



Trust Talk

LATER LIVING

SPRING 2024
LATER LIVING

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www.trustha.org.uk



A warm hello from our CEO

Hello and a very warm welcome to our Spring edition of Trust Talk which, as always, is packed full of interesting information and updates. It has been a busy time since our last edition of Trust Talk in Autumn. Here are a few highlights:

In November 23, we were delighted to host Paul McLennan MSP, Minister for Housing, at our recently remodelled and extended Housing with Care development at Lochar Crescent, in Pollok, Glasgow. The work included reconfiguring an existing part of the building to create a total of 13 additional extra-care apartments with open plan living/kitchen areas and shower rooms. The project was 50% funded by the Glasgow City Council's Affordable Housing Supply Programme.

Right now, we are also currently working in partnership with Glasgow City Council and CCG (Scotland) to deliver 46 new affordable, energy efficient amenity homes at Langlands Road in Govan, with the project due to complete shortly, in Spring 2024. Trust Board members and the Leadership Team recently visited the new homes which have been designed to meet the "Housing for Various Needs" standards, "Greener Standard" and "Secure by Design Gold Standard".

Kyle Ruparelia, regional finance director at CALA Homes, and Trust board member, recently commented: "I thoroughly enjoyed my visit to Langlands to see Trust's new build development at Langlands Road. I was impressed with the quality of finish and design of the properties we viewed,

each flat was spacious and had some great views of the city.”

You can also read more about our recently secured planning permission and Board approval for our latest affordable housing development at Reema Road, Bellshill on page 8.

The £9.3 million project - which is being delivered in partnership with Wilson Developments (Scotland) Limited, North Lanarkshire Council and the Scottish Government - will consist of 48 energy efficient family homes and is a mix of houses and cottage flats.

Within the development agreement with Wilson Development, Trust have also been able to negotiate a £50,000 ‘Community Benefits’ payment and these funds will enhance Trust’s Community Hardship Fund, which

supports Trust customers most in need of support with essential household expenditure.

As Arran’s largest social housing provider, we are also set to deliver two major packages of improvement works in 2024/25. Over 100 homes will benefit from new energy efficient double glazed windows and doors, with 49 homes also set to benefit from multi-measure energy efficiency upgrades.

Both packages of works will enhance the energy efficiency of these homes, helping Trust customers to reduce their energy consumption and costs. The multi-measure energy efficiency works will take place in Brodick and will see new installations, including cavity wall Insulation, loft insulation, solar panels, battery storage, new ventilation



systems and new zero emissions heating systems (in some homes). Meanwhile, Sidey Solutions Limited have been appointed to install new PVC-U windows and doors to over 100 homes across the island in the towns and villages of Brodick, Whiting Bay, Lamlash, Shiskine, Corrie and Kilmory. These works are expected to begin September 2024.

I am also delighted to announce that we have recently welcomed 107 new customers and 6 new employees to Trust after completing an acquisition of three later living housing developments from Methodist Homes. The developments are located in the central belt of Scotland – East Kilbride, Edinburgh and Glasgow – and close to communities that Trust already serves. To help make this happen, Trust received 50% funding from the Scottish Government for the acquisition, as part of a national acquisition plan to increase the supply of affordable housing across Scotland. We're a growing organisation but we only grow with partners that are the right fit for Trust and will deliver benefits for our customers - both existing and those joining us.

One final highlight relates to our developments and office based colleagues. The Scottish Government has introduced a policy entitled 'Fair Work First' designed to 'drive high quality and fair work, and workforce diversity across the labour market in Scotland.' The requirements within the policy apply to all organisations being awarded public sector contracts and grants after 1st July 2023. We are

proud that at Trust the principles of fair work are already integrated into our culture, values and practices, from how we come together as one Trust to support our customers and each other during the most difficult of times, to achieving external recognition such as Investors in People Platinum status. And from March 2024, Trust will meet all of the criteria required for Fair Work First.

In the meantime, I hope you enjoy reading more about some of our latest news overleaf.

With very best wishes,



Rhona McLeod, Chief Executive



Board Update



Annual General Meeting 2023

In September 2023, 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

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 'Equalities & Inclusion' and 'Tenant Safety'.

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 have established appropriate systems for the collection of equalities data and

that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

The Board are confident that despite the current economic environment, we have measures in place and contingency planning 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
- 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

Our Governance

Good governance is at the heart of everything we do at Trust. Our Trust Board adheres to a set of governing rules and annually our Board Members sign up to the 'Model Code of Conduct for Governing Body Members' as published by the SFHA. This happened in January 2024, and members also recorded their 'Declarations of Interest' for 2024.

The Code of Conduct includes the following behaviours:

- Selflessness
- Openness
- Honesty
- Objectivity
- Integrity
- Accountability
- Leadership

What's Coming Up

We're fast approaching the end of the financial year, so our teams will be busy collating performance data for our Annual Return of the Charter. The Board are due to review and sign this off prior to submission in May 2024.

Over May and June our Board Members will also have their annual appraisals with the Chair and Vice Chair.

Look out for an update in our next edition of Trust Talk...



Assets Update



Trust to Build 48 New Homes in Bellshill

Planning permission and Board approval have now been secured for our latest affordable housing development at Reema Road, Bellshill. The £9.3 million project - which is being delivered in partnership with Wilson Developments (Scotland) Limited, North Lanarkshire Council and the Scottish Government - will consist of 48 energy-efficient family homes, and is a mix of houses and cottage flats.

Demand for modern, energy-efficient, and affordable social rented properties in Bellshill is high, and the need for quality new affordable housing for families is recognised within North Lanarkshire Council's Strategic Housing Investment Plan.

Around one-third of our 3,700 homes are already located in North Lanarkshire, including two later living developments in Bellshill. This development will enhance housing choice in Bellshill, where there are currently more than 1,600 people currently on the waiting list for these types of homes.

The new homes at Reema Road are designed to be highly energy-efficient and incorporate net zero heating systems, helping reduce carbon emissions and alleviate fuel poverty. The development will also regenerate a vacant brownfield site which has been lying derelict for a number of years.

Providing and investing in affordable homes that meet the needs and aspirations of its communities is a key part of Trust's purpose. Our new build programme is critical to this, building homes for not only our customers today, but also future generations. The Reema Road project helps to contribute towards our continued new build growth plans within North Lanarkshire, having recently completed 42 new homes at Park Place in Wishaw.

We have also negotiated a £50,000 Community Benefits payment within the development agreement with Wilson Developments and these funds will enhance our Community Hardship Fund, which supports Trust customers most in need of support with essential household expenditure.

Jackie McIntosh, Director of Assets and Sustainability at Trust, said "We are delighted to have received planning permission and board approval for our Reema Road development in Bellshill. We have been working in partnership on this project with Wilson Developments for over two years and are hopeful that a site start can at last begin in June 2024. These energy-efficient homes will transform this derelict site and provide much needed family homes within walking distance to Bellshill town centre and all its' amenities."

Steven Wilson, Managing Director, Wilson Developments said, "Securing planning for Reema Road is a tremendous achievement. We've faced numerous challenges throughout the planning process, but our focus on providing 48 high-quality residential properties for social rent, alongside the unwavering support of Trust, has allowed us to overcome these hurdles and deliver a project that will truly benefit the Bellshill & the wider North Lanarkshire community."





A Reminder of our Electrical Safety Inspections

We previously advised that Trust Housing Association has appointed Consilium Contracting services to carry out the required 5 yearly Electrical Safety Inspections, to ensure we are compliant with the Scottish Housing Quality Standard (SHQS) Element 45 - an Electrical Installation Condition Report (EICR) available for each property – proving your home is safe and meets the current electrical standards.

We are now moving on to year 3 of this contract and properties which have an EICR due to expire between 1st April 2024 – 31st March 2025 will be contacted by Consilium by letter providing you with a date for the inspection to be carried out. If this date is not suitable, please get in contact with Consilium to arrange a more suitable time to have this mandatory

work carried out – a contact number is provided on the letter and they will try their best to accommodate you. This is important as it allows for Consilium to plan more effectively and schedule another property at this time, rather than a no-access at your property. This is essential work.

With regards to no-access - due to this being a mandatory electrical inspection, we must advise that if Consilium have 2 no-accesses at your property, you will be advised by letter that if the 3rd visit is unsuccessful we will have no option but to force access at the time of this visit – in which case you may be liable to pay the costs of replacement locks and any damage to the door. Therefore, to avoid such inconvenience and possible cost to you, we strongly urge you to contact Consilium if the date they provide you is unsuitable.

Gas Safety

Trust Housing Association is required by law to carry out an annual safety check to all gas pipework, boilers and appliances installed within our homes. We ask either ECG or Saltire to undertake these checks on our behalf.

These checks are important to provide assurance that they are safe and that we remove any risk of any gas or carbon monoxide poisoning. We aim to carry out these checks on a 10 month cycle so that we can ensure the service is carried out in your home before the anniversary date.

However, in order for the service to take place, you must have some credit in both your gas and electric meter, if the engineer attends your property and you don't have credit, the engineer may need to close off your gas meter to make sure that you and your neighbours are safe.

With regards to no-access - due to this being a mandatory gas safety inspection, we must advise that if our contractor (ECG or Saltire) receive 3 no-accesses at your property, you will be advised by letter that if the 4th visit is unsuccessful we will have no option but to force access at the time of this visit - in which case you may be liable to pay the costs of replacement locks and any damage to the door.

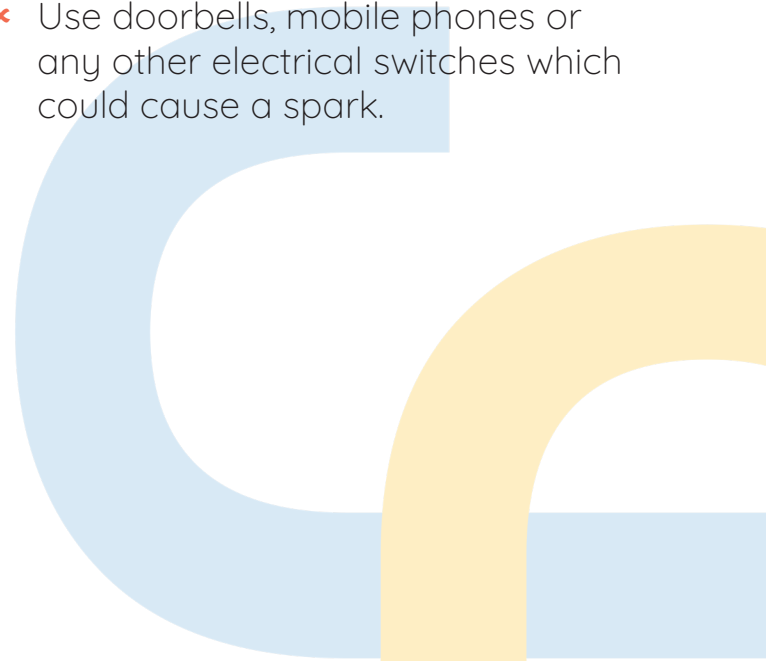
Therefore, to avoid such inconvenience and possible cost to you, we strongly urge you to contact either Trust or the relevant contractor if the date they provide you is unsuitable.

What To Do If You Smell Gas

- ✓ Open doors and windows to allow fresh air in.
- ✓ Turn off the gas at the mains tap, which is usually near the meter. (Move the handle a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply).
- ✓ Leave the property.
- ✓ Phone the National Gas Emergencies number on 0800-111-999. (Only use a mobile phone from outside the property). The number is free and available 24 hours a day.
- ✓ Follow the advice given by the emergency adviser.
- ✓ Wait outside for a gas engineer to arrive.
- ✓ If you are feeling unwell, visit your GP or hospital immediately. Tell them you may have been exposed to a gas leak or carbon monoxide poisoning.

Don't

- ✗ Smoke, light a match or use any naked flame
- ✗ Turn on any electrical switches on or off
- ✗ Use doorbells, mobile phones or any other electrical switches which could cause a spark.



Bathroom Improvements

CCG Scotland have completed bathroom renovations at our Pollokshaws development. Works were managed by Camay Carroll, who has been a Planned Works Officer with Trust since 2019.

Customers at Shawholm Crescent in Pollokshaws benefited from new bathrooms through this £150,000 contract and are delighted with their new bathrooms.

“A professional job done, carried out to the highest standard, I’m very pleased with the result.

All staff involved were very helpful and I was always kept informed with the progress. Staff were courteous and a pleasure to have on the contract.”

“The bathroom design now provides easy access for personal care.”

“The new bathroom is lovely and bright.”

“Work for me was excellent. The site manager Chris was spot on.”





The planned bathroom renewal works at Huntly Court, Bishopbriggs have now also been completed.

CCG who completed the works, also kindly gifted a £100 Love to Shop gift voucher to one lucky customer Billy (pictured right with coordinator Awa).

Following a feedback session in Huntly Court, customers were able to feedback any defects but also any good feedback on their bathrooms that week.

All customers are delighted with their new bathrooms, and we can see why, the photos above show the difference the new bathrooms make to these homes!





Our Care & Support Services Graded as ‘Very Good’

We’re delighted to report that three of our Care and Support Service Branches were visited by the Care Inspectorate and all three passed the inspections with flying colours, with an overall grade of 5 (Very Good) across all the services visited.

Within the overall grade, we were also delighted to receive a number of 6 gradings (Excellent - the top grade) for various aspects of the inspection.

The Inspector described the compassion, respect and the staff commitment as “second to none” and further commented: “values were evident and there was a compassionate and supportive culture. People experienced warmth, kindness,

and compassion in how they were supported and cared for.

There was a positive culture and ethos of continuous improvement and development. This was led by the management team, but staff at all levels were able to describe and demonstrate it. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people experiencing care were cared for and supported by a dedicated and positive workforce.”

The fantastic grades are a reflection of the great services we deliver and the colleagues across the business who go above and beyond everyday for our customers.

Arran and North Lanarkshire developments set to join their local Common Housing Register

We are happy to announce that the housing waiting lists held by Trust for the Arran and North Lanarkshire areas will be joining their local Common Housing Registers (CHR) from 1st May 2024.

Joining a CHR is the preferred method of operating housing waiting lists by the Scottish Government and is actively encouraged because it is an ideal way of simplifying the process for people looking for housing.

Simply put, a CHR holds the details of housing applicants and the information is shared between the local authority and housing associations in a local area. It simplifies the process for people seeking social housing by allowing them to submit just one application instead of multiple applications for each organisation.

All the housing partners in the CHR

share the same allocation policy and pointing framework making it easier for applicants to understand the process. Applicants can seek housing advice from any of the CHR landlords and that advice can include giving help to select areas for housing, what housing types or sizes are available, mutual exchanges, and any other housing related questions they may have.

Trust will continue to allocate their empty properties, the only change is that the applicants will be taken from the shared register.

If you are currently on our housing register for Arran or the North Lanarkshire area, you will receive correspondence in due course advising you of the next steps, but in the meantime if you have any questions, please contact our Wishaw office on 01698 377200.





Get help from your supplier: The Priority Services Register

The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations.

You are eligible if you:

- have reached your state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have young children
- have extra communication needs (such as if you don't speak or read English well)
- need to use medical equipment that requires a power supply
- have poor or no sense of smell
- would struggle to answer the door or get help in an emergency.

You might also be able to register for other reasons if your situation isn't

listed. For example, if you need short-term support after a stay in hospital.

How to register:

Energy suppliers and Network operators will both keep a Priority Services Register. If you think you should be added to either, you need to contact your energy supplier or network operator.

Give them your contact details and as much information as you can about your needs.

Your supplier can pass your details to your network operator to add you to their register too. It's a good idea to ask them to do this if you rely on your energy supply for medical reasons.

If you have a different supplier for your gas and electricity, you need to contact them both.

You'll need to register again with any new supplier if you switch supplier.

2024-2025 Rent Consultation Results

We received 719 responses from Trust customers, this represents a 29% response rate.

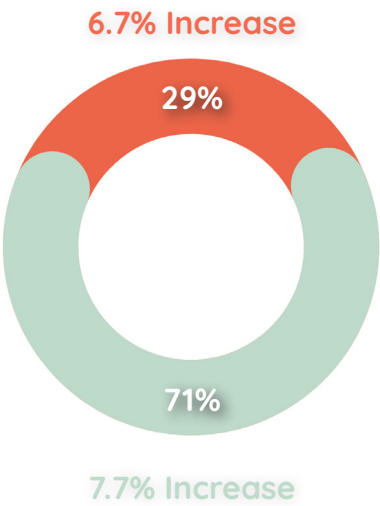
We thank everyone who took the time to respond and shared their views.



Rent

We provided 2 options for the rent increase, a 6.7% or 7.7% increase, with the 7.7% increase providing more money for Trust to invest in your homes and services. These were the best options Trust could offer to balance the continued high costs of repairs and maintenance, insurance and interest costs.

71% of customers supported the higher 7.7% proposed rent increase.

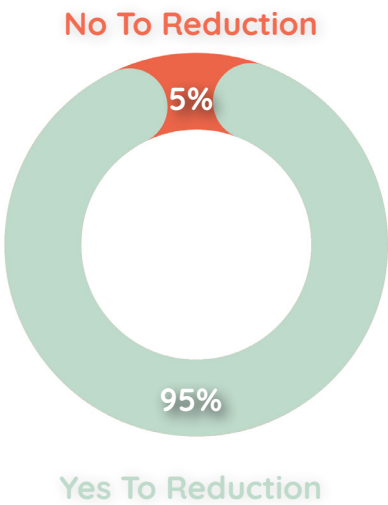


Energy Charges

We proposed a 10% reduction in the Heat with Rent and Communal Energy charges, this was possible due to consumption savings and price decreases.

We still expect it to take a further 2 years to recover the deficit which has built up in these schemes over the course of the energy crisis while prices to customers have been capped.

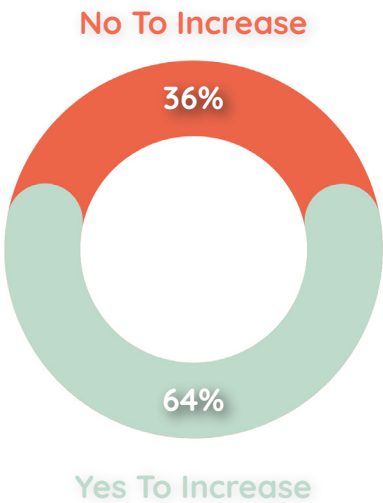
95% of customers were in support of the 10% reduction in energy charges.



Meals Service

We proposed a 12% increase in the meals service charge, this was to cover increased food costs and the increase in living wage for employees providing this service.

64% of customers were in support of the 12% increase in the meals service charges.



What You Need To Do Now

Universal Credit

If you are currently getting your rent paid through Universal Credit (UC), it is your responsibility to notify UC of any changes in your rent in order to receive the correct amount. You will be able to notify your rent increases using your UC online account. From the 1st of April 2024, you will be sent a message to 'Confirm Your Housing Costs' in your To-Do. Please remember to do this when prompted in order to get the increase added to your benefit.

Housing Benefit

If your Housing Benefit is currently paid directly into your rent account, we will advise the local authority of this rent increase on your behalf. However, if your housing benefit is paid directly to you, it is your responsibility to notify the local authority of this rent increase.



This is to ensure the amount the local authority pay to you is increased accordingly, to cover your ongoing rent charge. Please note the communal energy element is eligible for Housing Benefit, however the heating charge for your home and meals charges are not eligible for Housing Benefit.

Direct Debit

If you pay by Direct Debit you don't need to do anything, we will increase the payment for you. We encourage all customers to pay by Direct Debit, if you would like to move to Direct Debit which is the easiest and most effective way to make payments, please contact your Customer Partner.

Standing Order

If you pay by standing order, you need to speak to your bank about increasing your payment. Please make sure you include your reference number so your payment reaches your account without delay.

Allpay

If you pay by Allpay, please amend your payment amount accordingly when using your payment card.

Still Unsure?

If you have any further questions, or are concerned about paying your rent or indeed anything in regards to your tenancy, please contact your Customer Partner as soon as possible. We are here to help.



THE WELFARE BENEFITS TEAM

Top left: Aisha Nadeem, 19 years at Trust

Top right: Katie McGhee, joined in 2023

Far right: Mykela Dunlop, 4 years at Trust



Eye On: Your Welfare Benefits Team

Being a Trust customer means having access to our dedicated Welfare Benefits Team, which assists customers to maximise their welfare benefit entitlement; offering simple, clear advice, support and guidance on the benefits you may be entitled to claim.

Our Benefits Advice Service can help you with general information and guidance, a benefits check, help to make a claim, and assistance with filling out forms.

Annually, the team manage around 300 cases and secure over £2m in financial benefits for tenants.

Aisha, our Welfare Benefits Partner who has been with Trust 19 years says,

“Never just assume you won’t be entitled to any benefits or assistance, as getting a benefit check done doesn’t cost a thing, and you might be surprised”.

Get in touch with your team today:

- Email benefits@trustha.org.uk
- Call **0131 376 5014**
- Visit www.trustha.org.uk

The Social Housing Fuel Support Fund (SHFSF)

In late 2023, we successfully applied for more funding to support our customers, adding to our list of initiatives offering Cost of Living support directly to you.

This time, we were granted £120,000 by SFHA (Scottish Federation of Housing Associations) to support the delivery of energy efficient measures including small appliances and essential warmth items for Social Housing tenants. This included the distribution of heated blankets, duvets, slow cookers and air fryers.

SHFSF at a glance



1272

requests
processed



721

air fryers



231

slow cookers



784

heated
blankets



853

duvets

“Can we just say thank you for the air fryer we received from Trust.

We are very grateful, it is much appreciated.”

“I was delighted to find that I was successful and I would just like to thank you. I can confirm that the duvet provides great warmth and while I do not expect my cooking to be up to a ‘Mary Berry standard’, I am relishing experimenting with this new gadget!”



Spotlight On Tillicoultry

Our Tillicoultry development is situated on the high street, overlooking the Ochil hills and with views of the Clackmannanshire countryside.

The development offers retirement housing, providing our customers with the comfort and reassurance of staff on site for part of the day, while maintaining their desire for independent living.



A VIEW OF THE OCHIL HILLS FROM OUR TILlicOUNTRY DEVELOPMENT

The development has various-sized flats, spread over three floors with a lift for accessibility. Each flat has fitted kitchen cabinets with space for white goods (tenant's own) and a shower wet room.

The spacious and comfortable communal lounge is ideal for meeting with neighbours, welcoming visitors, and a place to gather together for social events. The development has a laundry area, with washing and drying facilities and a separate indoor storage space for mobility scooters and wheelchairs.





Community Living

Residents at the development regularly use the community lounge to meet up for tea and toast mornings, to socialise, and stay in touch.

There are regular and seasonal activities, such as fish supper nights and an entertainer with music, singing and of course – tea and cakes.

The pretty gardens are well maintained and can be enjoyed by all the residents, who are welcome to do a little gardening of their own.

Local Services & Amenities

The development has all the local amenities that can be expected from a rural town. From cafés, pubs and independent shops, to parks, and ready access to the Clackmannanshire countryside, this location has something to offer everyone.

Tillicoultry is also a vibrant community, full of regular clubs you can attend.

Want To Find Out More?

Residents at the development regularly use the community lounge to meet up for tea and toast mornings, to socialise, and stay in touch.

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



Good News Stories: Big Birthdays!

Our customers in Ayr had a lovely evening celebrating Mary's 90th Birthday. Two special visitors came along to the celebrations after being neighbours with Mary for 45 years, and hadn't seen each other in 10! A wonderful evening for a reunion at this special celebration.



Customers in Girvan had a lovely day celebrating another Mary's 95th birthday, with a Burns Supper and Scottish music with family and friends.





Quirky Quilters

Our Customers in Girvan received a generous donation from Quirky Quilters sewing group in Ayrshire. Adding a burst of colour, they really appreciated the lap quilts and cushions.

Charity Success

Whitelaw Court organised a Giving Tree in aid of Home Start Dunfermline, donating Christmas Gifts for local families in need, which use the charity throughout the year. Our customers were extremely generous in their donations which also saw a massive delivery of food be donated to the local food bank in Dunfermline.

The Calton Development hosted a MacMillan coffee morning, raising a fantastic £126.40 who celebrated, 'We did it for MacMillan!'

And last but not least, congratulations to the Stranraer Development who hosted their yearly Coffee Afternoon for Macmillan Cancer Support and Wigtownshire Women and Cancer. The event was also well attended by customers, family and friends. The day was a huge success with £975.00 raised, which was split between MacMillan Cancer Support & Wigtownshire Women and Cancer!

A big well done to all involved!



Long Service Congratulations

Please join us in celebrating our colleagues who are celebrating their long service working with Trust.

Thank you and congratulations to you all. Wishing you many more successful years!



Top left: **Jeanette McWhirter**, Housing with Care worker at our Girvan development on her 10 years of service.

Bottom left: **Sheila Ramsay**, our Housing Care manager at our West Lodge Gardens development on her 10 years of service.

Below: **Jenny Wallace**, our Director of Customer Experience celebrated her 15 years of service.





Top right: Rosemary Plunket, cook at Newton Stewart, on her 15 years of service.

Directly right: Alison Gibson, Tracey Whiteford and Myra Kennedy from Corn Mill Court for their outstanding 10 years' service and dedication.

Bottom right: Liz McKay, our Sheltered Housing coordinator from our East Calder development on her 15 years of service.

Below: Allison Stuart, Sheltered Housing Coordinator from our Stranraer development on her 15 years of service.





Digital screen trials launched at our Galashiels & Livingston developments

We are delighted to have gone live with a new digital screen trial at two of our Housing with Care developments, Corn Mill Court in Galashiels, and Crusader Court in Livingston.

Over the next couple of weeks, we will be working on:

- Developing exciting new content for customers to view on these screens.
- Understanding how they are used by our customers.
- Training the development team to update these screens with local information.
- Gathering customer feedback.

Following our customer engagement and feedback, we will then look to establish a business case for having more screens installed across more of our developments, starting with our Housing with Care developments.



We're using digital communications!

Trust are now 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 Engagement team, 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!



Useful Contact Details

General enquiries:

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

Wishaw tenants 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