

cairn

# FOCUS

BULLETIN

Your tenant's newsletter

Autumn 2018



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# YOUR CUSTOMER PANEL ON A ROLL WITH ANOTHER SUCCESSFUL PROJECT

The Customer Panel has completed their latest project into Cairn's management of service charges.

The project, which took three months to complete, involved the panel reviewing documents, satisfaction surveys and complaints, interviewing staff and visiting another housing association to see how they manage service charges.

The panel submitted their final report earlier in the summer and, after lengthy debate on the best way forward, Cairn responded with an action plan to put in place recommendations for improvements. The full report is available to download from our website.

The Customer Panel do a fantastic job of working with Cairn to improve our services and have an established track record of making a significant difference in the way we manage and deliver our services. Volunteering for the panel can be good fun and provides an interesting insight into the inner workings of a national housing association. Some of our volunteers are keen to give something back and help volunteers and some have enjoyed the work experience before going on to other volunteering or further education opportunities. If you would like to apply to join the team please get in touch with Amy Sutherland, our Communications and Engagement Officer, on **0800 990 3405** or [amy.sutherland@cairnha.com](mailto:amy.sutherland@cairnha.com).

## OUR ANNUAL PERFORMANCE REPORT

Our annual performance report for 2017/18 is now available. Like last year, we have created an area on our website for all our performance information.

We've also produced a short highlights 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.

Visit [www.cairnha.com](http://www.cairnha.com) to watch our animated film and to see all of our stats, or look us up on YouTube, Facebook or Twitter.

Thank you very much to our Communications Group who helped us with the content and format of this years' report. If you'd like to join the group, which helps us with our publications and website, please email us at [enquiries@cairnha.com](mailto:enquiries@cairnha.com).

Our annual performance reports details how we have performed against the outcomes of the Scottish Social Housing Charter. You can visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) to find out how Cairn compare to other housing associations and local authorities.

We hope you enjoy our annual performance report and if you have any feedback on how it might be improved for next year, please get in touch.



# NEW HOMES COMPLETED IN ARBROATH AND MUIR OF ORD

We have taken handover of four new homes at East Muirlands in Arbroath. This project has been developed in partnership with Angus Housing Association, who will provide housing management services to our new tenants, and Persimmon Homes. Another 32 homes for affordable rent are being built for Cairn at the same site.

We've also taken handover of ten new homes at Corry Road in the Black Isle village of Muir of Ord. These two and three-bedroom new homes were constructed by Urquhart & Company and developed in partnership with the Highland Housing Alliance on behalf of Cairn.

We have ambitious plans to build 400 new homes in communities across Scotland over the next five years to help meet the critical shortage of affordable housing. New homes are allocated through our usual housing application process.



## SPECIAL VISITOR AT CLUNY COURT

In June, the founder of Cluny Court in Blairgowrie visited for the first time since the court was opened 26 years ago. Sir William MacPherson donated the land for the court to be built and was invited by one of the residents for a cup of tea. Bella MaCalister is the only original resident to remain at the court and the tenants exchanged interesting stories about their memories of





# RECOGNISED FOR EXCELLENCE

We've reached our latest milestone on our journey towards becoming one of the top housing associations in Scotland.

Following a detailed assessment visit by a team of independent assessors from across a range of organisations, Cairn was awarded with a 4 star Recognised for Excellence Award from Quality Scotland. The award criteria, which was developed by the European Framework for Quality Management, takes into account everything about an organisation, from its leadership and governance to results for its customers.

Cairn was in good company with Dunedin Canmore Housing Association and Eildon Housing Association picking up well deserved awards this year.

As part of the assessment process we received some excellent feedback on where we can continue to improve.



## THE MEETING PLACE



The Meeting Place provides IT and digital classes for young people and adults with learning difficulties, autism and complex learning needs in Inverness, Nairn, Lossiemouth and Grantown-on-Spey.

They successfully applied for a grant through the Cairn Community Fund to contribute towards the refurbishment of their community hub so they could run classes.

We had the opportunity to pop in and see Gill, who gives young people the chance to use lots of technology, socialise and build confidence. It was great to see the community hub up and running.

If you have an idea for a project then please visit our website or get in touch to find out how the **Cairn Community Fund** can help you.

# WE'RE MAKING A STAND AGAINST DOMESTIC ABUSE

We've committed to support people who are experiencing domestic abuse by signing the Make a Stand pledge run by the Chartered Institute of Housing.

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week.

The campaign will see us put in place new policies to support tenants and staff affected by domestic abuse, and promote domestic abuse support services in our offices and housing developments.

Did you know that Cairn leases eight purpose built refuges to Women's Aid groups. These refuges provide a vital service to women and children fleeing domestic abuse.

If you or someone you know is affected by domestic abuse call **Scotland's Domestic Abuse and Forced Marriage** helpline on **0800 027 1234**. For advice and support for men in abusive relationships, call the **Men's Advice Line** on **0808 801 0327**.



## FAMILY FUN DAY

Our 2018 Family Fun Day was a great success with around 50 children and their families flocking to the Aquadome in Inverness at the end of September. We had a bouncy slide, soft play and bouncy castle, laser tag, balloon animals, face-painting, glitter tattoos and messy play.



# ANCHO PARTNERSHIP STEPS UP A GEAR

In July ANCHO’s tenants voted overwhelmingly in favour of a new partnership with Cairn which would see the North Ayrshire based housing association become a subsidiary of a new Cairn Group. ANCHO’s shareholding members then voted unanimously in favour of the required rule changes at a Special General Meeting. Final consent for the partnership has now been received from the Scottish Housing Regulator and, at the time of writing, we are awaiting consent from the Financial Conduct Authority.

This means that the new Cairn Group will soon start delivering on the partnership promises made to ANCHO tenants during the consultation period. This includes:

- Continued local services from the ANCHO team in Irvine, with support from Cairn
- £4.5m in additional investment to ANCHO tenant’s homes
- An affordable rent guarantee for five years
- The possibility of new affordable homes in North Ayrshire




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**“This is an important moment for Cairn, ANCHO, and our local tenants in North Ayrshire. Tenants have shown a great deal of trust in Cairn and we are determined to honour that and deliver the promises we have made. Everyone at the Cairn Group team is looking forward to the first steps in our journey together.”**

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**Jason MacGilp,**  
Group Chief Executive for Cairn and ANCHO

## BENEFITS SURGERY IN COATBRIDGE

We are running a benefits surgery at the Go-Between (64a Leven Road) in Coatbridge from Tuesday 9 October. The surgery will be held every Tuesday from 9am to 12pm and will run for eight weeks, although this may be extended if it proves popular.

Anyone who has any queries about welfare benefits or would like advice on how to manage their money should come along and meet Joe Eley, our Benefits Advisor.

No appointments are necessary but if you’d like to make one contact **Joe Eley** on **0800 990 3405**.



# LOOKING AHEAD FOR RETIREMENT HOUSING

Meg Deasley recently joined the Cairn team to lead a review of our 24 sheltered and retirement courts to look at how we can continue to provide good quality affordable homes for older people. In some courts this could include significant investment in the buildings to modernise the facilities and accommodation. Over the next year, this project will involve visiting all of the courts and speaking with tenants and staff, and we hope to hold some formal consultation events to invite you to next summer. As part of this project we'll also be looking at modernising the look and feel of our courts so if you have a passion for architecture, interior design or landscaping and would like to volunteer to get involved then please get in touch. We will write to all of our tenants in the courts next year with an update, but if you have any questions in the meantime, please feel free to contact Meg on **0800 990 3405** or at [meg.deasley@cairnha.com](mailto:meg.deasley@cairnha.com).



## AN ENERGY SUPPLIER WITH A DIFFERENCE!

Our Power Energy Supply are a not-for-profit energy supplier based in Scotland. They were set up by social housing providers, community organisations and local authorities with an aim of making energy fairer for all and to help fight fuel poverty.

Our Power currently has 67 members, including Cairn. Being a member means that Cairn switch the energy supply of un-tenanted properties to Our Power whenever they become void. Our Power work closely with all of their member organisations to get the best energy deals for their their tenants before they move in.

Our Power provides all their customers with great rates and access to fair tariffs. Unlike many suppliers, they don't charge you more if you wish to prepay for your energy.

They also aim to install smart meters in all their customers' homes, allowing them to keep an eye on their energy usage. If you are a prepayment customer this will also give you access to their friendly credit. This means that we will never cut off your energy supply outside of our working hours when you may be struggling to top up.

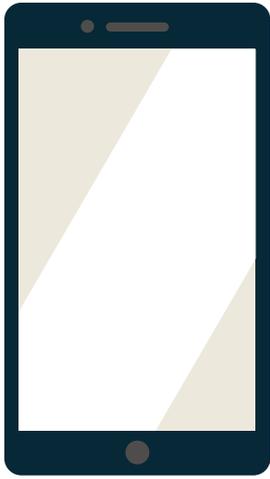
Anyone can switch their energy supply to **Our Power** and you can find out more by visiting their website: [www.our-power.co.uk](http://www.our-power.co.uk) or you can call their customer care team on **0808 168 4534**.



# CHRISTMAS & NEW YEAR HOLIDAYS

Our services will be closed at various points during Christmas and New Year. We will continue to provide emergency repairs during the holidays on 0800 990 3405. Please refer to your Tenant Handbook for more information on emergency repairs.

Office	Closed from	Open from
Edinburgh, Inverness & Bellshill Offices	Friday 21st December	Thursday 3rd January
Sheltered & Retirement Housing (Christmas period)	Monday 24th December	Friday 29th December
Sheltered & Retirement Housing (New Year period)	Monday 31st December	Friday 4th January



## OUR HEAD OFFICE:

Bellevue House  
22 Hopetoun Street  
Edinburgh  
EH7 4GH

## OUR WEBSITE:

[www.cairnha.com](http://www.cairnha.com)

## OUR PHONE NUMBER:

0800 990 3405

## OUR EMAIL:

[enquiries@cairnha.com](mailto: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

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المستند متوفر على أسطوانة مضغوطة، بلغة برايل وطباعة كبيرة ولغات الأقليات من Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني [enquiries@cairnha.com](mailto:enquiries@cairnha.com) أو اتصل بالرقم 0800 990 34

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں 'کیرن' Cairn سے اس سے اس سے پر دستیاب ہے: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH ای میل [enquiries@cairnha.com](mailto:enquiries@cairnha.com) یا اس نمبر پر فون کریں: 0800 990 3405

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

