



## CEO update



Hello again...time doesn't half fly. Since our last edition we have been very busy progressing plans for our new build developments in Balmaha and Claish Farm and bring you more news of our development programme inside. We have been busy allocating to the new properties being built in Callander and have worked in partnership with the Local Community Council on a strategy for letting. We have been working with our Board to improve and strengthen how we operate and look forward to sharing this news with you at our AGM in September, we are also looking to recruit a new tenant member of the Board and you will find further details below. This edition brings you important information on the new Housing Act and how this legislation will affect you. We have also been out and about over the summer months taking our wee stall on the road to some summer Shows, Highland Games and Gala Day events – thank goodness for the lovely weather we have had. Hope you all are making the best of it and having a great summer.

Andrew Robinson, our Housing Officer, tending our stall at the Killin Highland Games.



## Landscape maintenance

We are pleased to report that we have now completed the tendering of the new landscape maintenance contract. Our new contractor will be **Resolution Grounds Maintenance** and we anticipate that they will commence works on 20th August. Resolution are currently preparing a programme of work for the remainder of the landscaping season (up to October). The contract will run from 2018 until 2021 plus the option to extend the contract for a further year if all is going well.

We're pleased to report that one of our tenant Board members helped us assess the Quality section of the tenders and said that it had been a very worthwhile and interesting experience – it was good to have a 'customer' on board to help us out with this critical element of assessment.

The current contractor, Mitie, will continue until Resolution has taken over and there may be an overlap period to allow Mitie to complete any outstanding tasks.

If you think you might like to become a 'Landscaping Rep', then please get in touch and we'll explain what's involved. It isn't too onerous but it is a very valuable input to the success of the contract.

## Special General Meeting (SGM) and Annual General Meeting (AGM)

If you are an Association Member you will shortly receive an invite to our AGM which is being held at the **Callander Youth Project, Bridge Street, Callander, on 19th September.**

**19th**  
**SEPTEMBER**

It will be preceded by the SGM, to consider a proposed change to the Association's Rules, which will commence at **7pm.**

The winners of our *Garden Competition* and *Good Neighbour Awards* will be announced and presented with prizes.

We aim for this to be an enjoyable event and light refreshments will be available. Even if you are not a Member you are still very welcome to attend.

However, we would appreciate it if you could let us know that you will be attending.

## Tenant Board member – request for applications

We are looking to recruit a tenant to our Board of Management.

Our volunteer Board of Management provides strategic direction to the Association and has responsibility as employer for a staff team of 14.

We would like to hear from you if you have a commitment to affordable housing and quality services, and the promotion of sustainable communities in the rural Stirling area.

The position is unpaid but expenses are met. We provide an induction and opportunities to help maximise your contribution.

Please contact Donna Birrell, our CEO, at [Donna@rsha.org.uk](mailto:Donna@rsha.org.uk).

## Development update

### New Build Balmaha

We are continuing to progress development proposals for a mixed tenure new build development providing 10 units for rent, six shared equity and four units for key workers. We will also be marketing two self-build plots for sale. We received Planning Consent in March and have appointed an Engineer who will be making sure that the drainage for the new development is designed to meet the requirements of Scottish Water. We are working in partnership with East Loch Lomond Community Trust (ELLCT) to provide key worker accommodation. We will shortly be advertising the shared equity and self build plots and how applicants can submit expressions of interest.

### Callander

Claish Farm is progressing well, and we are now in discussions with the Loch Lomond and Trossachs National Park Authority regarding our planning application. Claish Farm will provide 50 more units for Callander.

### Doune Phase 5

Plans are also progressing for this development and we hope to start on site by the end of the year.

### Other developments

Our new build developments at Blaressan, Killearn and Station Road, Callander are going well and will hopefully be completed by the end of the year.

## Community donations

We are now making available up to £3,000 towards community donations and invite applications for projects aimed at benefitting:

- The Association's tenants or prospective tenants; or
- The wider development of services, facilities or provisions for the disadvantage in local communities.

For further details and an application pack, call the office.

## Estate Management visits

Housing Officers regularly inspect common areas including shared closes, landscaped areas and gardens to ensure that external areas are kept tidy and well maintained. If you wish to speak with your Housing Officer about any concerns you may have about your street please note that we will be in your area at the following times.

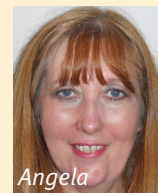
You may accompany your housing Officer in your local area inspection if you wish. Please just meet the Housing Officer on site.



Kelly



Gillian



Angela



Andrew

Officer/Estate Area	Visit Schedule
<b>Kelly Cadden 01786 843031</b>	
<b>Callander:</b> Buchanan Place, McLaren Terrace, Pearl Street, Ritchie Place, Finglas Gardens, Campbell Court	2nd Tuesday of every month between 10am and 12 noon
<b>Gartmore:</b> Jellicoe Avenue (after Callander visits)	2nd Tuesday of every month between 1.30pm and 4pm
<b>Aberfoyle:</b> Lomond Court, Craigmore View, Old Kirk Loan, Lochard Cottages, Kinlochard	2nd Tuesday of every month between 1.30pm and 4pm
<b>Angela Cameron 01786 843032</b>	
<b>Kippen:</b> Burnside, Burngreen, The Old Nursery	2nd Thursday of every month between 3pm and 4pm
<b>Buchlyvie:</b> Montgomery Place, Station Road (after Kippen visits)	2nd Thursday of every month between 4pm and 5pm
<b>Gillian Lynas 01786 843034</b>	
<b>Gargunnock:</b> Charles Street	3rd Tuesday of every month 9:30am
<b>Balfroun:</b> Dunmore Street, Donaldson Way, Dunkeld Court, Buchanan Street, Endrick Gardens	3rd Tuesday of every month between 1pm and 1.45pm
<b>Strathblane:</b> Braidgate, Campsie Road	3rd Tuesday of every month 2:15pm
<b>Drymen:</b> Stuart Drive	3rd Tuesday of every month 3:30pm
<b>Andrew Robinson 01786 843035</b>	
<b>Doune:</b> Springbank Road	3rd Monday of every month between 10am and 12pm
<b>Deanston:</b> Cotton Row, Keltie Court, Leny Road (following Doune visit)	3rd Monday of every month between 11am and 1pm
<b>Strathgryre:</b> Old Station Court	3rd Monday of every month between 2pm and 4pm
<b>Locheearnhead:</b> Cameron Court (following Strathgryre visit)	3rd Monday of every month between 3pm and 5pm
<b>Killin:</b> Ballechroisk and Ballechroisk Court	3rd Thursday of every month between 10am and 12 noon
Fingal Road (following Ballechroisk visit)	3rd Thursday of every month between 11am and 1pm
<b>Tyndrum:</b> Mansefield	3rd Thursday of every month between 2pm and 4pm



## Your Scottish Secure Tenancy (SST) Agreement is changing

This article explains changes that the Housing (Scotland) 2014 Act will make to Scottish secure tenancy rights.

### When will the changes Apply?

Changes will take place from November 2018. To ensure that your tenancy rights are protected it is very important that you advise us of any changes to your household now. This includes telling us about anyone who has previously moved in with you, that you haven't told us about.

### What are the changes?

#### Subletting

If you want to sublet your tenancy:

- you must have been a tenant of the house for a full 12 months immediately before you apply to sublet your home.

#### Assignment (passing your tenancy to someone else)

Section 12(2) of the 2014 Act makes the following changes:

- the house must have been your only or principal home during the 12 months immediately prior to your application to assign your tenancy to someone else; and
- the person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply; and
- the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to pass the tenancy to.

We can refuse permission to assign a tenancy if it is reasonable for us to do so. Two new reasons for refusal have been added to the existing list of reasons at section 32 of the Housing (Scotland) Act 2001. These new reasons are:

- where we would not give the person, you wish to pass the tenancy to priority under our allocations policy;
- where, in our opinion, the assignment would result in the home being under occupied.

#### Joint Tenancy

If you want to add a joint tenant to your tenancy Section 12(1) of the 2014 Act makes the following changes:

- the proposed joint tenant must have lived at the property as their only or principal home for the 12 months immediately prior to your application.
- the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home.

We will write to you before 1st November 2018 to confirm how your tenancy rights will be changing. Please keep this letter in a safe place along with your tenancy agreement so that you can refer to it in future.

## How can our Income Maximisation Officer help you?



The following is a great example of what Kevin McGhee (pictured), our Income Maximisation Officer, has achieved recently for one of our tenants:

Our tenant has been on standard rate Personal Independence Payment (PIP) which amounts to £55.65 per week; after having this reviewed by the DWP he was then found to have no points and his payment ended. Our Income Maximisation Officer, Kevin assisted with completing a mandatory reconsideration on behalf of our tenant. The decision however remained unchanged and Kevin took it to a DWP tribunal for an "Oral Hearing". The Hearing was adjourned for further evidence. This evidence was received, and after several months wait another tribunal was arranged. Kevin represented our tenant at the Hearing and won, regaining our tenant's standard rate daily living, and in addition our tenant was awarded standard rate mobility, and severe disability premium. Without assistance our tenant could have lost out on an award totalling an extra £144.25 per week/£625 per month.

Kevin can help you with benefit issues or budgeting skills, call the office for an appointment.

## Universal Credit – helpful reminders

Universal Credit (UC) has been within the Stirling area since June 2017. This is the single largest change to the benefit system, replacing the six main income related benefits.



If you think that you are going to need to claim Universal Credit, please contact **Kevin McGhee** our Income Maximisation Officer on **01786 842121** or **kevin@rsha.org.uk**. You can also contact your Housing Officer who can help you through the process.

When you have made your online claim, you will be required to attend an appointment with a work coach at your local job centre. You must attend this appointment, or your UC claim will fail.

After making a claim for Universal Credit:

- You will be offered an advance in your benefit. We would advise that you take the smallest amount that you can to get you through until your first payment. This is because the advance will need to be repaid back over 12 months once you are in receipt of UC. This could leave you finding it very difficult to manage financially.
- Make sure you regularly log into your account and check for any "to do's" the DWP require you to complete. If you do not complete these your UC payments could be sanctioned.
- It is important to let the DWP know of any change to your circumstances through your journal. Failure to do so could also cause your UC payments to be sanctioned.

## Planned maintenance update

As reported in the Spring Edition of Rural Matters, we will be carrying out the following works in tenants' homes before April 2019.

**Renewal of Electric Heating:** Charles Street, Gargunnoch and Jellicoe Avenue, Gartmore.

**Renewal of Gas Boilers and Controls:** Donaldson Way, Balfron.

It is likely that the new electric heating will be a combination of Quantum storage heaters and panel heaters. These proved popular when installed in a few developments last year but we require to complete some long term projections before confirming the type of heating to be installed – a decision will be made shortly and more information issued to the tenants involved.

We will soon be tendering the renewal of the gas boilers and,

again, tenants will then be advised of the timing of the works and which contractor will be completing the works.

If you had renewal works completed in your home during 2017-18, then you may already have received a questionnaire about how happy you were with the works and the performance of the heating or new windows etc. If you haven't yet received your questionnaire, then it will be with you soon. Please take the time to complete the questionnaires and return them to us as we really do want to learn from your experiences and adjust how we deliver such projects in the future. Thank you!



## Additional help with Universal Credit and the internet

Stirling Citizens Advice Bureau (CAB) have teamed up with Stirling Council Libraries to provide a Rural Access Advice Network & Eastern Villages Advice Network.

These new CAB services aim to assist local people through the transition to Universal Credit with one to one support from trained advisers, including digital support to make a claim online and use the internet. CAB will be offering advice and support on a variety of issues including: benefits; housing; employment rights and many other topics.

The new services will be available in:

- Killin Library, every Tuesday 1pm-2pm
- Callander Library, every Wednesday 10am-12.30pm
- Strathblane/Balfron Library, alternate Thursdays 10am-12 noon

### Aims

The aim of the Rural Access Advice Network & the Eastern Villages

Advice Network is to provide wide ranging CAB advice to disadvantaged and isolated people via outreach surgeries and home visiting, thereby allowing informed, empowered and enabled decision making. The advice available will include help up to and including an appearance at a Social Security tribunal.

**Rural Access Advice Network & the Eastern Villages Advice Network services include:**

- weekly generalist CAB advice service drop-ins in libraries.
- weekly home visiting service across these areas.
- weekly help and support to improve computer and internet skills.



## GDPR – more control over your personal information

The new General Data Protection Regulation (GDPR) is now in force and gives you more rights and control over how your personal data is used.

Under the GDPR we must to tell you:

- what information we collect about you;
- how we collect this information;
- who we share it with; and
- why we need this information.

This is your 'right to be informed'.

We have updated our *Fair Processing Notice* which gives you more details about your rights and how we process your information.

Visit our website to find out more at <https://www.rsha.org.uk/privacy-policy/>

If you have any questions, please contact us at [enquiries@rsha.org.uk](mailto:enquiries@rsha.org.uk). You can also visit the Information Commissioners Office website for further information at <https://ico.org.uk/>

## Good Neighbour Awards

It's not too late to nominate someone for being a "good neighbour". We would like to give you the chance to pay tribute to someone special, either adult or young person, whose kindness has made a real difference to your lives or that of another neighbour. For more information on how to enter check our website [www.rsha.org.uk/news](http://www.rsha.org.uk/news) or phone or email the office.

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