

# ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER

SUMMER 2026



# WELCOME FROM THE CEO



*"Hi All... & welcome to the summer edition of Almondview.*

*As we enter a new business year, I am pleased to advise that the Scottish Housing Regulator has again assessed Almond as being compliant. This means that we meet all regulatory requirements, including the Standards of Governance and Financial Management.*

*You will have been notified recently of a change to our repair's contractor, with Bell Group being appointed from 1st April. We look forward to a positive relationship with the new provider and are excited by the plans we have in place to improve service delivery over the coming years. We would like to thank Response Building and Maintenance Services (Scotland) for their valued service over the years. Whilst they*

*will no longer be providing the reactive repairs service, I am pleased that our relationship will continue as they deliver repairs to some of our empty properties.*



*In the previous edition of Almondview, I referred to the new ICT system that Almond had introduced (in October). Its future development includes the launch of a new customer portal which will make accessing services easier. You will find more information on an upcoming pilot on page 6, which is the first step towards making the portal available to all customers.*



*A new business year means moving into the 2nd year of our 5-year Business Plan. Reflecting on some of the changes made in year 1 includes introducing our new ICT system, as well as welcoming HomeAid to the ground floor of our office, which is proving to be very popular. We have also made significant progress in dealing with RAAC in homes which have been affected. As well as this, we continue to work on a long-term strategy aimed at the potential replacement of homes which may not meet future aspirations. Further work on both areas will continue over the coming year.*



*Finally, I am pleased to advise that Almond has been successful at the Share Annual Awards 2026. We were announced as the winner in the category of Outstanding Commitment to Employee Wellbeing at the awards ceremony in April. I am proud of the team here at Almond and it is great to see our efforts for ensuring their wellbeing recognised. This approach aligns with our view that our priority of providing great services to you can only be done by colleagues who feel valued.*

*Our key projects for this year include:*

- *further enhancing our ICT system (including the customer portal referred to above)*
- *delivering dedicated customer service training to colleagues*
- *consulting with customers to establish customer service standards*
- *delivering further service improvement with our new repairs contractor*
- *assessing our environmental credentials as we sign up the Sustainability Reporting Standard for Social Housing.*

*Many of the above projects will provide opportunities to be involved and help shape what we do, so please get in touch if you would like to contribute.*



*As ever please contact me at [john.davidson@almondha.org.uk](mailto:john.davidson@almondha.org.uk) if you have a particular issue that you would like us to address or ideas on how we can improve the services we provide.*

# BELL GROUP

## New Repairs Contractor

As you may be aware, we welcomed a new repairs contractor, Bell Group, from 1st April 2026.



Bell is one of the largest service and maintenance contractors in the UK, with over 35 years of experience providing services to over 350,000 properties each year across the UK.

The team at Bell Group wanted to share a quick message:

*“As we enter into this 7 Year partnership with Almond HA, we are excited to build meaningful relationships and deliver excellent service to Almond’s customers. We will be focusing on improving First Time Fix repairs and giving you a quality service for your homes. We have a different operating model to previous repairs services you have received, and we are confident you will benefit from those changes through a quicker turnaround of your repairs and less red tape due to the nature of the working relationship with Bell Group and Almond HA. We thank you for trusting us with your homes and we look forward to this long-term partnership where we hope to become integrated into your community and deliver on the commitments made as part of the selection process.”*

Repairs can continue to be reported in the usual way, and we will keep you up to date with more information as we move forward.

My Repairs (0)

>Home

Please choose a category from below

 Plumbing	 Doors and Windows	 Kitchen and Sinks
 Heating and Electrics	 External	 Roofs Chimneys and Drains

## How to report a repair

Report a repair using our online form at [www.almondha.org.uk](http://www.almondha.org.uk) or phone **01506 439291**.

In emergencies when our office is closed, please phone **01506 439291** and select the most appropriate option.

# REPAIRS RESPONSIBILITIES

We are responsible for repairing and maintaining aspects of your home. This includes all the external parts and internal features and fittings originally provided by

us. This does not include anything that was specifically made your responsibility at the beginning of your tenancy, or which you have installed yourself.

## Our responsibility

Our responsibilities cover most pipes, wiring, fixtures and fittings for heating, drainage, guttering, power and lighting.

We are responsible for all sealed lighting but do not provide ordinary lightbulbs.

We do not maintain your private garden but are responsible for any fencing or sheds originally provided by us, and for the paths within your garden that lead to the front or back doors.

## Your responsibility

You are responsible for internal decoration, floor coverings, furnishings, lightbulbs, and the contents of your fridges or freezers. You are also responsible for your private garden.

If you are unsure if a repair is your responsibility, please email [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk) and we will look into it.

## Blocks and flats

We are also responsible for the maintenance and upkeep of blocks of flats where we own or have factoring agreement for the full block. This includes the external or common areas but not individual flats (unless owned by Almond). Items included are communal doors, door entry systems, decoration, paving and fencing, floor covering and electrical work such as lighting etc.

Please scan or click the QR code to visit our website for detailed information on repairs response times.



# CUSTOMER PORTAL

Following an update in the previous newsletter about the introduction of our new ICT system, HomeMaster, we're pleased to share that we now have the opportunity to test a new customer portal.

The portal will allow you to:

- Access information about your tenancy online at any time of the day
- View the balance on your rent account and make a payment
- View repairs status for your property and report a repair
- Update your contact preferences and information

- See who is listed on your tenancy
- See what servicing is due e.g. gas boiler

Thank you to volunteers from the Customer Consultation Group who have signed up to test the portal. If you would like to take part in the testing and provide us with essential feedback before we roll it out to all customers, please email us at [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk)

After the testing period has taken place, we will use the feedback to improve the portal before rolling it out to all customers towards the end of the year.

[Dashboard](#) [My Details](#) [My Account](#) [My Household](#) [My Repairs](#) [My Documents](#)

### My Tenancy

**Tenant Reference**  
1234

**Address**  
44 Etive Walk, Craigshill  
LIVINGSTON  
West Lothian  
EH54 5AB

**Email Address**  
[enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk)

**Tenancy Type**  
Scottish Secure Tenancy

**Tenancy Start Date**  
1<sup>st</sup> April 2012

**Paper-Free**  **Off**

[My Details](#)

### My Account

**£50 In Credit**

**03/04/2026**  
Payment **-£450**

**01/04/2026**  
Rent Charge **£400**

**Allpay Reference: 1234**

[My Account Statement](#)

[Pay My Rent](#)

### My Household

Residents listed at this address:

**Mr Almond**  
**Mrs Almond**

[My Household](#)

### My House

**Latest Repair:** 01/04/2026

**Order Number:** WKO1234567

**COMPLETED**

**Summary:** Gas Boiler Repairs

[My Repairs History](#)

[Request a Repair](#)

[My Area Repairs History](#)

### My Documents

[Gas Safety Checks](#)  
**Date:** Wed, 1 Apr 2026

[New Repairs Contractor](#)  
**Date:** Wed, 25 Mar 2026

[My Documents](#)

### My Inspections

Future inspections due at your property:

**July 2026**  
Gas Safety Inspection  
City Technical Services (UK) Ltd

**October 2026**  
EPC  
EPC Scotland Limited

# CONSULTATION GROUP & FOCUS GROUP

Would you like to be the first to hear about consultations and processes, such as testing the tenant portal? If so, you can join our Customer Consultation Group to take part in short text or email surveys and have an impact on our services.

There is also the opportunity to get involved in our Tenant Focus Group. This group come together every couple of months to discuss a range of topics and provide feedback and suggestions to improve our services.

Recently, the Tenant Focus Group have

discussed Capital Projects, Tenant Communications, Repairs Contract, RAAC works and more. These conversations provide us with valuable feedback that allows us to make positive changes for our customers.

More information on getting involved can be found by scanning or clicking the QR code or by phoning **01506 439291**.



# TENANT SATISFACTION SURVEY - COMING SOON!



We will be launching a new Tenant Satisfaction Survey later this year as part of our ongoing commitment to improving our services. Your feedback plays a crucial role in helping us to understand what is working well and what we can do better.

The survey will be carried out by an independent company, Research Resource.

They will be conducting face-to-face and telephone interviews, as well as some online and postal surveys.

Your feedback is important and will help us to make positive changes. The survey is confidential, and all answers can be provided anonymously. Research Resource will only collect personal information if you request to be contacted as a follow up to the survey. We hope that you can take part and look forward to seeing the results.

## OUR PERFORMANCE REPORTS

Each year we produce two performance reports, our Annual Report and Charter Report to Tenants. The Annual Report details our performance and investment in our homes, communities and people. We also publish a Charter Report to Tenants, which provides information about our performance against the standards and outcomes set out in the Regulator's Scottish Social Housing Charter. As there is usually some overlap between the information shared in the reports, we plan to be more efficient with time and costs this year by combining the information into one report.

We would be keen to hear your thoughts about merging both reports and we would encourage any suggestions for improving the content, style and format of these.

Both can be viewed by scanning or clicking on the QR code to our website. Please use the online form to submit any suggestions, or email [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk)



# ALLPAYMENTS APP

AllPay have introduced a new AllPayments App.

From 11th May 2026, the allpay app and internet payments portal was discontinued and replaced with the new allpayments app. To continue making payments on the go, please visit [new.allpayments.net](http://new.allpayments.net) or download the new allpayments app.

If you have used the allpay app or portal before, your account and payment information will automatically be transferred, meaning you just need to download the app, login and it will be ready to use.

Download the **allpayments app**

Simple account setup

Secure log in

Repeat payments with **Pay again**

Real-time notifications

The quickest and smartest way to make and manage your payments on-the-go!

Download for free:

**allpay**

# DIGIPALS

**DIGIPALS**

**SUPPORT WITH NAVIGATING A UNIVERSAL CREDIT JOURNAL**

Jim Walker Partnership Centre, Bathgate

- Support to improve your digital understanding
- Empowering customers to develop new skills & learn to navigate their journal independently
- Friendly & supportive environment.

To book an appointment:  
[pathwaysproject@westlothian.gov.uk](mailto:pathwaysproject@westlothian.gov.uk)

Do you need support with navigating a universal credit journal? If so, look no further!

Every month, a volunteer-led Digipals service takes place at The Advice Shop. These are appointment based, relaxed sessions designed to support people with their Universal Credit journal.

To book an appointment, email [pathwaysproject@westlothian.gov.uk](mailto:pathwaysproject@westlothian.gov.uk)

# GROWING TOGETHER

We are delighted to let you know that our application to the Scottish Government's Investing in Communities Fund has been successful. This will allow us to continue with Growing Together for a further year.

For 2026/27, we have been awarded £74,572, enabling us to build on the momentum, relationships, and achievements already created through this project.

Even more incredibly, through partnership activity with West Lothian Youth Action Project and Spark, we have now secured a total of £366,164.25 from the Investing in Communities Fund since Growing Together began in 2023. That is an outstanding achievement and a real testament to what can be achieved when we work together.

This project came about directly through community engagement activity — working alongside local residents and community partners, listening, learning, and shaping something meaningful together. What has grown from those conversations is nothing short of phenomenal.

We would like to say a huge thank you to Craigshill residents and to our community partners. This is a celebration of the wonderful residents of Craigshill who volunteer, show up and make Growing Together what it is - thank you to each and every one of you! This additional funding will allow us to continue investing in Craigshill — a vibrant, creative, and flourishing community — and to keep Growing Together moving forward.

## What happens next?

- Continued community-led activity
- Strong partnership working
- More opportunities to get involved, connect, and make a difference

Thank you to everyone who has contributed, supported, collaborated, and believed in this work. This is a shared success — and there's so much more still to grow.

*Let's keep Growing Together.*





# BEE KIND: CELEBRATING KINDNESS, CONNECTION AND COMMUNITY

Our Bee Kind campaign continues to grow, and it's been wonderful to see so many small acts of kindness helping to build stronger, more connected communities.

The world can feel that bit tougher at the moment, and sometimes it's the simplest gestures — a smile, a conversation, a shared cup of coffee — that can make the biggest difference. Bee Kind is all about encouraging connection, compassion and community spirit, and our calendar of activities is well underway.

Thank you to everyone that came along to our Winter Warmer Event in January where we hosted a variety of local partners. The event included free winter warmer food and drink, as well as community partners on hand to give out top tips on saving money on food, energy, clothes and furniture.

Our Home Safety event in February also saw a good turnout, with community partners giving out top tips, and there was also the opportunity to get creative and make valentines cards. These cards were then delivered to a local care home that afternoon to share the love and kindness throughout the community.

Thank you to everyone that came along and supported the events.





## SUMMER OF SHARING: BEE KIND PROJECT

As part of our Bee Kind Project, we're delighted to invite families to our Summer of Sharing events in the Community Garden at Rowan Grove, Craigshill.

We'll be hosting a Little Library pop-up for children, featuring a book swap and a relaxed reading picnic in the garden. Children can bring a book to swap (or simply come along to read and enjoy the space), with everyone welcome to join in.

We'll also have special storytelling guests joining us on the day to make the sessions extra fun.

For full details and updates, visit our Facebook page and website — we'd love to see you there!



**DATE: 1st July & 29th July, TIME: 11am**

**LOCATION: Community Garden, Rowan Grove, Craigshill**

*Bee Kind: Kindness, connection and community, making a positive difference together*

# A DAY IN THE LIFE OF... Our Community Engagement Officer

With lots of work going on behind the scenes at Almond every day, we have decided to start 'a day in the life...' series to share more about what our colleagues do and how they make a positive impact.

To start things off, we will be introducing our Community Engagement Officer, Barbara.



Hi Barbara! To get started, can you let us know who you are, what your job role is and how long you have worked for Almond?

*"Hi, I'm Barbara and I work as the Community Engagement Officer here at Almond. I've been in my role for over 8 years now and love it! I have recently returned from a year-long sabbatical, and I'm delighted to be back doing what I can to help our communities flourish and thrive."*

**What does your typical day look like?**

*"The day often begins with emails and messages from across the community – a local group, a partner organisation, or a resident with an idea to improve their neighbourhood. These early conversations*

*set the tone for my day, always listening and usually with a strong cup of tea close at hand! You'll often find me out and about, visiting community gardens, participating in locality meetings, or dropping into a local event to meet people where they are."*

**Is there something people might be surprised to learn about your role?**

*"Probably how much of my role is about listening and building trust. A lot of the impact comes from supporting residents to shape ideas themselves and helping small conversations turn into real community action."*

**Can you share a moment at work that felt especially rewarding?**

*"Early in my role, residents raised concerns about vans damaging grassed areas, while others talked about wanting to tidy up and take pride in their community. By listening and bringing people together, those conversations grew into Growing Together, and since then the community has secured over £360,000 to invest locally. It really showed me the power of people being heard."*

**A final word from Barbara**

*"When people come together, listen to one another, and share ideas, communities truly flourish. Strong communities don't happen by chance – they're built by people who care. Join your local community group, have your say, and help your community thrive."*

## SOME QUICK QUESTIONS TO FINISH!

### Tea or coffee?

*"I start with tea... and occasionally flirt with coffee"*

### Snack of choice?

*"Mint aero. Officially for energy, unofficially for emotional support"*

### Early bird or night owl?

*"Early bird (powered by tea)"*

## Most used emoji?



## Can you tell us one small win for the week?

*"A great conversation this week turned into a new resident stepping forward to get involved."*

# COMMUNITY SPOTLIGHT

For the summer edition of Almondview, our Community Spotlight focuses on Bridge Community Project.

Bridge Community Project is a local charity, supporting people over the age of 18 who live in the West Lothian area. It supports individuals experiencing poverty, trauma, poor mental health, bereavement and social isolation through a practical, person-centred approach.

Through the Wellbeing Hub, they provide services that build long-term resilience and stability. They also offer a free financial wellbeing service, a counselling service, and a stepping stones service which offers a safe, welcoming environment for people to connect and grow.

Amanda from The Bridge commented *"I'm passionate about Bridge Community Project because of the genuine impact it has on people's lives. We meet people where they are, often at some of the most*

*difficult points in their lives and walk alongside them without judgement."*

Taking that first step can make a real difference. Find out more about the project and how to self-refer on their website <https://bridgecommunityproject.org.uk>



# ALMOND AWARD... TWO WINNERS!

We are pleased to announce two winners for our Almond Award this summer.

Congratulations to *Michael Campbell-Morgan* and *Abigail Tamagno* who were both presented with £250 worth of vouchers.

The Almond Award 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. To ensure you are eligible for the draw simply:

1. Maintain a clear rent account for a minimum period of three months immediately prior to the draw
2. Ensure you have not been involved in causing 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
5. Be a member of our Customer Consultation List

Please visit [www.almondha.org.uk](http://www.almondha.org.uk) to find out more and sign up

## CHARTERED INSTITUTE OF HOUSING

We are proud to have renewed our commitment to Chartered Institute of Housing's Make a Stand campaign.

We commit to taking action to support victims of domestic abuse by:

- Having policies in place to support tenants and staff who are affected by domestic abuse
- Making information about domestic abuse support services available to residents and colleagues

- Having a champion at senior level (Director of Housing Management) who oversees the activity we do to support people experiencing domestic abuse
- We have two colleagues specialising in Domestic Abuse, as well as providing the wider team with training

Scan or click the QR code to find out more about how we can help and to view our Domestic Abuse Policy.



**MAKE  
A  
STAND**

Our homes, our people,  
our problem.



Chartered  
Institute of  
Housing

**women's aid**  
until women & children are safe



**daha**

Domestic Abuse Housing Alliance

# ALMOND ENTERPRISES LTD

Almond Enterprises Ltd (AEL) continues to go from strength to strength – delivering high-quality, good value cleaning and environmental services across West Lothian.

From office and window cleaning to gardening, recycling uplifts, and specialist services such as trauma cleans and minor repairs, AEL plays a vital role in maintaining homes and communities for tenants and commercial customers alike.

With a dedicated team, the business is expanding its range of services, now including painting, decorating, and minor repairs. This growth not only enhances the support available to tenants but also creates valuable local employment opportunities.

As a social enterprise, AEL is proud to give back – donating surplus profits to local community groups, charities, and voluntary organisations through Almond Housing Association. This ensures that success is shared and reinvested where it matters most.



Jane Deary has recently joined AEL as the new Operations Manager, bringing a wealth of leadership experience within the social enterprise sector, including 10 years with Spark in Craigshill.

Jane commented: *“It is an exciting time to join Almond Enterprises, which has ambitious plans for growth to develop its current services and social impact in the local area. It is a privilege to work alongside such a dedicated team who take pride in making a difference.”*

We look forward to this next chapter for Almond Enterprises and the positive impact it will continue to make for our tenants and the wider community.



# Reinforced Autoclaved Aerated Concrete (RAAC)

We are pleased to share that we are officially half way through the RAAC remedial works, with 50% of properties complete at the time of writing. We would like to take this opportunity to thank those who have been through the process for their support and feedback along the way.

The general programme is currently focusing on Linden Grove and will shortly be moving to Ash Grove (mid-July), followed by Beech Grove (September onwards). Some individual properties will have works complete outside this general programme, as the work in each property varies based on the RAAC present.

If you have any questions or concerns regarding RAAC in your home, please contact us by emailing [raacteam@almondha.org.uk](mailto:raacteam@almondha.org.uk)



Decant property

## West Lothian Council Recycling Services

*West Lothian Council has been introducing twin-stream recycling across many communal bin areas in West Lothian. This is continuing to be rolled out as part of their approach to improving recycling and waste collection services.*

*A key focus of this change is improving the quality of recycling materials. When materials such as plastic bottles, cans, and food residues are mixed with paper and*

*cardboard, they can damage the fibres and reduce the quality of the material. This can sometimes result in material being rejected for recycling.*

*If you live in a flat and have not yet received these new communal-style bins, West Lothian Council will be in contact with more information soon. Thank you for your cooperation as they aim to improve the recycling service.*



# SUSTAINABILITY REPORTING STANDARDS

We are proud to have recently joined the Sustainability Reporting Standard for Social Housing (SRS), reflecting our commitment to tackling climate change, create sustainable and energy efficient homes, reduce our carbon footprint, and achieve high standards in governance.

Signing up to SRS means that we will monitor and report on our sustainability performance through an annual Environmental, Social and Governance (ESG) Report.

The report will provide you with information about our performance in a number of



Environmental, Social and Governance areas.

We expect to publish our first report next year, demonstrating our efforts to create sustainable and resilient communities, and reducing our environmental impact.

## BECOME A MEMBER

Become a member of Almond HA for a small fee of £1. This gives you the right to attend our Annual General Meeting (AGM), including Special General Meetings, nominate a

Member for Board election or stand for election to the Board yourself. Our next AGM will be held on 3rd September 2026, so visit our website to find out more and sign up today.

## RAISING SERIOUS CONCERNS

Following feedback from tenants and landlords, the Scottish Housing Regulator (SHR) has published two updated factsheets on raising a Serious Concern about a landlord.

The new factsheets are available by scanning or clicking the QR code and provide more information about how tenants can report Serious Concerns to SHR and how they handle reports.



# ALMONDVIEW

## Summer word search

S R I S M P T S V E Y M M N A  
 R O A D R O U E O T V R R Y U  
 R T A P O R T A L S E O I P K  
 S C V P V T C D R O E L U C D  
 C A D E R A O E S S E V Y O P  
 M R Y R D R M V A F R E T L R  
 M T M F R P M L O R E Y R G R  
 G N E O V E U O E Y O L A I I  
 E O N R R E N V M T L R A P E  
 E C R M E N I N N E D R C G T  
 A S E A P E T I B E E K I N D  
 G T G N A E Y T N D E I A P R  
 V N C C I U O E G V R O D E A  
 E R C E R N R G R N M M N G S  
 L D E D S T N E V E E L V R C

BELL  
 EVENTS  
 PORTAL

BEEKIND  
 GARDEN  
 RAAC

COMMUNITY  
 GET INVOLVED  
 REPAIRS

CONTRACTOR  
 PERFORMANCE  
 SURVEY

## USEFUL TELEPHONE NUMBERS

To report an emergency repair when our office is closed, please call 01506 439 291 and select option 3 or contact the out of hours service directly on 0141 225 2842.

Almond Housing Association	01506 439 291	Refuse Collection	01506 280 000
Citizens Advice Bureau	01506 432 977	Scottish Power	(General) 0345 270 0700
Craigshill Health Centre	01506 432 621		(Emergency) 0800 092 9290
Gas leaks / emergency	0800 111 999	St John's Hospital	01506 523 000
Home Energy Scotland	0808 808 2282	Street Lighting	01506 280 000
Homeless Persons	0800 032 3450	West Lothian Council	01506 280 000
Howden Health Centre	01506 423 800		(Freephone) 0800 616 446
Police	101		