

ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER

WINTER 2020



Meet Santa Claus online

... find out more on page 3

PLEASE NOTE... our phone lines will be closed from 12 noon on Thursday 24th December 2020 until 8.30am on Tuesday 5th January 2021

Emergency contact numbers can be found on page 4



“ I didn’t know if I could cope any more, I was really getting to that stage! She was so reassuring and very aware of everything about housing, we’d chat on the phone, we’d text, we’d email... I was so glad to get her help. ”

We have been listening to your feedback about how we can help when tenants are having a tough time and we are delighted to introduce a brand new, free, tenant support and wellbeing service. Delivered in partnership with **Housing Options Scotland**, tenants can access a dedicated, impartial support service to help them with any issues that are making their home life difficult.

What sort of things can the service do?

The list is long but we have a few examples below:

- They can help with any applications you need to fill out, including making phone calls, helping with application forms, or assisting you to appointments.
- They can provide a listening ear if you’re going through a difficult time and signpost you in the right direction if you would like more specialised help.
- They can provide details about the local area, including employment and volunteering opportunities, community initiatives and local groups.

HOS are very flexible in their approach and can help with a one-off short-term problem, or they can provide support over a longer period of time. They will do all that they can to give you the help and support that you need.

Introducing the Housing Options Scotland team:



Moira Bayne, CEO

Moira has been CEO of HOS for over 10 years and overlooks the organisation to keep everything running smoothly.

Olivia Lindsay Head of Casework Services

Olivia has been working with HOS for 4 years and works with the Housing Options Brokers to make sure they have everything they need to help their clients.



Heather Alder Housing Options Broker

Heather has just started her role with HOS and will be dedicated to the needs of Almond HA tenants. Heather will be on hand to help in any way she can.

Digital Devices

Thanks to the **SUPPORTING COMMUNITIES FUND** we were able to provide 120 laptops and iPads to local community groups. Members of the groups can borrow a device and access the services they need.

This allows those in the community who do not have access to the internet in any other way to feel less isolated in the current circumstances.

Winter Wellbeing

We are delighted to be offering a Winter Check for tenants aged 65+ again this year. The check will include the following:

- **Stopcock identification**
- **Checking your property is secure**
- **Any outstanding repairs**
- **Any tripping hazards on access paths**

All qualifying tenants will also receive a Winter Wellbeing Pack which includes some essentials for the winter months.

Even if you do not qualify for a winter check, we would urge you to get your house winter ready by conducting the same checks yourself and advising us of any concerns you might have. We have more winter tips online at www.almondha.org.uk



Nominate a Neighbour

It has been a difficult year for everyone and in the run up to Christmas, we want to help make the festive season a positive experience for as many of our tenants as possible. We are delighted to bring back our **'Nominate a Neighbour'** initiative this year and we want to extend it to any tenant in the community who you think has gone above and beyond during these difficult months.

If you know of any Almond HA tenants who might need a helping hand this festive season, get involved and nominate them to receive a special gift from us. To nominate someone you think deserves a treat this Christmas, simply email us

at enquiries@almondha.org.uk and let us know your name, your address, the name and address of the Almond HA tenant you want to nominate, as well as your reasons for nominating them. If you can't email us, give us a call on **01506 439291** and speak to one of the team.

We'll consider all nominations, and those who are successful will receive a festive food hamper filled with essential items to help with the pressure of Christmas. Where possible, we'll also nominate families for help with Christmas gifts via the **West Lothian Toy Appeal**.

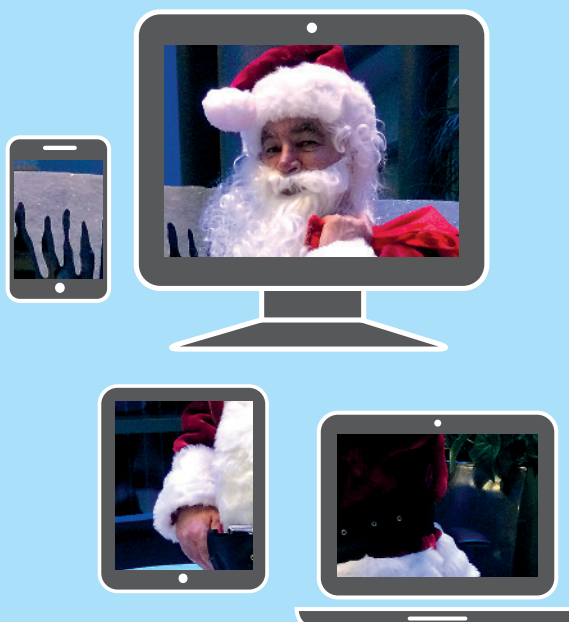
A Digital Christmas

Following many months of getting used to a new digital way of living, we're transferring our traditional Christmas Event to an exciting digital event this year!

Santa will appear in regular videos over on our Facebook page. Stay tuned as Santa reads stories from the Imagination Library, delivers presents to the **West Lothian Toy Appeal**, sings along to nursery rhymes and lots more!

Note: If you have a child under the age of 5, they can receive a book from the **Imagination Library** every month up until their 5th birthday!

For more information visit www.almondha.org.uk



We have a winner!

We are delighted to bring back our Almond Award for this quarter. Congratulations to Mr Kelly, who has won **£250 worth of vouchers** for Almondvale Shopping Centre and Asda.



This draw is our way of thanking customers 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 2021**. To be entered for the draw to win **£250 worth of vouchers**, simply:

- 1 Maintain a clear rent account for a minimum period of three months immediately prior to the draw.
- 2 Don't be involved in any anti-social behaviour in your area.
- 3 Maintain your tenancy and any garden area to a satisfactory standard.
- 4 Allow our contractors to gain access to your home where appropriate.

Well done to Mr Kelly and a big thanks to all our tenants!

Growing Together

In our Autumn newsletter, we announced the beginning of our new project with **West Lothian Youth Action Project – Growing Together**. Cooking packs are being created for residents of Craigshill, which include all the ingredients needed, and a helpful step-by-step instruction card for each recipe. Grow Your Own kits are also available, which include everything you need to grow a range of fresh produce from home. All tenants can access the cooking and growing instructions, and handy video tutorials on our website: www.almondha.org.uk



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

OUR PHONE LINES ARE OPEN AS USUAL DURING THE CORONAVIRUS PANDEMIC.