



TENANTS *and* RESIDENTS
EAST AYRSHIRE

WORKING TOGETHER FOR BETTER COMMUNITIES

NEWSLETTER 2018



INSIDE ARTICLES

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CHAIRPERSON'S WELCOME ADDRESS

Hello it is my great pleasure to welcome you to our Annual Newsletter, which I think is interesting and informative and hopefully a good read.

As you know last year we celebrated our 10th Anniversary, an excellent achievement for all everyone involved with the Federation from its inception to the present day. We were delighted to receive funding from our external partners CCG, Sidey, LS Litho and Communicate Mailing to host an excellent celebratory event.

Now that these celebrations are over, we continue to work hard to promote and develop the Federation for at least the next 10 Years. Preparations are now underway for our Annual Joint EAF & EAC Tenants & Residents Event and you will find your invitation to this excellent Event on the back page of this newsletter. We hope to see you there.

Over the last year or so, we took great pleasure in watching groups all over East Ayrshire spending the Participatory Budgeting funding we received from the Scottish Governments' Community Choices Fund. The difference this made to local groups and communities cannot be under estimated, such as stocking rivers with fish to supporting a mothers and toddlers group. We wish the groups every success in their future endeavours. Hopefully, if funding becomes available again, we can repeat the project in the future.

Once again we are really pleased to support the efforts of the Council and the Scottish Fire and Rescue Service in promoting Fire Safety and you will see details of what you can do to remain safe in your home as you read on.

Tenant Scrutiny of housing and related services continues to form a big part of our work. We are just finishing our scrutiny of the Housing Options Service that supports people who are homeless or threatened with homelessness issues and the report will be available soon. We are also revisiting the Council's Gas Service to see how things are progressing with the improvements we recommended in our previous scrutiny work. We have recently embarked on an ambitious scrutiny project, looking at the Housing Revenue Account (HRA). This is the account held by East Ayrshire into which all tenant rent money is paid and used to deliver services to tenants and their homes. This will be an excellent opportunity to find out where the money comes from, how it's spent and ensure Value for Money for all tenants. If you would like to get involved please give us a call on 01563 524073. I would also like to encourage you to give your views on the Council's annual rent increase proposals coming your way soon.

I would like to take this opportunity to thank East Ayrshire Council, the Elected Members, the Provost and Deputy Provost, all the Council staff especially the Customer Liaison Team and also the Tenants Information Service. Finally a sad farewell to Caroline our Administration officer who has moved on to pastures new.

Wishing you all the best in the future

Bruce Cuthbertson,
Chairperson





This year we were delighted to welcome Kevin Hamilton, the Council's new Customer Liaison Officer to the post and are really pleased to see Kevin working really well with the Federation and our member groups.

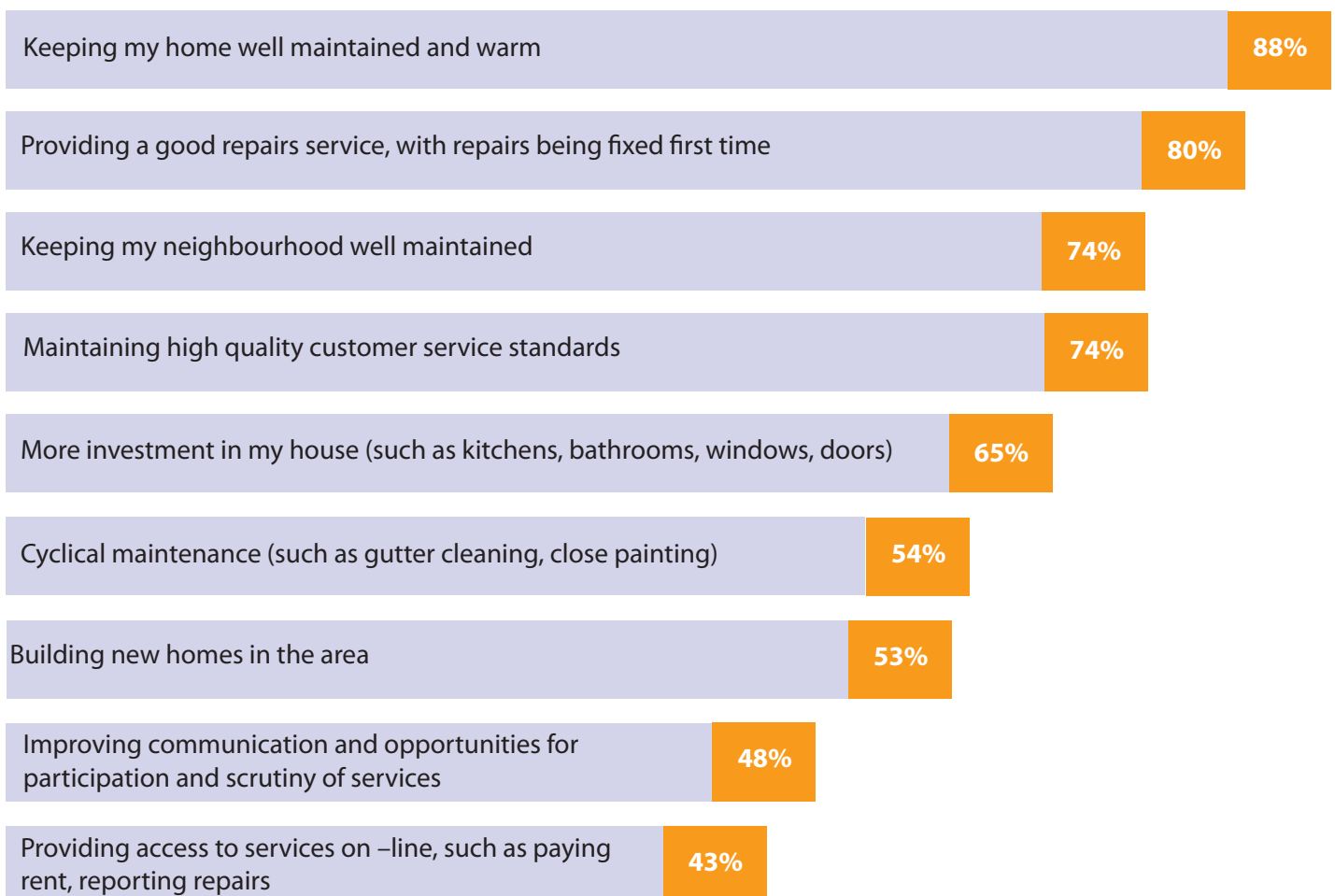
Also a big welcome to Caroline Brown, our new Administration Officer. We hope she enjoys her new post within the Customer Liaison Team and supporting the Federation and all of our members in their many and varied tasks and projects.



TENANT PRIORITIES SURVEY

You may recall that our annual report in May this year gave you an opportunity to fill in a survey to let us know your priorities. Thank you very much to everyone who got involved. We will be advising the Council what your priorities are and working with staff to make sure the services provided continue to be the best they can be or improved where this is needed.

The survey results show your highest priorities as:



EAF

AWARD WINNERS ONCE AGAIN...

If you are a regular reader of the Kilmarnock Standard or Cumnock Chronicle you may be aware that the Federation once again won an award at the prestigious Tenant Information Service National Excellence Awards held in June this year. Naturally we were delighted to receive the Community Development Excellence Award in recognition of our Participatory Budgeting Project which saw 73 community and voluntary organisation receive share of the £80,000 we successfully received from the Scottish Government. As the first Federation of Tenants and Residents to receive this funding we are delighted to be trailblazers in our field.

Held at the Westerwood Hotel, Cumbernauld, the Award Ceremony saw tenants and staff from landlords across the whole of Scotland come together to celebrate the achievements of people who are working really hard to promote and develop tenant participation, scrutiny and community involvement. The awards recognise the work we all do is playing a really import part in ensuring that tenants continue to influence the services they receive and that communities continue to thrive through the partnership working everyone is involved in.

We will soon be making new applications for future awards and look forward to letting you know how we get on.



TENANT SCRUTINY

We are still leading the way on tenant Scrutiny in Scotland, taking an in depth look at Council Housing Services, Policies and Standards, as outlined in the Chairperson's opening address we have just completed scrutiny of Housing Options. This was a big piece of work where we looked at all the information provided to people who are homeless or may become homeless, met with Housing Options staff, carried out a survey of people who have used the services, met with staff and tenants living in the Hostel, visited the Hostel and temporary accommodation and met with other organisations who provide services to people who are or have been homeless. Of course we wish that no one had to experience homelessness, but were pleased to see that there are lots of dedicated staff providing services and support as well as trying to get people into new homes for the long term.

“Tenant and resident scrutiny of landlord services is a way to give tenants and other customers' greater influence and ability to hold their landlords to account and provides an opportunity to develop partnership working between tenants, other customers and landlords to deliver excellent services” **Tenants Information Service (TIS)** ”

We have just started our latest project, looking at the Council's Housing Revenue Account or HRA for short. As tenants we are really keen to find out more about how the rent money of all tenants is spent and finding out if there may be anything we think should be improved as well as what works well. We will keep you posted as we learn more.

In the coming weeks we will reviewing the gas servicing and installations to find out how well our previous scrutiny recommendations are working and if any more tweaks are needed to make sure tenants get the best service possible. We are pleased to see that all gas servicing is now being done in house by the Council's Housing Asset Service (HAS), with the Council no longer using external contractors for some areas. We think this is positive as it means we should all get the same service that is value for money. We'll let you know how we get on in future publications.

“If you would like to get involved in our scrutiny work or find out more, please give us a call on 01563 524073. EAF ”

News from our Tenants and Residents Groups

CAMPBELL AREA TENANTS & RESIDENTS ASSOCIATION & NEIGHBOURHOOD WATCH

We were delighted to win the Federation's 1st Most Inspiring Tenants & Residents Group Award at the Federation's 10 Year Anniversary Celebration. It's great to be recognised for all the hard work and effort we put in to make our area a better place to live, whilst influencing the Council's Housing Service and other departments.

This year we have seen some environmental improvement works completed in the area, including new tarmac in 3 different areas and new and improved street lighting, all of which makes the area brighter and cleaner. Although the new lighting meant we lost some of our hanging basket brackets, it does mean we have had more time to concentrate on making the 26 we have left and our 6 planters look fantastic!

Group members continue to get involved and learn more about and have a say on housing, community and other services both locally and nationally through our work with the Federation, Tenants Information Service, Scotland's Regional Networks of Tenants and Residents Associations and Scottish Housing Regulator.

We are looking forward to the Joint Federation & Council Event on 3rd November and hope to see if we will be winners of any more awards – so why don't you come along and find out for yourself?

We said goodbye to one of our members who moved to start a new life in Dublin and we wish her well. With 3 of us still involved since we set up in 2007 and new members having joined us over the years, we are delighted to have such a hard working bunch of folk working together to make sure we have a say on what happens in our area and work on our projects to make the area look better and have some community fun activities. *CATRA*



SHORTLEES & RICCARTON TENANTS AND RESIDENTS ASSOCIATION "SARTARA"

Established in April 2018, the Shortlees and Riccarton Tenants and Residents Association, SARTARA for short, has an elected committee of local tenants and residents from both communities.

We aim to work together with East Ayrshire Council, Atrium Homes, Link Housing, the Police and other community and voluntary organisations to safeguard and promote the interests of residents in the area on matters concerning housing, the environment and the social and community life of the area.

So far, we have been learning how to work together as a committee and meeting with officers from the Council and Atrium Homes to find out about the services they provide, how houses are allocated and plans they have for our communities.

We will be meeting with other services and organisations in the next few months to find out what they provide in the area and how we can all work together to make Shortlees and Riccarton excellent communities in which to live.

We are members of East Ayrshire Federation of Tenants and Residents and look forward to working with all the other tenants and residents groups across East Ayrshire to influence and improve services for all.

Look out for our progress updates and news of future meeting that everyone can attend coming soon.....

SARTARA

KEIR HARDIE HILL TENANTS & RESIDENTS ASSOCIATION

We were delighted to work with the Council this year to see our homes benefit from new external render. Our houses are looking fantastic and the whole area is looking bright, clean and attractive. After a few years of meeting with various officers, we are also really pleased to see new equipment in the play area, all the kids have had a ball playing in it over the great summer we have had. As the lofts in upper flats are shared spaces between both houses, we have surveyed all upper flat tenants to find out if they want secure loft hatches installed and hope that the Council will do this work in the coming months. On a more fun note, we are planning some community activities and doing some fundraising so our events can be free.



Who dares to win?
Procrastination or Federation?
I dared, best thing I have done since retiring!
Challenging, thought provoking and downright enjoyable.
Mind....age immaterial so long as you're a tenant or resident with your local council or housing association you are eligible!
Teens to tea dancers you can be part of this team. You will learn about your landlord and yourself, so participate or procrastinate? It's up to you, why not take the plunge and get involved?
Margaret Pattison

One of the joys of being part of my local group and the Federation is getting to travel across the country to meet and learn from others involved in Tenant Participation and Scrutiny. From Stranraer to Aberdeen we have had the opportunity to meet old friends and new, finding out how they work with their landlords and having a chance to taste the local cuisine – it can be hard work, but it also fun!
John McKenzie

GET INVOLVED!

VOLUNTEER TODAY

Thinking about getting involved in the Federation, Local Tenants and Residents Association or Scrutiny Group? Some views from our members....

The beauty of being part of a Tenants & Residents Association or TARA for short means talking with the voice of many and adding volume to the voice of the Federation and knowing we are being listened to both locally within East Ayrshire and nationally with the Scottish Government and other organisations across Scotland.
Alan Fulton

Like many Tenants and Residents Associations, our group set up because of antisocial behaviour and drug dealing in our area. We may not have beaten it completely yet, but it is more under control. We are still striving for Utopia and working with the Council, the police and others to improve our area. Our successes have included improved fencing, housing improvements to deal with dampness in our homes as well as improving our environment with our hanging baskets, planters and new memorial garden.
Lisa Fulton

A word from the treasurer

It has been my pleasure to be part of the Federation since its introduction 11 years ago, albeit in a small role. When I retired 3 years ago after working for over 50 years and being a member of my local group, I found myself with some extra time on my hands, I was then afforded the opportunity to join the Executive Committee. I was eventually elected to the position of Treasurer, a role which I find both rewarding and challenging.

Having been born and lived my life in Kilmarnock, I am extremely proud of the work the Federation is doing on behalf of the tenants and residents across the area to improve housing conditions and standards, as well as supporting local groups develop local projects and amenities. Working on behalf of people from all walks of life, I feel we really do make a difference to peoples' wellbeing and general outlook through working together with the Council and others to improve housing and communities. The Federation provides opportunities for people express their views and influence how services are delivered.

I am very grateful for the opportunity being part of the Federation has given me to gain new skills and experience and I sincerely hope I will be able to continue serving in this capacity for the foreseeable future. I really enjoy my role with the Federation and would encourage anyone wishing to get involved to get in touch. There are no set hours involved, it's all about giving what time you can afford – so go on, give it a try. I'm sure you will find like me, this is a most enlightening and rewarding way to make use of any free time you may have.

Fran Milligan

News From The **TIS** Conference 2018



Once again, EAF was fortunate to send delegates to the Tenants Information Service (TIS) Annual Conference in June this year. Another fantastic event, where we met tenants and staff from all over Scotland and had the chance to get involved in a great selection of workshops, power zones, innovation sessions, study visits and an excellent question time Panel chaired by Sir John Curtice. The Panel made up representatives from Council's, Housing Associations, the Private Rented Sector and Tenants Movement were put through their paces with a lively Q&A session from delegates and Sir John.

We were blown away by Joseph Cox, a twelve year old from Edinburgh, who upon seeing homeless people in the area, did not choose to ignore them, but instead set up a charity "Socks for the Streets" providing initially new socks and now underwear and toiletries to homeless people. An inspiration to us all. See more about Joseph's awesome achievements at www.facebook.com/socksforthestreet/posts

The inspirational Josh Littlejohn, founder of Social Bite sandwich shops, that provide food as well and training and employment opportunities for homeless people gave an update on his new project –

The Social Bite Village which will create an innovative, low cost, safe living environment for up to 20 people for around 12 -18 months. During this time the project will ensure people receive extensive support in a community environment where residents learn new skills and get their life back on track. Once again, awesome efforts by everyone involved.

See more about the Social Bite Village at www.socialbitevillages.co.uk

Of course our highlight was winning the TIS Community Development Excellence Award for 2018 – amazing!

Finally we were as proud and punch to see Fiona McKenzie of our very own Centre Stage showcasing the fantastic work of this amazing organisation to the whole of Scotland, between us we are really putting East Ayrshire on the map. Fiona even had all the delegates and TIS staff singing "Stand By Me" before we left for home after an amazing weekend of hard work, learning and fun!

A big thank you goes out to all the TIS staff for another excellent event, it's the highlight of the year!

John McKenzie, Vice Chair



THE COUNCIL'S NEW UNIVERSAL SUPPORT TEAM

The Council recently approved the creation of a new Universal Support Team. The team is made up of specialists from across East Ayrshire Council which will be up and running soon to help residents and tenants transfer to Universal Credit. Universal Credit, which merges six existing benefits:

- **Child Tax Credit,**
- **Housing Benefit,**
- **Income Support,**
- **Income-based Jobseeker's Allowance,**
- **Income-related Employment and Support Allowance and**
- **Working Tax Credit**

into one, poses significant challenges for some of our most vulnerable residents and tenants.

The difficulties experienced by tenants and residents making and maintaining a claim; delays in receiving the first monthly payment and the need for budgeting and digital skills poses a real threat to some people's livelihoods. Some people may struggle to understand the new system or might not have access to a basic bank account for their Universal Credit payment. There is also clear evidence that rent arrears increase when people move over to monthly Universal Credit payments and the Council must work closely with residents and tenants to ensure that arrears are kept to a minimum to avoid the potential threat of homelessness.

All of these complex factors show the need for the new team

to be created to support our communities as we move towards a full roll out of Universal Credit. The new Universal Support Team will work in partnership with our Financial Inclusion Team and play a significant role in mitigating the effect of Universal Credit in our communities, they will support all aspects of Universal Credit. From providing advice on personal budgeting, to digital support and ensuring that people have access to support services; the team will work closely with partners in the Department of Work and Pensions to ensure that those who need help receive it as quickly and effectively as possible.

A very small pilot team has been in place and the new team of Neighbourhood Coaches will build on the excellent work they have started, we will always focus on the individual as everyone will need differing levels of support and coaching. Our aim is to ensure that people are empowered to thrive within their own community and be able to put people in contact with learning providers and to promote training opportunities to help people back into work.

Support provided will be practical, like helping to access bank accounts or the internet and the team will ensure that people experiencing fuel poverty and food crisis have access to suitable services. We will also ensure that each customer service hub in East Ayrshire will have digital assisted support services available. If you are experiencing difficulties with claiming UC, need personal budgeting or just need help getting online then call us on the UC Helpline on 01563 503280.

WORRIED ABOUT YOUR NEIGHBOUR?

This year is the tenth anniversary of the Adult Support and Protection (Scotland) Act. Sadly, there are still people being harmed by others or by themselves or are simply experiencing personal issues that impact on their ability to cope. We want people to speak up if they think someone is being harmed and can't protect themselves because of a disability, illness (physical or mental health) or physical frailty. Do you think your neighbour may be experiencing difficulties, has their behaviour changed in any way?

Often people who are being harmed or experiencing other life difficulties are unable to keep themselves safe or are too afraid to tell someone for lots of reasons. They may have been befriended by people who are taking advantage of them, have no money for clothes, food or rent and are struggling to cope. They may not be looking after themselves or becoming isolated. Your call could make the difference. Be a good neighbour and if you 'See Something, Say Something'.

If you are worried about a neighbour, the best thing to do is talk about it. Depending on the situation, you might want to talk to the person themselves, or involve outside help.

Telling services who might be able to help is the first step in helping the person access support and advice, as well as any protection that may be needed. Don't worry about perhaps contacting the wrong service—we can always point you in the right direction if we're not the best ones to help.

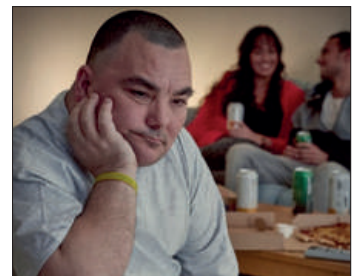
There are lots of services and organisations who can assist people who need help, support or protection. One phone call or email to your local council is all it takes. You don't need to give your name, your concerns will still be taken seriously and checked out. Phone Social Services on either Kilmarnock 01563 554200 or Cumnock 01290 427720 alternatively you can email HSCPCustomerFirst@east-ayrshire.gov.uk

For further information visit the Adult Protection web pages at www.east-ayrshire.gov.uk/asap

East Ayrshire Adult Protection Committee

Acting against harm

Protecting People Through Zero Tolerance of Harm



PRIVATE SECTOR TEAM

East Ayrshire Council has secured funding from the Scottish Government to assist owners to bring their property up to a lettable standard by providing an interest free loan if the property is let at a market rent for 5 years or sold at an affordable level.

Empty homes can be costly to both owners and the local community; the longer they are empty, the greater the waste and the harder it can be to bring them back into use. By owning an empty property there are costs incurred such as Council tax, insurance and security; lost income from renting or selling the property; and reduction in the property's value if the properties condition deteriorates.

In accordance with the Council Tax legislation an empty dwelling is a dwelling which is both unoccupied and unfurnished which has already received the appropriate 50% discount for the mandatory period and still remains vacant, the long term empty home discount is 10%.

If you are interested in bringing an empty home back into use the Council can offer you some advice and assistance in the following areas:-

- Safety and security
- Renovation overview
- VAT discounts
- Energy efficiency
- Selling options i.e. estate agents, auction houses, property buying companies
- Private Renting
- Interest free loans provided by EAC
- EAC operate a 'buy back' scheme
- EAC operate a Matchmaker Scheme whereby owners can provide details of their property, this information can be passed to potential purchasers

If you would like further information about this scheme or wish to bring an empty property to our attention please contact:
Liz King, Empty Homes Officer, Private Sector Housing Unit, Civic Centre North, John Dickie Street, Kilmarnock, KA1 1HW.
Telephone 01563 554583

PAYMENTS TO YOUR COUNCIL ACCOUNTS!

Big **changes** are coming to the way you pay for services including rent, insurance and council tax.

From Monday 12 November, our **Customer Service Centres** will no longer take cash and will be moving to more efficient payment methods including direct debit, online transactions and card payments.

To help us make this change, our **Customer Service Advisers** will be on hand to provide support and advice on **alternative methods** of payment including:

Why is the Council transforming?

- The Transformation Strategy 2017-2022, sets out the Council's plans to **modernise** services and move towards **digitalisation**.
- The Council faces **reduced funding** over the next **three** years. The Transformation Strategy aims to secure a fairer, kinder and more connected East Ayrshire by redesigning Council services to ensure they remain **financially viable** and best **meet the needs** of our communities.
- Face-to-face **cash transactions** are **expensive** to process and deliver, and cost the Council considerably more than **electronic transactions**. By modernising services, the Council will realise significant **savings** and people will remain at the heart of service delivery.
- From now until Friday 9 November, our **Customer Service staff** will be working with residents to provide **guidance and support** on the most convenient and straightforward ways to pay their bills.

What does this mean for me?

If you currently pay by cash, you will need to change to an **alternative method** of payment from **Monday 12 November**. There are a variety of ways you can make payments to East Ayrshire Council for transactions such as rent, insurance and council tax.

For further information on how to change your **payment method** please speak to our **Customer Service Advisers** or visit our website at www.east-ayrshire.gov.uk/pay



Direct debit
choose from a range of payment dates



Online
free of charge via Credit or Debit card



by phone
via Credit or Debit card using our automated payment line (01563 554400 and select option 1)



Customer Service Centres
at one of our Customer Service Centres via Credit or Debit card



PayPoint
at a local Paypoint premise

The Federation Urges You to Protect Yourself and Your Home Against the Risk of Fire!

We are all still learning lessons from the awful Grenfell Disaster in 2017 and although we do not have high rise housing like in Grenfell, we all still need to take time to protect ourselves, our homes and our communities from the danger of fire.

The Scottish Government has advised that all homes in Scotland should have:

- One smoke alarm in the room most frequently used for general daytime living purposes
- One smoke alarm in every hallway or landing
- One heat alarm in every kitchen

All alarms should be ceiling mounted and should all be interlinked.

Having an interlinked system means you will be alerted immediately, no matter which room the alarm is triggered – increasing your chances to escape.

Scottish Fire and Rescue can provide free home fire safety visits, offering advice and guidance on fire safety and can fit smoke alarms free of charge if your home requires them.

Anyone who wants to know more should call **0800 0731 999** or text **"FIRE"** to **80800** from your mobile.

Every Hour of Every Day there is a House Fire in Scotland – so, please make sure you are protected!

Cooking accidents, overloaded sockets, faulty appliances, smoking and drinking are just some of the reasons why there are so many house fires in Scotland. One lapse such as leaving a pan unattended or failing to put out a cigarette or candle properly, could change your life forever.

TOP TIPS

- Get Out, Stay Out and Call 999
- Make sure you have smoke alarms on every level of your home
- Test smoke and heat alarms weekly & never remove the batteries
- If an alarm doesn't sound, get a new battery
- If it still doesn't sound, get a new alarm
- Take extra care in the kitchen and **NEVER** leave cooking unattended
- Avoid cooking when you are tired and **DON'T** cook if you have been drinking alcohol or taking drugs
- Try to avoid using a traditional chip pan with oil, use an electrical deep fat fryer instead
- Keep appliances and cables away from your cooker
- Switch off and unplug all electrical appliances not designed to be left on overnight or when you are not using them
- Do not overload electrical sockets and watch out for faulty and overheating electrical equipment, wiring or cables
- Never repair or rejoin electrical cables with insulation tape. Always replace the whole cable or use an extension cable.

- Make sure you use the correct wattage of bulbs in lamps and light fittings
- Never cover lamps or light bulbs as they can quickly catch fire
- Stub out all cigarettes and always empty ashtrays. Pour water over cigarette ends before putting them in the bin outside
- Make sure candles and tea lights are in holders that cannot be knocked over. Do not leave candles burning in rooms whilst they are empty or overnight
- Make sure candles and other naked flames are safely away from curtains, cushions and don't stand or sit too close to open fires as clothes can easily catch fire
- Put fireguards around open fires. Don't build up the fire before you go to bed
- Switch off portable heaters
- Make sure electric blankets are checked regularly and used with care & switch off
- Close all doors – this can keep your escape route free from smoke and may stop a fire spreading
- Make sure the main door keys are to hand
- Plan your escape route and make sure everyone knows how to get out in a fire

Building and Fire Safety – Fire Doors

Flat entrance fire doors leading to a shared or communal area are required to provide fire and smoke protection to stop a fire inside a flat spreading to the communal parts and preventing residents from escaping.

But a fire door can only prevent fire and smoke spreading throughout the building if, the door, the door seals, and any self-closing devices are working effectively.

If you notice any damage;

- to the door
- the door seals, or if
- the door doesn't fully close under the action of its door closer

You must act immediately

Council tenants should report repairs to the Council's Repair Helpline 01563 555555.

Private tenants should advise your landlord and/or owner of the property.

Homeowners please note; **UPVC** doors are **not** currently accepted as fire doors.

If you have replaced your flat entrance door with a UPVC door then the door does not meet current fire safety standards and should be replaced with a door that will provide appropriate fire and smoke protection as soon as possible.

For further guidance please contact: Building Standards
Telephone: 01563 576790

Email: BuildingStandards@east-ayrshire.gov.uk



Fire Safety - The 12 Days of Christmas

Check your Christmas tree lights conform to the British Standard.

1

Never place candles near your Christmas tree or furnishings. Don't leave them burning unattended.

2

Make sure your family and visitors staying for the festive period know what to do in an emergency.

3

Decorations can burn easily. Don't attach them to lights or heaters.

4

Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.

5

The risk of accidents, especially in the kitchen, is greater after alcohol is consumed.

6

Most fires start in the kitchen. Never leave cooking unattended.

7

If you are planning to celebrate with fireworks, store them in a metal box, read the instructions, never go back to a lit firework and keep a bucket of water nearby.

8

Make sure cigarettes are completely extinguished before you go to bed.

9

Check the battery in your smoke alarm every week and use Christmas as a reminder to clean it and remove dust.

10

Keep candles, lighters and matches out of reach of children. Never leave burning candles unattended.

11

Take the time to check on elderly relatives and neighbours this Christmas. Make sure they are fire safe.

12

Have A Very Happy and Safe Christmas and New Year!



Invitation

**EAST AYRSHIRE FEDERATION AND
EAST AYRSHIRE COUNCIL INVITES YOU TO
OUR JOINT ANNUAL TENANTS AND
RESIDENTS EVENT.**

SATURDAY 3RD NOVEMBER 2018

9.30AM – 3.30PM

ST. JOSEPH'S CAMPUS, GRASSYARDS ROAD, KILMARNOCK

HIGHLIGHTS

Opening Address – Depute Provost, Claire Leitch

Guest Speaker, Blair Millar, Housing Services Manager, East Ayrshire Council

Local Housing Strategy Update

Scottish Housing Regulator

Discussion Groups:

Housing Investment Programmes, & New Build Housing,
Dampness & Condensation, Ayrshire Council on Alcohol,
Housing for Older People and People with Specific Needs

Market Place – a chance to meet and find out about lots of Council,
Community and Voluntary Organisations

Participation Awards

To book your place please call 01563 524073 or e-mail info.eaf@yahoo.com
before 2pm on Tuesday 19th October 2018

Lunch and refreshments will be provided and travel expenses will be paid

There will also be a RAFFLE in aid of our nominated charity
"Beautiful Inside and Out"

