



TENANTS *and* RESIDENTS  
EAST AYRSHIRE

WORKING TOGETHER FOR BETTER COMMUNITIES

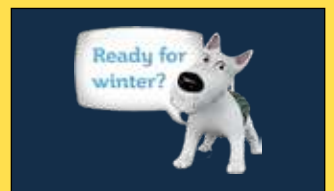


# NEWSLETTER 2017



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EAST AYRSHIRE NEWS | ARE YOU READY FOR WINTER | RENT INCREASE CONSULTATION



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# Welcome by Bruce Cuthbertson, Chairperson

Hello and welcome to our 10th Anniversary Newsletter Bumper Edition. Once again, we have the pleasure of keeping you up to date on all of our activities and providing news from East Ayrshire Council and other organisations that we work with. I have to say it has been a very busy year; from our Participatory Budgeting Events, our Scrutiny Work and Outreach Programme to our 10th Anniversary Event there always seems to be a buzz in the office.

Our Participatory Budgeting events were a great success in five communities and saw £80,000 awarded to numerous community groups to spend on their projects, activities and areas. I would also like to take the opportunity to congratulate East Ayrshire Council on their Participatory Budgeting events, held in areas with Community Led Action Plans, which enabled other groups to benefit from an additional £120,000 across East Ayrshire.

Our joint Federation & East Ayrshire Council Tenants Conference was held in Auchinleck in October 2016 and again was a fantastic success, with the first study visit to East Ayrshire Council Housing Improvement Projects in the south of the authority, along with a successful information market place and interactive workshops.

This year we also held half - day events on subjects like the Council's Draft Income Maximisation Policy and Draft Tenant Participation Strategy. These events were very well received by both EAC officials, Elected Members and tenants alike, and provided an opportunity to discuss the draft documents, find out more and share views and ideas and give recommendations to the Council. A half day event was also held to allow us to respond the Scottish Government's Fire and Smoke Alarms in Scottish Homes that aims to improve standards across all housing in Scotland, both rented and owned. More of these half day events will be coming your way in the near future, so look out for them and come along.

To commemorate our 10th Anniversary, a celebratory event was held in the Fenwick hotel, for our members, officers and others that we work with on a regular basis. Sponsored by CCG, Sidey, LS Litho and Communicate Mailing, the event was a great way to celebrate the achievements of the Federation and our members over the years and recognise the support that we receive from Council Officers and Elected Members. Read on to take a whistle stop tour of some of our achievements over the last 10 years.

This year we were delighted to "adopt" Beautiful Inside and Out as our charity of the year, and were really pleased to present the organisation's founder, Pauline Moriarty with funding donated by our members and people we meet at our outreach events. Working in partnership with other organisations across East Ayrshire is also really important to the Federation and you will see in this newsletter the promotion of the excellent work carried out by Hillhouse, who provide support to families across the authority. This year we are supporting Hillhouse's Christmas Appeal for donations of new pyjamas and toys for children at Christmas, if you are able to provide a donation, you can drop it off at the Federation office or deliver direct to Hillhouse.

You will see from our new logo that we also rebranded to reflect the work of the Federation at this time and for the future and introduced awards to recognise all the hard work of tenants and residents groups and their members.

It only remains for me to say a big thank you to the Chief Executive, the Provost, Deputy Provost, all the Elected Members, EAC Officers, the Customer Liaison Team and the Tenants Information Service and of course, all of you that give your time freely and get involved in our work and that of the many community and voluntary organisations across East Ayrshire.

***Wishing you all a very Merry Christmas  
and A Happy New Year!***

**Bruce Cuthbertson,  
Chairperson**

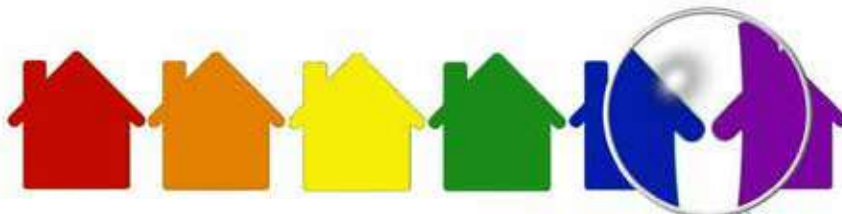




# FEDERATION NEWS



## Tenant Scrutiny Update!



Work on our Tenant Scrutiny projects continues to shape services to tenants and housing applicants across East Ayrshire. Currently we are looking at the Housing Options and Homelessness Service. Through this work, we are finding out about what and how services are provided and will be looking at the temporary accommodation and support offered, seeking views of service users and others who work in partnership with the Council. A report of our findings and recommendations is due for completion in Spring 2018.

In addition, we have recently set up a scrutiny sub group to look at the Housing Revenue Account. This is the account held by the Council, which all tenants rent money is paid into and is used to provide the housing services we all receive. If you would like to find out more or get involved in this sub group, please contact us on 01563 524073.

If you are homeless or think you may become homeless, please contact;

Housing Options  
Civic Centre North  
John Dickie Street  
Kilmarnock  
KA1 1HY  
Telephone: 01563 554554  
Email: [homelessness@east-ayrshire.gov.uk](mailto:homelessness@east-ayrshire.gov.uk)

Citizens Advice Bureau  
The Gateway Centre  
3 Foregate Square  
Kilmarnock  
KA1 1LN  
Telephone: 01563 544744  
Fax: 01563 571106

## SUMMER OUTREACH PROGRAMME

Once again, Federation members have been out and about meeting tenants and residents across East Ayrshire and beyond. This has seen us set up our information stall and chat to folk at Gala Days, Fun Days and Events in Cumnock, Kilmarnock, Galston, Hurlford, Kay Park, Newmilns, , as well as Cunninghame Housing Association's Tenants Conference and the Tenants Information Service Annual National Tenants Conference held in Glasgow.

This year we also introduced Conversation Café's in partnership with Housing, Housing Asset Services and Vibrant Communities to provide opportunities for tenants and residents to come along and meet Council Officers, Federation members and others and find out what is happening in their areas, including, local housing investment programmes and plans, local group activities and other services.

Rain or shine – we are always delighted to attend events, meet friends old and new and hear what's going on in our local communities. If you are holding a gala day, fun day or event, the Federation would love to come along and meet you and your neighbours, find out about your community and see if there's anything we can do to assist you and let you know more about our work.

So why not give us a call on 01563 524073.....

Russell Murdoch, Federation Executive Committee member

**Russell Murdoch, EATRF Committee Member**



# EAF'S New Partnership with Scottish Fire and Rescue



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

East Ayrshire Federation has joined forces with East Ayrshire Council and Scottish Fire and Rescue to raise awareness of fire safety within the home.

Every hour of every day there's a house fire in Scotland. It is really important that tenants and residents know how to reduce the chance of fire within their home and how to protect themselves and their family.

Cooking accidents, overloaded sockets, faulty appliances, smoking and drinking are just some of the reasons why there are house fires.

Most house fires start in the living room and the kitchen. Leaving a pan unattended for just a minute, not putting a cigarette out properly or leaving a candle unattended near curtains or cards can have devastating consequences.

"We are delighted to work closely with the Council and Scottish Fire and Rescue to raise awareness about fire safety within the home. In recent months we have all seen the destructive power of fire and it is essential that people, especially those that are older and vulnerable, protect themselves and their home from unnecessary risk.

"Fire can happen to anyone and with this in mind we are pleased to include some simple fire safety advice in this newsletter"

**Bruce Cuthbertson, Chairperson, EAF**

"Our tenants and residents can take simple steps to protect their homes and reduce the risk of fire. Smokers have to be particularly careful and cigarettes should be stubbed out in an ashtray. It is also important to pour water over cigarette ends before putting them in the outside bin.

"Candles should be kept away from anything that can catch fire like curtains, cards, cushions, TV's or even shelves. Never leave a lit candle alone for even a second. If you are going out or going to bed make sure candles are put out properly.

"It is good to have a night-time routine. Make sure you switch off and unplug all electrical appliances and close all internal doors at night. It is also beneficial to make an emergency escape plan. Working out how you could escape from your home if the front door is blocked is a great thing to do. This will help to keep you and your family calm in the event of a fire.

"It is essential that our tenants and residents are aware of the risk that fire can pose to their homes and that they know how to reduce any risk. I am delighted the Council is working with East Ayrshire Federation and Scottish Fire and Rescue helping to raise awareness and encourage people to think carefully about how to protect themselves and their homes."

**Councillor Elena Whitham, Cabinet Member for Housing and Communities**



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.

“As a key pillar of our preventative work, Home Fire Safety Visits help safeguard members of the community – particularly vulnerable and elderly residents. These help to provide vital early warning signs and identify any risks within households.

“We would like to reassure people that we are here to support them through the provision of our Free Home Fire Safety Visits, where firefighters will provide safety advice and guidance on what to do in the event of an emergency.

“We are always particularly keen to support the most vulnerable members of our communities to live safely within the home so if you have an elderly relative, neighbour or friend who you think could benefit from a visit, then please ensure to get in contact

“Anyone who wants to know more should call 0800 0731 999 or text “FIRE” to 80800 from your mobile phone.”

**Local Senior Officer James Scott**

# ***“The Federation urges you to join Scotland’s Fight Against Fire!”***

## **Protecting yourself and your home**

### **Do you have smoke and heat alarms?**

Smoke and heat alarms could help save your home, and your life.

- Test them WEEKLY and never remove the batteries
- If an alarm doesn’t sound, get a new battery
- If it still doesn’t sound, buy a new alarm.



### **Every year:**

Smoke and heat alarms could help save your home, and your life.

- Replace the battery (unless you have a special ‘long-life’ alarm with a built in battery or your alarms are hard-wired to the electrical system). Choose a date you’ll remember, like a birthday or anniversary.
- Gently vacuum the inside and outside casing. If you’re decorating or creating a lot of dust, use an elastic band to secure a plastic bag over the smoke alarm casing – don’t forget to take it off when you’re done.

If your home is on one level – a flat or bungalow – you need to have at least one smoke alarm in the hallway. You may also consider a heat alarm in the kitchen. If your home has more than one level, you’ll need at least one smoke alarm on each floor. You may also consider a heat alarm in the kitchen. If you have more than one alarm, they should preferably be linked up to each other, however stand-alone detectors are sufficient.

### **Night-time routine**

Follow this checklist as part of your night time routine to reduce the chances of fire happening in your home and help protect your escape route if there is a fire.

- Switch off and unplug all electrical appliances not designed to be left on overnight.
- Stub out all cigarettes and always empty ashtrays. Pour water over cigarette ends before putting them in the bin outside.
- Put fireguards around open fires. Don’t build up the fire before you go to bed.
- Switch off portable heaters.
- Close all doors – it can keep your escape route free from smoke and may stop a fire spreading.
- Make sure the main door keys are to hand.

**For further fire safety advice please visit: [www.firescotland.gov.uk](http://www.firescotland.gov.uk)**



# *Fire Safety - The 12 Days of Christmas*

<i>Check your Christmas tree lights conform to the British Standard.</i>	<i>1</i>	<i>Never place candles near your Christmas tree or furnishings. Don't leave them burning unattended.</i>	<i>2</i>	<i>Make sure your family and visitors staying for the festive period know what to do in an emergency.</i>	<i>3</i>
<i>Decorations can burn easily. Don't attach them to lights or heaters.</i>	<i>4</i>	<i>Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.</i>	<i>5</i>	<i>The risk of accidents, especially in the kitchen, is greater after alcohol is consumed.</i>	<i>6</i>
<i>Most fires start in the kitchen. Never leave cooking unattended.</i>	<i>7</i>	<i>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.</i>	<i>8</i>	<i>Make sure cigarettes are completely extinguished before you go to bed.</i>	<i>9</i>
<i>Check the battery in your smoke alarm every week and use Christmas as a reminder to clean it and remove dust.</i>	<i>10</i>	<i>Keep candles, lighters and matches out of reach of children. Never leave burning candles unattended.</i>	<i>11</i>	<i>Take the time to check on elderly relatives and neighbours this Christmas. Make sure they are fire safe.</i>	<i>12</i>

*Have A Very Happy and Safe Christmas and New Year!*

# Avoiding Fires in Common Stairs



## If there was a fire in your stair, would you know what to do? Be stair aware!

Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat!

A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole common stair. Items left in a common stair are often deliberately set on fire.

- Test them WEEKLY and never remove the batteries
- If an alarm doesn't sound, fit a new battery
- If it still doesn't sound, get a new alarm.

## Keep it clear

- Get rubbish, old furniture, etc. out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact East Ayrshire Council on 01563 554033.



## If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.



**For free home fire safety advice CALL 0800 0731 999  
or visit our website at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)**

## Action Plan

Only make your way outside if you are sure you can safely leave the building. Otherwise you should stay inside your flat and:

- Do not open the door. Hot smoke rises and will rapidly enter any open door.
- If possible, get everyone together in the same room, preferably to the front of the building, closing all doors behind you.
- All occupants should remain together in this room. If you can, open a window.
- When the Fire Service arrive, let them know how many people are in your flat, and if you are safe. This will greatly assist them in dealing with the incident.
- If required, position wet towels to prevent smoke entering through any gaps in the doorframe.
- You will be advised when the Fire Service has extinguished the fire and cleared smoke from the common stair.

## Keeping Your Building Safe

No refuse bags, combustible materials or items of furniture should be stored in common areas such as stairways, corridors or drying rooms within a building. By keeping these areas clear it will protect escape routes and reduce the risk of deliberate fires. Most doors in common areas are fire resisting and fitted with self-closing devices and should never be wedged open. Bin rooms and access doors to the building should be kept secure to prevent intruders starting deliberate fires. There should be no gas cylinders, flammable liquids or fuels stored within designated storage compartments.

## For Further Information

Visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) for practical fire safety advice,  
or talk to your local fire fighters at your nearest community fire station.

# EAF MEMBERS VISIT CCG....

We are sure that along with the Federation you are pleased to see that the Council and local housing associations are continuing to build new housing for rent across East Ayrshire. Members of the Federation were fortunate enough to accompany staff from the Council and TIS to visit CCG; the company awarded the contract to build new homes for rent in East Ayrshire. This was an excellent opportunity to see how these new houses are being designed and built.

We hope that tenants who move into any of the new houses in East Ayrshire are very happy in their new homes and that the Council and others continues to build new housing to meet the needs of people on the waiting list. See pages 11 and 14 for more information on CCG and new build projects across East Ayrshire.

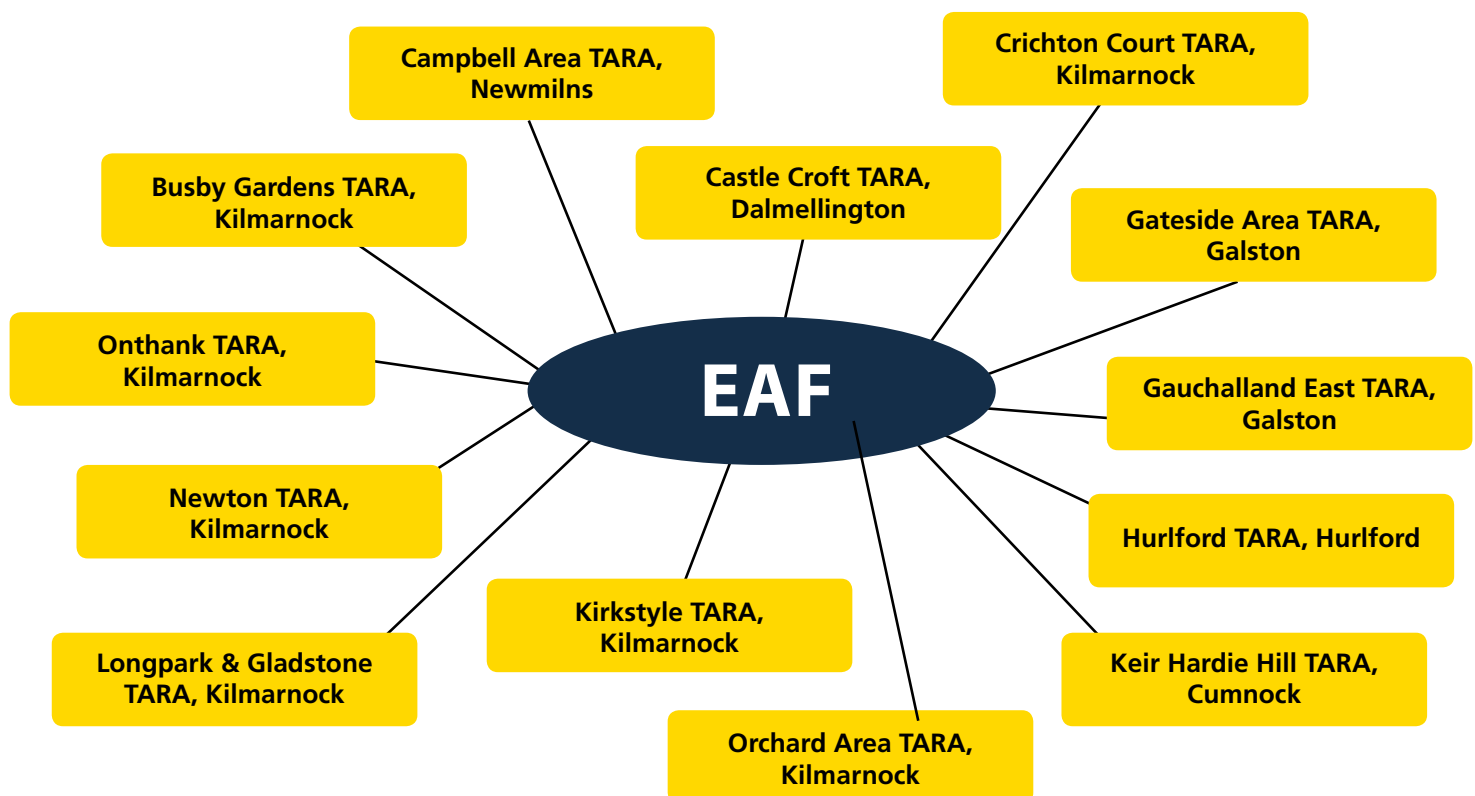


## OPPORTUNITIES TO GET INVOLVED AND HAVE YOUR SAY...

### ► Our Local Tenants and Residents Associations (TARA's)

Local Tenants and Residents Groups are working hard in their communities to influence services and decisions that affect their local communities, improve housing and environment and increase community spirit.

To find out more about our local groups or get involved please contact the office on 01563 524073





## ➤ Federation Individual Members

If your area doesn't have a TARA, don't worry, you can still get involved... Become an Individual Member and reap all the benefits and opportunities, this free membership has to offer. To find out more, call us on 01563 524073

## ➤ Are you a Council tenant interested in setting up a tenants & residents association?

**Some of the benefits of having a tenants and residents association are:**

- Becoming involved in local decision-making and scrutiny;
- Opportunity to access training and increase your skills;
- Improve your local community
- Gain greater access to Council services.

East Ayrshire Federation and East Ayrshire Council work in partnership to actively develop new groups and support existing groups with an interest in housing.

If you and your neighbours are interested in setting up a group, please contact: East Ayrshire Federation, 19 Portland Road, Kilmarnock, KA1 2BT

## ➤ Interested Tenants List

We understand that not all areas of East Ayrshire have a tenants and residents association and not everyone is available to attend or willing to join an association.

In recognition of this, and to ensure all East Ayrshire Council tenants have an opportunity to participate in a way that suits them, we also have an interested tenants list.

## ➤ What is an interested tenants' list?

It's a list of East Ayrshire Council tenants who are interested in being consulted about housing and related services.

Tenants who have joined this list have let us know topics they would like to be consulted on.

No matter how you would like to become involved we will support and assist you to achieve this.

## ➤ What's in it for you?

Tenant participation should lead to better services for tenants. Becoming involved ensures you have an opportunity to influence changes to housing services by letting us know your views.

## ➤ What's in it for the Council?

The Council wants to provide tenants with a high-quality housing service and listening to your views helps officers and Elected Members achieve this. For information on joining the Interested Tenants List please contact:

East Ayrshire Federation,  
19 Portland Road,  
Kilmarnock,  
KA1 2BT

Tel: 01563 524073,

Email: [charte@tis.org](mailto:charte@tis.org)

## ➤ Tenant Satisfaction Survey

East Ayrshire Council's Housing Service engaged Knowledge Partnership to conduct a Tenant Satisfaction Survey, interviewing 1,200 East Ayrshire Council tenants, from late September to November 2017.

The purpose of the Tenant Satisfaction Survey is to understand tenants views of the services provided by the Housing Service and priorities for potential future improvements and provide a comparison with a similar survey carried out in 2014.

The findings from the Survey are currently being analysed and will be presented at a future Cabinet meeting and will also be published on the Council's website.

East Ayrshire Council and East Ayrshire Federation would like to thank everyone who gave up their time to take part in the survey.



# 10 years of East Ayrshire Federation

Sponsored by CCG, SIDEY, LS Litho and Communicate Mailing, our 10th Anniversary was event held at The Fenwick Hotel was a great success and I would like to thank everyone who got involved, including members past and present, Council Officers, Elected Members, our sponsors and Tenants Information Service.

Our first ever awards ceremony introduced 2 Award Categories: Individual Tenant Participation Champion and Most Inspiring Tenants and Residents Organisation. This year's award winners were: Individual Tenant Participation Champion: John (Mac) McKenzie, winner and Bruce Cuthbertson, runner up and

Most Inspiring Tenants and Residents Organisation: Campbell Area Tenants and Residents Association, winner and Onthank Tenants and Residents Association, runner up

The event also saw the launch of our new logo, with guests receiving a diary and pen to commemorate the event. Finally guests were treated to a presentation of the Federation's achievements since 2007.

We are looking forward to the next 10 years, working hard to help improve our communities and hope to see more and more tenants and residents getting involved.

**Lynn Graham, Secretary, EAF**



## TIS Conference 9th – 11th June 2017



Members of the Federation and our local groups were delighted to visit the Westerwood Hotel and Resort for this year's TIS conference: Health, Wealth and Housing.

TIS Chairperson, Alice Bovill and Chief Executive, Ilene Campbell set in motion the interesting presentations and workshops from distinguished guests from across the housing and community development sectors in Scotland. This included a Question Time Panel session chaired by Pennie Taylor, Health and Journalist Broadcaster and provided an opportunity to hear views of tenants and practitioners and ask questions of the four speakers

The workshops, all on the theme of Health, Wealth and Housing provided excellent opportunities to find out more and share views and ideas with other delegates and the study visits to housing and regeneration projects gave us a chance to see how things are developing in other areas.

The Federation also shared our experience of Participatory Budgeting, and although we were nervous to present to such a large audience, our session went down really well.

The weekend rounded off with a most inspiring presentation by Josh Littlejohn, of Social Bite, a social enterprise that helps homeless people through its five sandwich shops and restaurant. It donates its profits to charity and allows customers to purchase an extra meal or drink, which can be claimed by a homeless person.

To find out more about this remarkable project visit [www.socialbite.org.uk](http://www.socialbite.org.uk)

All in all a wonderful conference

**Sadie McSherry, Federation Executive Committee Member**



# Update from East Ayrshire Council



## ► Delivering New Homes across East Ayrshire

The Council and Housing Associations are committed to building new homes across East Ayrshire, this has seen

- **45** new homes of a range of size and types by Cunninghame Housing Association at Hill Street, Kilmarnock in partnership
- **43** new homes, with a mix of sizes across general needs and community care needs, by Atrium Homes at Blacksyke Avenue, Shortlees
- **6** flats have been developed by Atrium Homes in New Farm Loch by changing 3 maisonettes above shops into flats
- **3** family homes are being developed by the Council at Girvan Crescent in Newmilns by converting 6 flats



The Council also has plans in progress to build:

- **11** properties in Barbieston Road in Dalrymple,
- **16** in Brown Street, Newmilns,
- **19** in Carnshalloch Avenue, Patna,
- **67** in Bellfield, Kilmarnock,
- **54** in Fraser Walk, Kilmarnock,
- **34** in David Dale Avenue, Stewarton,
- **43** in Kilmarnock,
- **14** in an assisted living development in Cessnock Road in Hurlford, in the style of the award-winning build at Lilyhill Gardens in Kilmarnock. This will provide a mix of fully wheelchair accessible ground floor flats and first floor flats with an on-site Care Provider, and will support residents to remain living safely in their own communities.
- Finally **50** new homes are planned for Auchinleck and **48** in Longpark by Cunninghame HA this financial year



More new homes are planned to be delivered across East Ayrshire over the coming years in response to identified need.

For further information on any of the proposed affordable housing new builds, contact Deborah Brady, tel. 01563 576792.



# Some highlights of the last 10 years...



## 2007

- Federation set up, 1st Business Plan and Service Agreement developed and agreed
- Meet Communities Scotland as part of Regulation and Inspection of the Council's Housing Service
- Help set up new groups in Campbell Area, Kirkstyle, Castlecroft
- Join Scotland's Regional Networks of Tenants & Residents Associations
- Get involved in meetings with EAC about repairs, maintenance and capital programme & environmental budget expenditure

## 2008

- Become Members of Tenants Information Service
- Recruit admin officer to work with Federation
- Publish 1st our newsletter
- Carry out 1st members survey
- Respond to Firm Foundations: the future of Housing in Scotland launched by the Scottish Government

## 2010

- Participated in the Common Housing Allocation Policy and Council's Annual Tenants Conference
- Move into new office at Portland Road
- Get involved in the Council's rent consultation
- Respond to consultation from Scottish Government on Fresh Thinking New Ideas, Housing (Scotland) Bill and 1st Scottish Social Housing Charter
- Gave evidence to the Scottish Parliament as a result of our responses to consultations

## 2009

- Give our views on the Scottish Governments proposals for the new Housing Bill for Scotland.
- Develop our policies and procedures on expenses, resources and code of conduct
- Start training programme with TIS
- Get involved in the Council's Budget consultation
- Work with Council to develop a new tenants pack

## 2011

- Set up joint housing asset services working group with EAC to look at capital programme works – this became what we now know as scrutiny today
- Get involved in judging the Council's Garden Competition
- 1st Federation Tenants & Residents Conference held
- Work with EAC to introduce a HAS Capital Programme DVD for tenants involved in kitchen, bathroom and rewire programme
- Win TIS Frances Nelson, MBE and TPAS Good Practice Awards

# 2012

- Participate in Affordable Rented Housing Consultation with Scottish Government
- Get involved in development of SEARCH – the common housing allocation policy for 5 East Ayrshire landlords
- Participate in Council's rent increase consultation
- Work with EAC to introduce a HAS Gas installation DVD for tenants
- Federation Members meet with Prince Charles as part of his Royal Visit to East Ayrshire
- TIS Frances Nelson, MBE Award Winners

# 2013

- EAF & EAC introduce the first joint tenants and residents Conference
- Federation secures funding from Graham the Plumber Merchants to provide a £500 grant to a local tenants and residents association, with Campbell Area TARA being the successful applicant
- Get involved in scrutiny of the Council's gas installation and gas servicing programme
- Works with EAC to develop and agree 1st Annual Performance Report to tenants.
- Became members of the Housing Service performance monitoring meetings

# 2014

- Participate in Council Rent Restructure Working group
- Joint Tenants and Residents Conference sees donations given to the Samaritans and Food Bank
- Tenant Scrutiny work sees improved timescales for routine repairs introduced
- Carry out scrutiny of the housing allocation process and procedures
- Federation members Frank Dawson and Bruce Cuthbertson participate in Commonwealth Games Baton Relay as it made its way through East Ayrshire
- Give views on the Housing (Scotland) 2014 Act and proposals to improve the private rented sector

# 2015

- Carry out scrutiny of voids and lettable standard
- Works with the Council to influence the development of the Housing Asset Management Framework
- Work with EAC to consult tenants on the Council's new rent structure
- Council wins the TIS National Scrutiny Excellence Award for its work with the Federation
- Host study visit from tenants and staff from Aberdeen and Aberdeenshire to share good practice, skills and experience

# 2016

- Commence work on Scrutiny of Housing Options and Homelessness Services
- Visit Aberdeen and Aberdeenshire to learn about and share good practice
- Pick up 2 awards at the TIS National Excellence Awards – Frances Nelson MBE Award and Community Development Excellence Award
- Promote fire safety with all tenants
- Participate in review of Scottish Social Housing Charter
- Promote FREE home energy surveys with all tenants
- Get involved in Housing Service Improvement Groups

# 2017

- Host 5 Participatory Budgeting (PB) Events, which saw £80,000 awarded to local community and voluntary organisations
- Show case PB good practice at TIS National Conference
- Meet with tenants of Ayrshire Housing, Bield, Glen Oaks and Thenue Housing Associations to share good practice and learn from each other
- Introduce Conversation Cafe's with Housing & Communities and others to meet tenants and residents across East Ayrshire to seek views
- Participate in the review of the Council's Allocation Policy, Tenant Participation Strategy, Income Maximisation Policy and Local Housing Strategy
- Work with EAC to develop a Tenant Scrutiny Framework





## ► CCG Partnership with East Ayrshire Council

CCG are delighted to be working as a long-term strategic partner for East Ayrshire Council to deliver up to 300 new affordable homes over the next five years:

Established in 1974, CCG has grown into one of Scotland's largest privately owned construction and manufacturing companies with a turnover of £134 million in the last financial year employing over 650 staff across eight fully integrated divisions. Key to our business model is our year on year commitment to training and trade apprenticeships, representing over 10 per cent of our workforce.

CCG has enjoyed a successful relationship with East Ayrshire Council over the last two years having worked on several contracts including the conversion of John Finnie Street which is in Kilmarnock, a tenemental development that was reconfigured to high-spec office space, as well as the structural upgrade of seven properties in Hearth Place, Cumnock, each led by CCG's expert fabric repairs division, Specialist Building Services.

CCG has appointed a Design Team, MAST Architects and Indev Engineers, to take forward all of the forthcoming East Ayrshire affordable housing projects. The Team have produced layouts for each site and developed a range of East Ayrshire standard house types that are not only spacious but are of a high quality that can easily be adapted to meet changing housing needs and compliment the surrounding areas.



CCG has vast experience in the delivery of affordable housing and are industry leading in 'Off-Site' methods of construction. Off-site manufacturing is a form of construction that involves the creation of components, panelised walls, modules or entire buildings in a factory setting which are then assembled on site. CCG manufactures panelised wall solutions at our headquarters in Cambuslang which are then delivered to site complete with insulation, windows and doors pre-installed, a solution that will be utilised for the forthcoming projects.

This form of construction ensures quality of build, offers enhanced environmental performance and when on site, a faster speed of construction is achieved.

CCG and East Ayrshire Council are committed to consulting with local tenants and residents, Community Councils, other Local Community groups in the area on the proposals before they are submitted for planning to enable their views/concerns to be addressed, where possible. We have also engaged with the East Ayrshire Federation and attend meetings with the local groups to understand local issues, obtain feedback on the layout and provide project updates.

The first project at Barbieston Road, Dalrymple has now started on site with the next project at Cessnock Road, Hurlford due to commence at the end of February 2018.

For the duration of construction works, East Ayrshire Council and CCG will be working together to offer a suite of initiatives to the local community which includes providing site-based job opportunities; collaborating with academic partners to provide training and trade apprenticeship programmes for young people; and donating to community-based organisations, charities and SME's.

To be working with the Council on new build housing at this scale is a landmark achievement for East Ayrshire and we are delighted to be involved.

**Karen Shaw, CCG**





# Housing Allocation Policy Consultation Update

During 2017, the Council, along with its social housing partners; Atrium Homes, Cunninghame, Irvine and Shire Housing Associations consulted tenants, applicants and others on proposed changes to the Common Housing Allocation Policy.

The policy is reviewed at least every three years or sooner to ensure that it meets the requirements of the law on social housing allocations. The Housing (Scotland) Act 2014 has resulted in a number of planned changes. The Act requires that allocations policies provide reasonable preference to a number of groupings:

- social housing tenants currently under-occupying their homes;
- homeless persons with unmet housing needs; and
- persons living in unsatisfactory conditions with unmet housing needs

**823** responses to the consultation on the review of the policy and letting targets were received as follows:

## **1. Care and Support Points**

Introduction of an additional award of 15 points relating to care and support, for example, where an individual requires to move to be closer to a family member in order to provide or receive care and support. **97%** of respondents agreed with this recommendation.

## **2. Sharing Points**

Sharing points should be awarded to all eligible applicants regardless of their tenure. This would include owners, tenants, private tenants and those without their own homes. **90%** of respondents agreed with this recommendation.

## **3. Applicants being discharged from the Armed Forces**

Applicants who are being discharged from the Armed Forces should receive priority for re-housing by being placed on the Strategic Needs Group for 6 weeks before and 6 weeks after they are discharged from the services. **89%** of respondents agreed with this recommendation.

## **4. Kinship Carers**

Kinship Carers should get the same priority as Foster Carers. This will allow Kinship Carers, as well as Foster Carers to be considered for larger size properties and placement on the Strategic Needs Group. **94%** of respondents agreed with this recommendation.

## **5. Offers to Applicants on the Strategic Needs Group**

Applicants on the Strategic Needs Group who refuse two offers of housing will revert to the mainstream group applicable to their circumstances within the framework of the Allocation Policy. Previously applicants received unlimited offers with the exception of those on the Homeless Group. **78%** of respondents agreed with this recommendation.

## **6. Suspension from the Housing List after 2 Refusals of Offers of Housing**

A suspension period should be introduced where an applicant has refused two offers of housing (excluding those on the Strategic Needs and Homeless Groups).

This would mean that applicants would be suspended for a period of 3 months once they have refused 2 offers of housing. **69%** of respondents agreed with this recommendation.

Suspensions will be lessened by contacting applicants after their first refusal to discuss their housing options.

## **7. Applicants who Provide False Information**

Applicants who provide false information should be suspended from the housing list for a period of 6 months. **88%** of respondents agreed with this recommendation.

## **8. Appeal Timescales**

Timescales should be introduced for applicants who appeal against a decision in regard to their housing application. If an applicant wishes to appeal against a decision, they must do so within 28 days of the decision. **91%** of respondents agreed with this recommendation.

## ▶ Lettings Group Targets

The distribution of lets to the various groups forms part of a Letting Plan for the respective CHR partners.

The target quotas for East Ayrshire Council Applicant Groups are:

Group Target	Proposed %
Homeless	30%
Waiting	31%
Transfer	30%
Strategic Needs	8%
Outwith the District	1%
Total	100%

The changes were approved by East Ayrshire Council's Cabinet on 25th October 2017 and will be implemented in January 2018

East Ayrshire Council would like to thank everyone who took part in the consultation.

## ▶ Local Housing Strategy Forum

The East Ayrshire Council Housing Strategy team is currently in the process of developing the new Local Housing Strategy (LHS) and we are delighted to have received significant feedback from tenants, residents and other organisations to our consultations to help shape and influence the content.

The LHS is the overarching strategy for housing in East Ayrshire and incorporates previous strategies relating to

- Homelessness,
- Housing support and
- Fuel poverty.

The consultation events provided opportunities for participants to discuss the key themes of housing development, homelessness, independent living and private sector housing.

If you would like to find out more please contact Chris Morton, Local Housing Strategy Officer on tel. 01563 554571

## ▶ Properties Immediately Available for Let

Did you know East Ayrshire Council has a number of properties in communities that are immediately available to rent?

Contact your Local Housing Office below for details of properties in your area:

**Kilmarnock North – 01563 555670**

**Kilmarnock Central & South – 01563 576618**

**Irvine Valley & Ballochmyle – 01563 554650**

**Cumnock & Doon Valley – 01290 472868**

Please note: You will be required to complete an Application for Housing before we will consider offering you a property. To apply for housing, you must be over the age of 16.

Rent is charged over 48 weeks throughout the year. The image used in this article is an example. Contact the Housing Register Team at East Ayrshire Council on 01563 554821 for an application.



## ▶ Common Repairs

Part 1 of the Right to Buy Act was abolished on 1 August 2016, meaning tenants no longer have the right to buy their home.

However, as a result of right to buy legislation there are many buildings in the area which are shared by Council tenants and private owners, with responsibility for maintaining and repairing elements which are communal being shared between all owners; such as roofs, chimneys, paths, entry stairs and doors, and external walls.

If your block contains both Council and private properties and is factored by East Ayrshire Council, then repairs to common parts will be managed by the Council's Factoring service.

Otherwise, if your property is in a block where some properties are Council owned and others privately owned, both tenants and homeowners should be aware that not all reported communal repairs at blocks will be carried out by the Council.

In emergency situations the Council will process communal repairs if required to safeguard its own properties.

Outwith emergency situations; where the Council owns the majority of properties within a block; we will consult with the other owners, provide an estimated cost for the required works and recharge their proportionate share.

If your property is in block where 50% or more of the properties are privately owned, then repairs to common parts should be arranged by the owners. Everyone in the block is responsible for repairs to common parts and a majority vote by all owners (including the Council) is required before work goes ahead, with each owner being liable for their share of the costs.

For further advice on carrying out repairs to shared parts, homeowners should contact the Solicitor who carried out the conveyancing at the time of purchase or, any solicitor who deals with residential property. In addition private owners can get free and impartial advice to help understand legal obligations, establish good maintenance arrangements and carryout repairs from the Scottish Government website Under One Roof; [www.underoneroof.scot](http://www.underoneroof.scot)

Or contact: Housing Asset Services' Common Repair Team

Tel: 01563 555573 or Email: [CommonWorks@east-ayrshire.gov.uk](mailto:CommonWorks@east-ayrshire.gov.uk)



## ▶ Ending Your Tenancy

Moving home can be a stressful experience, but can be made easier by preparing for the end of your tenancy in advance.

Your Tenancy Agreement confirms your obligations when terminating your tenancy, and to avoid any unwelcome bills, it is advisable that you arrange for us to inspect your home before you move out.

### Outgoing tenants should:

- Clear the property of all your belongings including the loft
- Clear any belongings from the garden and leave in a tidy condition
- Leave the house clean by giving it a final sweep out and washing down kitchen and bathroom fittings
- Carry out any repairs that you are obliged to do
- If you have carried out any alterations or improvements without our permission you must restore the house to its previous condition

**Remember that failure to do so will result in you being charged for any costs incurred by the Council to carry out this work after you have vacated the property.**

Waste Management Services can provide advice on how to dispose of belongings that you are not taking with you to your new home.

Further information and useful tips on moving home can be found in the Tenant Pack (Moving Home Leaflet) and in your Tenancy Agreement, or contact your local Housing Office for advice.



## ▶ Property Factoring

Since 2013 East Ayrshire Council has been registered to operate a Factoring Service to most flatted properties with a common entry containing both Council and privately owned properties.

The Service factors 1923 properties in 306 blocks of flats, 735 of which are privately owned.

The Council's main function as factor is to manage the repair and maintenance of the parts of factored blocks and provision of services that are common to all residents, both privately owned and Council properties.

## ▶ Planned Repair Customer Service Improvements

Well maintained properties in good repair not only supports the long term sustainability of the Council's own housing stock, but also helps make East Ayrshire an attractive place to live.

Over the last few years the Planned Repair service within Housing Asset Services has embarked on an ambitious programme of operational developments all aimed at improving customer service. Planned repairs, although desirable, are not critical in the short term, but to improve communication and deliver an improved customer focussed service; Housing Asset Services introduced a "Planned Repairs by Appointment System" to provide customers with a guarantee of when work will be carried out, or where necessary, when inspection will be undertaken.



In November 2014, following extensive consultation with East Ayrshire Federation, timescales of 30/60/90 working days were introduced, which from April 2017, have further reduced to 25 and 50 working days.

Any other tasks, for example, those with weather dependency or requiring to be grouped to form a programme of work, are likely to be treated over longer periods and normally within 90 working days. Tenants will be notified when the repair has been programmed and with a date that the work will be carried out.

Driven by a goal to deliver an improved customer experience, with both convenience and certainty at its core, this completely appointed service from pre-inspection by appointment, through to repair by appointment, aims to meet the priorities of Housing Asset Services' diverse customer base.

## ▶ Entry Redecoration

In 2016-17 the Factoring Service approached homeowners within factored blocks to invite them be part of an entry redecoration project, this resulted in 25 entry blocks being redecorated. The Factoring Service is planning to carry out redecoration to a further 32 factored blocks throughout the district in 2017-18. This will enhance the appearance of the entry for all residents living in these blocks, providing a fresher, cleaner environment everyone can feel proud of.



*Entry before Redecoration*



*Entry after Redecoration*

For any further information on the service, the Property Factoring Team can be contacted on (01563) 555503 or e-mail [factoring@east-ayrshire.gov.uk](mailto:factoring@east-ayrshire.gov.uk)



## Repairs

Housing Asset Services are responsible for the effective provision of the Council's repairs and maintenance service.

When you report the repair, you will be told what priority your repair is and what the target completion date is. The timescale depends on the type of repair and completion times are as follows:

**Emergency - within 2 hours:** These are repairs that involve an immediate risk to people and/or property, attendance will be within 2 hours to remove the cause of the emergency, repair if possible, or arrange re-instatement work within the appropriate timescale.

**Urgent (priority) - within 24 hours:** Urgent priority repairs are repairs that are not emergencies, but work needs to be carried out quickly to prevent the property from being compromised.

**Urgent (non-priority) - within 3 working days:** Urgent repairs with lower priority where immediate fixes are not applicable but when failure to attend to the defect could result in a fairly rapid deterioration of the fabric of the building or where the convenience of the tenant is significantly compromised.

**Routine - within agreed timescale:** routine repair and maintenance work is appointed to be carried out within one of two timescales:

- 25 working days
- 50 working days

Any other tasks, for example, those with weather dependency or requiring to be grouped to form a programme of work, are likely to be treated over longer periods and normally within 90 working days. Tenants will be notified when the repair has been programmed and with a date that the work will be carried out.

When reporting problems or damage to your Council home, Repairs Helpline staff use a selection of pictures and diagrams to match with the problem you are reporting.

This quick and easy way to identify repairs means only when;

- you are not able to identify the problem
- the responsibility for the repair may rest with you
- previous repairs have failed to solve a problem
- the repair affects more than one tenant e.g. common repairs
- schedules/specifications etc. are required prior to works being ordered
- high value works are required

is there a need to send an officer to first check/assess the required works, resulting in a quicker more efficient repairs service for our tenants.

To help in this diagnostic process, when reporting a repair you should give as much detail as possible, such as rough sizes, exact location etc.



Together we can transform East Ayrshire

### Together we can transform East Ayrshire

East Ayrshire Council, like other Scottish councils, is facing a period of unprecedented change. We will be required to reduce our budget by around £55 million (20%) over the next four years and to change the way we deliver services with and for our communities.

People are at the heart of everything we do

Want to get involved in shaping your public services? Now you can. We want to hear your ideas and suggestions to help transform East Ayrshire.

We particularly want to hear your ideas / suggestions for the following areas:

1. Reducing demand
2. Tackling poverty
3. Serving you better in the 21st century
4. Reducing costs and increasing income

The closing date for your submissions is 12 January.

You can get **involved** in a number of different ways...

Attend a **Vibrant** Voices event

Join us for a live Twitter event

Tuesday 12th December,  
6pm - 7pm. @eastayrshire

Host a **Vibrant** Voices event

Complete our online questionnaire

Visit [www.eac.eu/vibrantvoices](http://www.eac.eu/vibrantvoices) for more information.

## Emergency and out-of-hours housing repairs

This service is for emergency repairs only and is available 24 hours a day, 7 days a week.

Emergency repairs will be made where there is an immediate risk to people and/or property.

We aim to attend emergency repairs within two hours to make sure you and your home are safe on our first visit. You must make sure you are at home when we attend.

You can contact us for an emergency repair during office hours on:



**01563 555555**

**Out-of-office hours:**

**0845 7 24 00 00**

## ► Void Empty Properties Services

Housing Asset Services (HAS) void service ensures houses are repaired and refurbished as quickly as possible, ready for the new tenant moving in.

During 2016/17, HAS repaired and refurbished over 1600 void properties. All properties meet the Council's minimum Lettable Standard which is applied to every vacant property before being re let. This standard ensures our new tenants are provided with homes that are, free from major repair, meet health and safety requirements and are clean and fit for habitation.

Every new tenant is given the opportunity to complete a short survey so that we can assess how happy our tenants are with the standard of their new home. The results of the survey are extremely positive as reflected below:

<b>Average Very Satisfied/Fairly satisfied</b>	<b>93%</b>
<b>Neither Satisfied/Dissatisfied</b>	<b>4%</b>
<b>Fairly Dissatisfied/Very Dissatisfied</b>	<b>3%</b>

As part of East Ayrshire Federation's ongoing programme of Council service scrutiny; EAF representatives carried out an exercise to review HAS' void property working practises and Housing Services re-let processes.

Members of the Federation spent time with both HAS void team and Housing teams examining all aspects of the service. The members then produced a comprehensive report which included recommendations for process improvements as well as acknowledging the good practice that is already in place. Implementation of some of these recommendations has led to a more joined up approach to Void Management across both Housing and Housing Asset Services.

Continuing this improvement work with the EAF will ensure the objectives of the Council's Community Plan by providing good quality affordable housing, located in attractive vibrant communities where people want to live.

## ► Waste Management and Recycling

Recycling in Scotland is increasing and an annual report published by the Scottish Environment Protection Agency (SEPA) shows East Ayrshire to be well above the national average.

SEPA published the report on the 2016 calendar year summary of household waste. The report detailed the quantity of household waste generated, recycled and sent to landfill for each local authority in Scotland. And East Ayrshire has performed very well.

The average recycling rate was 45.2% while East Ayrshire recycled 53.3% of household waste. Even better news, East Ayrshire is only sending 36.2% of waste to landfill compared to the national figure of 45.3%.

Councillor Douglas Reid, Leader of the Council said: "Over the past six years the Council has developed a recycling and waste collection strategy which has focused on providing our communities with a full range of kerbside recycling.

"We have seen a huge change in public attitudes, with our residents really getting behind the recycling service. The demand for recycling from home has increased significantly and with this in mind we are going to be making further improvements in the coming months.

"East Ayrshire will be the first authority in Scotland to introduce an innovative recycling trolley which will allow Waste Management Services to roll out a new weekly recycling collection service.

"I am confident that our residents will benefit from the new weekly recycling collection service and that the new system will stop waste being sent to landfill."

East Ayrshire will be the first local authority in Scotland to introduce an innovative recycling trolley, thanks to funding from the Scottish Government, which will be convenient, easy to use and easy to store.

The trolley, which will replace the blue bin, will allow paper, card, glass, cans and household plastics and cartons to be stacked and wheeled to the pavement together.

A letter will be issued to all householders shortly explaining the new recycling service. Details, including frequently asked questions, will also be available on the Council's website in the coming weeks and Waste Management Services will be available to answer any questions you may have. Call 01563 554033 or email [waste@east-ayrshire.gov.uk](mailto:waste@east-ayrshire.gov.uk)



Sidey have been working very successfully with East Ayrshire Council since 2010, replacing windows and doors in thousands of properties throughout all areas in East Ayrshire.

Most of Sidey's site staff, management, installation teams and plasterers that we use on East Ayrshire installations stay in the area, and we are proud to assist in providing valuable employment in East Ayrshire and regenerating money back into the community.

The first area Sidey started work in was Kilmarnock and we have carried out replacement work to various education and community facilities including:

**Logan Primary School   Fenwick Primary School   Cumnock Academy   Riverside Centre Cumnock**

Sidey is always happy to offer our advice and guidance to anyone within East Ayrshire Council and value the invitations we have had to East Ayrshire Federation meetings, which allowed us to give demonstrations and receive valuable feedback.

Sidey are proud to support East Ayrshire Council and the East Ayrshire Federation and have provided sponsorship and charitable donations over the years. We recently supported the Tenants Federation's 10th Anniversary Celebration Event and Joanne Dow - Sidey's Installation Administration manager was delighted to present a winners' trophy to John McKenzie on the night on the night. "It was a great night enjoyed by all" Joanne said, "The Company was great as was the food and the dancing - we're looking forward to next year's event already"



# Are You Ready For Winter?

Getting ready for winter can help minimise interruption in our everyday lives both at home, and when we are out and about. Being aware and better prepared can help us, our families and our communities to stay safe, warm and healthy throughout the winter months.

In extreme cold weather conditions, our repairs service can experience a high volume of calls for heating and hot water repair requests. We prioritise reports of no heating or hot water for our elderly, disabled and vulnerable tenants. By following a few simple precautions you can hopefully avoid serious damage to your home.

Try to avoid frozen pipes but if you do experience frozen pipes please help thaw out the pipes yourself if you think this is the cause of your problem and it is safe to do so.

## To avoid frozen pipes:

- check the severe weather reports
- keep your home reasonably warm day and night
- never leave a tap dripping
- reduce draughts wherever possible
- leave your loft hatch open a little in really cold weather

If you leave your home empty for a few days during the winter it is important that you:

- leave your central heating on at the frost setting
- leave a key with someone who can keep an eye on the house

## If you get frozen pipes:

- thaw the pipes by applying gentle heat - a hairdryer or hot water bottle but do not use a naked flame
- raise the temperature in your house but do not switch on the immersion or central heating
- when the water begins to run at all taps and the WC cistern, it is safe to use the immersion or central heating

## If you get burst pipes:

- turn off the water at the main stopcock immediately - this can save a lot of time, damage and expense. The main stopcock is usually found under the sink. If the Council has recently fitted a new kitchen you will have a Sure Stop valve that, once activated, will shut off the water supply. Check now where your stopcock is located.
- turn on all taps and flush the WC
- switch off the electricity supply if water comes into contact with fittings or wiring



- attempt to contain the leak in a bowl or other container
- contact the Council's Repair Service 01563 555555
- warn any neighbours who may be affected

## Blocked drains:

Blocked drains in sinks and baths can easily become frozen making it impossible for water to pass through the pipes. If this happens, try pouring some salt down the waste outlet or drain, then leave for 15 minutes before repeating. If this doesn't work, try pouring hot but not boiling water directly into the waste pipe after the salt has had two or three failed attempts.

## Frozen taps:

Do not apply too much heat to a frozen tap or you will risk damaging the washer within the tap. Again, a hairdryer set to moderate heat can be used if safe to do so.

## Frozen condensate pipes:

During periods of very cold weather, we receive enquiries from tenants whose boilers do not appear to be working. This can be due to the plastic condensate discharge pipe outside of your property freezing, preventing the boiler from operating. This can also cause water to appear as though it is leaking from your boiler. Your boiler is likely to stop working and it may show a fault sign if it has a digital display.

Check if the plastic pipe that runs from your boiler to the outside is frozen. If it is, you may be able to thaw the plastic pipe as long as it is at ground level, accessible and safe for you to do so.

## To thaw the pipe you can:

- hold a hot water bottle or warmed heat wrap around the condensate pipe
- try pouring warm but not boiling water on the condensate pipe

Once thawed, the boiler must be reset. If you are uncertain how to do this, perhaps a neighbour, friend or family member can assist you but if you have any doubts contact the Council's Repair Service; 01563 555555.



# ➤ East Ayrshire Council's Proposed Rent Increase Consultation 2018 – 2019

The Council's Proposed Rent Increase Consultation runs from the 4th of December 2017 until the 12th of January 2018. Your views are important to us and feedback will be used by officers to prepare a report for a meeting of the Council's Cabinet Committee in February 2018 at which Elected Members will decide the level of rent increase for Council tenants in the year 2018 – 2019. A copy of the full consultation paper is included with this newsletter.



Two options for rent increases are outlined and the Council wants to gather tenant opinions and views.

## Option 1 – Increase rents by 1.5%

Rents would increase by an average of  
**£1.06 over 52 weeks / £1.15 over 48 weeks**

This would generate **£0.675million**, allowing the Council to deliver:

- **197** new Council Houses
- **1,000** door and screen replacements
- **850** efficient central heating systems
- **800** roughcasting programme (including new gutters, downpipes, window sill covers and cavity wall insulation)
- **520** kitchen, bathroom and electrical rewiring
- **50** re-roofing (including chimneys and guttering)
- **70** door entry systems
- **250** window renewals

## Option 2 – Increase rents by 2.5%

Rents would increase by an average of  
**£1.77 over 52 weeks / £1.92 over 48 weeks**

This would generate **£1.127million**, allowing the Council to deliver:

- Everything outlined in Option 1 and the additional £450,000 would be used to install new double glazed windows in **160** houses.

You can respond to the consultation survey online at [www.surveymonkey.co.uk/r/3L9TSCN](http://www.surveymonkey.co.uk/r/3L9TSCN)

Or Complete the survey form at the back of the consultation paper included with this newsletter and return to  
FREEPOST REEY-XHST-JHGL, Housing Services,  
Customer Liaison Team, John Dickie Street,  
Kilmarnock KA1 1HW

Or email  
[housing@east-ayrshire.gov.uk](mailto:housing@east-ayrshire.gov.uk)



Beautiful Inside & Out (SCIO) supports bereaved parents and siblings of suicide victims across Scotland and was borne after Pauline Moriarty's adored 13 year old daughter Jenna Moriarty tragically took her own life one day after school. When Pauline's daughter told her what had been upsetting her, she told Jenna that she was beautiful inside and out and together they made positive plans to improve things for her. Less than 48 hours later, Jenna ended her own precious life.

Pauline set up Beautiful Inside & Out, after discovering there were many gaps in the system in terms of providing support to bereaved siblings and parents of suicide victims, so that Jenna could still be helping others. Fun yet poignant sessions are delivered by the project in schools and other groups to promote positive feelings of self-worth in young people, giving them a voice and positively reflecting what Jenna felt had been taken away from her.

Pauline Moriarty, founder of Beautiful Inside & Out, said: All generous donations are gratefully received and contribute to our work in helping us promote positive feelings of self-worth, through fun sessions in schools and other establishments and supporting bereaved parents and siblings of suicide victims, through counselling, play therapy and music therapy. We are also setting up group sessions with a counsellor for families of suicide victims. All of the charity's services are funded by Beautiful Inside & Out as it is important that there's no barrier to anyone receiving support. In this way, we shall never know how many lives we may save. This is Jenna's legacy, thank you so very much to everyone who supports us!

To find out more see [facebook/beautifulinsideandoutsocio](https://facebook.com/beautifulinsideandoutsocio)



Hillhouse has been working for 41 years with young people and families who are experiencing financial hardship. A significant number of the young people and families who come to us for support are experiencing situations in their families and in their own lives which make them extremely vulnerable. This could be because of family breakdown, leaving care, a disability and/or mental health issues, redundancy or struggling daily to make ends meet.

We are the only charity in Ayrshire and indeed Scotland that fills a significant gap in the provision of low cost or free support to one of the most deprived communities in Scotland. Can you imagine not being able to afford to clothe your child for their first day at school? Not having the money to give your children gifts on Christmas day? Being a young mum who cannot afford the basics for a new baby?

We distribute, free of charge, high quality clothes to children and young people up to the age of 16 years (we currently have 4,000 children and young people on our database) and baby equipment, for example; prams, cots and high-chairs to families who cannot afford to purchase these items.

Provide Mother and Bairn's Boxes to mothers going into labour. These boxes include the following items; nightdress, breast pads, maternity pads, shower gel, shampoo, deodorant, toilet bag, slippers, toothpaste, toothbrush, pants and lip balm. The box also contains some essential items for the baby.

Offer 'Fit Kits' to children aged 5-7 years of age to encourage children to partake in more physical activities, particularly in the outdoors. The 'fit kits' comprise of the following; t shirts, shorts, trainers, rain jacket, wellies and a kit bag.

Trainees – we offer placements in our shops to long term unemployed people. It is important to give these people high quality training to equip with the skills to find long term employment.

Our volunteer service provides the community with the opportunity to get involved. Without our army of dedicated volunteers, we could not run our services. They sort the goods at our distribution centre, staff our shops and drive our van.

Our Christmas Project is well underway at the moment and we give a brand new toy and a pair of pyjamas to children living in Ayrshire. Last year we gave out 1152 presents to 576 children. This project is completely dependent on organisations and individuals donating presents for us to distribute. We would be delighted to hear from anyone who would like to donate a present or any organisations that would like to do an appeal for us. We are in need of toys for children age 8+, toiletries/make up sets for older children and pyjamas from age 1-16 years. All we kindly ask is that all items are brand new.

If you would like to get in touch, please call us on 01563 523362, visit us at 11 Hill Street, Kilmarnock or visit our website; [www.hillhousehelps.co.uk](http://www.hillhousehelps.co.uk) You can also keep up to date with our activities by following us on Facebook.



Fearless is a free and confidential domestic abuse service, available across Ayrshire. We aim to support male, LGBT+ and/or BME survivors of domestic abuse, in particular those who have experienced abuse from their partner or ex-partner.

Fearless provides one to one support. Survivors will be appointed a dedicated case-worker to assist in safety planning, emotional and practical support and sign-posting onto suitable services within Ayrshire. Anyone can refer, including self-referrals, through:

**[www.fearless.scot](http://www.fearless.scot)**  
**Tel. 0131 624 7266**

**Email: [fearlessinfo@sacro.org.uk](mailto:fearlessinfo@sacro.org.uk)**

## Useful Contacts

**EAF – 01563 524073,**  
**email [secretary.eaf@yahoo.co.uk](mailto:secretary.eaf@yahoo.co.uk) or**  
**[charte@tis.org.uk](mailto:charte@tis.org.uk)**

**EAC Customer Liaison Team – 01563 554878**

**EAC Cleansing Services – 01563 554033**

**EAC Housing Asset Services – 01563 555555**

**EAC Private Sector Housing Team –**  
**01563 554584**

**EAC Antisocial Team – 01563 576000**

**Police Scotland – 101 or 999 for emergencies**

**Ayrshire Roads Alliance – 01563 503164 or**  
**e-mail [enquiries@ayrshireroadsalliance.org](mailto:enquiries@ayrshireroadsalliance.org)**

**Universal Credit Service Centre –**  
**0345 6000 723**

**Scottish Welfare Fund –**  
**01563 554400 (Option 2)**

**Revenues and Benefits –**  
**01563 554400 (Option 3)**

**Job Centre Plus – 0345 604 3719**

**Citizens Advice Bureau (CAB) –**  
**01563 543379**

# TACKLING FUEL POVERTY IN EAST AYRSHIRE



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord*

1/4 UK families have  
to Choose  
Between heating  
And Eating



MAKING OUR COMMUNITIES  
BETTER PLACES



## LEMON AID FOR YOU

# Fuel Poverty Home Energy Carer Service

### OUR SERVICE INCLUDES:

- ✓ Home Visits;
- ✓ Advocacy;
- ✓ Verifying bills;
- ✓ Arranging meter exchanges for those clients on prepayment meters who would be better served with credit meters and budgeting advice;
- ✓ Assisting those who have self disconnected to have their supply re-instated;
- ✓ Obtain Discretionary Credit for those with no funds to top up their prepayment meters to ensure they have a supply;
- ✓ Ensure vulnerable customers are registered on the Energy Suppliers Priority Service Register;
- ✓ Apply for grants to wipe debt and give households a fresh start;
- ✓ Assist those with life changing and life limiting illnesses to access the services they are entitled to, within the energy market.

*This is not an exhaustive list but an example of the services the service will provide.*

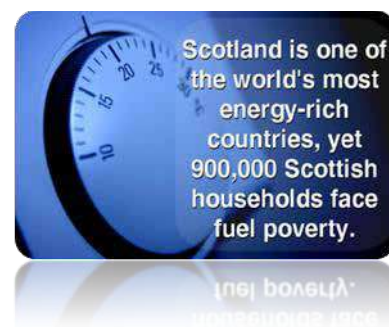
## Free Service

The dedicated staff,  
*will offer a free  
service, carrying out  
home visits and*

*advocacy for residents that are suffering from:*

- ✓ **Fuel Poverty;**
- ✓ **Energy Debt;**
- ✓ **Issues with Energy Suppliers;**
- ✓ **Requiring the right advice on the right meter type for them or their heating system.**

The Energy Carers will establish referring Partnerships, with existing Care and Support Agencies operating within East Ayrshire, to compliment their Welfare Rights and Financial Inclusion Services. This should help to ensure that people in poverty are receiving a holistic approach to improve their life and financial capabilities.



# CALL US NOW ON 0800 221 8089



## Universal Credit – Are You Ready?

Universal credit is a new scheme, administered by the Department of Works and Pensions (DWP), which aims to simplify the welfare system by merging six benefits into one, with a single monthly payment.

Universal Credit will replace:

- Housing Benefit
  - Job Seekers (Income Based)
  - Employment Support Allowance (Income Related)
  - Child Tax Credit
  - Working Tax Credit
  - Income Support
- PLEASE NOTE! - It can take up to 6 weeks to receive the first payment and waiting time can vary.**

### How to make a claim on line:

#### Arrange

- Access to a computer / device with internet access
- Obtain help using the device - if required

#### Have the following information ready:

- Your post code
- National Insurance Number
- Details of the bank, building society or credit union account you want Universal Credit paid into
- Your e-mail address and password if you have one
- Your rent agreement (if you pay rent)
- Details of all your savings and any other capital (e.g. ISA)
- Details of any non –work income (e.g. from an insurance plan or private pension)
- Details of any other benefits you already receive (e.g. PIP)
- If you have a partner, you will need their details
- If you have children, you will need their details (including Child Benefit Reference)
- if you pay for childcare, you will need your childcare provider's details, including their registration number

#### Apply:

On – line at <https://www.gov.uk/apply-universal-credit>

#### Notify:

Tell East Ayrshire Council that you have made a claim for Universal Credit and make a separate claim for Council Tax Reduction

#### Paying rent – Council Tenants:

Paying your rent on time and in full is the most important part of your Tenancy Agreement. You need to pay your rent yourself. The DWP will no longer pay your rent to the Council if you are in receipt of Universal Credit as they did under Housing Benefit.

It is your responsibility to make sure your rent is paid on time. There are different methods available for paying your rent; e.g. Direct Debits, Standing Orders, On-line, Telephone (01563 554400 – Option 1) PayPoint and Cash Payment at selected Customer Service Centres.

If you are not able to pay your rent, contact your local Housing Team (by e-mail at [Housing@east-ayrshire.gov.uk](mailto:Housing@east-ayrshire.gov.uk)) or Neighbourhood Coach (on 01563 503280) within 3 days to avoid further action and so that we can provide you with advice and support.

You can request that the DWP make rent payments directly to your landlord. Landlords can also request to have your rent paid directly if you have arrears owing on your rent account or if you are vulnerable.

#### Support and Advice is Available:

If you have difficulties managing your UC claim get in touch with the Benefits and Changing Team on 0303 123 1012.

If you need help on welfare benefits, you can:

- contact East Ayrshire Money at [www.eamoney.co.uk](http://www.eamoney.co.uk) or call 0800 389 7750 between 10am and 4pm
- contact Citizens Advice Bureau on 01563 543379 to make an appointment

East Ayrshire Council



*The Respectful Funeral Service is dignified and professional but still affordable, providing an alternative choice to consider for your departed friend, relative or loved one.*

## Respectful Funeral Service

DIGNIFIED - AFFORDABLE - LOCAL

To support and help our communities during times of bereavement, we have worked closely with local funeral directors to create a Respectful Funeral Service package.

**Our partners are offering a tailored funeral package with savings of approximately 28% to 41% on the Scottish average cost for funeral directors services of £2772.00 (2016).**

For further information on our Respectful Funeral Package or our Partners contact: East Ayrshire Council, Bereavement Services, Western Road, Kilmarnock, KA3 1LL. Tel: 01563 554775/6  
Email: [BereavementServices@east-ayrshire.gov.uk](mailto:BereavementServices@east-ayrshire.gov.uk)  
[www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)

**East Ayrshire Council has entered into a partnership with three highly respected local funeral directors to provide a Respectful Funeral Service package for East Ayrshire residents.**

The funeral directors:

#### Alexander Muir Funeral Directors

185 Main Street, Auchinleck, KA18 2BA – 01290 338248/ 518118  
and 9 Mossmark, New Cumnock, KA18 4NF – 01290 338248

#### Cumnock and Mauchline Funeral Directors

107 Galsnock Street, Cumnock, KA18 1BU – 01290 424455 and  
11 Kilmarnock Road, Mauchline, KA5 5DB – 01290 553377

#### ML Williams Funeral Directors

18 Falkland Park Road, Ayr, KA18 1DW – 01292 262277

are offering a funeral service that is respectful, affordable and local.

The package includes everything you would expect from a respectful funeral service including collection of the deceased from within East Ayrshire, care and preparation of the deceased, a choice of coffin ranging from light or dark wood effect or environmental, a place of rest, a hearse and one family car plus arrangements on the day of the funeral.

The package isn't about simplicity; it is a real choice for our communities.

Local residents could be entitled to Social Fund Funeral Payments or a funeral grant from the Scottish Government.

Citizens Advice Scotland or the Department of Work and Pensions can provide advice and guidance about payments which could assist with the cost of a funeral.

 **East Ayrshire Council**  
Comhairle Siorrachd Àir an Ear