



FOCUS

Your tenants' newsletter

Spring 2018



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Great homes. Great services. Great people.

COURTS ROUND-UP



Winners of Galashiels in Bloom

Abbotsford Court

Let's all put our hands together for Abbotsford Court. It's not every day you're announced winner of the Best Residential Complex for the Elderly in the Galashiels in Bloom 2017 competition. A big well done to them!

If you glance your eyes to the above photo you'll see Betty Scott and Jock Thomson. Betty organised for a volunteer to come out and plant all of the tubs and hanging baskets in the court, and Jock was kind enough to water them throughout the summer months to keep them looking fresh.

Mrs Jean Girvan will now take up the gardening mantle and is working hard on making those spring flowers burst with colour in Abbotsford Court once more.

Their success has made the tenants hungry to bring the rosette home again in 2018.

Condor Court

The residents at Condor Court produced their own calendar for the upcoming year and are selling them to fund their social activities. Wearing fancy dress, they're stars in our eyes.



Models of Condor Court's 2018 calendar

Scotsburn Court

Tenants at Scotsburn Court were treated to a show rivalled only by those of a royal variety when the Knockbreck Primary School's choir performed a medley of Christmas songs at the end of last year.

You'll be happy to know that the residents weren't shy and got their singing voices out too.

Glentnar Court

The Glentnar Court Social Committee organised a successful Christmas party for women and children from the nearby Women's Aid Refuge.

All snacks were funded by Cairn's Community Fund and, on top of that, tenants spread the word to local people and businesses for any possible donations. Mecca Bingo were kind enough to hold a collection of toys for the children, as well as some gifted by the friends and family of Glentnar Court.

Mums were given goody bags filled with essentials such as perfume, fluffy socks, and toiletries - and the Women's Aid workers were handed a bouquet of flowers. After the party children were able to sound the 'neenaws' on the police car, which one 2-year-old was especially excited about.



Knockbreck Primary visit Scotsburn Court



Model of Condor Court's 2018 calendar

SUPERFAST BROADBAND

Watching your favourite cookery shows on catch-up at 3am is now no longer a dream with the Scottish Government's plan to rollout superfast broadband across rural Scotland.

Many of Cairn's properties are among the 800,000 businesses and residential homes which are now capable of connecting to fibre optic broadband. The project is worth £428 million and is one of the largest infrastructure projects in Europe -

definitely worth taking advantage of it if you're eligible. To check if it's reached your area get got to www.scotlandsuperfast.com

Ask your internet service provider for more information on whether your home can be upgraded.





Alex Potter from Royal Scot Court at the NEWS Exhibition

WHAT'S NEWS?

Some of our tenants gathered at the Engine Shed in Stirling to celebrate a showcase of their art works completed as part of the Cairn NEWS Project.

The project, which was run in partnership with Impact Arts, was funded by the Heritage Lottery Fund and the Cairn Community Fund. Artist Laura Froud from Impact Arts facilitated a series of workshops with the tenants at our retirement courts in Perth, Bathgate, Stenhousemuir and Paisley.

NEWS (North, East, West, South) was an arts and heritage project focusing on the history of the local area and how it shaped their future lives. Tenants created an eclectic range of artwork depicting scenes from Scotland's mining heritage, including

abstract textiles inspired by the Forth Bridges, Paisley patterned greetings cards, ink drawings and photographs of the Falkirk Wheel.

Laura Froud from Impact Arts said "I loved hearing all the stories that came out throughout the creative workshops, the greatest part for me is watching the participants grow in creative confidence and become more experimental with the exercises."

Cairn's Community Fund aims to support tenants and voluntary groups to develop projects in Cairn's communities. For more information on the Community Fund, visit www.cairnha.com.

WHAT'S YOUR BIG (OR SMALL) IDEA?

Cairn is committed to creating sustainable neighbourhoods that are thriving, well run and, most importantly, safe places to live. The Cairn Community Fund is available to help tenants and community groups to develop their own projects and initiatives.

We have money available to support groups who have an idea that will make their communities better places to live. Funding is available for projects that have a focus on tenancy sustainment or financial inclusion, environmental improvements, enhance the quality of life in our communities or projects that encourage tenant participation.

Stuck for ideas?

If you have a brilliant idea for how you can improve your community then our Community Fund might be just what you've been waiting for. You might have loads of enthusiasm and great ideas for projects and improvements in your community, but you need funding to get plans off the ground.

We've funded 38 projects since the fund was created. In the last year we have supported:

- A drop-in centre for people with mental health issues in Inverness
- A photography project at Devlin Court in Stirling
- A girls football team in Inverness
- The Cairn Cup, which this year involved over 350 children
- The NEWS project, involving tenants from across Scotland in an arts and heritage project

For more information and an application form, visit our website or give us a call on 0800 990 3405.



One of the photos from Devlin Court's project



SLEEP IN THE PARK

Five members of the Cairn team braved sub-zero temperatures to sleep in Princes Street Gardens in December last year in aid of Social Bite's Sleep in the Park.

Social Bite are aiming to eradicate homelessness over a five year period by providing people with housing, rehabilitation, job opportunities and the support they need to get back on their feet.

The Cairn Team raised almost £4,000 in sponsorship. Social Bite raised over £3.6m to help eradicate homelessness in Scotland. For more information about Social Bite visit www.social-bite.com.

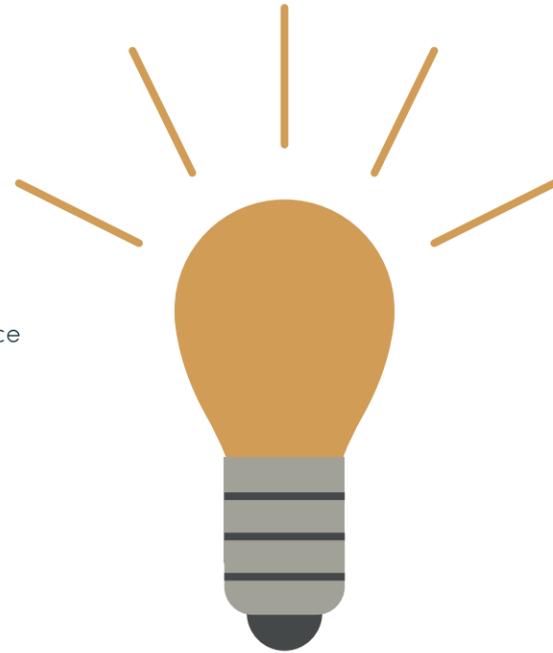


HOW TO SAVE MONEY ON YOUR ENERGY

We have teamed up with Home Energy Scotland, a Scottish Government funded service that provides free, impartial advice to help householders save energy and reduce their bills.

Be an energy shopper

Switching energy supplier is one of the quickest and easiest ways to save money on your bills. You could save up to £200 a year just by shopping around. Home Energy Scotland has teamed up with Citrus, a social enterprise organisation that specialises in helping people switch energy supplier and which has access to all the market offers. Simply call Home Energy Scotland free on 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org and an advisor will call you back.



OUR POWER

A new tariff has become available for electricity customers who are currently on a restricted meter tariff, such as Total Heating Total Control or Comfort Plus.

Customers on restricted meters are often unable to switch providers without replacing their electricity meter. This results in little or no choice around their tariff or supplier. Customers with these meters pay about 2.5 times more to heat their homes (than a customer heating their home by gas) which increases the likelihood of being in fuel poverty.



However, Our Power's 'Take Control' tariff is now open to people to compare with their existing tariff. Calculations suggest customers could save between 4% and 16% on their bills.

Go to www.our-power.co.uk/takecontrol for more information and details on how to switch.

ALTERATIONS TO YOUR HOME

Did you know that you are able to make improvements or alterations to your home?

Walter Clarkson, Head of Property Services:

"There are many alterations you can make to your home. In the past, other tenants have upgraded kitchens or bathrooms, fitted new flooring or installed new internal doors."

All tenants have the right to carry out certain improvements and alterations to their homes. You must ask for permission before work is carried out but we will not refuse permission unreasonably.

If you would like to make an improvement to your home, you must fill in an application form which you can get by contacting your local office. We may come and inspect your home before we give you permission to carry out the work. Once the work is complete we may ask to inspect the work to make sure it meets our standards.

Under the Housing (Scotland) Act 2001 you may be able to receive compensation from us when you end your tenancy for certain approved alterations you have made to your home.

You can find our more information in our Improvements & Alterations leaflet on our website or by contacting us.

"There are many alterations you can make to your home. In the past, other tenants have upgraded kitchens or bathrooms, fitted new flooring or installed new internal doors."

TOP ENERGY SAVING TIPS

Stay warm and cosy

Manage your heating controls - Correctly using your heating equipment, which might include a programmer, room thermostat and thermostatic radiator valves, can help you save up to £75 a year.

Use the timer - Most heating systems have the options to be programmed to times that suit you. Set the heating to switch off a short while before you go to bed or leave the house. It will still be nice and warm and you won't waste energy heating the house while you are asleep or not in.

Turn it down - Turning your central heating thermostat down by one degree could save £80 a year. We recommend you set your room thermostat between 18-21 degrees.

Lighting the way

Did you know? - Lighting makes up 18% of your electricity bill. If you switch to more energy efficient light bulbs then this is a cost-effective, easy way of saving energy. Households will have a mix of different light fittings, by changing which bulbs you use and how you are using them you can cut the amount you're spending on lighting. Energy efficient bulbs are available for different light fittings.

LEDs - Making the switch to LED bulbs from halogen bulbs can save you up to £35 each year. LEDs are the most energy efficient bulbs you can get, followed by the regular energy saving bulbs.

Turn them off - Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light. This will save you around £13 on your energy bills over the course of a year.



READY FOR A MOVE?

We have homes available to rent today in some of our retirement and sheltered housing courts.

Our sheltered and retirement housing is specifically designed with older people in mind who still wish to live independently in their own home. These properties are easy to maintain and offer tenants the safety of living in a secure environment, whilst retaining their independent lifestyle.

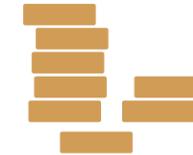
Many of our sheltered and retirement courts have a Court Coordinator on site part time, as well as having communal lounges and other features, such as emergency call systems.

A service charge covers the cost of all external maintenance, gardening, window cleaning and energy costs of the communal areas.

We have lovely homes to rent in locations such as Frank Jack Court in Peterhead, Nigel Henderson Court in Sanquhar or Lochbrae Court in Rutherglen. For more information about sheltered and retirement housing you can check out our website or give us a call on 0800 990 3405.

SERVICES FOR TENANTS IN THE HIGHLANDS

The Big Lottery Fund has projects across the whole of the Highland area and works with a number of partner agencies. The aim of their projects is to equip people to manage their money, make sure they are getting all of the income they are entitled to and provide access to better savings.



HERE IS A ROUNDUP OF SOME OF THE SERVICES ON OFFER:

Money Advice

We can make a referral to a money advice worker who can give debt, budgeting and welfare benefits advice. This service is based in Inverness, Invergordon and Pultney.

Energy Advice

We can refer you to Pentland Energy if you are struggling with the cost of energy or keeping your home warm. They carry out home visits and can offer advice and recommendations as well as contacting energy companies on your behalf and helping to find you the right tariff.

Digital Inclusion

Various events are carried out to help the community get online and provide support with using a computer and the internet. This has included hiring a charity called Libertie to attend events such as Inverness Mummies Market and digital cafes. This is a growing service and new events are being added all the time.

If you are interested in any of these services or would like more information please get in touch.



ANCHO

You may recall from previous newsletters that Cairn has been discussing a potential partnership with ANCHO, a housing association based in Irvine with around 670 homes.

This exciting partnership opportunity would see ANCHO, which would retain their identity as a registered social landlord and housing association, become a subsidiary of a new Cairn Group. If the partnership goes ahead, ANCHO tenants will see significant benefits, including:

- A five-year rent guarantee
- Significant accelerated investment in their homes and local environment
- Investment in community development projects
- Continued local services from ANCHO, from their office in Irvine
- The potential to build new affordable homes in North Ayrshire

The benefits for Cairn tenants are that, by working together, both organisations will be more efficient and financially resilient, which will help make sure we can keep rents affordable and continue to provide good services.

The Scottish Housing Regulator has approved the partnership business case and ANCHO are currently consulting with their tenants before they are balloted, potentially in May, on whether they agree with the partnership going ahead.

If you would like to discuss the partnership with ANCHO please contact Neil Golightly, Cairn's Business Services Manager, by calling 0800 990 3405 or emailing neil.golightly@cairnha.com.



UNIVERSAL CREDIT

Universal Credit (UC) replaces the following benefits with one single monthly payment

- Income based Jobseekers Allowance
- Income related Employment and Support Allowance
- Income Support
- Housing Benefit
- Working Tax Credit
- Child Tax Credit



How to claim

- You can only apply for UC online (www.gov.uk/universal-credit). If you do not have internet access at home, your local Job Centre Plus will be able to help make your claim. You can also visit your local library, the Citizens Advice Bureau or one of our offices to get online and make your claim.
- Make sure you have your own email address – this is essential before you apply.
- Include details of your rent when you claim so that your housing costs are included in your monthly payment. If you are unsure of your monthly rent please contact us.
- UC can only be paid directly into a bank, building society or credit union account.
- UC is usually paid monthly in arrears. In Scotland, you can now choose to have your money paid once or twice monthly and have your rent paid directly to Cairn.

We are able to give you support and advice while making your claim. If you would like help please phone us on 0800 990 3405 or email enquiries@cair nha.com

UC rollout	Local authority
March 2018	Falkirk
April 2018	North Lanarkshire
May 2018	Dumfries & Galloway West Lothian
June 2018	Perth & Kinross Scottish Borders
September 2018	Argyll & Bute Glasgow (Govan, Laurieston, Newlands) Renfrewshire
October 2018	City of Edinburgh Glasgow (Partick, Springburn) West Dunbartonshire

CUSTOMER PANEL UPDATE

Cairn's Customer Panel, a team of tenant volunteers who work with us to look at the quality of our services, are preparing for their next big project where they will look at our service charges.

We are currently working through the recommendations the Panel made for our contact centre. In their detailed report the Panel noted 26 findings and made 24 recommendations, of which 22 will be implemented by Cairn. Some of their findings included staff not being given enough time to meet as a team, the induction process for new staff not being thorough enough and the hold music while on the phone being too loud.

The full report, including their findings, recommendations and the response from Cairn, is available to download from our website.

If you would like to get involved with the Customer Panel please contact Amy Sutherland for an informal chat on 0800 990 3405 or amy.sutherland@cair nha.com



ACCESS TO MEDICAL TREATMENT

We all need a little helping hand sometimes and no one is there for us more than our health service. To get the fastest and most suitable treatments for our ailments, we need to see the right people. If you have any of the issues listed below, make sure you make contact with the correct service.



Pharmacist

- Coughs and colds
- Sore throat
- Indigestion
- Diarrhoea or constipation
- Aches and pains
- Help if you run out of your repeat prescription



NHS 24

NHS 24's health information service includes self-help guides for a range of common conditions: www.nhsinform.scot/self-help-guides

When your GP and local pharmacy are closed, and you're too ill to wait, call 111. They can get you an out-of-hours GP appointment if necessary.



GP Surgery

Clinicians including doctors and nurses are there to help with more serious mental and physical problems. They'll refer you onto the relevant specialists if they need to.



Mental well-being

- Breathing Space
0800 83 85 87
www.breathingspace.scot
- Choose Life
www.chooselife.net



Dentist

- Tooth pain
- Swelling to your mouth
- Painful or bleeding gums
- Injury to your mouth
- Advice on oral hygiene



Minor Injuries Unit

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures

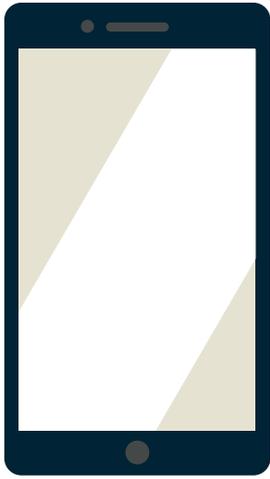


999 or A&E

- Suspected heart attack or stroke
- Breathing difficulties
- Severe bleeding

EASTER HOLIDAYS

Our offices are closed for Good Friday on 30 March and Easter Monday on 2 April. To report any emergency repairs over the holiday weekend please call 0800 990 3405.



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

cairn

Great homes.
Great services.
Great people.

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

本文件提供 CD、布萊叶盲文、大字體印刷和社區語言版本，可從以下地址 Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD、通過電子郵件 enquiries@cairnha.com 或致電 0800 990 3405 獲取。

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں Cairn سے اس پتے پر دستیاب ہے: Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD ای میل enquiries@cairnha.com یا اس نمبر پر فون کریں: 0800 990 3405

هذا المستند متوفر على أسطوانة مضغوطة، بلغة برايل وطباعة كبيرة ولغات الأقليات من Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh EH125HD. بريد إلكتروني enquiries@cairnha.com أو اتصل بالرقم 0800 990 3405

Niniejszy dokument dostępny jest na płycie CD, w formie dużym drukiem, oraz w językach ojczystych członków lokalnej społeczności. Aby uzyskać ten dokument należy odwiedzić Cairn pod adresem: Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD, wysłać e-mail na adres: enquiries@cairnha.com lub zadzwonić pod numer 0800 990 3405.

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

