

cairn

FOCUS

BULLETIN

Your tenants' newsletter

Autumn 2017



Another great fun day!

Our 2017 Family Fun Day on Saturday 16 September was a great success with dozens of children and their families flocking to the Aquadome in Inverness.

We had a bouncy slide, soft play and bouncy castle, laser tag (which was popular with grown-ups too!), balloon animals, face-painting and Messy Ness for the younger kids.

For more photos please check out our Facebook page at www.facebook.com/cairnha

Repairs handbook

You may have noticed a Repairs handbook with your newsletter. We created the handbook as a guide which will help you describe any repair problems in your home that we are responsible for carrying out. By giving us as much information as possible, you can help us decide who the best person to carry out the repair is and what equipment and parts we might need. The handbook contains labelled pictures and questions that you may need to answer. These will help you name the parts or describe the repair correctly.

Our annual report for 2017

Online, on film and on paper...

We're really excited about the ways we can develop online services so we wanted to take a new approach with our annual report. This year we have put our performance information on our website where tenants can also give us their feedback on what we can do to improve.

We've produced a short 'highlights from our annual report' paper document, which you'll have received with this newsletter and, in an effort to make our performance information more interesting and engaging we put together a short animated film. We had a lot of fun putting it together, some of our team voiced the characters, and we hope you enjoy it.

Thank you to our Communications Group who helped us with the content and format of this years' report. If you'd like to join the Communications Group, or for more information, please email enquiries@cairnha.com.

We are required to make a report available to you each year to tell you how we have performed against



the outcomes of the Scottish Social Housing Charter. In addition to reading our report on our website you can also visit the Scottish Housing Regulator's website where you can see how we compare to other registered social landlords.

Visit www.cairnha.com to watch our animated film and read the full annual report.

Visit www.scottishhousingregulator.gov.uk to see the Regulator's reports on Scotland's housing associations and local authorities.



We're now working through an action plan to carry out their recommendations. Our thanks, as ever, to our volunteers who travel from near and far to work with us to improve the services we provide to you, our tenants. If you are interested in joining the Customer Panel or would like an informal chat about their important work please call Neil Golightly or Amy Sutherland.

Customer Panel hand in their latest project report

The Customer Panel have completed their latest scrutiny project into the customer experience of contacting our contact centre. The Customer Panel are tenants of Cairn and volunteers. They look at our services and tell us where we are doing well, and how we could be doing better.

This project took two months to complete and the panel found the staff from the contact centre to be very friendly, helpful and keen to improve the service. The panel recommended that we continue to develop the roles and responsibilities of the team and the systems they use, so they can provide a better service. Their report has 23 recommendations for how we can improve our contact centre. These recommendations ranged from developing new workflows so the team can respond to a broader range of enquiries to allocating more time to meet as a team and complete training.

Roundup from the courts

Latest news from NEWS

We received a grant of £10,000 from the Heritage Lottery Fund to run a heritage based art project across different retirement courts in the north, east, west and south (NEWS). Residents have enjoyed up to eight workshops with a professional artist from Impact Arts and the work created will be exhibited at an event in Stirling.

The workshops are really flexible and participants can work with painting, textiles, photography, film, music, animation and/or creative writing.



Open Day at Devlin Court

Some of the artwork produced at the first workshops has been superb and we can't wait for the grand unveiling at their exhibition later this year.

Devlin Court, Stirling

Devlin Court in Stirling held an Open Day in September to celebrate the end of their community art project. The day was a huge success with over 80 people coming along to enjoy live music, a BBQ, a quiz and a bouncy castle. The tenants even managed to raise £300 for their social committee too!



Coffee Morning at Scotsburn Court

Scotsburn Court, Tain

Well done to our residents at Scotsburn Court in Tain who managed to raise £473 for Macmillan by taking part in the World's Biggest Coffee Morning last month. They all worked really hard baking (and eating!) and selling raffle tickets and had a great turnout from the local community.

Stafford Court, Dornoch

Stafford Court also held a successful Coffee Morning for Macmillan and managed to raise £100. Well done to all our residents who baked and donated to raise money!

forums in Irvine where we had the opportunity to meet with ANCHO tenants face-to-face and talk about the benefits of ANCHO becoming part of a bigger Cairn Group.

For Cairn tenants the benefits of a partnership would be the group's financial resilience which would enable both organisations to keep rents affordable into the future, whilst continuing to improve our homes and services.

Subject to Cairn and ANCHO Board approval we'll submit our business case to the Scottish Housing Regulator before preparing for a ballot of ANCHO tenants in early 2018.

Christmas & New Year Holidays

Our services will be closed at various points during the Christmas and New Year period.

During the Christmas and New Year holidays we continue to provide an emergency repairs service on **0800 990 3405**. For more information about emergency repairs please refer to your Tenant Handbook.

Office	Closed from	Open from
Edinburgh, Inverness & Bellshill Offices	Monday 25th December	Thursday 4th January
Sheltered & Retirement Housing (Christmas period)	Monday 25th December	Thursday 28th December
Sheltered & Retirement Housing (New Year period)	Monday 1st January	Thursday 4th January

OUR HEAD OFFICE:

Citypoint
65 Haymarket Terrace
Edinburgh
EH12 5HD

OUR WEBSITE:

www.cairnha.com

OUR PHONE NUMBER:

0800 990 3405

OUR EMAIL:

enquiries@cairnha.com

SOUTH

Murdostoun House,
5 Linnet Way
Strathclyde Business Park
Bellshill ML4 3RA

NORTH

Caroline MacAskill House
30 Waterloo Place
Inverness IV1 1NB



Great homes.
Great services.
Great people.

A registered Scottish Charity No SCO16647. The Scottish Housing Regulator Registration No 218. Property Factor Reg No PF000292

这个简报在 CD 上有，盲文的，大号的字体并且有来自凯尔房屋协会的社区语言，65 海马克特街，市点市，爱丁堡 EH12 5HD。发电邮 enquiries@cairnha.com 或者致电 08009903405 或 03004561245

بـ کتابچہ بـ پرنسـٹ اور مختـلف کمیوـنٹ کی زـیـانوں مـیـں بـرـیـل سـیـ ذـی بـرـ دـسـتـیـاب سـے۔ بـمـارـا بـہـ بـےـ کـرـین اـجـ، سـٹـیـ پـوـاـنـٹـ، 65 بـانـیـ مـارـکـیـٹـ تـیـرـسـ اـیـڈـنـ بـرـگـ، اـیـ اـجـ 125، اـجـ ذـی بـمـارـا اـیـ مـلـ بـےـ آـبـ بـمـیـں کـالـ کـرـ سـکـتـےـ بـینـ بـمـارـا فـونـ نـمـبرـ 08009903405 اـیـ 03004561245

ستـ توـفـرـ هـذـهـ النـشـرـةـ عـلـىـ أـقـرـاصـ مـدـمـجـةـ، وـبـطـرـيـقـةـ بـرـايـ، وـحـرـوفـ الـطـبـاعـةـ الـكـبـيـرـةـ، وـالـلـغـاتـ المـخـتـلـفـةـ عـبـرـ لـكـارـنـ، سـیـتـیـ بـوـیـنـٹـ، 65 دـایـمـارـکـتـ تـرـاسـ، اـدـنـبـرـهـ EـH~12 5HDـ. الـبـرـیـدـ الـلـکـتـرـونـیـ enquires@cairnha.com اوـ الـاتـصـالـ عـلـىـ الرـقـمـ 08009903405 وـأـ 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, numer telefonu: 08009903405 lub 03004561245

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

