

ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER

SPRING 2020



Grab life with both hands

We're here to help.... see page 3

DON'T FORGET... our office will close for the Easter weekend. We will be closed on Friday 10th and Monday 13th April. We will re-open on Tuesday 14th April at 8.30am. Our office will also close on Monday 4th May and re-open on Tuesday 5th May at 8.30am.



Ask Almond...

Introducing a new feature for *Almondview* where we'll try to respond to a common issue that affects our tenants.

WHAT DO I NEED TO DO IF I DECIDE TO MOVE OUT OF MY ALMOND HA PROPERTY?

Once you've decided that you will be leaving, you need to give Almond HA at least 28 days' notice.

When we receive that notice from you, we'll get in touch to arrange for your Housing Officer and Maintenance Supervisor to come out and visit you at the property. This is called a pre-termination visit and gives you a chance to speak with us in person to ask any questions you may have. It also gives us the chance to inspect the property and to let you know of any works that you need to complete before moving out. The only works we will ask you to complete will be due to carelessness, neglect or deliberate damage of the property and if we identify any of these, we will tell you on the visit and follow up with a letter detailing what they are.

You can then decide to carry out the works yourself, employ a contractor to do these works, or leave them for us to do. If you leave the works for us to do, we will instruct our contractors to complete them as noted at your pre-termination visit. We will then recharge you for the full cost of these works. We need to do this to ensure that the property is of a suitable standard for the next tenant moving in.

If you elect to do the work yourself, or to hire your own contractor to carry out these works, then it needs to be completed to our satisfaction – the Almond HA lettable standard. The best way to ensure this is to have the works carried out in good time to allow you to arrange a further inspection before you terminate your lease.

On occasion, we may find that there are additional repairs to be carried out after a tenant leaves. In cases like this, we will carry out the work and recharge the former tenant for this work. It's best to avoid this situation by ensuring that you arrange for a pre-termination visit with your Housing Officer and Maintenance Supervisor before you vacate the property, and that you're open and honest with them about any works you may have already identified, and any damage that may have occurred.

Of course, if you turn down the offer of a pre-termination inspection, there will not be the opportunity to identify any repairs required, so it is really important that you have your inspection before you move out. This gives you the chance to put right any potential issues and you may avoid having to pay any charges after you have moved out.



New staff

The new year always presents us with new challenges and opportunities, and this year we also have three new faces to welcome to the Almond team.

From the left: Claire-Louise Grant (*Communications Officer*), Catherine Tweedie (*Finance Officer*), and Ciorsdan Wilson (*Repairs Manager*). [Welcome to Almond!](#)

Grab life with both hands

Do you ever feel that the steps to your house are hard for you to manage? Maybe it's becoming difficult to get down a long hallway, to get up the steps at your front door or to get in and out of the shower. Don't worry, we're here to help. Almond HA is launching a self-referral process to get you the grab rail that you need.

Normally, a referral from an agency is required, but this can take time and we want to help as soon as possible. We are pleased to be able to fund a programme of work to supply grab rails where needed. This work can begin on receipt of a self-referral from those requiring the work.

Simply visit our website www.almondha.org.uk to download a form, pick one up from our office or call us on **01506 439291** and we can post one out to you. Then just fill in the form to let us know what you need and where it should go – we'll do the rest!



Reshaping Repairs

At Almond HA we constantly strive to ensure that our services represent the best value for money. This allows us to provide you with services that are affordable and meet your expectations. With this in mind, we have reviewed the following two contracts:

- Reactive Maintenance Contract
- Gas Servicing and Repair Contract

The new contracts include changes to working hours,

with the hope that this will allow us to carry out repairs and servicing at a time more convenient to you. We have also streamlined the number of times we visit to carry out servicing of the gas, smoke detectors and ventilation equipment. These will now be completed in one visit to ensure less disturbance for tenants. Please check our website www.almondha.org.uk for updates on the new contracts and how they could help you.

New Board members



STEVE PREVOST is a Chartered Management Accountant who now works in the public sector after a career in banking. He has over a decade of experience in the social housing sector, having volunteered for Open Door Accommodation Project in West Lothian, then Muirhouse Housing Association in Edinburgh.



CHRIS BOYLE is a construction professional with over 30 years' management experience in large scale engineering projects for both the public and private sectors. Chris is currently Framework Director for McLaughlin & Harvey.

We have a winner!

Congratulations to Mr Ballantyne & Miss Ainge who won our Almond Award for this quarter! Gabriella 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 Summer 2020. 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 Ballantyne & Miss Ainge and a big thanks to all our tenants!

Easter Event

We're holding an Easter event for tenants and their families on **Friday 3rd April from 1pm-3pm**.

There will be a visit from the Easter Bunny, storytelling from the Imagination Library, an Easter egg hunt, and plenty of chocolate.

DON'T MISS OUT!



USEFUL TELEPHONE NUMBERS

EMERGENCY "OUT OF HOURS" REPAIRS: 0845 038 0040 (Calls cost up to 7p per minute, plus your phone company's access charge. Alternatively, you can call our office on 01506 439 291 and select option 3 to be redirected at your local rate).

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