



Be safe

We all have many appliances at home that can be dangerous
... more on page 2



Tenant Satisfaction Survey

Tell us how you feel about Almond Housing Association... *more on page 3*

SMOKE ALARM FITTING DEMONSTRATION. On 24th October, Aico, our smoke and carbon monoxide detector manufacturers, will visit our offices in Craigshill with their mobile unit for a tenant engagement day, all tenants welcome... *more on page 2*

Be safe!

Did you know that there are 6 fires in Scotland every single week caused by domestic appliances?

Our homes are full of electrical appliances that can cause electrocution, damage and fire. Appliances not in use should, therefore, always be switched off.

Never leave appliances running whilst you leave the house or when you go to bed. The same rule applies for using the cooker or grill, as well as charging phones, laptops and other rechargeable devices.

FURTHER ADVICE TO HELP YOU STAY SAFE:

- Always plug straight into a wall socket and avoid adaptors
- Don't overload sockets
- Don't hang or dry clothing and towels on or near the cooker
- Never leave your cooker, grill or oven on when you go out – even on a timer

- Don't leave electrical wires or cords near the cooker
- Don't keep anything on top of an eye-level grill
- Never put anything metal in your microwave – even tin foil
- Don't block the vents on the side or top of a microwave or other kitchen equipment
- Be careful when using traditional deep fat fryers. Use a modern electric deep fat if possible
- If you have a broken socket, light switch or light fitting report it and we will repair it.
- Never remove fuses from equipment
- If any equipment has a frayed cable or overheats don't use.

If you have any questions regarding the fire safety in your home, give us a call on **01506 239291**. You can also get a free home fire safety visit from the Scottish Fire and Rescue Service. For more info: www.firescotland.gov.uk/your-safety

Detector upgrade in 1900 properties

In 2020, starting this autumn, we will be upgrading the smoke, heat and carbon monoxide detector systems in 1900 of our properties. This is a legal requirement and must be completed by end of February 2021. We know sometimes tenants are busy and giving access can be an issue but we urge all our tenants to prioritise this and the gas safety inspections.

If you have any questions regarding the smoke detector programme then, on 24th October Aico, our smoke and carbon monoxide detector manufacturers, will visit our offices in Craigshill with their mobile unit for a tenant engagement day. Aico will show anyone who's interested the alarms which we'll be fitting in your home and explain how they work and how they will keep you and your family safe should the worst happen. Aico will be available all day from 9am to 4pm to answer any question you may have about the detector upgrades.

SMOKE ALARM FITTING DEMONSTRATION by AICO 24th October, 9am-4pm ALL TENANTS WELCOME



Tell us how you feel

This autumn we are conducting a full Tenant Satisfaction Survey, giving our tenants the opportunity to tell us what you think about us, your home and the services we provide.

We have commissioned Research Resource, an independent market research company, to carry out our Tenant Satisfaction Survey, ensuring that it is confidential and impartial.

From 23rd September until 1st November Research Resource aim to carry out a face to face interview of 50% of the Association's tenants. This means that Research

Resource might knock on your door sometime within this 5 week period.

If you do not receive a visit there will still be ample opportunity for you to take part in the survey. Following the first round of interviews we will be carrying out a postal survey, as well as an online survey. Keep an eye on our website or social media pages for updates. You will also have received a letter from us with further details. If you have any questions or concerns about the survey, call Research Resource on Freephone **0800 121 8987**.



Successful Annual General Meeting

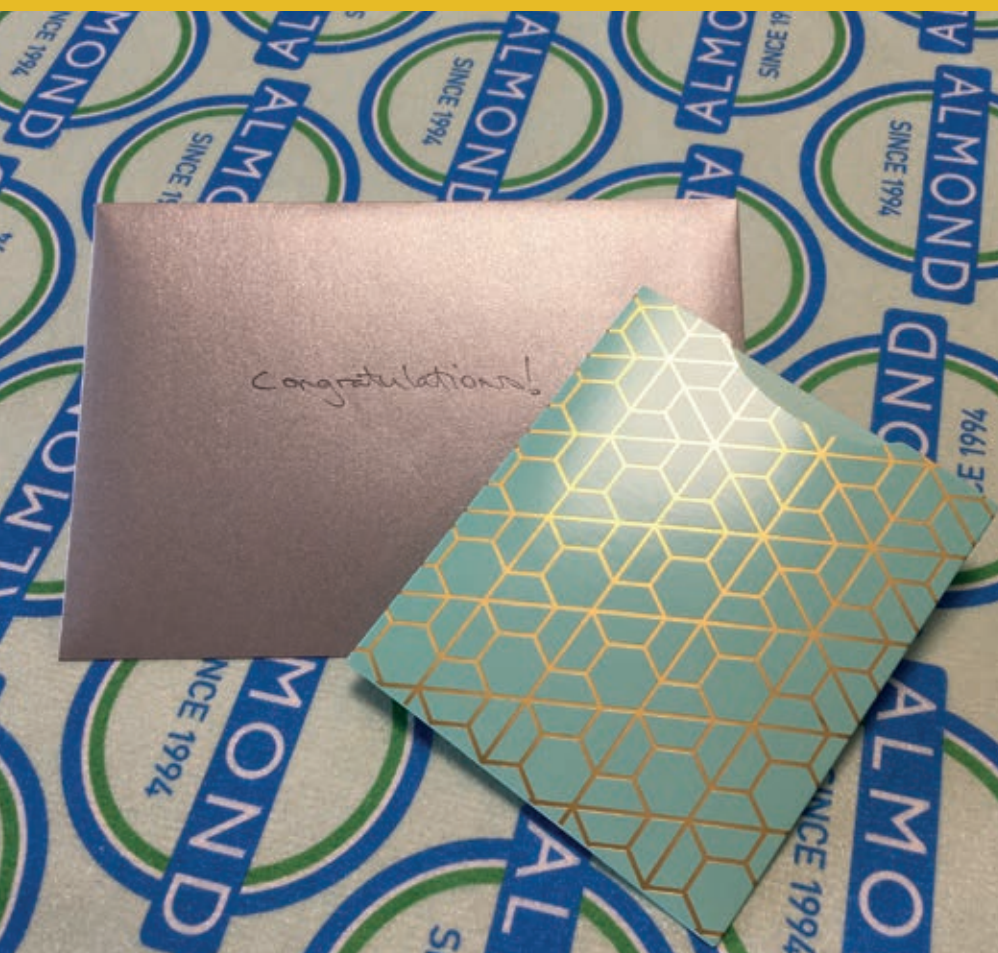


We were happy to see so many of our members at our annual general meeting on 5th September! Just like last year, the meeting took place in our offices in Etive Walk where we welcomed almost 40 Associations Members and guests. If you would like to take part next year, you can become a member of the Association. For more information, see www.almondha.org.uk/your-views/getting-involved



We have a winner!

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



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 Winter 2019. 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 Mr McRitchie and a big thanks to all our tenants!

Free uniforms and other school essentials

The children are back to school and The School Bank West Lothian are currently sorting through all the second hand donations they received over the summer. The School Bank provides school essentials to families in need across West Lothian, and we refer tenants that could need a little extra support.

Call your **Housing Officer** on **01506 439291** for a referral. The School Bank accept donations and applications all year round – not only during school term.



USEFUL TELEPHONE NUMBERS

EMERGENCY "OUT OF HOURS" REPAIRS: 0845 038 0040

Almond Housing Association	01506 439 291	Homeless Persons	0800 032 3450	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