



Keep up to date
by following us
on Facebook
and Twitter

Garden Competitions

Could your garden be in with the chance of a prize?





A warm Summer welcome to House & Home!

Our support services are so important and invaluable in helping our customers live better lives. Our money advisors have saved customers almost £700,000 in the last year!

Read real life stories on how customers have benefited (pages 4-5).

We have just finalised our corporate plan for the next three years (see page 13). One of our key priorities is to build affordable, high quality homes for rent in areas where there is a strong demand for new homes. Read about our Tarryholme plans on page 3.

We are delighted with the results of our latest care inspectorate report on our sheltered housing services (page 7).

It's been all go the last few months as we continue to restructure our team in order to provide an enhanced and more tailored service to you - our customers. All teams should be in place by the end of the year.

Remember you can keep up to date with our news via Facebook and Twitter as well as the 'Your Neighbourhood - What's Going On In Your Area' section of our website.

Wishing you a lovely summer home or away.

Paul

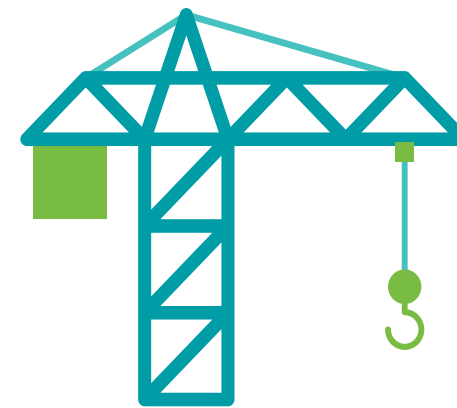
Investment in Broomlands

As part of our 2017/18 Capital Investment Programme properties in Mull Court, Mull Crescent, Lewis Terrace, Lewis Rise and Lewis Crescent will be upgraded with External wall insulation (EWI), a new roof and new doors & windows.

These works are anticipated to start mid-July and will be completed around the last week in November

The Contractors, AC Whyte will be carrying out the EWI and roofing works and Sidey Ltd will be fitting the new doors and windows.

Both contractors will contact customers shortly to advise when works will start.



New Homes at Tarryholme!

We are delighted to announce plans to build approximately 80-90 new homes at Tarryholme, Irvine.

We are currently working on initial design layouts for the new development which will feature a range of house types and sizes including 2-4 bedroom properties.

The development is programmed to start on site in Spring 2018 with the first houses becoming available for let in Autumn 2019.

For more information on applying for a house please visit <http://www.northayrshirehr.co.uk>



Employability Service

In 2016/17 we helped over 80 customers to make the move into training or employment.



33 people moved into employment



30 people entered education



18 people gained qualifications



Summer Home Safety

- make your home look occupied
- ask a trusted neighbour to open and close your blinds
- cut the grass before you go
- cancel milk and newspaper deliveries
- set your alarm if you have one
- don't advertise that you are going away on Facebook etc
- set lights on a timer
- double-check you've locked all windows and doors

Could our services benefit you?



Our Affordable Warmth service has helped hundreds of customers to save money on fuel bills and heat their homes more efficiently.

Kathryn Morrison, Affordable Warmth Officer can assist with:

- a free home energy check
- switching tariffs/providers
- setting up energy accounts and payment plans
- assisting with billing errors
- submitting applications to energy trust funds

Kathryn recently worked on a case that has had a positive impact on a customer's life.

Mr Smith* suffers from both physical and mental health issues. With no income since November our Money Advisors were dealing with his benefits issue and referred him to our Affordable Warmth Officer in December.

Mr Smith's gas had been capped for over a year and a half. He had failed to engage with staff members on previous occasions regarding assistance with uncapping the gas, which had standing charges/ debt on the meter. Due to the condition of his home gas engineers would not go into property to carry out work because of health and safety issues. Mr Smith was also unable to top up the electric meter due to no income. Mr Smith's property was extremely cold and there were concerns for his health.

Our Affordable Warmth officer provided a £49.00 Helping Hands voucher to allow Mr Smith to top up his electric meter and commenced weekly joint visits with his Housing Officer to inspect and encourage Mr Smith to start cleaning up the property, in



particular the kitchen area. Once the kitchen area was in an acceptable condition to carry out works, they arranged for gas engineers to uncup the gas and service the boiler. Mr Smith was provided with a new cooker through the Helping Hands charity.

Our Affordable Warmth Officer contacted his energy supplier to re-set his gas meter and cleared the £251.58 standing charges/ debt on it.

Mr Smith continues to try and bring property up to a habitable condition. His Housing Officer still visits him on a weekly basis. He is delighted with the assistance provided and now has a warm, cleaner home and in a better position to be able to sustain his tenancy.

**In 2016/17
we saved customers
over £20k!**

30 energy action plans £7,002
9 trust fund applications £1,954
62 warm homes discounts £8,680
13 energy / meter switches £1,327
10 billing errors / charges resolved £859
44 customers provided with energy top up vouchers totalling £2011

Our Money Advisors have helped hundreds of customers since the service was launched in 2012.

Mr and Mrs Jones are an elderly couple who both suffer health issues. They both have a small private pension as well as their state pension. They were not entitled to housing benefit due to their small private pensions bringing their income just above the threshold.

They initially sought advice from our Money Advisor to help with funding to get a shower room fitted. An application was made to SSAFA, the Armed Forces Charity, and they were awarded £2,000.

The Money Advisor also carried out a full benefit check and applied for Attendance Allowance through the DWP for both Mr and Mrs Jones, which was subsequently awarded. This then allowed the couple to claim housing benefit as the increase in benefits gave them an underlying entitlement meaning their income was no longer over the threshold to claim.

They now claim £61.23 in Housing Benefit per week, as well as £82.30 per week each Attendance Allowance. They also received a housing benefit backdate of £677.91.

Taking into account their funding from SSAFA, Housing Benefit and Attendance Allowance for the year, their additional annual income was £14,176.15.

**In 2016/17
we saved customers
almost £700k!**



260 successful claims



£650,000+
in cash gains including
benefit backdates



£20,800+
in rent arrears reduction



For further information and advice please contact:

Kathryn Morrison, Affordable Warmth Officer 01294 316756
Clair Christie, Money Advisor 01294 316784
Jocelyn McConnell, Money Advisor 01294 316715

email: info@irvineha.co.uk

Celebrations!

Congratulations to Ian & Isabel Moore from West Doura Court who celebrated their Golden Wedding in the Spring.

The couple met at Bobby Jones night club in Ayr in 1965 and went on to marry two years later at Shortlees Parish Church, Kilmarnock.

The couple set off to honeymoon in London. They'd only started driving and the car broke down! So it was down to London on the night sleeper train, then to Brighton for a couple of days by the sea.

Ian and Isabel went on to have two children - Caroline and Findlay, and thereafter four grandchildren.

They jetted off to Antalya, Turkey to celebrate their special anniversary.



Keep up to date by following us on Facebook and Twitter and check our website for regular updates.



Farewell George...hello Patrick!

We said a fond farewell to George Walls, Estate Caretaker (Dumfries) when he stopped to enjoy his retirement in March.

We welcomed new Estate Caretaker, Patrick Russell in May. Patrick will be on site Monday - Friday 10am-4pm. Patrick has already been busy tidying up the estate and will be on the lookout for tidy gardens over the summer.

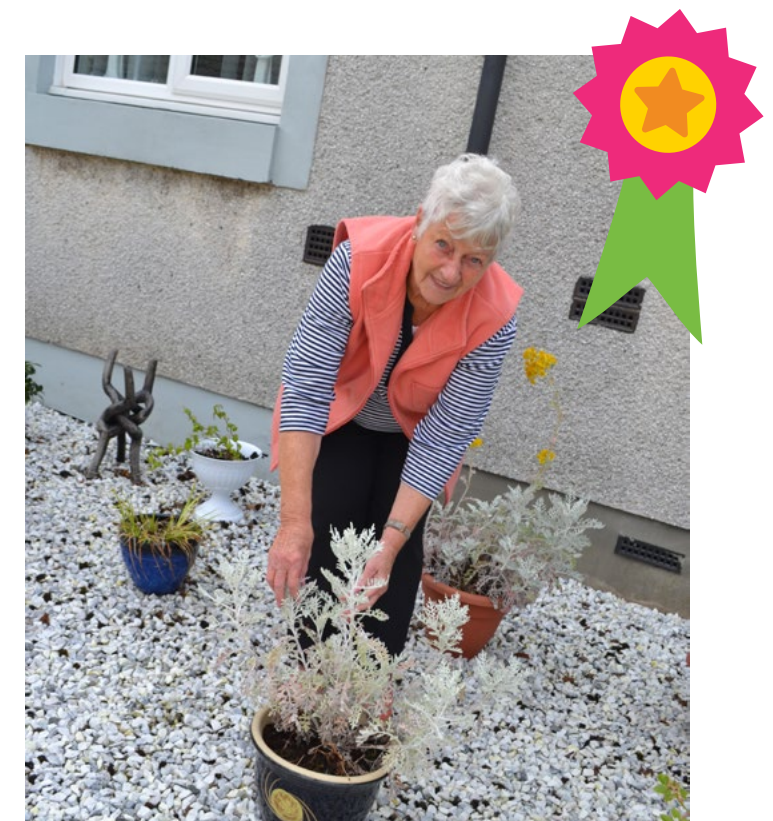


Top Marks for our Sheltered Housing service!



Our two sheltered housing units in Kilwinning were inspected by the Care Inspectorate in May.

West Doura Court and Hawthorn Place were inspected on two themes - Care & Support and Staffing. We are delighted to report that we have retained the highest grades possible for the service - two grade 6s.



Harbourside n Bloom and Garden of the Week competitions

It's time again for our annual garden competitions.

Sadly one of our long-standing Harbourside In Bloom winners, Michael Fullerton, passed away in December 2016.

Michael was a member of our scrutiny panel. The panel were keen to remember Michael and his passion for gardening. In Michael's memory we have introduced a new Harbourside In Bloom Michael Fullerton trophy.

Michael's partner, Annmarie said, "Michael would be absolutely delighted. He took so much pride in our garden and the In Bloom competition was close to his heart. He always made a real effort with his display and enjoyed chatting to passers by who stopped to admire the flowers. It really means a lot to our family and we'd like to thank the scrutiny group for their kind suggestion."



Harbourside In Bloom 2017

If you live at the Harbourside why not enter our Harbourside in Bloom competition?
Taking part is easy Simply give us your name and address and we'll do the rest.

Please enter by Friday 14 July.
Email: info@irvineha.co.uk
Tel: 01294 316780
Or: pass your details on to any member of staff at IHA.

Garden of the Week 2017

It is important to keep your garden tidy. Untidy gardens bring the street and the area down. Keep your garden tidy to be in with the chance of winning Garden of the Week and a £25 voucher.

Throughout July our estate staff will be looking out for:

- Front gardens that are consistently tidy.
- Neglected front gardens that have been tidied up and are continuing to be kept tidy.

We have eight vouchers to give away!



Scrutiny Panel Update

Our customers are at the heart of what we do and that's why we want you to tell us how we can improve. We are always eager to get more people involved in shaping how we deliver our services and meet the needs of our customers. Our scrutiny panel meets once a month and to date has influenced many improvements including letting properties in a better condition and introducing a property MOT scheme.

Having reviewed the Annual Return on the Charter (ARC) results in Autumn 2016, the scrutiny panel decided to look into our current forms of communication.

They have now completed a report on Communication to improve the Association's performance in this area.

The panel has also been consulted on the Association's Corporate Plan and were able to comment on this.

What next?

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Social landlords must submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) and need to report the assessment of their progress towards or achievement of the Charter to their tenants and others who use their services.



Once our ARC results are available in autumn 2017, the scrutiny panel will meet and highlight any additional information we should include in our Landlord Report that will help our customers better understand the results. The panel will review the publication and check we have included everything before we publish it on our website.

Scrutiny will review the ARC results in more detail and decide what their next Scrutiny exercise will be.

Members of the panel are pictured above at a Riverside Resident Involvement Taster Day in March. The event was an opportunity for our panel members to become more actively involved with Riverside's National Tenant Federation.

Find out more

If you are interested in finding out more about scrutiny, reviewing services, our community fund or Tenants and Residents Associations in your area please visit the Your Neighbourhood section of our website or email info@irvineha.co.uk



fit for the future

Our new Corporate Plan was approved by our Board in May and is centred around three objectives.



Stepping up supply for Government and future customers

- Helping end the housing crisis; establishing a strong new build programme, increasing our stock by a minimum of 40% over the next ten years.

By March 2020 we will have 400 new homes agreed.

Customers first for our existing customers

- Making customers and communities our top priority by working in new ways.
- Completing our programme to

modernise our business, and rolling-out the greater use of online services to enable our customers to 'self-serve'.

By March 2020 we will achieve:

- 50% of repairs and other key service transactions undertaken online.
- Offer new telecare services to at least 20% of our older customers to enable people to continue living independently in their current home without the need to move house.
- £1m real cash gain for customers who have accessed our money advice and affordable warmth services.

Neighbourhoods matter for communities and local partners

- Gathering intelligence and making better use of customer insight to identify the areas where we can make the biggest impact and improve the wellbeing of our communities
- bringing a coherent story to all our neighbourhoods.

By March 2020 we will achieve:

- Increase our footprint through the acquisition of 400 new units.
- New, more affordable rent structure that is based on the principles of fairness and equity for all.
- £4m invested in planned maintenance, working towards the first Energy Efficiency Standard for Social Housing milestone in December 2020.

Keeping our communities active

For the 4th year running, we sponsored the North Ayrshire Sportshall Athletics. The annual event took place earlier this year. The first heat was one of the launch events at The Portal, Irvine.



We are also sponsoring KA Leisure to support cubs in Irvine to deliver Marymass tournaments. These will take place on Sunday 20th August and will be delivered at different times of the day depending on the sport. Irvine Meadow are planning a waking football festival and other events. Other clubs planning events include North Ayrshire Amateur Swimming Club, Twilight Basketball, Irvine Junior Badminton Club and Irvine Ladies Hockey Club.

Visit kaleisure.com for more information

Availability in other formats

If your circumstances require a copy of this publication in another language or another form (such as Braille or audio tape) please tell us and we will seek to provide you with a copy as soon as we are able.

Equal opportunities

The Association will endeavour to ensure that no person or organisation receives any less favourable treatment than another unless it can be reasonably shown to be. The Association is opposed to any improper discrimination and will take appropriate steps within its powers as an employer, service provider and receiver of services to counteract any such improper discrimination.

Registration No. 2459 R(S) and Registered with The Scottish Housing Regulator No. HAL 280.

Registered Scottish Charity No. SC042251

Getting Healthy for Summer

We have been delivering the 13 week NHS Weigh to Go programme at Cranberry Moss, in partnership with Pennyburn Community Association.



As well as healthy eating advice and a weekly weigh in, the community association has provided a healthy cooking demonstration. Participants get to take the recipe away as well as the ingredients required to recreate it at home.



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