However all the meetings were well attended by representatives from the Registered Tenants' Organisations.

A number of Head Office staff were in attendance at the meetings and gave tenants information on a wide



range of subjects and sought the views of the tenants on a number of policy documents that were being reviewed at this time.

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



Calling all Association Members.....

**This year's Annual General Meeting
will be held in The Thistle Hotel,
Cambridge Street, Glasgow
on Thursday 22 September 2011
at 2.00 pm with buffet lunch at 12.30 pm**

**Please note this date in your diary –
correspondence regarding the meeting will be
sent to you mid August and early September**

Arran news



Red Quarry Road Completion

In years gone by, the quarry at the southern end of the village of Corrie provided fine sandstone for buildings both on Arran and over the sea. Kinloch castle on the Isle of Rum, perhaps Britain's best preserved Edwardian country house, is built from Corrie sandstone. The 'Mineral Railway' was built from the quarry to 'Sandstone Quay,' along which flat bed bogies loaded with the sandstone were pushed by hand. Overlooking the quay was the imposing quarry manager's house, itself of sandstone of course, allowing the manager to oversee operations even when at home.

The Isle of Arran Heritage Museum archives hold extensive records of the facilities, such as reading rooms, that were provided for the workers, and of the dances and other social activities that were organised by and for the quarry business. The quarry finally closed in 1928.

This quarry dug to make houses is now filled with houses and again buzzes with life. Named Red Quarry Road, there are 24 semi-detached homes, a mix of 1-bed Amenity bungalows and 2 and 3-bed General Needs houses.



All make good use of space, and are laid out to get maximum light and sun. All have private gardens. We have installed, for the first time in an IoAH development, electrically powered wet central heating, on a 24-hour low tariff. This will give the great flexibility to turn heat on and off quickly in any room that usually requires oil central heating, or, on the mainland, gas. We have also installed a play park for children, equipped with swings, chute and seesaw. The homes were occupied in May. As well as meeting some of the very great housing need on the island, we hope that this development, with its influx of families, will benefit the whole village of Corrie.

Already it has increased student numbers at the primary school, and more are expected to attend when the new academic year starts in August. The overwhelming majority of the new tenants had a close existing connection with the island. We seek to reduce the migration of young people from the island and maintain the labour force, so making the economy more sustainable.

Arran news



Official Opening Day

As this magazine goes to press, we are arranging the official opening of Red Quarry Road for 24 June. This will be a celebration of the new development, attended by tenants, and representatives from the Scottish Government, North Ayrshire Council, the Community Council, Trust Housing Association and others. The event will be led by John Sillars, Chair of Isle of Arran Homes.



New Local Representative for Amenity Tenants

Johnny McGovern, who already provides cover at our Sheltered housing developments, was appointed as Local Representative in March. His role is to visit our Amenity tenants at Blackwaterfoot, Brodick, Lochranza and Whiting Bay to test alarm systems and check on general welfare.

We wish Johnny success in his new role.

Sheltered Tenants Fund Raise for ARCAS

Sheltered tenants at MacKelvie Road, Lamlash, hold a weekly craft group, practicing old skills and learning new ones. They have held two public sales of their work at the development, which have raised £385 for the Arran Cancer Support Trust.

“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 Co-ordinator, Service Manager, or any member of staff at our offices (0131 444 1200).

Customer Satisfaction Surveys

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.

We conduct 2 main customer satisfaction surveys each year – a Landlord Services survey and a Supported Housing Services survey. At the time of writing, your Landlord Services survey is being prepared. Therefore, if you haven’t already received this it will be on its way

shortly. Please look out for it and take the opportunity to give us your valuable feedback.

Earlier this year we conducted our second annual Supported Housing survey. This is a survey of all of our customers that receive some form of Housing Support or Housing with Care. The results are all in and I am pleased to be able to give you some headline figures from the survey:

- Our topline figure relates to the overall service provided by Trust with 93% of respondents agreeing that Trust provides them with an

“TALK BACK”



excellent service. Whilst we are pleased and encouraged by this figure we will continue to work hard in this area to improve results and performance

- 93% of respondents also agree that the service which Trust provides to them meets their needs
- 95% of respondents agree that they feel safe and secure within the development in which they live
- 94% agree that staff at their development communicate with them effectively

The survey also highlighted to us a number of areas in which we feel we can improve. These will form the basis of our improvement action planning over the coming months. These areas include:

- Involvement with and communication around personal support planning
- Providing appropriate opportunities for customers to make comments and suggestions about how the service is delivered

A prize draw took place following this survey with names being drawn from all of those who responded. We had a total of 3 winners, each receiving £30 in vouchers for the store of their choice.



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:

- Service Related
- Tenant Relations
- Staff Related
- Contractor Related
- Window Cleaning
- Property Services
- Heating/Hot Water
- Communication

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 any avoidable errors and we always seek to learn from complaints and improve. Information on how to complain is available from staff at your 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.

Keep In Touch

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 co-ordinator, fill out a suggestions card at your development, call the office, e-mail us or speak to your service manager (contact details for our main offices can be found inside the front cover on page 2). We look forward to hearing from you soon.

Social Care and Social Work Improvement Scotland - SCSWIS



In April of this year the Care Commission changed its name to Social Care and Social Work Improvement Scotland (SCSWIS). To help you and others, including staff remember the name we pronounce it skis - wiz.

SCSWIS exists to “make sure that people receive the highest quality of care and that their rights are promoted and protected.” They also say that they will protect users’ safety and ensure that people’s well being is enhanced

What does the change of name mean for you and Trust?

For those of you that took part in the inspections last year either by meeting with the inspector or filling out a questionnaire, this will not change with SCSWIS.

But Trust does have two new SCSWIS inspectors one in Edinburgh and one in Glasgow. (Some of you might have met the Edinburgh based one as he attended this years Tenant Conference.)

Look out for the telephone numbers of the offices where the inspectors are

based at your development should you want to contact them directly.

The frequency of Trust and your development being inspected might not be every year - it could be between 1 and 3 years. The best person to speak to about when your development is likely to be inspected next is your co-ordinator or the service manager.

One thing that SCSWIS is doing differently from the Care Commission is that the inspector may turn up at your development unannounced. Last year a poster was put up in the development with a photograph of the inspector and the date they were visiting, this year there may be no date or for some, a poster with 2 or 3 days notice.

This year Trust plans to build on the good inspection reports we received last year. You might remember that for the first time Trust was awarded a six - this means that the service provided was EXCELLENT!

Remember please don’t wait until the inspector arrives at your development to tell us about your service, there are lots of ways to tell us what you think and offer suggestions as to how we can make things better.

One way is taking part in **Points of View sessions**.

The points of view sessions are taking place in your developments now.

They give you the chance to say amongst other things, what you like about living at the development, if you are treated well and if the staff support you the way you prefer. The session also looks for your ideas on how to improve things and asks you to grade the service from Trust between 1 and 6. You can invite family members along to the session if you like.

Everything that is said at the meeting is written down and the service managers writes a report to make sure that a plan is drawn up to action the ideas for improvement.

Please take part in these sessions if you can, and if you have any questions about the points of view sessions please speak you your co-ordinator who will be happy to help you.

Another way isYou said....We did

Please look out for the “You said.... We did” posters on the notice boards in your development. We are always keen to hear all your comments and suggestions and this poster is a way of keeping on track with them and telling you what we did in response.

Lots of developments are using the posters very well indeed and to give you an idea of the things being said here is a list of some of the areas being talked about so far.

Suggestions have been about food ideas, new activities, trips, ideas for the gardens and furnishings at the development. Requests for bingo nights, Royal Wedding parties, and Grand National events. Others have asked for post boxes, security lighting, lines to be painted in the car park, and feedback was given about window cleaning.

We welcome all comments and suggestions so please ask your co-ordinator to put your idea, request or suggestion on the poster.

Some of the other ways we have asked tenants for their opinion have included.....

Tenants at Stockbridge give us comments on the proposed satisfaction surveys.

Some of the tenants agreed that I could join them for their coffee afternoon to talk about the satisfaction questionnaires before they were sent out to all tenants. I was keen to hear whether tenants felt the questions were easy to read and understand and that the layout was acceptable to them.

A huge thank you to all that took the time to meet me and feedback on the questions.....and for the warm welcome.

More tenants get involved in the recruitment of staff.



Some of the tenants living at the Bellshill development took part in training which helped them be part of the interviews for a new co-ordinator.

Two Tenants met the people to be interviewed and then showed them round their development. They asked each person three questions and the answers given were fed back to the interview panel who made the final decision on who got the job.

If you think this might be something you would be interested in finding out more about, please speak to your co-ordinator or your service manager.

Finally – look out for more news on SCSWIS in the next edition.



Jenny Rankin and George Henderson.

Spotlight on...Loanhead

The Hawthorn Gardens, Loanhead development officially opened in March 1981 offering sheltered housing in 35 individual flats. Over the last 30 years services offered to tenants has changed substantially with a very sheltered service including an evening meal being provided from 2001 onwards. In January 2010, in conjunction with Midlothian Council, Loanhead became the 3rd of Trust's Housing developments to offer the Housing with Care service.

There is a dedicated team at staff at Hawthorn Gardens headed by Housing with Care Manager, Liz Callaghan. Liz's team in the development includes 2 Senior Housing Care Workers, 7 Housing with Care Workers, 2 Cooks, a kitchen assistant and a domestic. The development is currently recruiting for additional staff to enable them to continue to deliver 150 hours of care to the tenants every week. The staff team are in the development from 8am until 10pm with Care Line handling calls out with these hours should an emergency arise. Hawthorn Gardens was visited by the Care Commission in November 2010 and the service was awarded a 5 (Very Good) by Care Commission Inspector, Kellie Anne Davidson.

The development started 2011 with the first of many exciting events, a Kitchen refurbishment. The new

kitchen and dining room were officially opened by tenant, Mrs Lena Bowman, on Burns night. Mrs Bowman said "Magnificent kitchen and dining room with lots of first class equipment and storage. We have lovely companionship in lovely surroundings".



Mrs Lena Bowman

One of the developments Cook's, Anne Marie Neil, said "The kitchen is great, the cooks can see and talk to the tenants and the tenants can see their food being prepared and served. The kitchen is nice and bright and will be lovely with the patio doors open in the Summer."

The development held it's 30th Anniversary party in March of this year with Director of Customer Services, George Veryan, giving a speech and presenting the development's longest tenant, Mrs Lena Bowman with a bouquet of flowers. The tenants also enjoyed a celebratory cake which was cut by Mrs Hella Kavulicz and Mrs Jean Fairly (pictured).

After the formal Anniversary celebrations, tenants enjoyed an afternoon of music provided by David Verman and his accordion.



*Loanhead 30th Anniversary,
Mrs Hella Kavulicz, Mrs Jean Fairly*

Following the celebratory theme, the development held a street party to celebrate the Royal Wedding with tenant Mrs Violet Foy saying “We had a lovely lunch and enjoyed the company, it was good fun.” Many of the tenants enjoyed the celebrations with Mrs Veronica Stachini adding “It was a very good day, the atmosphere was like a real street party.” Of the wedding itself, Mrs Margaret Lockhart added “the Bride looked beautiful.”

Pictures from the Royal Wedding celebrations can be seen along with pictures from other developments in the special Royal Wedding supplement with this issue of Trust Talk.

There were further celebrations to be had when the Tenants of Hawthorn Gardens opened a brand new garden project. The community initiative, which is a joint partnership between Trust Housing Association and Edinburgh and Lothian Green space Trust (ELGT) successfully brought staff, tenants and the whole community together to transform an unused area of land into an oasis of herbs, fruit and vegetables. Chief Executive of Trust Housing Association, Bob McDougall said “The creation of this garden has not only provided benefits to our residents, enabling them to enjoy the outdoor space and work together with staff to create a beautiful backdrop to their home, but also encourages the wider community to get involved.”



One of Hawthorn Garden's tenants, Mrs Anita Barr, said of the garden "It has changed my life, I feel so much happier in the garden."

Whilst the tenants have been busy celebrating all of these wonderful occasions, internally the whole development has been decorated and carpeted, and with the new bright and homely feel the Tenants and Staff at Loanhead are delighted.

Although there is no Registered Tenants Organisation at Hawthorn Gardens the tenants enjoy a varied range of activities. This year saw tenants from the development taking part in the Ageing Well Olympics where a team of tenants competed against other groups of older adults from Midlothian in an Olympic style competition.

The Trust team came 2nd which was a fantastic achievement and hopefully that 1st place on the podium will come next time round.

The Hawthorn Gardens development is situated on the main road into Loanhead. It offers good links to the City of Edinburgh and it's surrounding areas. Within Loanhead, tenants have access to a local community centre, library and retail park. The latest addition to the local area is The Kabin which aims to bring the community and outreach areas together in a collaborative way. The project was funded by The Big Lottery Fund and the tenants hope to make use of this new learning centre.



PLANNED MAINTENANCE PROGRAMME 2011 / 2012 – OUR INVESTMENT

Did you know that this year Trust is proposing to spend around **£5.4 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 ?

This year we will be using information gathered from our stock condition surveys completed over the past 3 years by external surveyors. This has allowed us to prepare a 30 year planned maintenance programme to ensure that we are investing in the right developments at the right time, whilst also estimating the funding levels required to do so.

In addition to this your Property Officer will also check each year, to assess the condition of Developments and update the plan as required.

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

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

External Decoration	£50,000
Internal Decoration	£150,000
Window Replacement	£500,050
Kitchen Replacement	£419,500
Bathroom Replacement	£250,875
Lift Refurbishment	£142,780
Boiler Upgrades	£374,400
Warden Call	£100,080
Fire Alarms	£61,440
Laundry / Kitchen Equipment	£22,000

The above works cover the key items within 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.

What are the priorities ?

You may be aware of the **Scottish Housing Quality Standard** or SHQS for short, which is a standard set by the Scottish Government that landlord's such as ourselves should achieve by 2015.

We have identified that we need to invest £3.288 million in the years to 2015 to achieve the Standard.

Our current and future maintenance programmes will therefore focus on achieving the Standard, which has also been built into our financial plans.

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.

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 costs 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 2001)

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

Previous Winners

Winner of Easter Egg Hunt

Joan Aitken
38/23 Deanhaugh Street



Crossword Winner

Mr G Robertson
21/8 Queens Bay Crescent
Joppa



Joan Aitken, Stockbridge Easter Egg Winner

CHRISTMAS CARD COMPETITION



Paint or draw a picture for
Trust's 2011 Christmas Card and
you could win one of two prizes

**First Prize - £50.00 voucher
of your choice**

**Second Prize - £25.00 voucher
of your choice**

The competition will be judged by
two of our Board Members and is
open to all of our residents. The
results will be announced at our
Annual General Meeting to be held
in Glasgow on 22 September 2011

The winning cards will be printed
and sent to our contacts all over
Scotland

Please send your drawing/painting
to

Linda Hamilton at
12 New Mart Road, Edinburgh EH14 1RL

or hand it to your Co-ordinator who will
pass on your entry

Closing date for entries is
1st September 2011

Competition

As editor I receive a lot of feedback
on the competitions in the newsletter
and I am always keen to know what
you prefer so send your feedback to
me at the address inside the front
cover.

This time I'd like your captions
suggestions for the photograph below,
and there will be a prize for the best
suggestion.



Send your suggestions by 17th August to:
Laura Sandilands

Trust Talk Editor
Trust Housing Association
12 New Mart Road, Edinburgh EH14 1RL

Knitting Group at Ravens Court, Motherwell

Tenants at our Ravens Court development in Motherwell meet throughout the Winter months to knit jackets, blankets and toys for children in Romania. The tenants meet to chat and knit in a group organised by Mrs Jessica McKellar and the donations are then taken to Romania by a local gentleman who does Charity work in the area.

The tenants will meet again as a group in September where they hope to start work on this Winter's project, to knit toys for the children in local hospitals.

This fabulous project sees a lot of hard work from the tenants involved and I am sure the children are all delighted with their knitted gifts when they receive them.



Diamond Wedding Anniversary at Hamilton

Mr Norman & Mrs Margaret MacGregor, tenants at the Millar Park, Hamilton development celebrated their Diamond (60th) Wedding Anniversary on 1st June 2011.

The couple have 2 children, 4 grandchildren and 4 great grandchildren, all of whom joined in with the celebrations.

Mr MacGregor met Margaret at the Salon Dance Club in Hamilton when he was 24 and the couple married on 1st June 1951 at Manse Church in Hamilton.

The couple still enjoy to dance together 60 years on.

Mr & Mrs MacGregor agree that the recipe for a happy marriage is to listen to one another and never go to bed on an argument. Sound advice indeed.

Congratulations from all at Trust Housing



30th Wedding Anniversary at Bingham

Mr Roy & Mrs Fay Starkey, tenants at the Bingham development celebrated their 30th Wedding anniversary with a 3 course lunch for all the members of the lunch club.

The lunch club members provided the happy couple with a lovely cake and a great time was had by all.

Congratulations from all at Trust Housing.



25th Anniversary at Ashgrove Court, Newton Stewart

20th April saw the 25th Anniversary of the opening of the development in Newton Stewart. Tenants enjoyed an afternoon of music, mingling with past and present Trust staff and local dignitaries. Chief Executive of Trust Housing Association, Bob McDougall, presented the tenants with a plaque which has been erected in the hall at the development.

Two of the longest residing tenants, Mrs Helen Elliot and Mrs Emily Glen were presented with a bouquet of flowers and both cut a celebratory cake which everyone enjoyed with a buffet lunch.

Tenants Alan Paterson and Bea Cummings provided the music and entertainment with Mr Paterson & Mrs Cummings playing the accordion and Mrs Cumming reading the poem, The Journey, which was in the last edition of Trust Talk.



90th Birthday – Strachur Development

Mr John Elliott, tenants at the Strachur Development recently celebrated his 90th birthday. John has lived at the development for four years and very much likes to take part in all of the social activities that go on in the development.

During the war John was working in the ships while the bombs were falling around him, but modest John doesn't make a big thing about this.

The Social Committee arranged for a lovely buffet lunch to help John celebrate his 90th birthday, which was very much enjoyed by all who attended. The photograph shows John enjoying his special day with his gifts received.



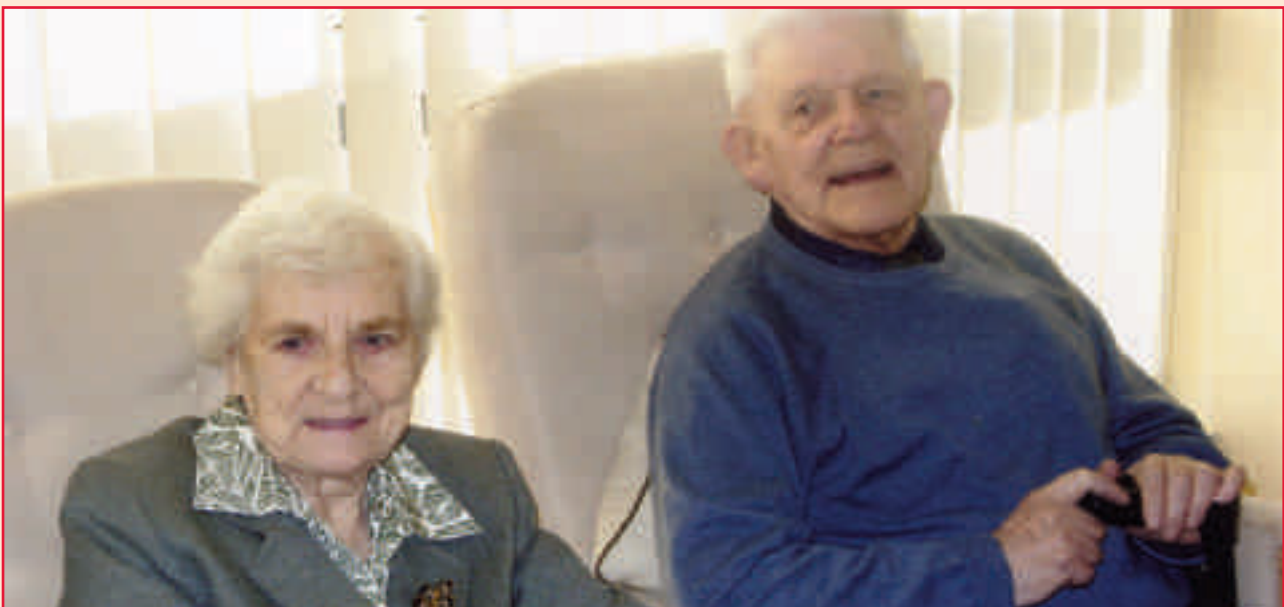
70th Wedding Anniversary at Mission Place

Mr & Mrs Greenhorn, tenants at the Mission Place development in Motherwell celebrate their 70th Anniversary on 11th July this year.

They met through a mutual friend and married in the Fauldhouse Co-op Hall on 11th July 1941 and despite being

war time they had a lovely chocolate wedding cake that was shared with all their friends and families who attended. Mr & Mrs Greenhorn have one daughter, two grandchildren and four great grand children who will all be joining them in July to celebrate their anniversary.

Congratulations from everyone at Trust Housing.



Celebrations in Burntisland

Mrs Helen Ford, tenant at the Burntisland development, celebrated her 90th Birthday in May. Tenants and Staff enjoyed the Birthday celebrations and a fun afternoon was had by all.



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