

Changes to your newsletter

We wrote to everyone on our Register of Interested Tenants (358 individuals) and met with groups in three of our retirement courts to ask them about the content and frequency of your Cairn Focus newsletters. We got some really useful ideas and suggestions and, in response to their feedback, we're reducing the number of Cairn Focus newsletters. Rather than publishing four newsletters a year we'll send out newsletters in January and May with a short Cairn Focus bulletin issued alongside our annual performance report in the autumn.

More and more of you are now online so we're going to look at digital distribution of newsletters. You can visit our website at www.cairnha.com, Facebook page and Twitter for news from Cairn.

We were also asked to publish more information from your area. If you have an event or story you'd like to share please get in touch with Neil Golightly or Jen Watson in the Communications and Engagement Team.



My Cairn online services

Hundreds of Cairn tenants have registered with My Cairn so they can report repairs, view rent balances and request other services online.

Registering with My Cairn is easy. Visit www.cairnha.com/mycairn and click on the button to 'register'. If you know your tenancy reference number (it's the 15 digit code on your rent statements) you can create and access your account right away. If you don't have your reference number to hand don't worry, the website will ask you for some other details and a member of our contact centre team will verify your account.

We're going to keep adding new features so if you have any ideas for improvements please let us know using the feedback form in My Cairn.



Your annual Customer Satisfaction Survey

Last year 22% of you completed our annual Customer Satisfaction Survey and 87% of people who responded said they were satisfied with our services.

It would be fantastic if you could complete your 2016 survey and return to us in the envelope provided. We use the results to plan where we will improve our services and the results are a really important part of our performance report for the Scottish Social Housing Charter.

Warm Home Discount

Warm Home Discounts are a £140 credit added to your electricity account (bill or pre-payment meter). The discounts are likely to be available until December so if you haven't checked whether you are eligible yet there is still time. To qualify you need to meet a set of criteria, such as receiving the Guaranteed Credit part of Pensions Credit, being in receipt of certain benefits or having a low household income.

To check if you qualify, contact your electricity provider or our Benefits Advisor Joe Eley who can check your eligibility and assist you with a claim.

A new cap on benefits

The Benefits Cap is a limit on the total amount of certain benefits you can get if you are of working age. If the cap applies to you, this means that if your income from certain benefits is more than the cap, your benefit will be cut. The amount of money you get above the Benefit Cap limit will be taken off your Housing Benefit or Universal Credit.

If you get a letter from the Department of Work and Pensions notifying you that your benefits will be reduced because of the new Benefit Cap, or if you have any questions about the changes, you can contact our Benefits Advisor Joe Eley.

Christmas & New Year Holidays

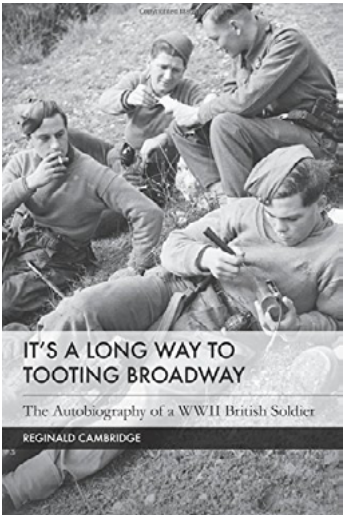
Our services will be closed at various points during the Christmas and New Year period.

Office	Closed from	Open from
Edinburgh, Inverness & Bellshill Offices	26 December (last day 23rd)	5 January
Sheltered & Retirement Housing (Christmas period)	26 December (last day 23rd)	29 December
Sheltered & Retirement Housing (New Year period)	2 January (last day 30th)	5 January

Power to the people

Our Power is the first non-profit energy company in the UK and was founded by 35 affordable housing providers including Cairn. Our Power's aim is to provide low-cost gas and electricity to homes all across Scotland with the most competitively priced and environmentally sustainable energy available.

For more information, contact Our Power on 0808 168 4534, email customerservice@our-power.co.uk or visit the Our Power website at www.our-power.co.uk



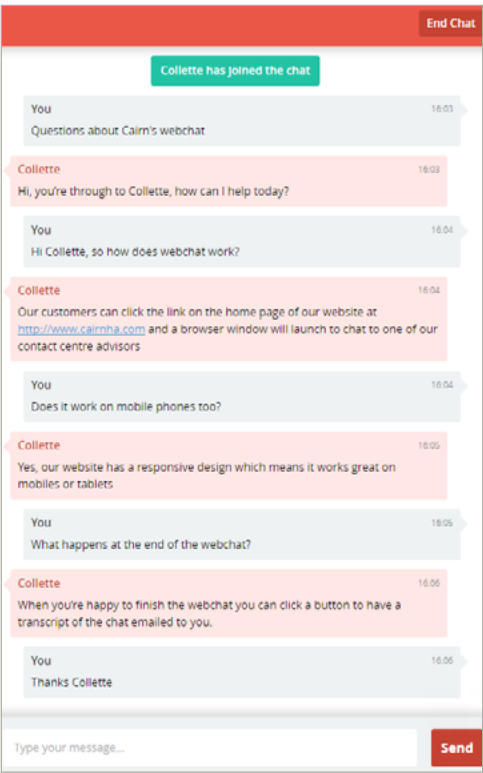
It's a long way to Tooting Broadway

Here's one for the book worms. Reg Cambridge, one of our tenants at Falconer Court in Inverness, has published his memoirs. 'It's a Long Way to Tooting Broadway: The Autobiography of a World War 2 British Soldier'.

Reg was kind enough to drop a copy in to our Inverness Office where it was shared around in the staff room. A huge congratulations to Reg (pictured on the left with the ciggie).

Webchat

Did you know you can chat online to our staff through our website? Click on the link on our home page at www.cairnha.com and you'll connect with one of our advisors. Once you've finished chatting you can even have a transcript of the conversation emailed to you.



Email addresses

If we don't have your email address on file please drop us a line to enquiries@cairnha.com including your name and address. You can also update your personal details online if you register with My Cairn.

Caroline MacAskill

We are very sad to let you know that our friend and valued colleague, Caroline MacAskill, passed away on 1st October from injuries sustained in a horse riding accident.

Caroline was our Head of Customer Services and will be known to many tenants and partner organisations throughout Scotland, particularly in the Highlands where she served much of her career. Caroline was always an enthusiastic and skilled member of our team and her passion for life and for delivering quality services for tenants always shone through in her work. She cared about people and the communities she worked for.

Caroline was a great leader of her teams and a valued and trusted colleague. She helped so many people through her working life and further afield over the years and she will be very sorely missed by us all.



