



TENANTS *and* RESIDENTS
EAST AYRSHIRE

Autumn/Winter 2024

Federation News

Your Newsletter from East Ayrshire
Federation of Tenants and Residents

INSIDE: New Comittee, Federation News, Groups & Members, East Ayrshire Council Updates

EAF: Independently supported by the Tenants Information Service,
Funded, Supported and Registered by East Ayrshire Council.



Chairperson's Introduction and Welcome...



Hello, on behalf of the Federation, I welcome you to enjoy some of the work we have been undertaking along with news from the fantastic tenant and resident groups across the authority. We hope this gives you an idea of all the work, projects, and consultations our members have been involved in. We also wanted to introduce you to our new office bearers, who will let you know why they became involved.

We also wanted to take this time to thank our long-standing office bearers who have stepped back at this time, Lisa, Jackie, and Lynn—thank you so much, and we wish you well in your continued local community work.

We hope that some of our achievements will inspire you to get more involved in tenant participation, engagement, and scrutiny activities. Come along to our upcoming financial roadshows, have a cuppa and enjoy a soup on us! Hopefully, we will inspire you to come on board with us in whatever ways suit you to continue to improve our housing and communities across East Ayrshire and beyond. This year, we have endeavoured to be as proactive as possible in promoting greater relationships with East Ayrshire Council and beyond. We hope you enjoy the newsletter, and please take note of the information and advice contained within East Ayrshire Council news!

Davey Leggat, EAF Chairperson



Welcome to Our New Office Bearers

Louise McCall – Secretary



Since becoming a Federation member in 2023, I have gained new friends and enjoyed learning about the work the Federation does. There are some great people giving up their time and effort voluntarily, and I

hope I can do the same. I was elected secretary at the recent AGM and thought I could bring my organisational skills to help the group. I believe that tenants are the best people to scrutinise the Council's policies and procedures, and I joined to be at the heart of this and to help give tenants across East Ayrshire a voice. Plus, it gives me the opportunities to meet like-minded people, share ideas, help local communities and groups to develop skills and knowledge, and assist my fellow office bearers.

Ian Cowan – Vice Chair

I have been a Council Tenant for 13 years and have lived in Darvel for 28 years. We took part in an estate walkabout with Elected Members and Housing staff early in 2024 to discuss issues within the street in which I live. As part of this process, tenants and residents from the street formed a Consultation Forum and we meet once a month to talk about ongoing issues. We have met the Neighbourhood Manager, Community Police, and Anti-Social Behaviour team. This journey sparked a real interest in getting more information on tenant participation and found myself becoming a member of the Federation. Through wanting to give something back to the community but also to utilise my free time, I have seen the benefits of working with the Housing Service and believe being part of a group helped with this. It was my pleasure to become Vice Chairperson, and I am relishing the next year ahead to learn new things and work with my fellow committee members on behalf of all tenants in East Ayrshire.

Victoria Devine – Treasurer



I have been a member of the Federation for a couple of years, and it has been a great journey so far. I am also a member of the Garven Court Consultation Forum and have enjoyed seeing our little community effect some change for all tenants. I was delighted to take on the role of treasurer for the Federation and look forward to developing my skills and knowledge of tenant participation whilst bringing my skills to help out the wider group. I am currently at University and also have a job, but I do relish the opportunity to give a little of my time to help all

our tenants, and it's great meeting new Council staff members who are more than willing to listen and help. It was brilliant to be involved in this year's East Ayrshire Garden Competition—well done to all!

The Federation continues to encourage new members to the organisation. With strength in numbers, we hope the Federation will grow, making sure we can continue to influence housing and other services in local communities, across East Ayrshire and with the Scottish Government. Membership is free and open to all tenants and residents' associations, newly developed consultation forums and individual tenants from across East Ayrshire. To find out more or apply to join, please contact secretary@eafederation.com or call 01563 63100.

Scottish Housing Day



The Federation hosted an event on 18th September recognising Scottish Housing Day 2024, highlighting the theme for this year: 'Homes for Life.' A celebration of how Social Landlords can use innovative ways to allow people to be able to live longer in their homes. Our population is ageing faster in Scotland than in the rest of the UK, and as people grow older, their housing needs can change. This might require some simple adaptations to make homes more accessible, technology to support day-to-day activities, or planning to move to a more suitable home that's closer to family or local amenities, or easier to manage. The session explained how in East Ayrshire we are enabling people to remain in their homes for longer, through the 'East Ayrshire Care and Repair Service' and the "Housing Occupational Therapy Team."

The East Ayrshire Care and Repair service is a joint-funded initiative between East Ayrshire Council and the Scottish Government and is managed by Shire Housing Association. The aim of the Care and Repair service is to enable people to remain in their own homes for as long as it is practical and safe to do so. The service is available to owner-occupiers and private tenants who are over 60 years of age or have a disability at any age. The project is also designed to assist clients in hospital return to their own homes.

The Housing Occupational Therapy Team's main role is to assess applicants who are applying for housing due to their current property impacting their health and/or disability. The Team completes assessments that focus on applicants' functional difficulties within their current property, taking account of both physical and mental health. The team carries out assessments, awards a priority if applicable, and makes house type recommendations to ensure applicants are housed in properties that meet their long-term needs.



Tenant Participation, Engagement and Scrutiny Learning Module

A learning module has been created in collaboration with the East Ayrshire Federation of Tenants and Residents and East Ayrshire Council Housing and Communities Service. To help Housing and Communities colleagues better understand Tenant Participation, Engagement, and Scrutiny in East Ayrshire.

The learning module provides information on the Council's Tenant Participation Strategy, the Scottish Social Housing Charter, and an overview of Tenant Participation Engagement and Scrutiny activities.

It will also highlight how the Council takes forward its Tenant Participation, Engagement and Scrutiny activities. The module, it is hoped will become a learning tool, reference point and a source that allows Housing and Communities staff along with Tenant volunteers to understand your part of this process.



Federation Financial and Wellbeing Roadshows



East Ayrshire federation will be holding some Federation Financial and Wellbeing Roadshows where you can have the chance to meet some of our Council Services and Third Sector Organisations who can offer information, advice and practical help with any financial concerns or queries you may have. Come along and have a cuppa, chat and a biscuit and enjoy a soup on us! There will also be representatives from Customer Liaison Team and Tenant Information Service. You can also take part in the Council's Rent Setting Consultation.

Our Roadshows will take place on:

Wednesday, 15th January 2025 – 12:00pm – 3:00pm
at Yipworld.com, Barrhill Road, Cumnock

Saturday, 18th January 2025 – 11:00am – 3:00pm
at Centrestage Village, 15 Elmbank Road, Kilmarnock

We plan to visit more communities and organisations throughout the year. If you are having a meeting or event, we would love an invitation to come see you and your members. Please get in touch via email to secretary@eafederation.com or call us on [01563 631000](tel:01563631000).

TIS National Housing Conference and Excellence Awards 2024



Members of the Federation, local tenants and residents' groups, council officers, and Councillor Jim McMahon attended the TIS National Conference and Excellence Awards in Glasgow in November 2024. Our local group, Gilfoot, and the Council's Customer Liaison Officer Kevin Hamilton were nominated. We were absolutely delighted to celebrate and congratulate the Gilfoot TARAAG, who were crowned **'Tenant Group of the Year 2024.'**

It was the end of a truly memorable day for the group who were also asked to deliver a workshop detailing their journey which was attended by a full delegate audience. The girls were fantastic and built some great new friends and contacts.

Some views from the girls: "The TIS conference was very informative and interesting hearing from different councils and community groups on the work they do the challenges they face and overcome, the awards dinner & ceremony was outstanding, we are thrilled as a group to have been invited along and recognised for our work and commitment to our community" **Leighann Devlin**. "I had a fantastic day at the TIS conference, there was so much to do and loads of different things to keep you busy throughout the whole day. I am very grateful we were invited to do a workshop, I enjoyed the reception we got from each and every person in the room. Everyone was very friendly and welcoming" **Kayleigh Weir**



The group have been recognised at the highest level and been commended by the Scottish Parliament. See <https://www.parliament.scot/chamber-and-committees/votes-and-motions/S6M-15405> for details.



Garden Competition 2024



The Federation were absolutely delighted to again be part of East Ayrshire Council's Annual Garden Competition, this year the judging came down to Our Volunteers Victoria and Marie Devine, they were blown away with the quality and hard work that went into the gardens on display, which didn't make their job picking winners easy. They attended a brilliant prize-giving and got to meet some of the prize-winners. They were also delighted with the small token of appreciation from East Ayrshire Council, presented by Councillor Barry Douglas. In a fitting tribute to our old friend John McKenzie, an award for best Community Garden was presented by his daughters, Amberley and Victoria McKenzie to the Winners - Netherthird Community Garden. They were thanked by receiving a token along with fellow guest presenter Sharon Tomlinson by Former Provost Jim Todd.

1st Alliance Community Bank

1st Alliance was established in 2004 from the amalgamation of the Kilwinning and Stevenson credit unions and celebrated its 20th anniversary in 2024.

We are a not-for-profit financial cooperative owned by its members providing a safe and responsible place for the community to save together and lend to each other. The aim of 1st Alliance is to provide affordable savings and loans for everyone over 18 years of age in the West of Scotland. 1st Alliance is governed by a volunteer Board of Directors, who are elected by the membership at the AGM. All Directors and Senior Managers undergo substantial checks to ensure their suitability for the roles and the Chair and CE are subject to approval by the Regulators. Get in touch for more information.

1st Alliance Community Bank

Save & Borrow
Start to save and get a £25 welcome bonus!
Save a minimum of £1 a week. Easy to pay into your account.
Save for 50 weeks at £2 and you will have £100 PLUS the £25 welcome bonus!

Thinking about borrowing?
Not borrowed with us before? Kickstart your account with a first loan!
Check our website for more information.
All loans are subject to checks and affordability.
www.allianceayrshire.co.uk
01294557123

Gilfoot Tenants and Residents Association Action Group



Gilfoot Tenants and Residents Association Action Group would like to thank the whole of Newmilns and further afield for their support throughout another successful year for our wee community. Gilfoot Tenants and Residents Association strive to make Gilfoot and surrounding areas a safe, desirable and thriving community. We have taken action and listened to residents' concerns of some antisocial behaviour problems. We facilitated a meeting with all relevant authorities for residents to be heard and action taken. We also opened up our constitution to cover more areas within Newmilns and arranged a walk around with members within the council and got issues such

as The school path fenced area fixed Lighting added to a poorly lit area, Pavements sorted, both Gilfoot and Masonholm Road markings repainted, Dangerous tree removed from beside the play park. We have also helped individual residents who experienced hardships and provided them with new appliances which greatly helped them and their families. Community Gardens Asset transfer completed and we were very kindly donated a Tiki hut. We have placed this at the gardens for all the community to use and enjoy. Our main aims are to bring families and friends together at any one of our successful events we hold throughout the year.



Previous years events - Halloween disco 2023, Sparktacular Gilfoot 2023, Remembrance Sunday 2023, Christmas fun day 2023, Christmas hand out 2023, Mc Lugzy 2024, G In The Park ft sky masters parachute display 2024, Halloween 2024, Sparktacular Gilfoot 2024. Remembrance Sunday 2024

Event's upcoming. Pantomime 2024, Christmas fun day 2024 Fundraisers held. Psychic night Drinks hamper raffle

TIS Awards 2024 - We were successful in winning the award at TIS national excellence awards 2024 for tenants group of the year. We were over the moon to be recognised for all the hard work and effort that we put into our wee community.



We thank you all for your continued support. Have a Great Christmas and peaceful New Year. From all at Gilfoot Tara

A helping hand if you need it...

We know Christmas can be a time of year when things can get a little bit on top of us, just a reminder that there are people who care and are willing to listen...

COPING AT CHRISTMAS

The Added Pressures of Christmas can be Tough, but it's important to know there's always Someone you can Talk to...



Call 111 & select option 2 to speak to the NHS Mental Health Crisis Response Service 24/7

[Nhs.uk/mental-health](https://www.nhs.uk/mental-health)



Under 35s can Call 0800 068 4141, Text: 88247 or Email: pat@papyrus-uk.org 24/7

[Papyrus-uk.org](https://www.papyrus-uk.org)



Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours

[Samaritans.org](https://www.samaritans.org)



Call MIND's Mental Health Helpline 9am to 6pm, Monday to Friday on 0300 102 1234

[Mind.org.uk](https://www.mind.org.uk)



Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

[Giveshout.org](https://www.giveshout.org)



Mental Health Forum & Chat for Men from 5pm - midnight every day Call or Whatsapp 0800 585858

[Thecalmspace.net](https://www.thecalmspace.net)

[ChristmasCountdown.uk](https://www.ChristmasCountdown.uk)

Townhead TARA, Newmilns

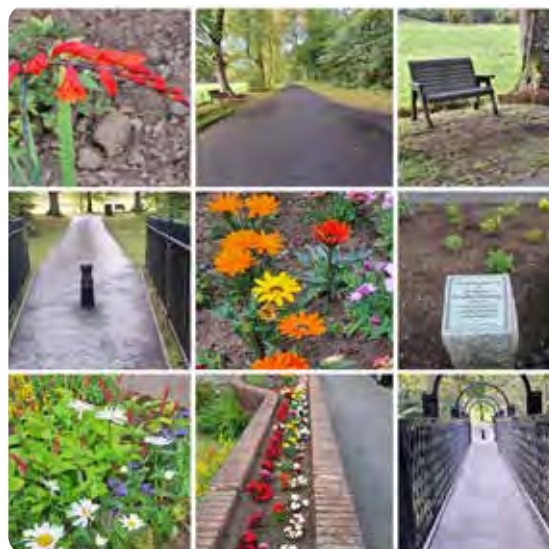
Townhead TARA formerly known as CATRA, has had another excellent year. We would like to thank everyone who has supported us throughout the year and hope you can continue to do so. We would at this time like to thank Seymour for all the brilliant work he undertakes to make our area that so much nicer looking!

We would also like to thank our outgoing Chairperson Lisa Fulton, who has given tirelessly for the group right from the get go, Lisa is still an active TARA member would encourage you all to get involved. We would like to welcome our new Chairperson Alan Fulton. Our estate walkabouts and looking after our memorial garden and planters means the area is looking great. Look out for our new signage coming soon. We couldn't do all of this without the great support we receive from our committee, community, and partner organisations.

We facilitated our Easter Event, and this was well received by all. The kids young and old had an absolute ball. We also held a fundraiser night in with Craig McGill to raise funds for our Christmas party and the support for this was fantastic, where we raised £324.00

We continue to work with the Council, Federation, TIS and other community organisations to improve our community. A big, massive thank you to everyone involved.

Heather Wilson - Secretary



Newton TARA, Kilmarnock

Newton TARA hello all from Newton TARA, we continue to try and raise our sense of community and also to keep working hard to make sure our community is the best place it can be, We welcome everyone to become involved and wanted to thank you all for the continued support. We had a very successful Seniors Christmas Party funded by our race night and 25 of our senior tenants and residents enjoyed the day in the Glenfield Bowling Club. We are holding another Christmas party for all, so look out for facebook post!

Our hard work continues with a large-scale litter pick earlier in the year that saw over 25 tenants and residents young and old along with elected members and the Local Baptist Church lending a hand. The result was truly brilliant and we say thanks to all.

Karen Kerr - Treasurer





Hurlford TARA

We had a great year with holding our gala day, which was very successful, also we helped with the celebrations for Hurlford Community Centre which celebrated its 50th year. We also through the Tool Library assisted Barnardos in getting their food pantry ready. Then we had our Pumpkin trail which was very successful over 300 kids came along had fun and enjoyed the trail.

Next year we will be holding our first gala committee meeting on the 8th of January at the community centre at 6.30pm, so if anyone wants to become involved with the gala day please come along.

Keir Hardie Hill & Bankglen TARA

What a whirlwind few months we have had. We couldn't have done it without our community. The TARA Is now well and truly back up and running with a determined goal of raising community spirit and given local residents a voice. We have managed to facilitate a few community events, namely our fun-day on 22nd September where we entertained the young and old with music and games along with a wee goody bag, thanks to Shire Housing, NEST and CAMPS.

We followed this event up with a quite brilliant Halloween Movie night on October 30th and we were so thrilled that so many young people and mums, dads, gran and grampas came along all nicely wrapped up to enjoy the show! We would like to thank, Yipworld, Shire Housing Association and Cumnock Heritage Centre for their brilliant support and help. Look out for our final community event, our Christmas Party, where we hope all the young people have a great time. Please get in touch if you want to be involved in the TARA and help plan our 2025 community events.

Teresa Giralda, Chairperson



The Autism Support Ayrshire (ASA) service of the National Autistic Society

ASA is based in the Neighbourhood section of Centrestage in Kilmarnock. ASA provide free and confidential information, advice and guidance on autism to individuals, parents & carers and professionals based in Ayrshire. As well as social opportunities for autistic adults and young people, and parent & carer autism workshops. There is no need to have a formal diagnosis, the service also supports individuals who self-identify with autism. ASA tailors its approaches to meet the needs of each enquiry in an empathetic way. From supporting local business to adapt their premises to make them more autism friendly, to providing parents with information to give them a greater understanding of autism and strategies to help with day-to-day life, to offering autistic adults social opportunities to help build confidence, make friends and improve their communication skills. For further information please email the team at: autismsupportayrshire@nas.org.uk



Consultation Forums

Consultation Forums - These forums are for people who again are not part of a tenant and residents group but wish to have a voice in relation to Housing Services provision. The forums are also in areas where there is not any tenant representation through the channels previously mentioned. This forum will give opportunities for tenants and residents from across the whole of the authority to influence and scrutinise the Council services. Some of the projects our three groups in Rankinston, Garven Court, Kilmarnock and John Morton Crescent in Darvel have achieved are, road sweeping, pot hole repair, disabled parking bays, hedge removal and replacement and fencing. For more information contact customerliaisonteam@east-ayrshire.gov.uk

Yipworld

established in the year 2000 following research and development to produce a strong business plan to encompass a social enterprise model of youth and community services to complement the East Ayrshire Council Social Inclusion Partnership aims and objectives of Scottish Parliament rural deprivation following a change of Government administration. The organisation is recognised as an innovative and creative model of youth provision providing a wide range of formal and informal activities that promote the social, emotional, personal and educational development of children and young people.. Based in Cumnock, East Ayrshire, Yipworld is an award winning charitable enterprise.

yipworld
Aim for Success

ALL OUR GROUPS & SERVICES
WE WILL BE CLOSED FOR THE HOLIDAYS FROM DEC 23RD TO JAN 6TH!

STRONG CONNECTIONS

- LOGAN YOUTHIE - P4 TO P7
MONDAYS - 6:30PM TO 8:30PM
LOGAN DAY CENTRE, LOGAN
- NEW CUMNOCK YOUTHIE - P4 TO P7
WEDNESDAYS - 6:30PM TO 8:30PM
NEW CUMNOCK TOWN HALL
- MUIRKIRK FAMILY GROUP
THURSDAYS - 2:30PM TO 4PM
MUIRKIRK PRIMARY SCHOOL
FREE ENTRY
- MUIRKIRK YOUTHIE - P4 TO P7
THURSDAYS - 4:30PM TO 6PM
ENTERPRISE GROUP HUB,
MUIRKIRK

ALL YOUTHIE GROUPS ARE £2 ENTRY!

YOUTH GROUPS

- MOVING ON UP - P6 & P7
THURSDAYS - 5:30PM TO 7:15PM
YIPWORLD, CUMNOCK
- SENIOR DROP-IN - S1 TO S4
THURSDAYS - 7:30PM TO 9:30PM
YIPWORLD, CUMNOCK
- FUN FRIDAYS - P1 TO P5
FRIDAYS - 5:30PM TO 7:30PM
YIPWORLD, CUMNOCK

ALL YOUTH GROUPS ARE £2 ENTRY!

A TUCK SHOP WILL ALSO BE AVAILABLE DURING SERVICES!

**YIPWORLD IS LOCATED AT
19 BARRHILL ROAD, CUMNOCK
KA18 1UH**

EMPLOYABILITY SUPPORT
OUR TEAM CAN SUPPORT AGE 16 TO WORKING AGE WITH:

- FIND & APPLY FOR EMPLOYMENT
- TRAINING OPPORTUNITIES
- VOLUNTEERING & WORK EXPERIENCE
- GET INTO FURTHER EDUCATION
- HEALTH & WELLBEING SUPPORT
- CONFIDENCE BUILDING / MENTORING
- PLUS MUCH MORE!

CONTACT OUR TEAM AT: 07943 288 970

Tenants Participation, Engagement and Scrutiny Opportunities

As an individual

By joining East Ayrshire Independent Tenant & Resident Forum (ITRF), you will have the opportunity to have your say, by either taking part in online surveys, scrutiny work, giving comments on policies, or if you wish, attending consultation events. To join the ITRF, contact the Customer Liaison Team on 07786661223 or complete the online survey at <https://www.smartsurvey.co.uk/s/EACITRF>

You can also join EAF as an individual member to get involved in the Federation's many activities. Contact secretary@eafederation.com or call 01563 631000 to find out more.

Tenants and Residents Associations (TARA's)

Sometimes being a lone voice may feel like being in the wilderness, as for many people, joining or setting up a TARA is the answer. Group members work together with neighbours to influence services in your community. TARA's may also get involved in policy reviews, consultations, and service improvements. Some TARA's also organise community events and other benefits for their local areas and improve community spirit.

TARA's also have the opportunity to meet housing and other staff to discuss and resolve local issues and get involved in estate walkabouts with local staff to identify problems and agree solutions for your area.

The Federation, Customer Liaison Team and TIS, will provide all the support you need to get a TARA up and running in your community. Contact secretary@eafederation.com or call 01563 631000 to find out more.

Rent Setting Consultation 2025-2026 a consultation on your rent charge for 2025-26

East Ayrshire Council consults annually with tenants, tenants and residents groups and the East Ayrshire Federation of Tenants and Residents (EAF) on our proposals relating to rent setting.



This year, the rent setting consultation period will run from 2 December 2024 to 24 January 2025 inclusive. ALL tenants who submit a response will be entered into a draw to win a £100 East Ayrshire Giftcard.

All East Ayrshire council tenants should receive a booklet through the post which details how to take part, or you can visit: engagementtea.east-ayrshire.gov.uk/rent-setting. The Council use the feedback to prepare a report for a meeting of the Council in February 2025 at which Elected Members will decide the level of rent increase for Council tenants in the year 2025/26. They will then write to inform you what your new rent charge will be for 2025/26 at least four weeks in advance of any change that may occur.



Food Waste

Cleaner Communities want to make recycling your food waste as simple as possible.

Here's what we have done:

- We provide you with food waste liners. Food waste liners can be collected from our libraries throughout East Ayrshire. Alternatively, when you need replacement liners you should tie a liner to the handle of your green bin when your supply is beginning to run low. Our crew will place a new roll in the caddy once it has been emptied.
- We provide you with an indoor caddy: You can request an indoor and outdoor food caddy from us to make recycling easy and mess-free.

Why recycle your food waste?

Waste accounts for around 42% of East Ayrshire's carbon footprint – this includes domestic and commercial waste collected and disposed by the Council.

To address this, we need our local businesses and residents to reduce the amount of waste they produce, whilst increasing the percentage of waste that doesn't go into the green bin and is instead recycled.

When food waste ends up in RDF (Refused Derived Fuel), it releases carbon dioxide which is one of the most damaging greenhouse gasses. This means that food waste is having a significant impact on the climate emergency.

When your food waste is put in your caddy:

- Your food waste is recycled, reducing methane emissions that contribute to climate change.
- Recycling food waste cuts disposal costs.
- Your recycled waste is broken down through anaerobic digestion to create biogas. Biogas is a natural energy source that can be used to generate heat, electricity or fuels.

Did you know?

- Even leftover pet food counts as food waste and can be put into your food waste caddy?
- If your food liners temporarily run out, simply line your containers with newspaper and then fill as normal. However, please do not use carrier bags or non-biodegradable plastic bags to collect food waste.

Tenant Participation, Engagement and Scrutiny Strategy

CONSULTATION 2024-2029



The Council would like to thank all who provided feedback as part of the recent Consultation on the new Tenant Participation, Engagement and Scrutiny Strategy 2024-2029. Your feedback will be incorporated into the new strategy. This will be published early in 2025.

Annual Performance Report to Tenants – Issue 11

“People at the heart of everything we do”

East Ayrshire Council has published their 11th Annual Performance Report to Tenants. The Report lets tenants and other customers see how they are progressing towards meeting the requirements of the Scottish Social Housing Charter. The leaflet is produced in consultation with the East Ayrshire Federation of Tenants and Residents. It highlights key performance indicators on how the service provision is faring. The key indicators were selected by the Federation to highlight the most relevant to Council tenants. You can access the report at: <https://www.east-ayrshire.gov.uk/Housing/CouncilHousing/Tenant-Participation/The-Scottish-Social-Housing-Charter-and-Scottish-Housing-Regulator.aspx> where you will find also a more detailed version. You can also compare East Ayrshire Council performance with up to four other social landlords in Scotland at: Find a Landlord | Scottish Housing Regulator: <https://www.housingregulator.gov.scot/landlord-performance/landlords/>



East Ayrshire Council's Anti-Social Behaviour Team

East Ayrshire Council's Anti-Social Behaviour Team is a dedicated service with a remit to deal specifically with Anti-Social Behaviour.

What is Anti-Social Behaviour (ASB)?

The legislation states that a person engages in antisocial behaviour if they act in a manner that causes or is likely to cause alarm or distress or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them.

Due to its very nature ASB cannot be prevented and tackled by just one agency. It needs to be a joined up, partnership approach by residents, the council, Police Scotland, and other partner agencies as required. If you or anyone you know are encountering ASB then you can contact East Ayrshire Councils Anti-Social Behaviour Team on **01563 554400** or via email on asbenquires@east-ayrshire.gov.uk

You can also contact Police Scotland by calling 101 for a non-emergency or 999 if there is an emergency. Alternatively, you can access the Police Scotland website and email them direct through the "contact us" link within their site.



Universal Credit and You... Do you receive Legacy Benefits? In Scotland people who receive Legacy Benefits are now being transferred to Universal Credit (UC) by the Department of Work & Pensions.

What happens next?

Department of Work & Pensions (DWP) will contact you soon. You will receive a letter (Migration Notice) from the DWP inviting you to claim UC. You should make your UC claim before the end date on the letter. If you choose to make a claim for UC before receiving a Migration Notice, please seek advice as this may affect your entitlement and you may lose out financially. Call the UC Support Team at East Ayrshire Council on 01563 503280 or email our Universal Credit Team at universalcredit@east-ayrshire.gov.uk if you are not sure. If you are working and receive your pay on a different date each month, you should seek advice as to when to make your UC claim. Having a fluctuating pay date may impact your UC entitlement. Our team can help you with this and give advice on the best date to make a claim.

If you need help - DWP support details will be on the notification, however, if you would like any further advice, clarification or support, please call the UC Support Team at East Ayrshire Council on 01563 503280 or email our Universal Credit Team at universalcredit@east-ayrshire.gov.uk

Greener – Community litter picking stations

Community litter picking stations are being set up across East Ayrshire for community groups and members of the community to use.

Local community groups manage the litter picking equipment and storage units. Volunteers can request access to the equipment by emailing them.

Greener Communities will uplift the bags of litter collected through the community litter picking stations for recycling and disposal. Please arrange with Greener Communities prior to the litter picking event.

So far, stations have been set up on **Grassyards Road** and **Shawbank Place** in Kilmarnock with more to come throughout East Ayrshire in 2025.

You will be able to report a litter station that needs replenished online, as well as reporting how many bags of litter you have lifted during your pick.



The stations are fully stocked with: **litter pickers, litter bags, gloves & high-visibility vests**

We would like to thank Alexandra Maxwell, who is a Graduate Intern for some of the following articles, first lets hear about Alexandra's journey so far with East Ayrshire Council.

Hi am Alexandra Maxwell, I am 22 years old and I am a Graduate Intern working within the Housing Strategy and Policy Team within East Ayrshire Council. I applied for the post at the beginning of year while I was still studying towards my degree in Social Sciences at the University of the West of Scotland. I was fortunate to be offered the job and started in April just two weeks after finishing my studies! My graduate internship has allowed me to kick-start my career and put what I have learned at University into working practice.



In the past six months, the staff at East Ayrshire Council have been really encouraging and have exposed me to many different opportunities to enhance my employability skills. In July this year I graduated with a First Class Degree in Social Sciences with a specialisation in Sociology and the main focus of my graduate internship has been working with my line manager to produce the new Local Housing Strategy 2025-2030. This has involved consulting with community groups and colleagues which has helped me understand the needs of the East Ayrshire Community and how best we can help, which has utilised the skills of my degree in real life situations. I am excited for what the next six months of my graduate internship have to bring and for a long career in the housing sector and making a difference to people's life's which my graduate internship has been the stepping stone for!

New Build Homes

A development of 48 new homes, including a mixture of wheelchair dedicated homes, are being delivered by CCG on behalf of East Ayrshire Council on Kennedy Drive, Kilmarnock. Works are programmed for completion late-2024 and we are pleased to report the first two phases has been handed back.



Connecting Housing And Tenants (CHAT)

As part of the Council's commitment to ensuring all of our tenants are able to live in homes which are warm, safe and affordable, we have introduced a Connecting Housing And Tenants (CHAT) visit. The best way for us to do this is to meet with you in your home and have a conversation about your tenancy and it is important to us that you have the opportunity to ask any questions that you may have. The following will be discussed during your visit:

- The wellbeing of you and your household
- Benefit advice and maximising your income
- Your rent account
- Any repairs required, including dampness and mould
- Contents insurance
- Looking after your home and garden
- Any other support needs you or your household may have

New Local Housing Strategy 2025-2030

The Local Housing Strategy sets out the Council's priorities for the delivery of housing and related services over a five-year period. Work has commenced to produce the next Local Housing Strategy. The Policy and Strategy Team has started consulting with local groups and organisations to get their views on what the priorities should be for the next five years.

If you would like to get involved, share your views and feed into the development of the strategy, please email your contact details to housing@east-ayrshire.gov.uk or call **01563 554400** and request a call back from the Housing Policy and Strategy Team.



Tenant Safety

As we approach the festive period, we normally see increased battery use in, for example, Christmas lights and toys. There is also an increase in the volume of batteries and battery powered toys and equipment which is thrown away at this time of the year. Statistics issued by the British Safety Council showed that there were 201 fires on waste collection and recycling sites directly attributable to lithium-ion batteries. As toys and equipment which run on lithium-ion batteries both in our homes and in our workplaces, it is important to recognise the risks these batteries can pose and understand the basic measures everyone can take to minimise the risks of fire.

Firstly, it is important to point out that the risks from lithium-ion batteries is very low, when purchased from a reputable retailer and used in line with manufacturers guidelines and not exposed to damage, misuse or extremes of temperature. However, the following simple guidelines will help you and your family safe.

Safe use of lithium-ion batteries and equipment - Always purchase batteries and equipment which meets EN safety standards from a reputable retailer. Never leave batteries and battery powered equipment charging unattended and never leave charging overnight. Never charge batteries and powered equipment in your primary means of escape from your home, for example, your hall or landing. Never overcharge or misuse batteries or expose them to extremes of temperature.

Safe disposal of lithium-ion batteries – Put used batteries in a loosely tied bag and present them on top of your bin for collection. Take your used batteries to your nearest supermarket, which will have a safe disposal point. You can take used batteries and battery powered equipment, such as vapes, e-scooters, e-bikes etc. to your nearest civic amenity site (Western Road or Garlaff) for safe disposal. Never put used batteries in your bin for collection as they present a serious fire risk.

Dampness and Mould: Condensation forms when the air gets cold and the moisture in the air appears as droplets of water on cold surfaces such as windows and walls. You can avoid this by following these easy steps: Produce less moisture in your home; Stop moisture from spreading around your home; Ventilate to remove moisture; Keep your home warm; How to get rid of mould As soon as you start to see mould growth you need to clean it away. This is your responsibility. Top tips: Mould and condensation · East Ayrshire Council (<https://www.east-ayrshire.gov.uk/Housing/CouncilHousing/Support-for-tenants/Protecting-your-home/Mould-and-condensation.aspx>)

Scottish Government's website (<https://beta.gov.scot/policies/home-energy-and-fuel-poverty/energy-saving-home-improvements/>) for information on home energy and fuel poverty.

Fire Safety: 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. Smoke alarm in every hallway or landing. Heat alarm in every kitchen. Alarms should be ceiling mounted and where possible should all be interlinked and to comply with the standard, we must install a smoke alarm in the hallway (top and bottom) and living area. A heat alarm in the kitchen. A carbon monoxide alarm in any areas where a combustion appliance is fitted i.e. boiler, gas fire, coal fire etc.

NOTE: This applies to ALL homeowners and landlords. For more information contact

Housing Repairs: Telephone: 01563 555555 Emergency Helpline (local rate): 0345 724 0000

Email: repairs@east-ayrshire.gov.uk



Home emergencies and frost precautions

Winter Resilience – Home emergencies and frost precautions

When temperatures drop most of us will be spending a lot of time indoors, and in these winter month's it's important to make sure that your home is safe and warm. Check out our Home Emergencies and Frost Precautions information page: <https://www.east-ayrshire.gov.uk/Housing/CouncilHousing/Support-for-tenants/Home-emergencies-and-frost-precautions.aspx>



Recipe

Potato and Leek Soup

PREP TIME: 15 minutes
COOK TIME: 45 minutes
SERVINGS: 4
CALORIES: 156 kcal

INGREDIENTS
dash of oil
440g leeks sliced
440g potatoes peeled and diced
2 stock cubes
1 Litre of water
Salt and freshly ground pepper

INSTRUCTIONS
Heat the oil in your saucepan.
Cook the leeks for approximately 3 – 4 minutes, but do not allow them to burn.
Add the potatoes, vegetable stock cubes and water.
Bring to the boil and simmer for about 30 minutes until the potatoes are soft. Then turn off the heat and allow to cool a little.
Using a potato masher mash the soup to a required consistency.
Season to taste with salt and pepper.