



cairn

# FOCUS

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Your quarterly tenants' newsletter

Spring 2016



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# NEW YEAR — NEW LOOK — NEW WEBSITE

On our 25th birthday as an independent Scottish housing association it was time to refresh our branding and update our website to give it a brighter and more modern design.

Most importantly, this isn't change for the sake of change. Our new website provides features and services which are genuinely useful to tenants, other customers and prospective tenants. We know that more and more of you are now connected to the internet, whether at home on a computer or through your mobile phones, and our big new step into the digital age means that our customers can now contact us in more ways which are most convenient to them.

Some of the biggest new features of our new site are:

- Webchat so you can instant message our contact centre team during office hours
- An online calendar with details of our future events
- A responsive design so it looks just as great on mobile phones and tablets as it does on a laptop or desktop PC
- The ability to advertise the homes we have available now and complete a housing application form online
- Available homes are also automatically uploaded to the Letting Web and Zoopla websites
- Better information for people applying for jobs with Cairn, including online employment application forms
- Information about the Community Fund projects we have supported and how to apply to the fund
- A news area that pulls in updates from our Twitter and Facebook pages

## My Cairn

We've also developed a new self-service portal called My Cairn.

If you create an account in My Cairn you can access various services and information online 24 hours a day:

- Report routine and urgent repairs (emergency repairs should always be reported by phone)
- Offer compliments and feedback about our services
- View your current account balance and find out how to pay your rent
- View rent statements
- Make complaints
- Report antisocial behaviour
- Find out about tenant participation events and complete surveys

## How to create an account

On our website there are links to 'My Cairn'. Clicking on this will give you the option to register or log in to your account.

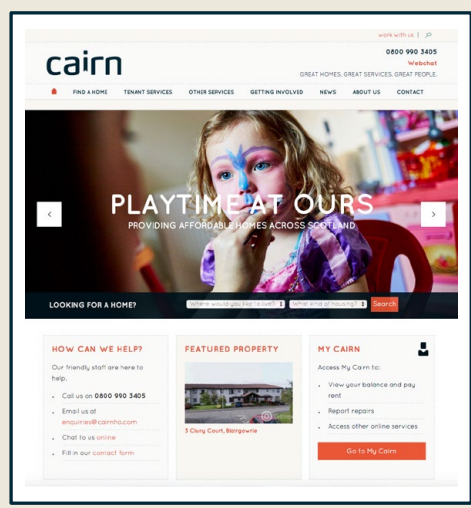
To register you need the following information:

- Your name
- Your tenancy reference number (this is the 18 character reference which you can find on your rent statements. It starts with the first few letters of your address. If you don't know your tenancy reference you can leave this field blank, hit submit, and you'll be asked for additional information to verify your account.)
- Your email address

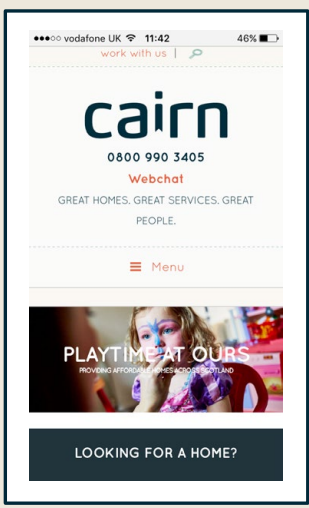
If the information you supplied matches up with what we have on our system then an account is automatically created and you will be asked to create a password. If we are unable to match up your details then we will ask for additional information to verify your account. A member of staff will contact you to help set up your account if you are still having problems registering.

We hope that you find the new website useful. We'll be adding more features and services over the months ahead. We're always really happy to hear from you so please let us know what you think of the website and if you any ideas for how we can keep making it better

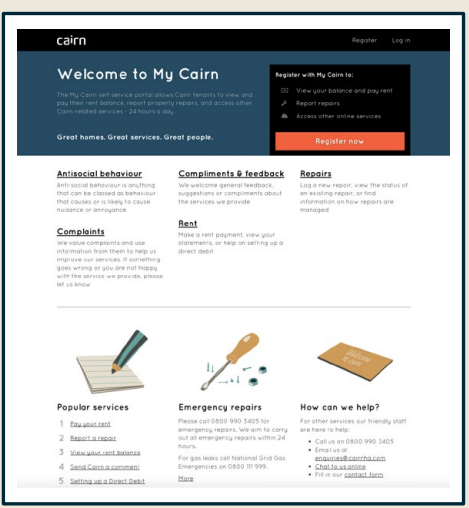
OUR NEW HOMEPAGE



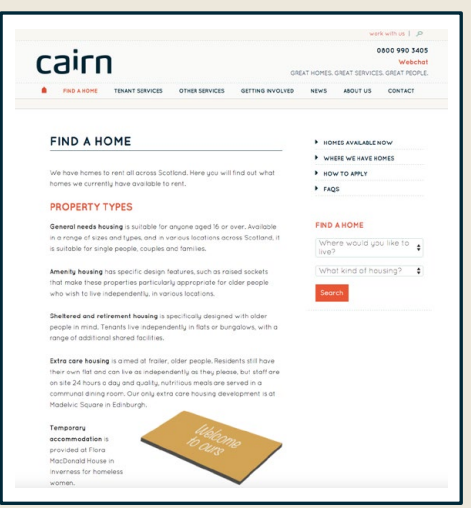
OUR NEW MOBILE SITE



MY CAIRN HOMEPAGE



FIND A HOME







Jim Sterling collected his award in December



William Pritchard

## CAIRN TENANTS AWARDED LEGION D'HONNEUR

We were delighted to learn that two of our tenants were separately awarded a prestigious French military honour for their involvement in the D-day landings in June 1944.

Jim Stirling, a retired local police sergeant who lives at Douglas Haig Court in Hawick, received his award in December. Jim volunteered for the Royal Navy when was just 17 years old and once his initial training was complete, he volunteered again; this time for the dangerous minesweeping fleet. As part of his duties, Jim was responsible for coding and decoding messages. Jim said, "I was on board a specially built motor minesweeper and was paid 1 shilling extra per day danger money. Our ships were 119 feet long and had a crew of 19 on board. We cleared contact, magnetic and acoustic mines. The crew was made up of volunteers and specialists in their field. It's a great honour and I must say it does mean a lot."

**"This ceremony is not only a thank you to men who were ready to give their lives to liberate us. It is also a message to every British person: that we shall not forget. That we shall never forget."**

*Francois Hollande*

Another Cairn tenant, William Pritchard, who lives at Madelvic Square in Edinburgh, was honoured at a separate ceremony on board the French navy destroyer Aquitaine in Leith. Surrounded by his family, Mr Pritchard and another eight veterans were recognised for their roles, many of them at the D-Day landings. Rear-Admiral Chevallereau said, "On 6 June 2013, on the beach at Ouistreham, in the presence of Her Majesty Queen Elizabeth II, French President Francois Hollande sent a strong message of gratitude to Allied soldiers and particularly to the British: "Today, it is a true honour for me to stand here with you, in Edinburgh, and echo that message. Gentlemen, you are living witnesses to a history you wrote on our soil, a history which shaped your identity, our identity and those of Britain and France. This ceremony is not only a thank you to men who were ready to give their lives to liberate us. It is also a message to every British person: that we shall not forget. That we shall never forget."

The ceremony was one of a number of special ceremonies that have taken place since the 70th anniversary of D-Day in June 2014 and we are very proud to have two of our tenants honoured.

## RENT LEVELS FOR 2016/17

We wrote to you at the end of November to ask your views on three proposed options for a rent increase for 2016/17.

Out of 2,954 surveys issued, we received 346 responses, which is a response rate of almost 12%.



The results of the consultation were that:

- 68% (or 235) voted for a 3% rent increase.
- 15% (or 53) voted for a 3.5% rent increase.
- 9% (or 32) voted for a 4% rent increase.
- 7% (or 23) used comments to express their dissatisfaction with the proposals.
- 1% (or 3) were returned blank or comments were not relevant to the rent increase proposals.

Our Board met at the end of January to discuss the results of the consultation and agreed on a 3% rent increase with effect from 1 April 2016. We're very grateful to everyone who participated in this process.

## A BIG LEAP ONLINE AT SCOTSBURN COURT

Congratulations to the tenants at Scotsburn Court in Tain who have worked through a 12 week course to learn about using the internet and using mobiles and tablets to access websites and online services.

The training was provided by Lead Scotland, a charity which enables disabled adults and carers to access inclusive learning opportunities.

## GETTING ONLINE IN OUR COURTS

We have provided computers with internet access in the communal lounges of all our sheltered and retirement courts since 2010 when a family member of one of our tenants made a donation to Cairn. Since then tenants in retirement and sheltered housing have benefited from free internet access. For some of our tenants this was their first experience with the world wide web and it's been great to hear from people who have used these computers

for online shopping, booking holidays or emailing friends and family.

As you can imagine these computers are now getting old and are not up to date with current technology. Although some of them are still working well, there are others which are very slow or, worse still, don't work at all.

With some of these computers now in need of repair or replacing we've had to make a decision about how we can continue to provide access to the internet without the significant cost of replacing and maintaining computers.

We will be leaving the existing computers in place and these can still be used. However, if there is a problem with the computer or it breaks down we will not arrange for the computer to be repaired or replaced.

As a new service to tenants we will be installing Wi-Fi in communal lounges which will offer wireless access to the internet through your own laptop, smartphone or tablet.

Please contact Caroline MacAskill, Head of Customer Services (Tenancy Services), on 0800 990 3405 if you would like to discuss the new service.

LEARNING FROM THE ANNUAL SATISFACTION SURVEY

In our 2015 annual Customer Satisfaction Survey 87% of tenants who responded were fairly satisfied or very satisfied with the service provided by Cairn.

We received 695 surveys and many of those included really useful comments about where you had received a great service from Cairn or where we you think we need to do better. Our teams have been making contact with everyone who left us a comment to find out what we could do to continue to make improvements to the services we offer.

We can't emphasise enough how helpful it is to learn about your experiences of being a Cairn tenant and we are very grateful to everyone who has taken the time to complete and return their survey. The results are discussed in detail by our senior

managers, Board and local teams and they play a huge part in decisions about where we should target our best efforts and finances to improve the way we do things.

We've learned from previous surveys that we had to improve the condition of your homes, the quality of our customer services and the ways we communicate so we've worked hard to make big improvements through a huge investment of at least £16 million over three years in your homes, a central contact centre to respond to your enquiries and a new website which allows you to contact us or request services at a time which is convenient to you.

Please be sure to complete your 2016 Annual Satisfaction Survey when we send it out later this year. We're always happy to hear from you, whether it's a complaint, a good idea or to tell us about a great experience. Please get in touch by calling 0800 990 3405, emailing enquiries@cair nha.com, visiting our new website, visiting one of our offices or writing to us.



A PAIR OF DIAMONDS

Congratulations to Mr & Mrs Ballantyne at Wimberley Court in Broughty Ferry who celebrated their diamond wedding anniversary on 30th December. The Lord Provost of Dundee presented the happy couple with a basket of flowers and a bottle of whisky and they also received a card from the Queen before continuing their celebrations with a party.

GARAGES TO RENT

We have a limited number of garages available to rent in Inverness and Caithness. Rental fees start from £26 a month. If you are interested in renting one please get in touch to find out more and to add your name to our waiting list.

PHOTOGRAPHY MODELS REQUIRED!

We're on the look out for individuals and families to feature in our next photo shoots. We use the photographs on our website and to promote our homes and service to current and prospective tenants. As a small token of our appreciation we offer a few professional prints and a gift voucher for a store of your choice. If you are interested please contact Neil Golightly on 0800 990 3405 or neil.golightly@cair nha.com

CUSTOMER PANEL HITS THE MARK AGAIN

Last year the Customer Panel completed a detailed project into the customer experience of moving into a new home. In their final report they made 35 recommendations for how we can improve.

Since then we have been hard at work to put in place the changes suggested by the panel. Some of their recommendations were:

- To review the letting standard so that all properties are being rented out at a consistent standard
- To thoroughly clean all properties before new tenants move in
- To give protective equipment to Maintenance and Housing Officers, such as safety shoes, gloves and a first aid kit in case they go into hazardous empty properties
- To update sign up packs and the tenant handbook
- To offer a settling in visit for all tenants
- To improve the 'properties available now' area of the website

We've been working through a long list of improvements. Some of the highlights of what we have achieved so far include:

- Setting up a working group, including Panel members, to review the letting standard and sign up packs
- Updating the tenant handbook
- Our new website gives much more prominence to properties we have available to rent
- Carrying out a risk assessment around staff entering hazardous empty properties
- Creating a new post of Maintenance Manager in the south of Scotland to make sure that the process is efficient and a good experience for new tenants

We are confident that our voids process is improving but there is still work to be done. Every recommendation was given a deadline for when it was to be in place and the Customer Panel receive regular updates on our progress. If you would like to find out more please get in touch with our Communications & Engagement Team.

CAIRN 25 YEARS YOUNG

To celebrate our 25th anniversary as an independent Scottish organisation we want to fund as many Community Fund projects as possible for tenants and community groups that will help make your neighbourhoods great places to live. We'll be showcasing all these projects and events at our Annual General Meeting in September.

To watch our video about the Cairn 25 celebrations search for Cairn Housing Association on YouTube or visit our website.

For more information about the Community Fund, or if you have an idea for a project, please contact Linda Stuart by emailing linda.stuart@cair nha.com or calling 0800 990 3405.





# IN OUR COMMUNITIES

We recently welcomed a new trainee to Cairn. Lynsay McKnight started as a Customer Service Trainee at our Bellshill office. The Inverness office is now recruiting for their second trainee so hopefully it won't be long before they have someone in place. We were delighted to receive additional funding from the Scottish Council for Voluntary Organisations to extend the contract for our Social Enterprise intern, Alex Conway, who worked with us until the end of March.

The Community Fund has undergone a few changes and the assessment panel now includes Cairn staff who have expressed an interest in becoming more involved. They have all completed training to help them assess application forms. This means that more staff will have a greater awareness of what is happening in our communities and will make informed decisions about funding. It is great news that so many of our colleagues want to participate.

We recently granted St Ambrose High School in Coatbridge £1,400 to help create a garden area, which will include a buddy bench. This will allow older pupils to mentor younger children. The project will be completed as part of a Duke of Edinburgh award scheme and the garden will be used by members of the local community centre and maintained by the school. The project will take place outwith school hours and the young people will volunteer to work in the garden.

Drumchapel Women's Aid received £550 from the Community Fund to help build the confidence of the women using their service. The women will take part in mosaic workshops and learn to design and create their own welcome sign for the house. This will give them

**“We want to thank Cairn for their funding; it will make a massive difference to the group. We want as many people to benefit as possible and this award will make that easier to do.”**

*Donna Atkinson*

the chance to be creative and provide them with a sense of ownership and accomplishment. The sign will be put up in the reception area once they have finished.

We funded the Blackthorn Allotments Association in Inverness £250 to create community allotments in the Culduthel area of the city. The site has been acquired on a 10 year lease from a local landowner and planning permission has been granted for 40 allotment plots. There will also be community advice events and seasonal produce events. The impact will be that residents will be more health aware, have increased confidence, better physical and mental wellbeing and an increased sense of belonging to a community.

We gave £1,400 in funding to the Edinburgh and Lothian Greenspace Trust, who are creating a rooftop garden for our Extra Care development at Madelvic Square in Granton. The group will build the raised beds and run workshops with residents.

The latest grant made by the Community Fund was to Wing Tsjun Scotland. Based in Inverness, the group are already very active in the Hilton area. They are now looking to expand the service to the wider community by offering a Saturday morning club which will involve activities for all of the family. They plan to encourage parents and children to get fit and learn together. Activities will include self-defence, street-wise lectures, mobility games for toddlers and tips for staying active. Donna Atkinson, one of the parents involved, said: “We want to thank Cairn for their funding; it will make a massive difference to the group. We want as many people to benefit as possible and this award will make that easier to do.”

If you have an idea you think the Community Fund could help you with, or you would like more information about any of the projects we have funded, please get in touch with Linda Stuart by calling 0800 990 3405.

# WHY WE SEND YOU SO MANY SURVEYS

That is a question you might be asking yourself as the number of surveys we send to tenants has increased over the last couple of years.

In addition to the annual satisfaction survey we send to all tenants, we also send out mini surveys for all of our services. For example, every time a repair or planned maintenance project has been completed we will give you a survey to fill out. We also send out surveys to randomly selected tenants who have called our contact centre, got advice from our Benefits Advisor or taken part in tenant participation events.

The information you give is invaluable to us. It helps us decide the areas we need to do better but also where we're doing really well. Any tenant who gives us a low score on any of our mini surveys will receive a phone call to ask what went wrong and how we can improve.

The table shows what you think of our services. All scores are out of ten and include information from April to December 2015.

SURVEY	NUMBER OF RESPONDENTS	AVERAGE SCORE
• Repairs (Rodgers & Johnston)	144	9.62
• Repairs (HomeWorks)	276	9.42
• Welfare Benefits & Money Advice Service	38	9.42
• Gas Safety Checks	30	9.35
• Planned Improvements	349	9.03
• New Tenants and Moving In	45	8.78
• Contact Centre	19	8.59
• Sheltered and Retirement Courts	64	8.56
• Rent and Arrears	13	8.05
• Complaints	6	4.51
<b>Total</b>	<b>984</b>	<b>9.16</b>

# TENANT REPRESENTATIVES ON OUR BOARD

It is important that we are open and accountable to our tenants and that you have an opportunity to get involved at a level that suits you. As well as initiatives such as our Customer Panel, focus groups and local registered tenant organisations, tenants and other customers also have the opportunity to become members of the Board of Management. The Board is our governing body and makes strategic business decisions about the management of Cairn, including key policy and budget decisions.

Our volunteer Board members come from a wide variety of backgrounds and have a broad range of skills and experience. You can find out more about our current Board members in the 'About us' section of our new website.

As part of our Board Recruitment Policy, and guided by our Company Rules, each year we will write to all our shareholding members to invite nominations to the Board.

If you wish to apply to become a shareholding member and/or you wish to be considered for future elections to the Board, you are encouraged to do so. Training and support is available to members of the Board.

Please give Carolyn Owens, Executive Assistant, a call on 0800 990 3405 or email [carolyn.owens@cairnha.com](mailto:carolyn.owens@cairnha.com) for an informal chat and more information.



*Ken Ward, Chairperson*

## OUR EVENTS

We regularly update our calendar of events on our website. Some of the highlights of the year ahead include:

### CAIRN CUP

16th April

Cradlehall Primary School

Football teams from across Inverness will be invited to the third annual Cairn Cup on the 16th of April. Last year over 300 children participated and were entertained between matches with a bouncy castle, facepainting and barbeque.



### COMMUNITY GO-BETWEEN DAY

12th May

Leven Road, Coatbridge

Cairn tenants and other members of the community are invited along to our Community Day at the Go-Between in Coatbridge. Meet our staff and say hello to some creatures from the petty zoo.



### ANNUAL GENERAL MEETING

23rd September

Venue to be confirmed

At the 2016 annual general meeting we'll look back at the events and projects we supported during our 25th anniversary year.

### ANNUAL CUSTOMER SATISFACTION SURVEY

September

N/A

We'll distribute our annual customer satisfaction survey alongside the September edition of Cairn Focus. All Cairn tenants are encouraged to complete the survey which helps us prioritise where we need to make improvements to our services.

### INVERNESS FAMILY FUN DAY

1st October

Inverness Aquadome

After the success of last years' Family Fun Day we'll return to the Inverness Aquadome for the third year running. We'll have fun and games for children of all ages.



## TENANTS CELEBRATE ON NEW ROOF TERRACE

Residents at Madelvic Square recently had cause for celebration when their new roof terrace was opened. The renovation was funded by a legacy left by a former Cairn tenant, Elizabeth Munroe. Jason MacGilp, our Chief Executive said, "It was a fantastic event, and it was great to get the community together to celebrate the opening of the Munroe Room. We're incredibly grateful for the generous gift that Mrs Munroe left."

The intended purpose of the room is to provide a much needed social space for the tenants and their families to use. Tenants were encouraged to come up with their own ideas for how the room could be used and they decided they wanted to use the outside space for gardening and growing vegetables, with raised planting beds. The roof terrace is partly covered to allow users to work outside, even when it's raining.

**"It was a fantastic event, and it was great to get the community together to celebrate the opening of the Munroe Room. We're incredibly grateful for the generous gift that Mrs Munroe left."**

Jason MacGilp



Residents worked with the Royal Horticultural Society and the Edinburgh & Lothians Greenspace Trust, who funded the building of the planting units, and we provided a grant through the Cairn Community Fund to provide education sessions.

The residents and their families are benefiting from exercise, social interactions, more knowledge about gardening, fresh produce and an increase to their confidence.

We would like to say thank you to the Royal Horticulture Society, Edinburgh & Lothian Greenspace Trust and the residents at Madelvic Square. It was a real team effort to see the project through to completion, something we love at Cairn.



## TENANT HANDBOOK

We've updated the tenant handbook.

It has been a number of years since the handbook has been updated and in that time a lot of the information has become out of date.

The handbook has been created as a guide for you to refer to at the start, during and at the end of your tenancy. It contains practical advice like how to pay your rent or how to report

a repair, and information about your responsibilities as a Cairn tenant and ours as your landlord. Please keep your handbook in a safe place so that it will always be handy should you need to look something up.

Thanks to the Communications Group for their feedback on the draft before the handbook was published.

To have a copy sent to you please call 0800 990 3405 or download a copy from [www.cairnha.com](http://www.cairnha.com).

## BIRTHDAY CELEBRATIONS IN DORNOCH

Congratulations to Mrs Eileen Brice, Mrs Joan Wells and Mrs Cecilia Beaugeard who have all recently celebrated 90th birthdays at Stafford Court in Dornoch. A huge thanks to their families, neighbours and staff for making these celebrations extra special.



### OUR HEAD OFFICE:

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EH12 5HD

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0800 990 3405

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cairn

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Great services.  
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یہ کتابچہ بڑے پرنٹ اور مختلف کمیونٹی کی زبانوں میں بریل سی ڈی پر دستیاب ہے۔ ہمارا پتہ یہ ہے کریں ایچ، سٹی پوائنٹ، 65 ہائی مارکیٹ ٹیرس ایڈن برگ، ای ایچ 125، ایچ ڈی ہمارا ای میل یہ ہے [enquiries@cairnha.com](mailto:enquiries@cairnha.com) آپ ہمیں کال کر سکتے ہیں ہمارا فون نمبر ہے 08009903405 یا 03004561245

تتوفر هذه النشرة على أقراص مدمجة، وبطريقة برايل، وحروف الطباعة الكبيرة، واللغات المختلطة عبر لغات، سيتي بويونت، 65 هاي ماركت تراس، ادنبره EH12 5HD. البريد الإلكتروني [enquiries@cairnha.com](mailto:enquiries@cairnha.com) أو الاتصال على الرقم 08009903405 أو 03004561245.

Niniejsza ulotka dostępna jest na płycie CD, w Braille'u, w zapisie z dużą czcionką oraz w językach mniejszości narodowych pod adresem: Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD.

Adres e-mail: [enquiries@cairnha.com](mailto:enquiries@cairnha.com), numer telefonu: 08009903405 lub 03004561245

This newsletter is available on CD, in braille, in large print and in community languages.