

cairn

FOCUS

Your tenants' newsletter

Spring 2019



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Great homes. Great services. Great people.

ROUND UP FROM THE COURTS

A tale of two Bettys

Lochbrae Court tenants, Betty Morton and Betty Smith, marked their 100th birthdays in a special joint event attended by family and friends. Both ladies were presented with gifts by South Lanarkshire's Provost, Ian McAllen who remarked that Lochbrae was "a beautiful place – the atmosphere is so nice and people so lovely". Depute Lieutenant John Mackenzie, who was there representing Her Majesty the Queen, presented both ladies with a card and certificate from the Queen.

After refreshments, entertainment was provided and a special moment was shared when both ladies got up and danced to 'I'll Never Fall in Love Again', by Tom Jones. Betty Morton was no stranger to dancing, having been an avid sequence dancer, a skill she honed at dancing events held at Lochbrae Court.



Let's Read Together at Adam Grossert Court

The Cairn Community Fund project, Let's Read Together, ran successfully for a second time this year in collaboration with Adam Grossert Court, the children of Stenhousemuir Primary School and The Church of Scotland. The 10-week project allowed two generations within the local community to read, play and create crafts together over coffee and cakes! It was wonderful to see the close connections built between the residents and kids, Hilda Ewinga, a resident within the court said, "I really enjoyed working with the children and learning new things together, it was fun!". We look forward to the project continuing into 2019.

"I really enjoyed working with the children and learning new things together, it was fun!"

Gala in Bloom

A huge well done to the residents at Abbotsford Court who won Gala in Bloom for the second year running! The sheltered housing court in Galashiels won in the 'Best Floral Display in an Elderly Residential Complex' category. Keep it up guys!



Calum Macdonald Knitters

Two tenants, Rita Gray and Sandra King, from Calum Macdonald Court in Rosyth, have made great efforts helping knit 'Trauma Teddies' for a Police Scotland appeal. Trauma teddies are used to provide comfort to children when they come into contact with the police under traumatic circumstances. The charity Safe and Strong launched the campaign in June and have since received over 800 bears. Alongside each handcrafted teddy is a booklet created by the charity titled 'Strangers that help us' – showcasing to young people the level of support emergency services can bring to them.

Bohemian Rhapsody

As Bohemian Rhapsody was the must-see film this winter, Madelvic Square in Edinburgh decided to do their own Queen musical to celebrate Freddie Mercury's life, starring Tom Owens, their oldest resident who is in his 97th year and Veronica Savage who also dressed up as Freddie. Tom acted out the video scene from the famous 'I want to Break Free' video while Veronica sang Bohemian Rhapsody. Tom stole the show with his energetic dance moves and costume! We wonder if Strictly will come knocking. The staff also dressed up, Isabel Hunt as Brian May and a guest appearance by Elvis from our very own Denise Kilboy!



NEW BUILD AND INVESTMENT PROGRAMME



A new housing development at Westfield Gardens in the Black Isle village of Muir of Ord has been completed. Six new 3-bedroom terraced homes were built by Tulloch Homes Express and developed with the Highland Housing Alliance.

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.

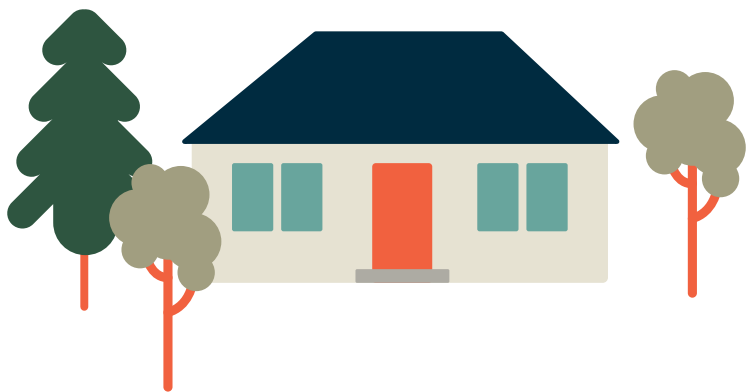


LOOKING AHEAD FOR RETIREMENT HOUSING

In the last issue of Cairn Focus we told you about our review of the sheltered and retirement courts. As part of this project we have appointed Smith Scott Mullan Architects to work with us to develop a design guide for modernising the look and feel of the buildings. This guide will help us plan future investment in the courts over the next ten years and we are keen to hear from current court tenants and any other tenants who have an interest in the future of the courts. We are planning to hold three consultation events in April 2019 at the following locations:

- **Adam Grossert Court, Stenhousemuir**
Monday 25th March
- **Dewar Court, Perth**
Thursday 28th March
- **Falconer Court, Inverness**
Wednesday 3rd April

If you would like to attend one of these consultation events or would just like to find out more about the project, please contact Meg Deasley by emailing meg.deasley@cairnha.com or calling **0800 990 3405**. We will write to tenants at the above courts and anyone else who is interested in attending with more details. Cairn will meet all reasonable travelling expenses.



OH YES THEY DID!

With the help of the Cairn Community Fund, Merkinch Primary School Parents Council managed to raise just over £7,000 to take 390 children and accompanying adults to the Jack and the Beanstalk pantomime at Eden Court. Fundraising activities included bag packing at the local Tesco, a Halloween disco and dress-down day.

The Merkinch Parent School Council said: “The pantomime trip was brilliant for the school, the children and their families. We were able to give them a day out to remember, free of charge, so that everyone could be included.”

Please visit www.cairnha.com for more information about the Cairn Community Fund and to apply online. For an informal chat about a potential project that could be supported by Cairn, please email or give us a call.

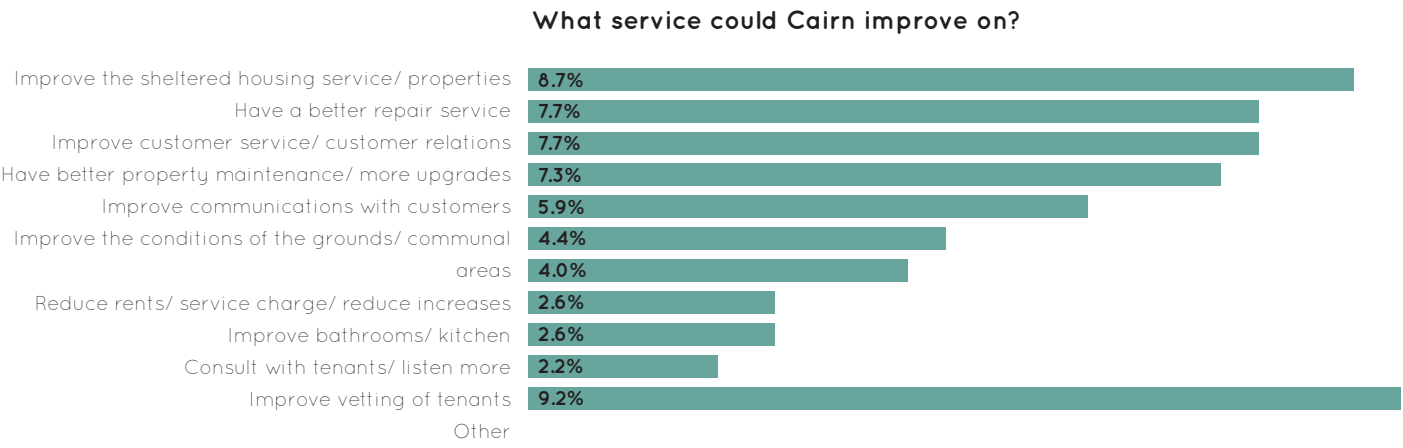
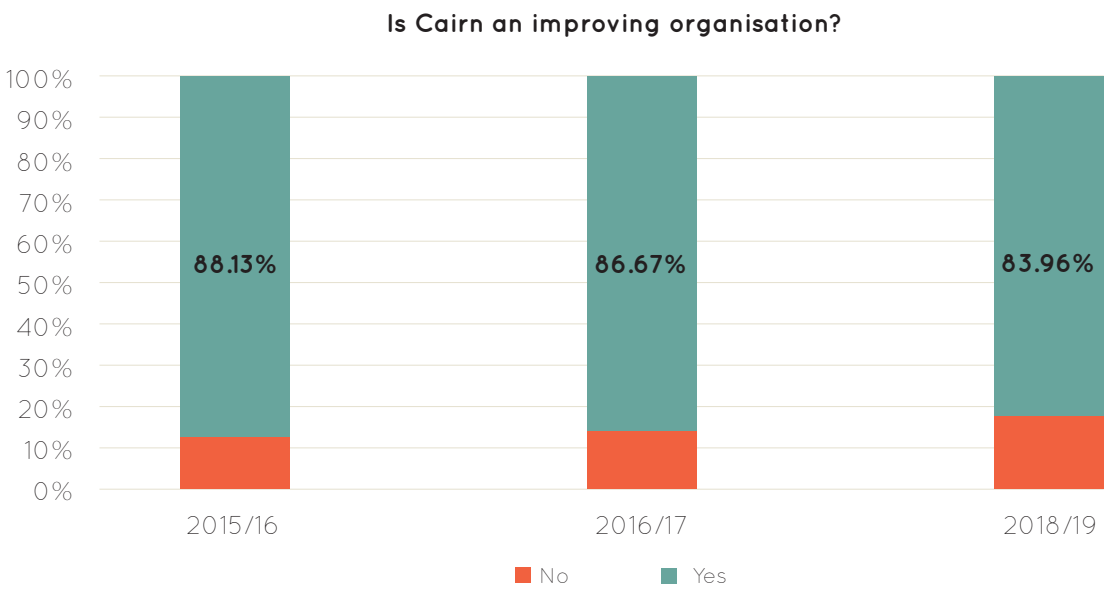
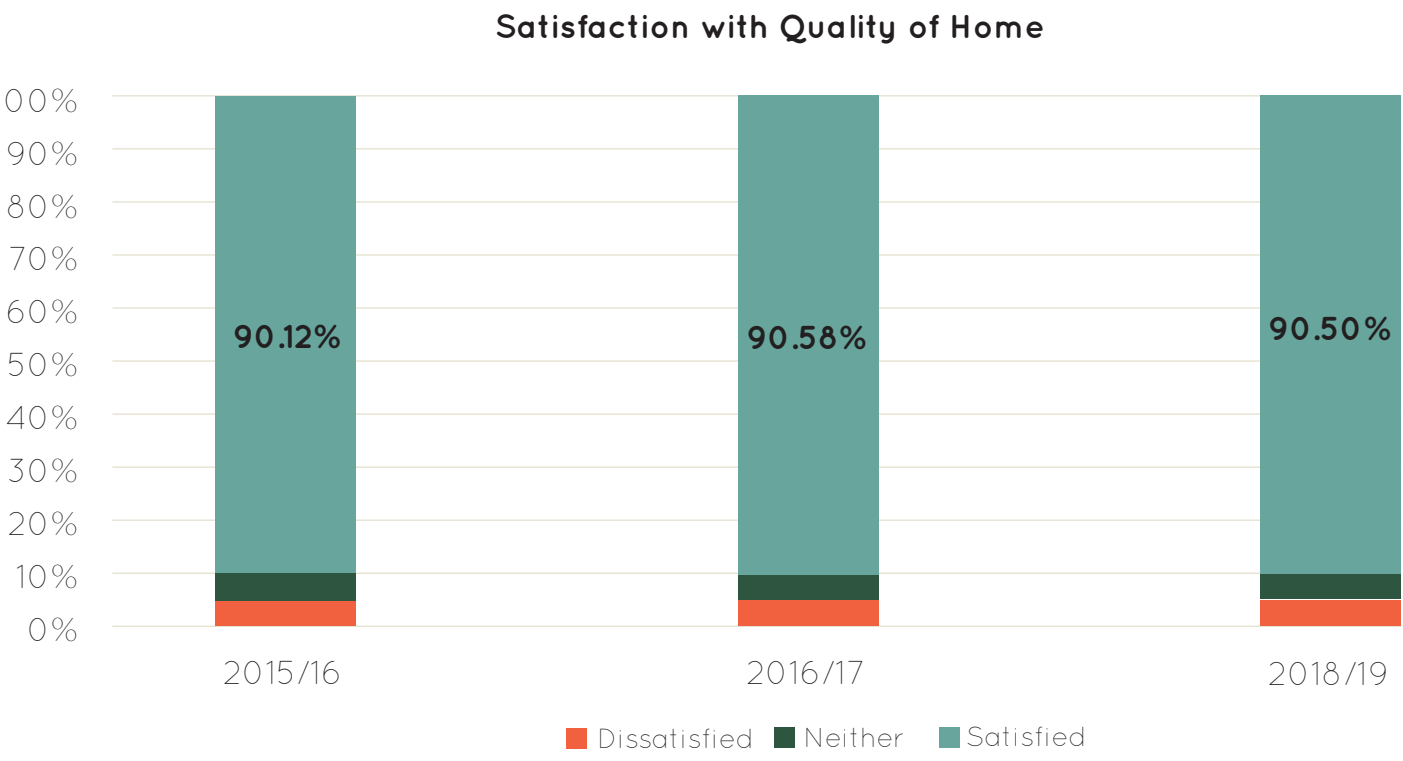
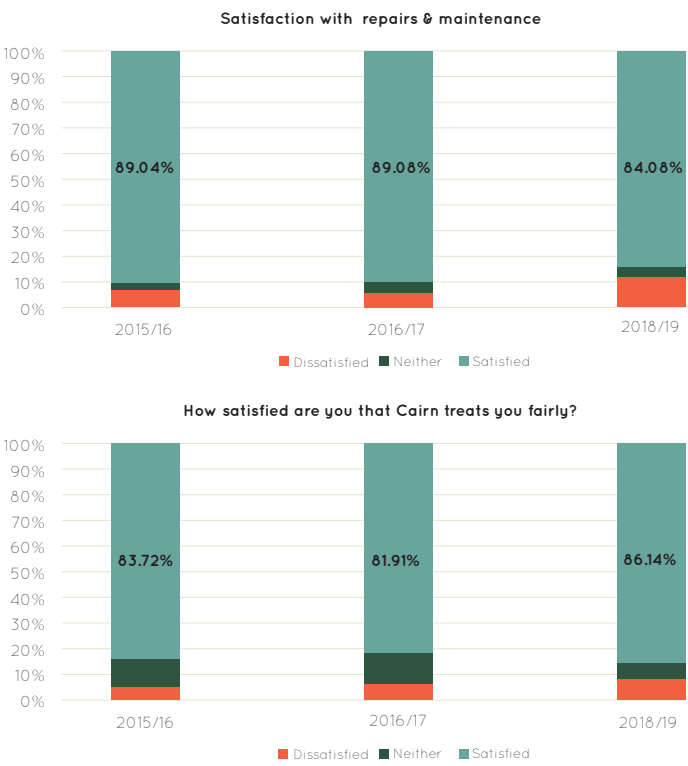


SATISFACTION SURVEY RESULTS

Towards the end of last year, a tenant satisfaction survey was carried out by Knowledge Partnership on our behalf using an interviewer led face-to-face questionnaire, supported by telephone interviewing. 505 tenants were interviewed in total. We use these satisfaction surveys to identify priority areas for improvements.

Below you will find the results of some of the questions we asked. Please note that we did not carry out a survey in 2017.

We will give the full results of the survey in our annual report, which will be out in the autumn. Please get in touch if you would like more information in the meantime, or if you've got a suggestion on how you'd like to see performance information reported.



WHAT IS UNIVERSAL CREDIT?

Universal Credit (UC) is a new benefit which replaces Income related Job Seekers Allowance, Employment Support Allowance, Tax Credits, and Income Support for people of working age. It is paid monthly and, in most cases, you will receive a Housing Element of UC instead of Housing Benefit.

Do I have to claim Universal Credit?

That depends on your circumstances. If you are in receipt of a Severe Disability Premium then you currently cannot claim UC. If you (and, if appropriate, your partner) have (both) already reached the age to qualify for Pension Credit then you cannot claim UC. For everyone else you need to make a claim for Universal Credit if you have a change of circumstances.

From July 2019 the Government will start to move all benefit claimants on to Universal Credit under managed migration with the intention of everyone being transferred by the end of 2023. You will be notified by letter when this applies to you and have three months to make your claim. You can no longer make a new claim for any of the old-style benefits.

How do I make a claim?

All Universal Credit claims are done online. www.gov.uk/apply-universal-credit Communication with Universal Credit is either through your online Journal or by phone, you will not receive any award letters or notices by post. You must check your online To Do list regularly. Your first payment will be 5 weeks from the date of your claim, but you can request an advance of up to one month, this includes your rent amount, which is recovered over the next 12 months (16 months from October 19).

How much will I receive?

Your claim is made up of elements. These include your personal allowance, housing element, child element(s) and other elements related to your circumstances. You may have deductions from your award for any debts due, advances, rent arrears etc. The amount remaining will be your payment.

The Child Element is limited to two children unless your third and subsequent children were born before 6 April 2017.

How and when will Universal Credit be paid?

Universal Credit is paid monthly. The date of your payment depends on when you made your claim but should be the same each month. Your payment is made to your nominated bank account.

What about my rent?

Your rent is included as a Housing Element in your claim and will by default be paid to you. When entering your housing costs in your claim remember to enter the rent amount and, if applicable, eligible service charges separately. It is your responsibility to pass the rent on to your landlord. You can request your rent is paid to your landlord directly by requesting this through your Journal. DWP do not pay your landlord at the same time they pay you so your rent account may be in arrears awaiting the benefit payment.

Anything else I need to know about?

If you don't have internet access you can ask for assistance from the Job Centre, Libraries or Citizens Advice Offices, or contact us .

You need to supply quite a lot of information when you make your claim, this should be gathered beforehand.

You can elect to have your payment twice per month if you have difficulty budgeting, this is requested through your Journal. You can get independent advice on budgeting from the Money Advice Service.

You must comply with your work commitments or you may face a sanction on your claim. Monitor your to do list regularly and update UC and the Job Centre if you cannot attend an appointment.

Universal Credit does not cover Council Tax Reduction (previously Council Tax Benefit) and you still need to claim this yourself from your local Council.

You may have a reduction on your Housing Element if you have an extra room. If so it may be possible to make an application for a Discretionary Housing Payment (DHP), speak to your Housing Officer about this.

If you are having difficulty with your online claim you can speak to the Universal Credit Service Centre on the phone: **0800 328 9344**.

If you would like any help or advice with Universal Credit, or any other benefits, please contact by calling **0800 990 3405** or by emailing enquiries@cairnha.com

Useful Links

gov.uk/universal-credit
turn2us.org.uk
moneymatters.co.uk
cas.org.uk/bureaux

NATIONAL PANEL OF TENANTS AND SERVICE USERS

The National Panel of Tenants and Service Users, established in 2013, seeks to regulate and protect the interests of some 600,000 tenants throughout Scotland. It is looking to recruit new members to provide feedback on their experiences with housing services. 415 members have had great success so far covering rent affordability, service quality, value for money, performance reporting, experiences of using homelessness services, antisocial behaviour and tenant behaviour. If you would be interested in joining the panel, further information can be found at: www.scottishhousingregulator.gov.uk.



BEST START GRANT

The new Pregnancy and Baby Payment was launched at the end of last year. You can apply for this payment from 24 weeks of pregnancy until your baby is six months old.

An initial payment of £600 will be made (for first child) with two additional payments of £250 for early learning and school preparation costs.

These payments will provide extra money to families on low income and can be applied for by either parent.

Eligible families can also apply for Best Start Foods which is a weekly payment of £4.25 during pregnancy until your child turns three.

Visit mygov.scot/pregnancy-and-baby-payment or call **0800 182 2222** for further information.



MENTAL HEALTH

We all have mental health, just as we have physical health, and it's important that we take the time to look after it. Yet YouGov research shows only a quarter of us do.

There are lots of things we can do every day to support our wellbeing. The New Economic Foundation suggests the following five ways to better wellbeing.

Connect

Staying in touch with loved ones can make us feel happier and more secure; and often just having a chat can help to lift our mood.

- Put five minutes aside to ask someone how they are
- Arrange to meet up with friends that you haven't seen in a while
- Join a local group or club and meet new people in your community

Be Active

Being active isn't just good for our physical health; it's also proven to have a positive effect on our mental health and wellbeing.

- Go for a short walk at lunchtime
- Discover a physical activity you enjoy and one that suits you
- Try the NHS's Couch to 5K programme

Take Notice

Whether you're spending time with friends or taking a moment for yourself, try to stop to take notice and be aware of the present.

- Set aside time to practise mindfulness or take up yoga
- Take notice of how your friends or colleagues are feeling
- Spend time outdoors, enjoy the fresh air and notice what's around you

Learn

Learning enhances your self-esteem and confidence, and can be a great way to meet new people.

- Sign up for a class and learn something new
- Rediscover an old interest, such as cooking or gardening
- Take on a new challenge to make or fix something

Give

Giving can be very rewarding – in fact those who report a greater interest in helping others are more likely to rate themselves as happy.

- Volunteer your time for a cause you are passionate about
- Spend time with someone who you know has been having a difficult time

If you or someone you know is struggling with their mental health, there are a number of agencies that offer advice and support in addition to your GP.

SAMH (Scottish Association of Mental Health)

You can find details of local services, information about mental ill health and sign-posting. Available: 9am to 5pm, Monday to Friday
Phone: **0141 530 1000**
Email: **samh.org.uk**

Breathing Space

A confidential out of office hours telephone line for people experiencing low mood, anxiety or depression.

Phone: **0800 83 85 87**
Visit: **breathingspace.scot**

Samaritans

24-hour helpline offering emotional support for anyone feeling down, distressed or struggling to cope.

Phone: **116 123**
Visit: **www.samaritans.org**



CUSTOMER PANEL START NEXT PROJECT

After finishing a successful project into how Cairn manages service charges, the Customer Panel has started work on their next one. Their scrutiny project is about how Cairn and tenants in sheltered and retirement housing can create better communities.

The project involves defining what a 'great community' means for older people in our courts and what changes we might be able to make to help facilitate this.

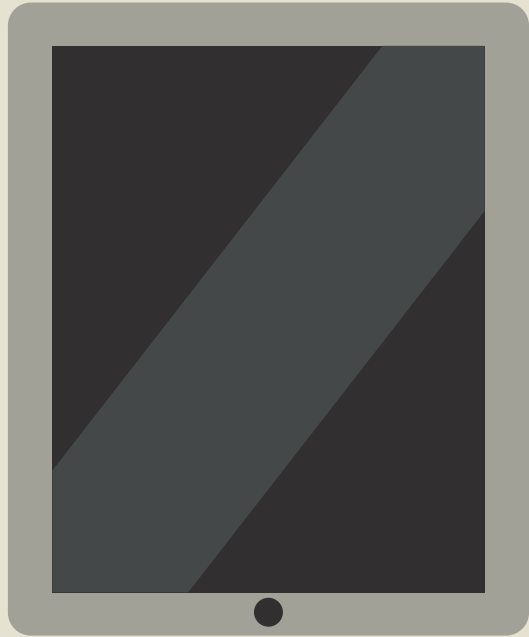
The Customer Panel does a fantastic job working with Cairn to improve our services and has an established track record of making a significant difference in the way we manage and deliver our services. Volunteering for the panel can be good fun and provides an interesting insight into the inner workings of a national housing association. Some of our volunteers are keen to give something back and 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**.



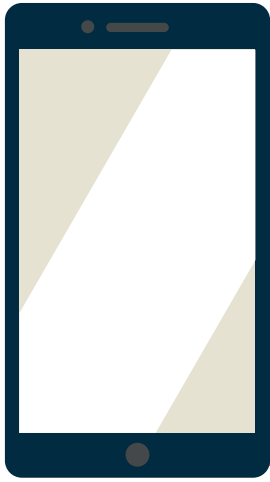
MY CAIRN REGISTRATIONS - SAFE AND SECURE EASY PEASY 24/7

My Cairn is a handy online self-service portal which makes getting in contact with us as easy and efficient as possible through your phone, tablet or computer. Through the My Cairn portal, which is operational 24 hours a day, tenants can view and pay their rent balance and report non-emergency repairs, antisocial behaviour and make complaints. You will also find on My Cairn an online copy of the tenant's handbook, information on customer involvement and further useful information and advice. Your query will be automatically logged into our system in the same way as if you'd given us a call. To register for this service, please visit **cairnha.com/mycairn**



EASTER HOLIDAYS

Our offices are closed for Good Friday on 19 April and Easter Monday on 22 April. To report any emergency repairs over the holiday weekend please call 0800 990 3405.



'MY CAIRN', OUR ONLINE TENANT PORTAL

www.cairnha.com/mycairn

OUR WEBSITE & WEBCHAT:

www.cairnha.com



OUR EMAIL:

enquiries@cairnha.com

OUR PHONE NUMBER:

0800 990 3405

OUR HEAD OFFICE:

Bellevue House, 22 Hopetoun Street, Edinburgh, EH7 4GH

cairn

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Great services.
Great people.

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本文件提供 CD、布萊葉盲文、大字體印刷和社區語言版本，可從以下地址 Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH、通過電子郵件 enquiries@cairnha.com 或致電 0800 990 3405 獲取。

Cairn, Bellevue House، على أسطوانة مضغوطة، بلغة برايل وطباعة كبيرة ولغات الأقليات من 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني enquiries@cairnha.com أو اتصل بالرقم 0800 990 3405

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

