

Trust Talk

LATER LIVING



WINTER 2024
LATER LIVING



www.trustha.org.uk



Image above: big smiles from customers at Mission Place receiving their energy-efficient items.

A Warm Hello From Our CEO

Hello and a very warm welcome to our Winter edition of Trust Talk which as always is packed full of updates to keep you informed of the important work we continue to do at Trust.

There is no better way to start than by focusing on the great work of the Cost of Living Task Force who have been successful in securing various sources of funding to help support customers through a seemingly endless cost of living crisis.

A key priority for Trust is to do all that we can to support customers through these worrying times and the Cost of Living Task Force do just that. Examples of their recent successes are listed below;

- **Secured £82.5k of grant funding** to support our customers with direct cash payments. These were issued to customers with the least energy efficient homes, to help with ongoing fuel bills and other household essentials;
- **Trust created a £60k hardship fund** to support customers from a wide geographical spread and different types of homes. The fund was accessed via our Customer Partners and was essential help for people struggling to keep up with rent payments or having trouble buying other household items;
- **Recruited another member of staff to the Welfare Benefits Team** to help support high referral demands for this service who

ensure customers maximise their income and get all the assistance they are entitled to. The amount gained for customers through the year as a whole was £2.7m;

- **Secured £120k of funding** for energy reducing household appliances including air fryers, slow cookers heated blankets and high tog duvets to help our customers keep warm and reduce their fuel bills (image, left).

In addition to the great work of the Cost of Living Task Force we have also delivered 46 new social rented and energy efficient homes in the centre of Govan, Glasgow. The £9million new build project was delivered in partnership with Glasgow City Council and CCG (Scotland) Ltd. with our new customers moving into the flatted

development on Langlands Road in April 2024 (image, below).

A major project to improve the energy efficiency of our homes is due to complete in mid-September 2024 on the Isle of Arran.

This current phase sees 59 of our homes benefit from a range of energy efficiency improvements, including cavity wall insulation, under floor insulation, solar PV and battery storage systems, air source heat pumps and ventilation upgrades, dependent on recommended measures.

The project started in June and has an overall value of almost £1.1m, with Trust contributing just £135k of private finance.

Image below: an exciting day for the official opening of our Langlands development despite the heavy rain.



4 INTRODUCTION

Our contractor Green Homes Systems, and battery storage supplier, Duracell, have collectively provided a community benefit fund of £18,000 from the contract, which is to be directed to our Trust Hardship Fund.

These works contribute an important improvement in the EPC rating of our homes as they now all move up to be certified as EPC band B, with customers already reporting significant energy bill savings.

Further ECO4 funded projects are being planned currently, including another phase on Arran with Green Homes Systems, which will provide energy efficiency upgrades to a further 150 homes on the island.

I hope you enjoy this new edition of Trust Talk,



With very best wishes,

A handwritten signature in black ink that reads "Rhona McLeod".

Rhona McLeod
Chief Executive



Board Update



Annual General Meeting 2024

In September 2024, we held our Annual General Meeting virtually, using video conferencing and were able to connect with a number of our Members who joined us on the video call. At the meeting, we presented the annual accounts, appointed our external auditors, and elected Members to the Trust Board. We also had a number of interesting pre-submitted questions from our Membership who could not attend the AGM.

For anyone who is interested in watching the AGM, please visit:

www.trustha.org.uk/about-us/governance

For anyone who is interested in becoming a member of Trust Housing Association, please visit:

www.trustha.org.uk/about-us/governance/trust-membership/

Trust's Annual Assurance Statement

Each year, all social landlords must complete a self-assessment exercise and declare to the Scottish Housing Regulator that they have met the Regulatory Standards of Governance and Financial Management.

The focus on self-assessment is to provide assurance that governance arrangements are effective and appropriate for the organisation, and most importantly that the organisation is compliant. The landlord must then issue an Annual Assurance Statement.

This year, the Regulator also sought special assurance from landlords around 'Tenant Safety' and 'Reinforced Autoclave Aerated Concrete' (RAAC).

Through the self-assessment process and evidence bank collated in October, the Board was provided with a strong level of assurance and concluded that Trust fully meets the regulatory standards of governance and financial management, as well as meeting all duties in relation to tenant safety. This latter point covers topics like gas, electrical, fire, water and lift safety, as well as our obligations relating to asbestos, damp and mould.

The Board were also assured that Trust has not identified any Reinforced Autoclave Aerated Concrete (RAAC) in its properties.

The Board are confident that despite the current economic environment, there are measures and contingency planning in place to ensure we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders.

The evidence which supports our Assurance Statement includes:

- Key performance reporting in areas including finance, asset management, development, tenant and resident safety, risk, customer service, quality assurance and legal/regulatory compliance;
- Internal and external audits reports;
- Customer Panel scrutiny reports and contributions from our new Customer Representative Group;
- Benchmarking data;
- Reports and advice from senior team and external advisors;
- Strategy documentation and policies.

The full details of our Annual Assurance Statement can be found on our website: **www.trustha.org.uk/about-us/how-were-performing**

Board Member Development Visits

Prior to the pandemic Trust Board Members would regularly visit developments to provide them with an opportunity to meet with customers and employees who live and work in Trust developments.

If you would like to know more or ask any questions with regards to Board Member development visits please contact Annette Brown:
AnnetteB@trusha.org.uk

Given the importance of this we are pleased to say that from December 2024 development visits will be reinstated.

Our Board Members are very much looking forward to meeting Trust customers and employees and we will be in touch with on-site co-ordinators in advance of each visit.

Image below: more visits to come- Leader of Glasgow City Council Susan Aitken and Board Vice Chair Gordon Laurie visit a new customer at our Langlands development.



Assets Update



Trust Secures £1 million ‘ECO4’ Investment for Tenants’ Homes on Arran

We have recently completed energy efficiency investment works to 59 homes on the Isle of Arran after securing close to £1m of ECO4 funding, via the projects Main Contractor - ‘Green Homes Systems’.

These multi-measure upgrades transform all of the homes, from amongst our poorest energy performance categories, into some of our most efficient homes across our entire housing stock with all now, helping to reduce customers energy bills.

Measures used include: underfloor insulation as well as within loft spaces and cavity walls; solar panels; battery storage; new ventilation systems and air source heat pumps, where required.

ECO4 is an energy efficiency scheme that provides funding for energy-saving and carbon reduction measures, funded via financial obligations imposed upon commercial energy companies. We are working with partners to access this grant funding stream to allow us to create warmer, greener and more efficient homes for our customers.

We hope that our customers begin to feel the immediate benefits with the reduced energy consumption and costs going forward.

As a result of these works Trust has also been able to secure £18,000 through contractual community benefits, which has been committed to our 'Hardship Fund'. The Trust Hardship Fund was put place in 2023 to help support customers who require financial support through the current cost of living crisis. The fund can be accessed by Trust customers most in need to help with the cost of food, utility bills and other essential household expenses. Customers who are in financial difficulty can find out more on how to access the fund by contacting their Customer Partner.

We are now working with Green Home Systems to develop plans for a further phase of ECO4 funded works on the island from Autumn 2024 through to Spring 2025. This next phase could see up to 150 of our homes on Arran receive a similar package of works and we look forward to updating you on this in a future Trust Talk edition.

Ian Davie, Head of Development & Asset Strategy said, "As Arran's largest social housing provider, we were delighted to have been able to deliver this first phase package of energy efficiency works on Arran, as well as securing additional funding for our Hardship Fund. Our thanks goes to Green Homes Systems and we look forward to working with them on future phases on the island in the months ahead.

This project on Arran follows on from an initial phase of energy efficiency ECO4 works for customers in Portree, which completed in July 2023. One of our customers who benefited from the upgrade, Angie Bain, pictured left, commented one year on:

"The new system is great. It's easy to operate; I'm warm throughout winter; and my energy bills have reduced significantly.

Before the installation I was often paying £350-£400 per month during the colder months, while only having my heating on 2 days a week. Now, I have heating every day and my latest January bill was around £150. I'm impressed."

This is evidence of the benefits of the solar panels and battery storage combination.

Connected Response Project

15 developments with electric storage heaters to benefit from smarter technology for heat provision

In exciting news, we are also in the middle of a 4-month project to install brand new Smart Heating Controls at 15 of our developments with 'Heat with Rent' and electric storage heating:

- Bearsden
- Clydebank
- Thornliebank
- Carmunnock
- East Kilbride
- Dumfries
- Glenluce
- Newton Stewart
- Chirnside
- Glen Estate, Brodick
- McKelvie Road, Lamlash
- Bowmore
- Tobermory
- Helmsdale
- Lochinver

This project is being supported, and part funded, through a £250k commitment from Scottish Government's **Social Housing Net Zero Fund**, and has been developed in conjunction with Connected Response, whose patented smart controls are being installed in 345 of our homes, as well as the building's corridors and communal areas.

The new technology is designed to optimise heat provision, **ensuring tenants' flats and our communal areas have a more comfortable temperature all year round**, whilst avoiding the use of extra heating and electricity.

The system uses weather compensation, which means it uses the future weather forecast to determine the charge needed for the storage heaters to provide optimum heating.

The devices can also charge at lower cost parts of the day, which is no longer typically overnight as it has been for decades.

This is because renewable sources of electricity can generate surplus energy at any time – for example, when wind turbines are more active on windy afternoons!

These controls will bring both **energy and cost efficiency benefits**, which are both essential given energy price rises in recent years.

The project's main contractor, Consilium, are also providing £100 of supermarket vouchers for each of the 15 developments, as part of the contract which will be used for social activities like coffee mornings – thanks Consilium!

Our 'Time To Go Green' Strategy

We are currently working on our brand new 'Time to Go Green' Sustainability Strategy. 'Time to Go Green' will align with our overall Business Strategy 'Time is Now', as well as our recent 'Asset Strategy' which run through to 2027.

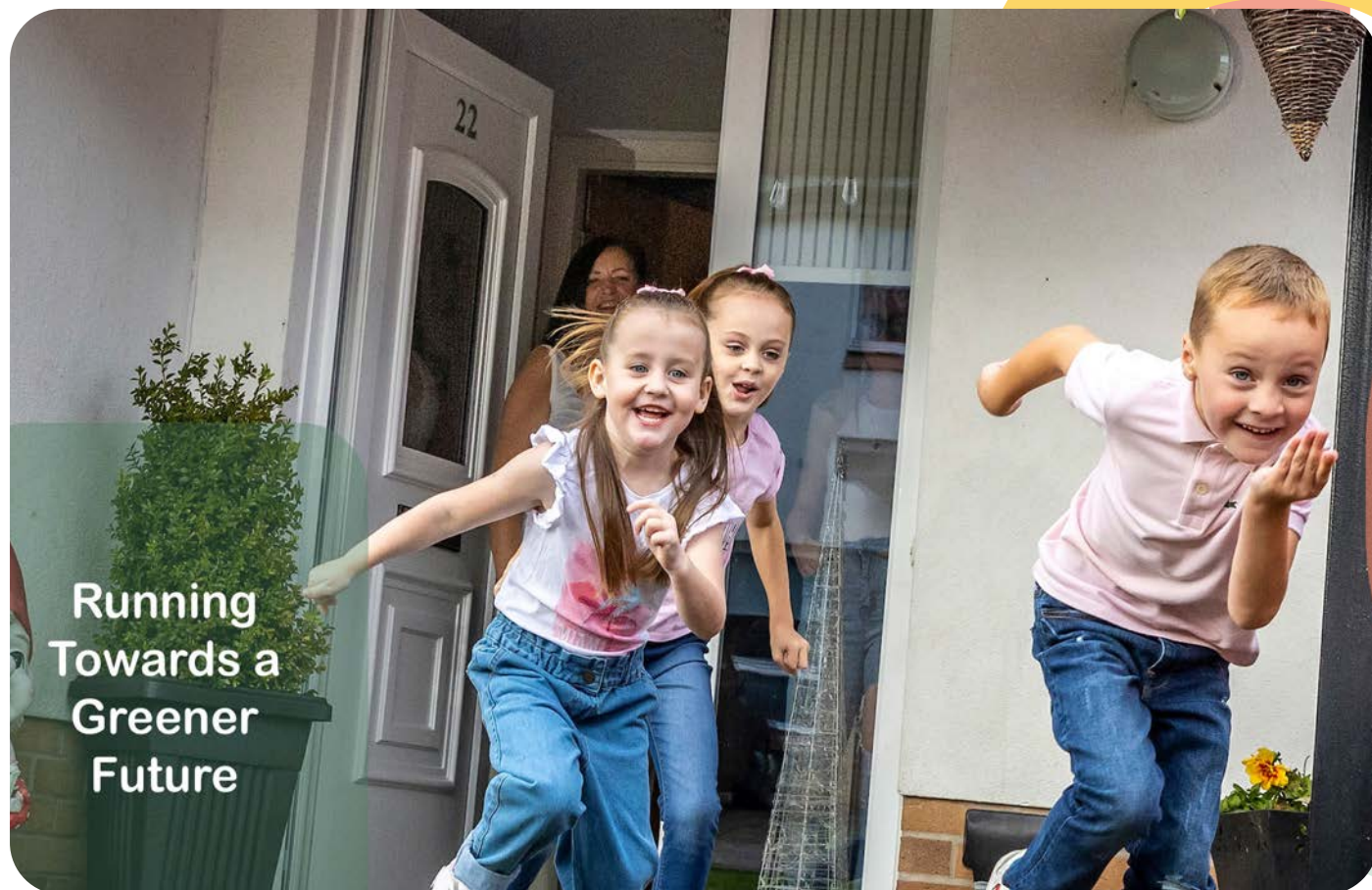
'Time to Go Green' will highlight our key areas of focus for the coming years as we continue on our journey to Net Zero by 2045.

We will share the Strategy with Customers in a future Trust Talk edition.

Electric Vehicle Charging: FAQs

With many of us 'running towards a greener future', we've received a lot of Frequently Asked Questions around the topic of electric vehicles, which you might be considering charging at home.

We have collated our answers in an easy-to-read format on our website, visit **www.trustha.org.uk** and search: **'Electric Vehicle Charging'**.



Teleswitch

‘Ofgem’ (the UK energy regulator) are turning off the ‘Radio Teleswitch’ service across the country in June 2025.

If you have an electric storage heater and are not part of Trust’s ‘Heat with Rent’ Scheme, your energy supplier should be getting in contact with you to arrange for an upgrade to your ‘Radio Teleswitch’.

Teleswitches were introduced in the 1980’s and are reaching the end of their operational life. Teleswitches are typically a black box located in your meter cupboard (image, below: Radio Teleswitch) and act like a gateway between your meter and electric storage heaters.

It either allows or prevents the signal to pass to the heaters. This is what turns on and off the charging period of your

storage heaters. This may also heat your hot water.

What do I need to do?

- If you are part of the Heat with Rent scheme and pay your heating directly to Trust, you will not need to do anything and we will take care of your Teleswitch upgrade.
- However, if you have electric storage heaters and pay your heating to a separate energy supplier (for example, Ovo Energy or Octopus), they should be getting in touch with you to arrange an upgrade. If you do not hear from your supplier, we recommend you get in touch with them to check you will receive the upgrade.

If you have any questions, please contact the energy inbox:
tha.energy@trustha.org.uk





Spotlight On: Stranraer

Dalrymple Court is located in the town of Stranraer, which is itself situated at the head of Loch Ryan in Wigtownshire, Dumfries & Galloway.

Dalrymple Court is a bright and sunny Supported Development, combining independent living with some support, and a warm and friendly environment.

There are 17 one-bedroom flats and 21 studio flats, spread over three floors with a lift for accessibility. Each flat has fitted kitchen cabinets with space for white goods (customer's own) and a shower wet room.



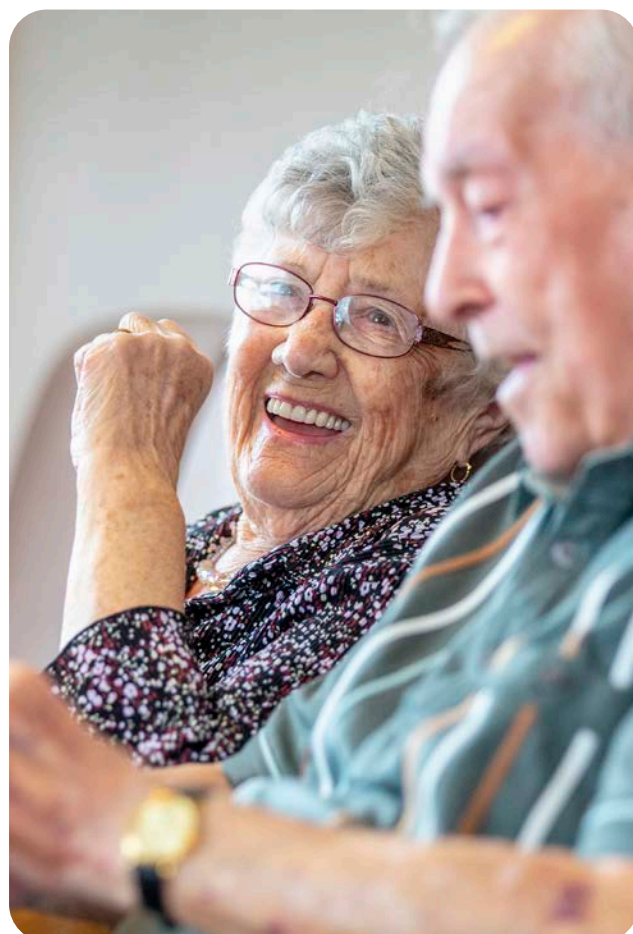
STRANRAER'S RECENTLY RENOVATED MARINA

The bright and comfortable communal lounge is ideal for meeting with neighbours, welcoming visitors, and a place to gather together for social events.

Dalrymple Court has a laundry area, with washing and drying facilities.

The development has a guest bedroom with en suite bathroom, available to visiting family members and friends, and also has an assisted bathroom for residents who need a little extra support in their personal care.

Wi-Fi is available throughout the development for residents and visitors.



Community Living

Dalrymple Court has regular and seasonal activities, such as themed meal nights and Sunday lunches, bingo evenings and dominoes, to encourage residents to socialise.

The well-maintained courtyard is a welcome sun trap in all seasons and plays host to the development's summer barbecues. Residents are encouraged to do a spot of gardening of their own, a great past time for a healthy mind and body!

Local Services & Amenities

Stranraer has all the services and amenities that can be expected from one of the largest towns in Dumfries and Galloway.

The town's waterfront location and recently renovated marina provide a variety of scenic walks and green spaces to explore and take in the sea air. It is also home to Agnew Park with a choice of fun, year-round outdoor activities to enjoy with visiting family members.

For those who prefer the indoors, the Ryan Centre offers a theatre, café, swimming pool, and fitness centre. Stranraer also boasts a variety of local clubs, from curling to folk music, and everything in between.

Want To Find Out More?

Visit www.trustha.org.uk and search: 'Stranraer'.





Winter Garden Maintenance

Most people will think of the spring and summer as the time to care for their garden, however it's important to keep this going to the end of the growing season (generally October) and beyond.

By October you are expected to have:

- Cut your grass;
- Weeded driveways and paths;
- Trimmed any hedges or trees that are in your garden;
- Disposed of grass and garden waste responsibly, using your brown bin.

All year round, you are expected to continue to:

- Keep your garden free from litter and animal faeces;

- Dispose of any rubbish or large items by taking it to the local Recycling Centre or alternatively, by arranging a special uplift. Special uplifts can be arranged via North Lanarkshire Council's website, but you will need to set up a mygovscot account to do this. Details of uplift costs can be found on the website.

Why we need you to do this

We all want our neighbourhoods to be a pleasant and attractive place to live. An untidy garden can annoy neighbours, attract vermin and may also be a breach of your tenancy agreement.

Tenants who don't maintain their garden to a standard acceptable will be contacted by their Customer Partner to agree a timescale and plan to rectify any issues.

The Importance of Interlinked Smoke Detectors

As a registered social landlord, ensuring the safety and well-being of our tenants is our top priority. A critical component of this safety is the installation and maintenance of interlinked smoke detectors in all our properties. To ensure their effectiveness, we have appointed Tritec Solutions to carry out annual cleaning and testing of all interlinked detectors.

Why are interlinked smoke detectors important?

Interlinked smoke detectors significantly enhance household safety. When one detector is triggered, all detectors in the property will sound an alarm simultaneously. This early warning system is crucial, providing enough time for everyone to evacuate safely in the event of a fire, especially in larger

properties or when individuals may be asleep or in different rooms.

Compliance with Scottish Government guidelines

The Scottish Government mandates that all homes must have interlinked smoke alarms, a heat alarm in the kitchen, and a carbon monoxide alarm where there are fuel-burning appliances. **Compliance with these regulations is not only a legal obligation but also a vital measure to protect lives and property.**

Recharging tenants for removed detectors

We remind all tenants that the removal of any smoke, heat, or carbon monoxide detectors is strictly prohibited. If a detector is found to have been removed or tampered with, we will arrange for its immediate replacement, and the cost will be recharged to the responsible tenant. This policy ensures the safety of all residents and compliance with required safety standards.

Your cooperation is vital in maintaining a safe living environment for everyone. If you have any concerns or if your detectors are not functioning properly, please contact our repairs team immediately so that we can address the issue without delay.

Thank you for your attention to this important matter and for helping us keep you safe.





Beware the Dangers of Placing Items on Electric Storage Heaters

As the colder months approach, many of us will be relying on electric storage heaters to keep our homes warm and cosy.

While these heaters are a convenient and effective way to maintain a comfortable temperature, it's crucial to remember that they come with certain safety precautions—one of the most important being the need to keep them clear of any items.

The Risk of Fire

Electric storage heaters are designed to store heat generated during off-peak hours and release it gradually throughout the day. This means they can become extremely hot, especially on the surface.

Placing items on top of these heaters, whether it's clothing, towels, or even everyday household objects, can pose a significant fire hazard.

Materials like fabric, paper, and plastic can easily overheat and ignite, leading to potentially devastating fires.

Blocked Airflow and Reduced Efficiency

Storage heaters rely on proper airflow to distribute heat evenly and efficiently. When items are placed on top of them, this airflow is obstructed, causing the heater to work harder to release heat. This not only reduces the efficiency of the heater—leading to higher energy bills—but can also cause the unit to overheat, which further increases the risk of fire.

Damage to Personal Belongings

Placing items on a hot surface like an electric storage heater can also result in damage to your belongings. Items made of plastic can melt, electronics can malfunction, and fabrics can become scorched or discoloured. Even if a fire doesn't start, you may find yourself dealing with ruined possessions that could have easily been preserved.

Safety Tips for Using Electric Storage Heaters

To ensure that you and your home remain safe this winter, here are a few simple tips:

1. Keep Heaters Clear

Always keep the area on and around your storage heaters free of any objects. This includes furniture, curtains, and especially combustible materials like clothing or paper.

2. Regular Maintenance

Ensure that your heaters are well-maintained and serviced regularly. Faulty units are more likely to overheat and cause problems.

3. Educate Others

Make sure everyone in your household is aware of the dangers associated with placing items on heaters. This is especially important if you have children or elderly family members who may not be as familiar with the risks.

4. Use Safety Guards

If you're concerned about accidental contact with the heater, consider installing a safety guard. This can help prevent items from accidentally being placed on top of the heater and provide an additional layer of protection.

Electric storage heaters are a great way to keep warm, but they must be used responsibly. By keeping them clear of any items, you can significantly reduce the risk of fire and ensure that your home remains safe and comfortable throughout the colder months.

Stay safe and warm!



Eye On: Communication Support



We're always looking for ways to make it easier for you to get in touch with us, especially for anyone who lives with communication challenges.

We've already updated our website to include information on how you can receive communication from us, if English is not your first language.

When you call us, you'll be offered language support from the outset. Polish, Cantonese and Urdu speakers will be asked in their own language if they need support, with 'any other language' being the fourth option.

Similarly, if BSL is your preferred language, we will do our best to make sure an interpreter is present at meetings and consultations, so please do speak to your nearest member of staff or Customer Partner if you



would like us to organise one for you.

We are proud co-founders and members of Happy to Translate (HTT), an award winning national initiative which enables organisations to engage effectively with customers who speak little or no English.

As a member of Happy to Translate, Trust is committed to making our information and services accessible to anyone who may face a communication barrier, i.e. language, deaf or hearing impaired, blind or sight impaired.

For more information or to request further language support, please visit:
www.trustha.org.uk/about-us/happy-to-translate

Important Information Regarding Universal Credit



Managed Migration is the final phase of the roll out of Universal Credit. This is where people who are claiming one or more legacy benefits (see below) will now need to claim Universal Credit as these benefits are now ending. You will receive a **Migration Notice** when it is your time to claim Universal Credit and when your legacy benefits are due to end. **Please do not ignore this notice.** You will have a deadline day to claim, this will be 3 months plus one day after your Migration Notice is issued.

If you fail to make a claim before your deadline date, then your legacy benefits will end. Please note it is important that you make a claim as it is very difficult to get a backdate under Universal Credit and not claiming on time will likely reduce your payment, as you will not longer be eligible for a transitional payment.

The Migration Notice will also end any housing benefit that might be in payment, unless you live in certain types of housing, or those living in temporary accommodation. If you receive any of the other legacy benefits in addition to Housing Benefit, you still need to claim Universal Credit.

If you are part of a couple, you will both need to make a joint claim.

If you are unable to make the claim before the deadline date, you can ask for more time by phoning the DWP Migration Notice Helpline on 0800 169 0328 Monday to Friday 8am to 6pm.

The legacy benefits affected are:

- Income Support
- Income Related Employment and Support Allowance
- Income Based Job Seekers Allowance

- Working Tax Credit
- Child Tax Credit
- Housing Benefit

Claims for Universal Credit are made online at **www.gov.uk/universal-credit/how-to-claim**

When you have provided all the correct information you should receive your first payment of Universal Credit five weeks after you claimed. If you need help whilst waiting on your first payment you can request an advance payment. Please note that this is a loan and will be recovered from your 1st UC payment and until the advance is repaid.

UC payments are paid monthly on or around the same date each month. Payments can go up and down depending on individual circumstances.

The Benefit Advice Service at Trust is here to help with this process. We can explain how it works and how UC is different to the legacy benefits you are receiving. We can assist with claims and guide you through the application process ensuring that you claim all the benefits you are entitled to. We will answer any questions, queries or concerns that you may have:

Office Direct Line: 0131 444 4969
Email: benefits@trustha.org.uk

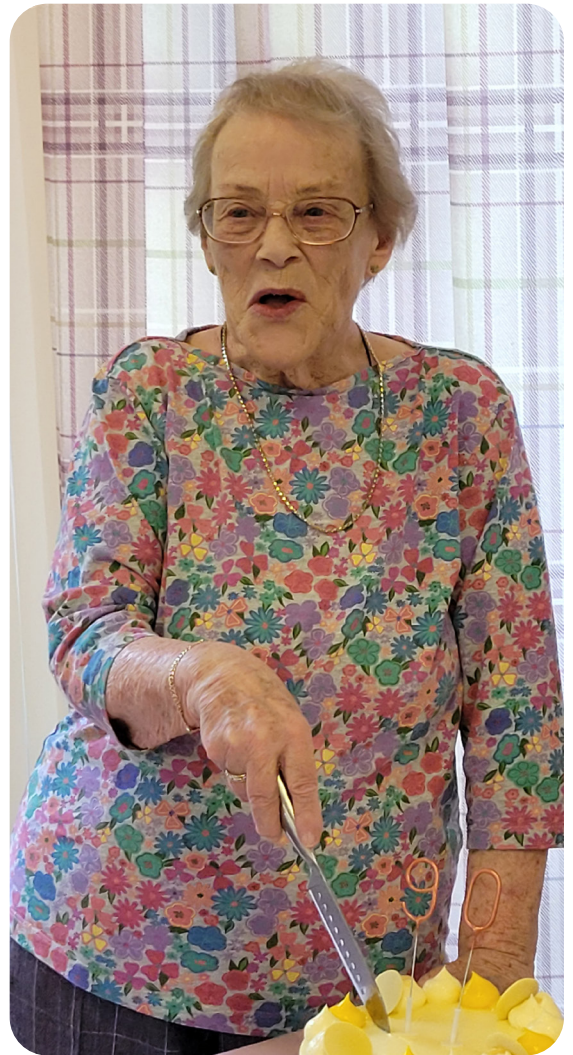
Aisha Mon-Thu 9am-5pm
Fri 9am-3:30pm
07899 987 769

Mykela Mon-Thu only; 9am- 4:45pm
07957 948 335

Katie Mon & Tue 9am-5pm
Fri 9am-12:30pm
07773 650 285

Good News Stories: Big Birthdays!

Our customers Margaret (below, 98), Peggie (top right, 90), and Marion (bottom right, 80) celebrated some big birthdays at their developments with lots of treats and style! Wishing you the happiest of celebrations.





Wedding Bells at Dunrobin Gardens

Earlier this year, our development in Dunrobin Gardens, Airdrie, welcomed the new Mr and Mrs Bryce- congratulations to the handsome couple!

“Everyone had a great day celebrating the marriage of John and Jane in our lounge.

My husband Ian and I were honoured to be asked to be Jane and John’s witnesses at their marriage ceremony. The day was organised by staff and tenants as a gift to celebrate their marriage”.

Marie Murray
Dunrobin Gardens Coordinator

Germiston Crescent's 20th Anniversary!



Our customers at Germiston Crescent in East Kilbride recently celebrated the development being opened for 20 years, celebrating the special occasion with a party.

Customers celebrated with afternoon tea, good company, live music, lots of dancing and cake.

Well done and thank you to all colleagues and volunteers who helped bring this day together, our customers thoroughly enjoyed their day!



Our Very Own Talented & Generous Crafters

Our customers never cease to surprise and amaze us.

Image, right: Mr Wallace attends a woodwork class, and the wood which was used to make this clock was part of the head teachers old office door! To top it off, he has kindly donated this beautiful piece he made to his development's communal lounge in Elder Street, Govan.

Image, below: Mr Brown not only donated paint to his development in Girvan to spruce up their garden furniture, but has also painted the furniture himself!





Alloa's Crochet Wall

We hope these images of West Lodge Garden's 'Crochet Wall' in Alloa brightens up your day as much as it did ours!

What started as a project has now gotten a few of the customers getting their crochet hooks out to make these beautiful pieces to brighten up their garden.

We love seeing those skills brought to life and the sense of togetherness it brought.



'Get Up & Go', A Poem

How do I know my youth is all spent?
Well my 'Get up and Go' has got up and went,
But in spite of it all I'm able to grin,
When I think of the places my get up has bin.

Old age is golden, I've often heard said,
But sometimes I wonder as I get into bed,
With my ears in a drawer and my teeth in a cup,
My eyes on the table until I wake up.

As sleep dims my eyes I say to myself,
Is there anything else I should put on the shelf,
But I'm happy to say as I close the door,
My friends are the same, perhaps even more.

Now that I'm old and my slippers black,
I walk to the store and puff my way back,
The reason I know my youth is all spent,
My 'Get up and Go' has got up and went.

But I don't mind when I think with a grin,
Of all the places my get up has bin,
And since I've retired from life's competition,
My schedules are scheduled with complete repetition.

I get up each morning and dust off my wits.
Pick up the paper and read the 'Obits'
If I see my name missing I know I'm not dead,
So eat a good breakfast and go back to bed.

by Bill Ritchie
from Viewforth Court, Kinghorn

Remembering Together

Our customers in Duns participated in the Remembering Together Project, which involved co-creating memorials in honour of the people we lost during the Covid pandemic, with over 700 contributions leading to the creation of a new tartan.

Many spoke of Borders landscapes: the sea, rivers, lochs, reservoirs- the brilliant skies of 2020's spring and summer; and the brightness of gorse, broom, heather, and forests, which were also references to the uniforms of health care workers, the masks and warning signs of the pandemic.

Emotionally, people shared loss and grief, while others spoke of hope and new-forged community. The challenges of isolation came up

often, not just for those living alone but also for those who gave birth or experienced other milestones they couldn't share. Guilt came up often, too, as people wished they had been able to do more.

The design draws on colour combinations selected by contributors, and the meaning of those will be different for each person. It incorporates a reference to the five localities of the Borders, because so many people wanted the tartan to be something that joins us across the region.

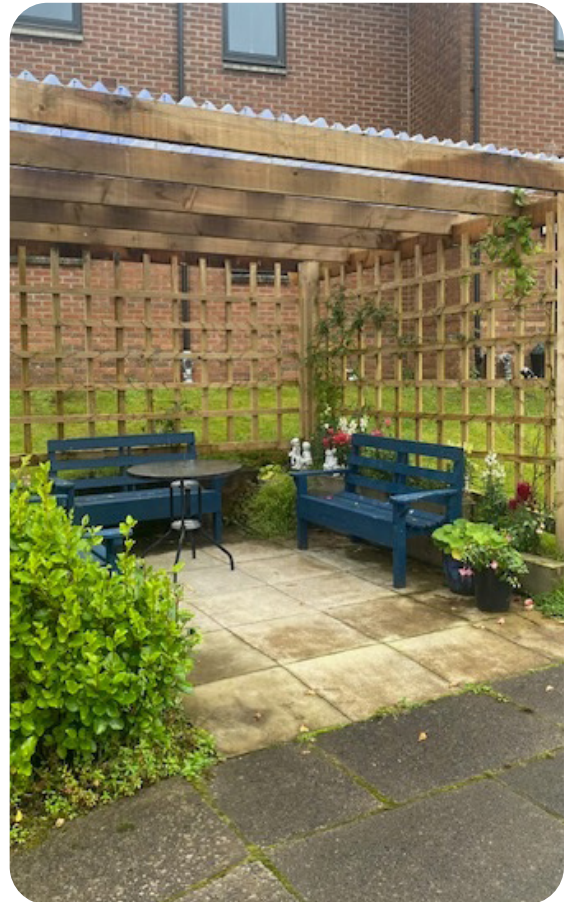
We hope you enjoy this as much as we do, the tartan will hang proudly in the entrance of our development here in Duns.



Green(er) Pastures

Image, below: customers at Callander entered the Callander & District Garden competition and won first place for best use of outdoor space! They love that their garden gives them enjoyment, company, and a great sense of achievement. The mental health benefits of gardening are broad and allows everyone to create, collect and share memories.

Images, right: Tobermory High School picked Glen Iosal as part of a competition on how they could improve existing environments. Out of 3 proposals, Glen Iosal won and was given £3000 to build this beautiful pergola from the plans the students had co-created with customers.





Changes To Your Household



To ensure that your tenancy rights are protected, it is important that you advise us of any changes to your household. This includes notifying us about anyone who moves in or out of your property.

The Housing (Scotland) Act 2014 made important changes to the eligibility criteria for applicants to succeed to a tenancy when the tenant dies. This means that if we have not been formally notified of an occupant in a household, they will not have the right to succeed

to, or be assigned the tenancy if circumstances change in the future. An occupant must have been registered with us as living in the property for at least 12 months prior to the change, and the start date is from when the tenant informs us of them moving in, not the date they move in.

If you need to update your information or you have had changes and can't remember if you have informed us, please contact us as soon as possible.

Trust Embraces Digital Comms

Trust has been communicating with our customers through e-mail and SMS, which is a quicker, greener and more cost-effective way than traditional methods.

To support us to improve how we communicate with you, and to comply with our social housing, data protection, and GDPR requirements, we would like to ensure your personal information, preferences, engagement interests and requirements are up-to-date.

Have you had a change in your household or contact details?

It's important that we're able to keep in touch with you, therefore if you have changed your landline, mobile telephone number or email address,

please let us know as soon as possible. **Contact our team on 0131 444 1200 or info@trustha.org.uk.**

Your feedback is also very important to us. If you are keen to get involved with our Customer Representatives Group, please contact us by emailing: **comms.engagement@trustha.org.uk**

From online surveys to having your say in focus groups, there are many ways you can get involved!

We are also intending to go digital with next year's rent consultation; this will save on printing, postage and administration costs. To ensure you receive all relevant communication, please ensure your contact details are up-to-date.





Useful Contact Details

General enquiries:

0131 444 1200 or **info@trustha.org.uk**

Wishaw customers general enquiries:

01698 377200

Out-of-hours emergency repairs

If you need an emergency repair when our offices are closed, **call 0345 604 4686** or **contact Hanover by pulling your cord or pressing your pendant.**

What is an emergency repair?

- No heating, hot water or power
- Burning smell or exposed wires
- Smoke or carbon monoxide detector sounding continuously
- Burst pipes or blocked toilets
- Faulty lifts or fire panels
- Anything that may cause harm to you or your neighbours, or considerable damage to your home

Scottish Power Emergencies:

0330 1010 222

Transco Emergencies (Gas):

0800 111 999

Scottish Water Emergencies:

0800 077 8778

Police:

Emergency 999

Non-Emergency 101