

## COVID-19 UPDATE

**From the whole staff team, we hope that you and your family are keeping well and healthy during these difficult times.**

### ROUTE MAP

In the summer we sent you our route map. The Route Map will be regularly updated as our services adapt to guidance from the Scottish Government and Public Health Scotland. As a reminder, you can go on our website to find the most up to date version of the route map, or give us a call and a member of our team will be happy to update you.

### WHAT HAPPENS IF THERE'S A CASE IN YOUR COURT?

If you live in one of our sheltered or retirement courts, you might be wondering what happens if there's a confirmed case of COVID-19 where you live.

In the event of a positive case, a member of Public Health Scotland's contact tracing team should be in touch with you if you had been in close contact with the affected resident. If you had recently been in contact with the affected resident, you would

have to self-isolate for 14 days. If you started to show symptoms, then you would have to arrange a COVID-19 test.

As COVID-19 is a public health emergency, Cairn, as a landlord, are not in a position to offer specific guidance to individual tenants. However, as soon as we are aware of a positive case in your court, we would contact Public Health Scotland to make sure that we are following their recommended guidance.

We would only be in touch with you if any of our services have changed as a result of the positive case. For example, if the communal lounge had to close, or we had to limit routine repairs.

As ever, please make sure you continue to follow Scottish Government guidance of social distancing, wearing face coverings while in communal spaces and washing your hands regularly.

### TEST AND PROTECT APP

If you haven't already downloaded this app then make sure you take a minute to do so. The app has been designed to reduce the spread of coronavirus and avoid further lockdowns. The more people who use it, the better it will work.



# WELCOME!

Earlier this year we carried out a consultation with tenants to find out how often they'd like to receive the newsletter and in what format.

We received some brilliant ideas and many tenants wanted to see Cairn send out email bulletins, with the number of printed newsletters reducing to save costs and paper. The majority also said they valued the newsletter and the opportunity it gives us to keep tenants updated.

After listening to your feedback on the newsletter we're going to send out email bulletins every two months and a printed

newsletter every six months. Doing this will let us communicate with you more frequently, reduce waste, while still keeping in touch with those who do not have access to the internet.

To make sure you are keeping up to date with the latest news from Cairn, please make sure you give us your email address if you haven't already. You can also follow us on Facebook and Twitter for even more up to date news and information.

If you have an idea for a newsletter article, or if you'd like to update your email address, please get in touch.



# STAY SAFE ON BONFIRE NIGHT

Due to the cancellation of organised fireworks displays, the Scottish Fire Service are expecting to be busier than usual this year. They have passed their guidance to us, which we hope you'll find useful.

They have asked that you consider the impact of fireworks on people and animals. It is often children rather than adults who are injured by fireworks. The noise and lights that fireworks emit can also be overwhelming for people with sensory impairment and those with neurological differences such as Autism. Animals can also find fireworks particularly distressing.

If you must hold a private display, please follow their advice:

1. Don't set fireworks off after 11pm - it is an offence to do so
2. Never throw spent fireworks on a bonfire
3. Keep pets indoors
4. Don't go near bonfires or fireworks whilst under the influence of alcohol.
5. If you must have a bonfire at home make sure it is well away from buildings, vehicles, trees, hedges, fences, power lines and sheds
6. It is an offence to lay or light a fire in a public place
7. Never leave a burning or smouldering bonfire unsupervised
8. Supervise children with sparklers and never give them to a child under the age of five
9. Only buy fireworks which carry the CE mark and keep them in a closed metal box until you need them
10. Never return to a firework once it has been lit - even if it hasn't gone off it could still explode

# WHO ARE TENANCY SUSTAINMENT?

Did you know that we have a dedicated Tenancy Sustainment Team? They help tenants every day with a wide range of money and benefits issues.

Since April 2019 to March 2020 the team assisted 617 tenants, with a total gain of £513,369.92 in successful benefit claims for customers!

The team have a thorough knowledge of the benefits system and have assisted tenants with Universal Credit (a new benefit that many tenants are unfamiliar with), Pension Credit, Personal Independence Payment and Attendance Allowance. They are also well versed in EU migrants Right to Reside.

In addition to support with benefits and budgeting, they have provided short term housing support to and have helped tenants apply for furniture assistance from local authorities.

## Can they help me?

The team can support you at any point in your tenancy, whether you've just moved into your home or you've been a tenant for years. If you are struggling to pay your rent or feel you just need a little support to help you with your tenancy you can contact the team any time. You may not know which way to turn but the Tenancy Sustainment team can support you and point you in the right direction.

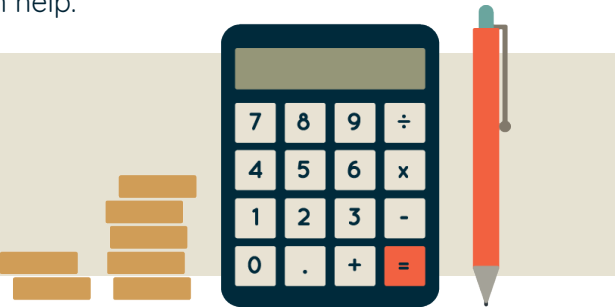
## Claiming benefits and COVID-19

We have all been impacted by the pandemic in one way or another. As furlough comes to an end in October, the scheme is being replaced with a new job support scheme. We have seen a sharp rise in referrals since the spring, with 429 tenants benefiting from our assistance, so if you are struggling with your finances and don't know what benefits you are entitled to or what the new job retention scheme means for you, then please get in touch to see how we can help.

## For more information:

[Understandinguniversalcredit.gov.uk/coronavirus](https://understandinguniversalcredit.gov.uk/coronavirus)

[Citizensadvice.org.uk/scotland](https://citizensadvice.org.uk/scotland)



## I'm struggling to pay my rent

We understand that sometimes you might have difficulty paying your rent for different reasons, however your rent is your main priority and is due on the 1st of every month. If you are unable to pay your rent it's important that you contact us. The sooner we know, the sooner we can help.

## Important note if you are on 'legacy' benefits

Before you apply for benefits, it's always best to get a benefit check. It's important to remember that if there is a change to your circumstances, for example, if you move house or someone moves in/out of your home, it doesn't mean you should always apply for Universal Credit.

If you are in receipt of 'legacy' benefits, such as Income Support, Employment Support Allowance, Job Seekers Allowance, Child or Working Tax Credit, you should speak to us or contact your local Citizen's Advice before making any applications for benefits. Once an application for Universal Credit is made your legacy benefits WILL STOP and some of our tenants are now £280 worse off a month. We want to maximise the money you receive so please get in touch if you'd like us to carry out a benefits check for you.

# CUSTOMER INVOLVEMENT

We really want to involve tenants in a more meaningful way in how decisions are made at Cairn. Traditionally this has always been about bringing tenants together in a room but with our homes being spread all across Scotland, and all the other pressures on people’s time, we struggle to get people to come along. We want to shake up how we do things and try something new, so we’ve drafted a new Customer Involvement Strategy for how we see this working over the next three years.

We recently sent this draft strategy out for consultation and here are the results...

## What kind of involvement would you participate in?

Completing surveys or questionnaires (online)	43
Feedback about our publications	23
Estate walkabouts with staff to find improvements	19
Completing surveys or questionnaires (by post)	17
I don’t want to participate	13
Focus groups or meetings in person	11
Long term scrutiny projects (lasting many months)	11
Focus groups or meetings by video conference	10
Scrutiny projects lasting one or two full days (in person)	9
Scrutiny projects lasting one or two full days (online)	7
<b>Total</b>	<b>163</b>

## Are you more or less likely to participate online or face to face?

I’d prefer to get involved online	32
I’d prefer face to face meetings	8
I have no preference	16

*“I think that more use of emails where possible would save Cairn a lot of expenditure. So an email instead of a letter would be fine.”*

*“It is good that Cairn are showing that they care what tenants say.”*

*“I’d like to hear more about what is going on in Caithness; we seem to be forgotten about when it comes to publications.”*

*“I would like more meaningful consultation.”*

Thanks to everyone who took the time to respond. We will take this feedback into account when we are planning ways to involve you in decision making and consultations.

At the time of writing we’re updating the strategy to reflect your feedback. We’ll have more information on this consultation in a future email bulletin, and the final strategy will be posted on our website once its been approved by our Board.

# SOCIAL MEDIA ROUNDUP

In case you don’t follow us on Facebook, here’s just some of the posts that you’ve missed over the last few months.

Aged 50 and over and unsure of your pension options? Visit [pensionwise.gov.uk](https://pensionwise.gov.uk) for advice

Are you aged 16 – 24 and just started a new job? You can get a one-off payment of £250 - £400 for the cost of new clothes, travel and childcare. Visit [blogs.gov.scot/fairer-scotland](https://blogs.gov.scot/fairer-scotland) or call 0800 182 2222.

Do you want to save £140 on your energy bills? Applications to the Warm Home Discount are now open. Go to our website to watch the short video we put together telling you how to go about it. Alternatively, contact your energy provider to find out if you’re eligible.

If you’ve worked in the grocery industry and now face financial difficulty, go to [groceryaid.org.uk](https://groceryaid.org.uk) to find out how they can help.

Are you a European National and planning to remain in the UK after Brexit? Your entitlement to support and benefits may be impacted from 1st January 2021 if you do not hold settled status. It’s free and all citizens and family members are encouraged to apply. Visit [gov.uk/settled-status-eu-citizens-families](https://gov.uk/settled-status-eu-citizens-families) or get in touch with our Tenancy Sustainment Team for help and advice.

Give us a follow on Facebook so you don’t miss out on future posts!

# SUPPORTING OUR COMMUNITIES

At the beginning of the pandemic we relaxed our criteria for funding projects through our Community Fund. In the last few months we have given money to:

- Blythswood Care, who deliver food parcels to vulnerable people in the highlands
- Clarity Walk, who arrange inclusive nature walks in the Inverness area to reduce isolation for up to 10 people with mobility restrictions.
- Libertie Project, who provide digital equipment to Cairn tenants that are experiencing hardship due to the pandemic. 10 Cairn households will benefit from this funding.

- Pots of Kindness, who deliver homemade pots of soup to elderly and vulnerable residents in the Stirling area.
- Inverness Cathedral’s In-Spire initiative provides important resources for the local community including school uniforms, winter jackets and foodbanks.

We’re delighted to be in a position to help support these fantastic initiatives. If you have an idea for a project, or know of an organisation that we could help, then please visit our website for more information on our funding criteria and how to apply.





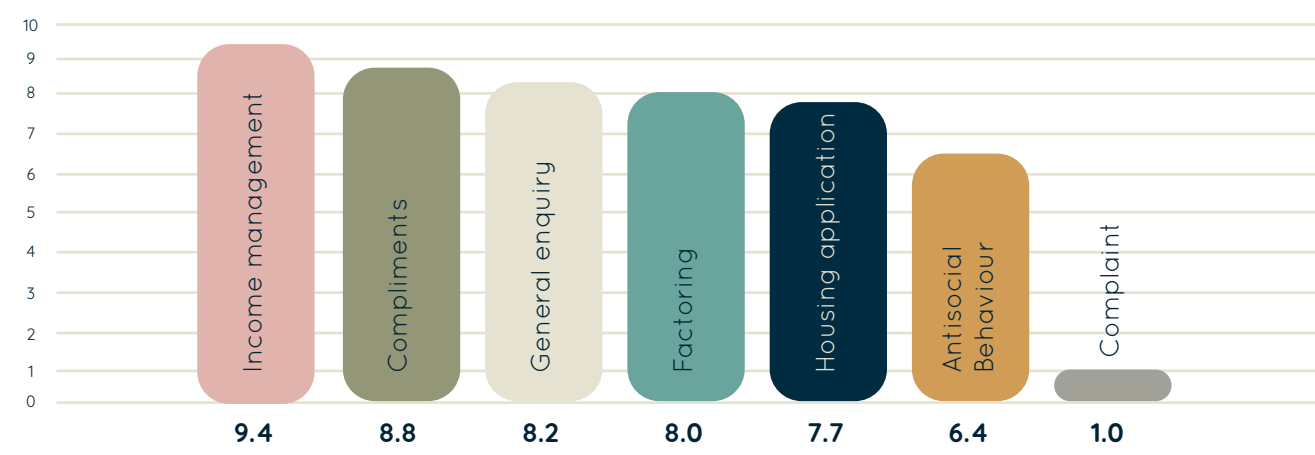
# HOW SATISFIED ARE YOU?

We have introduced a quick and easy way for you to give us feedback on our services by email or text. The move to digital surveys has meant that our response rates has more than doubled from the same period last year. This is great as the more feedback we get from you, the more we can monitor trends and focus on improving the areas that matter the most to you.

So the next time you get a survey through from us, give us a couple of minutes and let us know what you thought about our service. We are listening!

AVERAGE  
SCORE:  
8.6

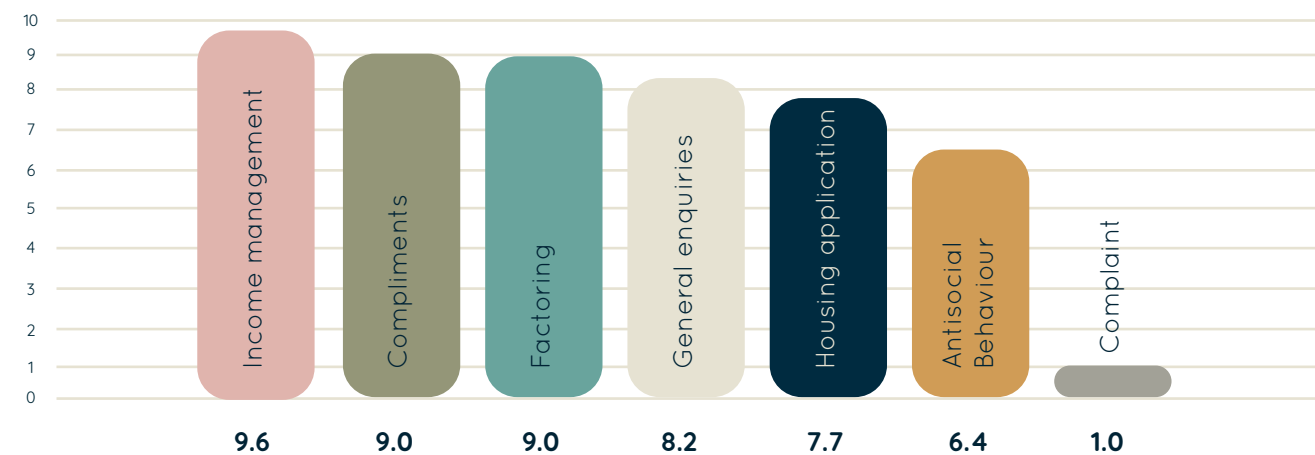
Average Satisfaction: Quarter 1 2020



*"I was a bit sceptical about the new portal as I had trouble accessing it to begin with but the team must have noticed this and promptly called me and activated it for me, and it is great."*

*"Do repairs to bring your older houses up to standard."*

Average Satisfaction with Helpfulness of Team: Quarter 1 2020



# £2,000 RAISED FOR LOCAL HOSPITAL

Cluny Court in Blairgowrie have been busy! Tenants carried out a sponsored walk around the building, completing a total of 100 laps, with lots of people in the Blairgowrie community sponsoring them. They raised money for Ninewells hospital and as you can see below, they did a terrific job!

What's been happening in your community? Let us know for the chance to be featured next time.



We have launched  
a new and improved  
My Cairn!

Log in to MYCAIRN from  
anywhere at anytime  
Pay your rent, report a repair,  
and much more...

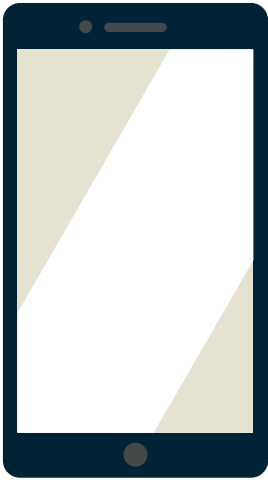
Go to [cairnha.com](https://cairnha.com)  
to sign up now

If you already had a My Cairn account before 1 April, you will have to create a new one as this is a brand new system

# HOW DO WE MEASURE UP?

You will have noticed our Annual Report has been included with your newsletter. This report gives some highlight figures from the last financial year and reflects on some of the hardships we've all encountered so far this year.

Due to the pandemic, the Scottish average figures haven't been released by the Scottish Housing Regulator yet so our online report hasn't been released. Keep an eye on our site over the next few weeks though; as soon as we have these figures we'll publish our full range of in depth performance information.



## 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

本文件提供 CD、布萊叶盲文、大字体印刷和社区语言版本，可从以下地址 Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH、通过电子邮件 [enquiries@cairnha.com](mailto:enquiries@cairnha.com) 或致电 0800 990 3405 获取。

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں 'کیرن' Cairn سے اس پتے  
Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH کی میل پر دستیاب ہے: [enquiries@cairnha.com](mailto: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, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني [enquiries@cairnha.com](mailto:enquiries@cairnha.com) أو اتصل بالرقم

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](mailto: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.

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