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Christmas
Open House
13th December
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WIN
Panto tickets
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Festive wishes On behalf of Almond Housing Association's staff and board, we'd like to wish all our tenants and residents **Happy Holidays!**

DONT FORGET... our office will be closed from 1.00pm on Friday 22nd December and re-open at 8.30am on Wednesday 3rd January 2018

Free advice and support

Almond Housing Association has recently started working in partnership with the Community Help and Advice Initiative (CHAI), a charity providing advice services. CHAI are providing two services for tenants – a benefits and money advice service and a housing support service.

Our benefits and money advice worker can:

- Carry out an income maximisation check to ensure you are in receipt of your full benefit entitlement
- Assist with making benefit claims and completion of application forms
- Help you with any benefit related issues
- Assist with appealing decisions and representation at tribunals
- Advise on debt related matters
- Negotiate with creditors on your behalf

Our housing support workers can:

- Help you to develop independent living skills to remain in your home
- Assist in dealing with correspondence and completing forms



Housing support workers Shannon and Kerrie from the Community Help and Advice Initiative.

- Make and accompany you to appointments
- Help you to access any other services you might need
- Access education, training and employment opportunities suitable for you

The workers can arrange an appointment to see you at the Almond office or at a home visit if this is more suitable. If you would like a referral, please contact the office on 01506 439291.

Alternatively your Housing Officer can make a referral on your behalf. If you would prefer to contact CHAI directly, you can email your enquiry to almondhareferrals@chaiedinburgh.org.uk

Case Study...

Ms M is a 50 year old single woman who lives alone in a Housing Association tenancy. She was referred to CHAI by her Housing Officer for assistance to complete a medical questionnaire in support of her claim for Employment and Support Allowance (ESA). The client presented with an income of £73.10 per week ESA at the assessment rate. As a result of our input she now has an ESA entitlement of £186.90 per week. Read the whole story on www.almondha.org.uk/noticeboard

FREE BOOKS for children

We are working in partnership with the Dolly Parton Imagination Library to provide free books for tenants children who are aged between 0 -5. All you need to do to sign up is complete a registration form and we will do the rest! Once registered you will start receiving a free book posted to your address for your child or children each month until they reach their 5th birthday. To sign up please contact our Community Engagement Officer on **01506 439291** or you can email us at: enquiries@almondha.org.uk





OPEN
WEDNESDAY
13 December
New Almond House
44 Etive Walk
HOUSE

Please note that we will be taking photos at the event and by attending you consent to the future use of these photos to promote the Association's work.

Come along to our Christmas Open House!

Come along to our Christmas Open House on Wednesday 13th December and get your photo with Santa when he stops by with selection boxes for the kids. You will also get the chance to win pantomime tickets for all the family to 'Beauty and the Beast' at the Howden Park Centre on Friday, 22nd December at 2pm. Enter the draw before 8th December – and the lucky winners will be announced at the Christmas Open House.

NEW THIS YEAR:

Winners will be contacted before the 12th December and can collect tickets at the Christmas Open House on 13th December.

Come along at any time between 3pm and 6pm.
See you there!

WIN tickets for the Christmas pantomime!



This year's pantomime at Howden Park Centre is 'Beauty and the Beast', and we have tickets to give away in a prize draw to the performance on **Friday 22nd December at 2pm!**

To be in with a chance of winning, please complete your details below and return it to us at: **Almond Housing Association Limited**
44 Etive Walk, Craigshall, West Lothian EH54 5AB

You can also send your details by email to enquiries@almondha.org.uk remembering to put 'Panto prize draw' in the subject line.

CLOSING DATE: Friday 8th December.

Please note that all winners will be contacted before the 12th December and can collect tickets at the Christmas Open House on 13th December.

Name:

Address:

..... Contact No:

Number of tickets required: Adult ☐ Child ☐ Wheelchair access ☐



We have a winner!

Congratulations to Miss Benstead of Craigshill, who has won our Almond Award for this quarter! Miss Benstead was delighted to be presented with **£250 worth of vouchers** for Almondvale Shopping centre and Asda.



The draw is our way of thanking folks for keeping on top of their rent payments, taking care of their home and generally being a good tenant!

Our next Almond Award will be run in Spring 2018. All you need to do in order to be entered for the draw to win £250 worth of vouchers is to:

- 1** Have maintained a clear rent account for a minimum period of three months immediately prior to the draw
- 2** Not be involved in any anti-social behaviour in your area
- 3** Maintain your tenancy and any garden area to a satisfactory standard
- 4** Have allowed our contractor to gain access to your home to complete the annual gas check

Well done to Miss Benstead and a big thanks to all our tenants!

Assisted bin collection

West Lothian Council provide an assisted collection service for residents who are infirm, have a medical condition or a disability which prevents them from presenting their bin for collection.

If you would like to apply to the scheme you can contact waste services on

01506 280000 or apply via their website: www.westlothian.gov.uk

Waste services will then assess your suitability for an assisted collection within 5 working days of the request being submitted.



USEFUL TELEPHONE NUMBERS

EMERGENCY "OUT OF HOURS" REPAIRS: 0845 038 0040

Almond Housing Association	01506 439 291	Homeless Persons	01506 280 000	Scottish Power	(General) 0845 270 0700
Gas Leaks	0800 111 999	Howden Health Centre	01506 423 800		(Emergency) 0845 272 7999
Citizens Advice Bureau	01506 432 977	Litter Hotline	0800 616 446	St John's Hospital	01506 523 000
Craigshill Health Centre	01506 432 621	Police	101	Street Lighting	01506 280 000
Energy Advice	0808 808 2282	Refuse Collection	01506 280 000	West Lothian Council	01506 280 000