ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER WINTER 2026



FESTIVE HOLIDAY PERIOD *Almond Housing Association will be closed from 12 noon on Thursday 24th December and reopen at 8.30am on Tuesday 5th January.*

WELCOME FROM THE CEO



"Hi All... In the summer edition of Almondview, I mentioned that we were working on a customer portal. I am pleased to advise that work has progressed with this and although it is later than intended, we will be looking to launch a trial of the portal soon. This will be tested with those tenants who indicated that they would be happy to take part. More information on page 15.

We have also launched Ava (Almond's Virtual Assistant) on our website. Ava can help with everyday questions whenever it suits you, no app or login needed. Our team is still here as normal during opening hours.

In September, we held our Annual General Meeting (AGM), where Vicky Bluck was re-elected as Chair of the Board. It was great to see so many tenants attending the AGM, with members hearing about the very positive impact of getting involved with Almond and how this impacts what we do. If you are not already involved with us, you are more than welcome to join and help to influence what we do at Almond. More information is available on page 3.

Prior to the AGM, the board and senior management team met to discuss how we may be able to access funding to enable delivery of new homes and regeneration of some existing homes. This was a very positive session, and we identified a way forward. We will be working hard over the coming months to explore how we secure such funding. Whilst actual delivery of the programme will take place over a number of years, it is both positive and exciting that we have identified a route to take these plans forward.

As mentioned previously, we were pleased to have won the award for Outstanding Commitment to Employee Wellbeing at the recent Share awards. As well as employee wellbeing, we are just as committed to supporting our customers and it was great to see such a successful event held in The Big Living Room on Scottish Housing Day. Thank you to those who attended, as well as our Community Engagement Officer, Barbara, for organising the day and ensuring it was a success. More information about this and other events can be found on page 20.

As ever please contact me at **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.*





ANNUAL GENERAL MEETING 2026

Thank you to everyone who came along to Annual General Meeting (AGM) in September. Following previous feedback, we decided to hold the event in a different venue this year. Members were welcomed with tea, coffee, and a buffet selection, before John Davidson (Chief Executive) opened the meeting.

We are pleased to report that Vicky Bluck was re-elected as Chair of the Board.

Throughout the evening, we heard important updates from the Chair as well as members of the Senior Management Team. Following the meeting, members had the opportunity to speak to staff and the board, ask questions, and learn more about our Bee Involved campaign.

If you are interested in attending our next AGM, you can become a member by



applying and paying a one-off fee of £1.

This gives you the right to attend and vote at our AGMs and to nominate another member for board election.

It also gives you the opportunity to stand for election to the board yourself.

Click or scan the QR code to find out more and sign up.

ANNUAL REPORT

We are pleased to have published our Annual Report in September at our AGM. It is now available to view on our website, or a hard copy is available from our office.



In the summer edition of Almondview, we suggested trying a new approach this year by combining our Annual Report and Charter Report to Tenants. We did not receive any concerns and therefore published our combined report at the AGM.

The report provides detailed information about our achievements and performance in 2025-26. Figures are displayed throughout to show how we performed in some key areas, as well as our performance in 2024-25, the Scottish average, and our peer group average.

Click or scan the QR code to read the Annual Report 2026.

If you have any feedback or suggestions on the layout, design and content of the report, please contact us or use the form on our website to let us know.

COMPLAINTS REPORT

Our Annual Complaints Report for 2025-26 reflects our commitment to listening to you and improving our services.

Our complaints procedure has two stages:

STAGE 1: FRONTLINE RESOLUTION
STAGE 2: INVESTIGATION

Last year, we received 222 Stage 1 complaints and 18 Stage 2 complaints, marking an increase from the previous year. Stage 1 complaints were resolved in an average of 3.15 days, and Stage 2 in 16.26 days, both well within the Scottish Public Services Ombudsman (SPSO) targets of five and twenty working days, respectively.

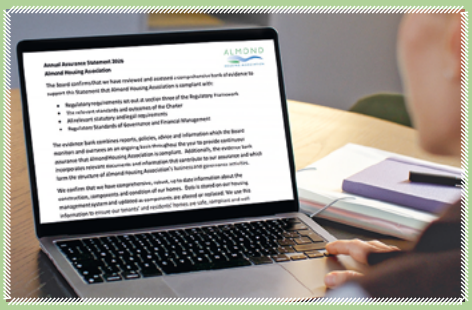
Most complaints related to Asset Management. Common issues for stage 1 complaints included quality of work, missed appointments, and contractor attitude. For Stage 2 complaints, lack of action and staff attitude were the leading causes.

We have made several changes based on customer feedback. We improved communication about repair delays with more proactive contact with tenants. We also improved the information on our website for greater clarity and improved our system notes so that customers weren't required to repeat what they've told us already.

The SPSO published guidance about child friendly complaints handling, to ensure the rights of children are considered where a child complains or is affected by a complaint. Our customer facing staff have completed SPSO's training in respect of this to ensure compliance.

You can view our full complaints report by scanning or clicking the QR code.

ANNUAL ASSURANCE STATEMENT



The Scottish Housing Regulator requires all social landlords to produce and publish an Annual Assurance Statement (AAS) by 31st October each year. The AAS is a declaration from our board of management confirming that we comply with regulatory standards in respect of governance, tenant safety, financial management, and the Scottish Social Housing Charter. The board assesses our compliance with the regulatory framework. Any significant non-compliance would be recorded in the AAS, but we are pleased to report that none was identified. The board also reviews an action plan covering areas for improvement and instances of minor non-compliance. The AAS provides tenants and other customers with the assurance that we are meeting our obligations as a social landlord. This includes tenant safety and ensuring that we have robust and up to date information about the construction, components and condition of our homes. The AAS was approved by the board in August 2026 and then published on our website. If you would like to know more about the AAS or how we assessed our compliance with the regulator's requirements, please get in touch.

Scan or click the QR code to read our full Annual Assurance Statement.

OUR REPAIRS

As mentioned in our summer newsletter, Bell Group was awarded our repairs contract in April. Bell is currently recruiting more tradespeople to handle the level of repairs and we are working with them to ensure this is done as quickly and smoothly as possible.

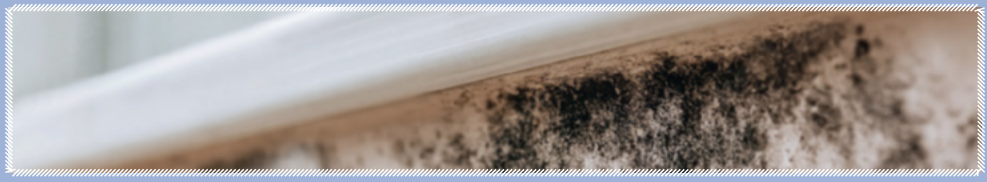
Craig Dow (Contract Supervisor) and Greg Forbes (Contract Manager) from Bell Group have joined the team responsible for Almond's contract. You will see them out and about and they are there to ensure work is completed as expected and are open to conversations around the overall repairs service.



DAMP & MOULD

We are committed to providing safe, warm and healthy homes for all tenants. We recognise the serious impact that damp and mould in the home can have on physical and mental health, particularly for young children, older people and those with existing health conditions.

As you may be aware, **Awaab's Law** came into force in Scotland from Tuesday 6th October 2026. The new regulations mean we will investigate reports of damp and mould within set timescales. The introduction of this new law supports our ongoing efforts to tackle damp and mould issues proactively and respond quickly when concerns are raised.



What does this mean for Almond?

We must:

- Ensure a knowledgeable person investigates reports of damp or mould within 10 working days of becoming aware of the issue.
- Provide tenants with a written summary of the findings within 3 working days of the investigation being completed.
- Begin any required work within 5 working days where substantial damp or mould has been identified.
- Ensure homes remain substantially free from damp and mould, as far as reasonably possible.

Although we have previously worked hard to resolve any damp and mould issues as quickly as possible, these requirements create clearer expectations and greater assurance for tenants that their concerns will be addressed promptly.

What does this mean for tenants?

For tenants, **Awaab's Law** provides stronger protection and clearer timescales for action. If you notice signs of damp and mould in your home, it is important to report them as soon as possible. Early reporting allows us to investigate the cause, identify any necessary repairs and minimise potential health risks.

The law also encourages open communication between tenants and landlords, and we appreciate your assistance to ensure access is provided as needed. This is to allow our property officers to carry out the inspections and the contractor to carry out the works.



WORKING TOGETHER



Almond has a clear responsibility under **Awaab's Law**, however maintaining a healthy home is a shared effort. Good ventilation, appropriate heating and promptly reporting concerns can reduce the risk of damp and mould developing in your home. If in doubt, please contact us on **01506 439291** or email **enquiries@almondha.org.uk**

When should I contact Almond?

If you have concerns about damp, mould or condensation in your home, please contact us on **01506 439291** or **enquiries@almondha.org.uk** Together, we can ensure that our homes are safe, comfortable and fit for the future.



WHAT IS DAMP AND MOULD?

Damp can appear when there is too much moisture in your home. This can lead to mould growing. Mould often looks like black, green, or brown patches on walls, ceilings or around windows.

There are different types of damp which have different causes:



CONDENSATION – this is when there is too much moisture in your home. You may notice this on windows or in your bathroom or kitchen. It is often caused by poor ventilation or heating.

What to look for – Condensation can cause water droplets down your windows and walls. You may also see mould around your windowsill.



Top tip – wipe your windows in the morning, use an extractor fan, ensure adequate heating.

PENETRATING DAMP – is moisture that enters the fabric of the building from the outside. It is often caused by blocked gutters or leaks.

What to look for – Penetrating damp can cause discoloured patches on the wall. You may also see peeling or bubbling paint or wallpaper.

Top tip – report all leaks as soon as you notice them.

RISING DAMP – is when moisture travels up through the ground into the foundations of your home. It is often caused by structural issues.

What to look for – Rising damp will only affect the ground floor of a building. You may see horizontal watermark and rot on floor skirtings.

Not all damp and mould are visible. Sometimes it can cause a bad, musty smell.

PREVENTING DAMP AND MOULD ISSUES?

You can help by reducing condensation in your home. This can be done by:

- Making sure air vents are not covered and that your extractor fans are working.
- Dry wet clothes outdoors if possible. If you must dry clothes indoors, it can help to dry them in a room with the door closed and the window open or fan on.
- Use an extractor fan and open the window when bathing, cooking, or during other high moisture tasks. If possible, leave windows open or fans on for about 10-15 minutes after.
- Try to keep temperatures in all rooms above 18 degrees when you are using them.

If you notice condensation in your home, you can contact us for a *FREE condensation pack.*



WINTER WELLBEING VISITS

As part of our Winter Wellbeing programme, we carry out visits to our more vulnerable tenants to help them prepare for the colder months ahead. The visit includes:

- Identifying the water supply stop valve
- Checking the property is secure
- Reporting any outstanding repairs
- Checking for any tripping hazards on access paths

As well as the practical checks, we also share advice and support to stay warm, safe and well at home. This year we will also provide a heated throw as a warm gift, offering an energy-efficient and cost-effective way to keep warm throughout the winter.

This initiative helps support health and wellbeing, reduces the risk of cold-related issues, and enables people to remain comfortable and independent in their homes during the winter months.



WINTER TIPS

As the weather turns colder, it is important to keep you and your home safe and warm this winter.

Preventing frozen or burst pipes

During the winter months, pipes can often freeze or burst due to the very cold weather. This causes serious disruption in your home. Follow these tips to reduce the risk of frozen or burst pipes:

- Know where the water supply stop valve is so you can turn the water off in an emergency. If you're not sure, please ask us and a member of the team will show you.
- If you go away for a few days, turn the water supply off. If you are going away for longer, please let us know so we can take action to avoid burst pipes.

If you experience frozen pipes, you should:

- Turn off the water supply immediately.
- Open cupboard doors to allow air to circulate.
- Keep your heating on.
- Place a hot water bottle or towel soaked in hot water onto pipes (never a naked flame).

If you experience a burst pipe or leak, please contact us as soon as possible.

WORRIED ABOUT YOUR RENT?

We're here to help



If you're finding it difficult to pay your rent or keep up with an agreed payment arrangement, please get in touch with us as soon as possible. The earlier we know about any difficulties you're facing, the more support we can offer.

If rent payments are missed, we'll try to contact you by phone, voicemail, text message, and email. If we don't hear from you, we'll continue to make regular contact as it's important that we understand your circumstances and work with you to find a solution.

Our aim is to support you to sustain your tenancy. We may be able to help through our Tenancy Sustainment Service, which offers advice on benefits, budgeting, and maximising your income. Our Tenancy Sustainment Officer may also be able to provide fuel vouchers and other assistance to help with rising energy costs.

Please don't struggle in silence. A quick conversation could help us identify support that makes a real difference.

Contact us as soon as possible if you're worried about paying your rent.



TENANT ENERGY SUPPORT SERVICE

Do you sometimes worry about your energy bills, or find your heating system tricky to use? Maybe you struggle to stay warm in your home? If so, the free Tenant Energy Support Service can help.

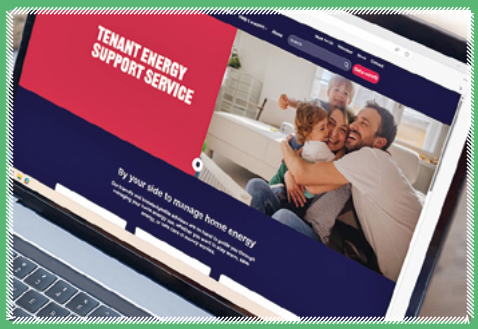
We have partnered with Changeworks, a leading Scottish charity that offers expert advice and support on home energy. Through their Tenant Energy Support Service, you can get lots of help with common energy worries and questions.

The free online advice library includes guides on a variety of topics, covering everything from using your heating system effectively, to details of what financial support you might be able to claim. As these topics can sometimes feel complicated, each guide is designed to be as simple and easy-to-follow as possible.

Scan or click the QR code to visit the Changeworks online advice library.

If you need extra support or aren't confident online, you can also speak directly to a Tenant Energy Support advisor from Changeworks. Their helpful and friendly advisors are on hand to sort out energy bills or energy debt issues, as well as share advice on staying warmer at home.

Contact Susan on **01506 439291** or **enquiries@almondha.org.uk** for more information.



ENERGY SAVING TIPS

Here are some of our top tips for keeping warm at a low cost this winter:

- Keep your heat on a low, constant temperature, rather than heating it up quickly and allowing it to cool again. Use the radiator controls to lower the temperature in rooms used less often.
- Stop draughts in your home. From keyholes to window frames, there are lots of places in a home that can benefit from draught proofing.
- Close blinds and curtains at night.
- Keep furniture away from radiators to allow heat to circulate.
- Open blinds and curtains during sunny periods to make use of free heat.
- Ask for help. If you're struggling with your heating bills, contact us to find out more about the support available



WARM HOME RESOURCES

Keeping your home warm can become more challenging during the colder months, especially when household budgets are already stretched. Through our Warm Home Resources Programme, we're committed to providing practical support to help tenants stay warm, comfortable, and financially secure.

Each year, we actively seek funding opportunities and build partnerships with local organisations and energy providers to maximise the support available to our tenants. This allows us to offer a range of resources designed to ease financial pressures and reduce energy costs.

What support is available?

This year, we expect to be able to provide:

- Warm bedding, higher tog duvets and blankets
- Emergency food packs
- Slow cookers and air fryers
- Fuel vouchers*

These resources can help households stay warm while making energy use more affordable and efficient.

Help with Fuel Bills*

Subject to funding confirmation, we anticipate being able to provide up to 120 tenants with £150 towards their fuel bills.

If your household income is less than £34,500 and you are paying 10% or more towards fuel bills, then you may be eligible for these fuel vouchers. We encourage tenants who are struggling with energy costs to get in touch as early as possible so that support needs can be identified and assistance explored.

Contact Susan on **01506 439291** or email **enquiries@almondha.org.uk**

More than just resources

Support doesn't stop with the items listed. Our team can also help you access specialist advice on energy efficiency, budgeting, benefits, income maximisation, and other sources of support available through our community partners.

If you're worried about keeping your home warm this winter or are struggling with rising energy costs, please contact us. A simple conversation could help us identify support that makes a real difference to you and your household.

"We're here to help you stay warm, well, and supported."



ALMOND CARES GRANT

We're delighted to launch the Almond Cares Grant, a fund designed to help tenants create healthier homes, build skills, and access new opportunities.

The grant can provide support for a wide range of needs, including education and training courses, tools and equipment for work or self-employment, and practical items to help make homes warmer and more comfortable.

Whether you're looking to gain a new qualification, purchase essential work equipment, or improve comfort at home with items such as flooring, thermal curtains or energy-efficient appliances, the Almond Cares Grant may be able to help.

The programme is all about supporting healthier homes, stronger communities and brighter futures by helping tenants improve wellbeing, reduce financial pressures, develop new skills and increase opportunities.

To apply, you must be an Almond HA tenant aged 16 or over and be able to show how the grant will make a positive difference to your life, opportunities or home environment.

Applications will be accepted until 5pm on Monday 15th February 2027 or until all available funding has been allocated, whichever comes first.

For more information, eligibility details, or to request an application form, please email **Almondcares@almondha.org.uk**

Helping tenants thrive at home, at work and in their community.



CUSTOMER PORTAL

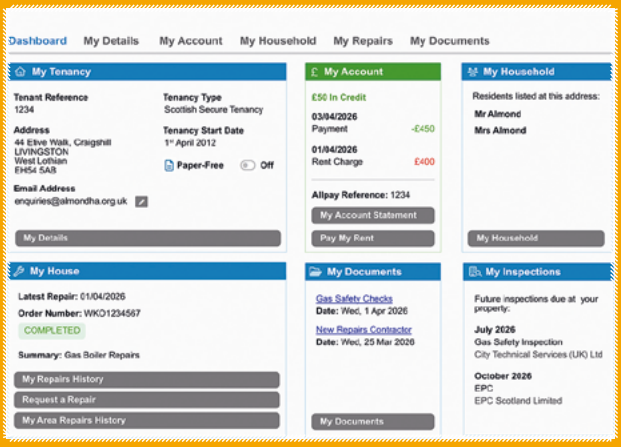
We will be launching our new customer portal soon.

Over the next few months, we'll be inviting those who have expressed an interest to help us test the portal. The feedback we receive from this testing stage will help us to make sure everything works well and is easy to use before it becomes available to all tenants.

The portal will allow you to manage your tenancy online, whenever it suits you.

You'll be able to:

- Check your tenant information at any time, day or night
- View your rent account balance and make payments
- Report repairs and track their progress
- Update your contact details
- See who is named on your tenancy
- See upcoming servicing and safety checks, such as gas boiler servicing



There is still time to get involved in testing the portal.

To help shape the service and be among the first to try it, please get in touch by emailing **enquiries@almondha.org.uk**

We look forward to bringing the portal to all tenants and will share more updates as we move closer to the launch.

REINFORCE AUTOCLAVED AERATED CONCRETE

We're pleased to share that we have completed over 85% of our Reinforced Autoclaved Aerated Concrete (RAAC) works.

Thank you for your patience and support throughout the programme so far. Work continues across the remaining properties, and we are on track to complete all RAAC works by March 2027.

We are continuing to work closely with those affected to minimise disruption while the works are carried out in their homes. No one will be required to move out of their home over the Christmas period.

Thank you to everyone that has helped us get this far. We recognise the disruption that temporarily moving out of your home can cause, and we greatly appreciate your patience and understanding.

We're looking forward to completing the remaining works over the coming months.

OFFICE DROP-IN HOURS

Our office is open for drop-in sessions on Tuesdays from 10am to 12pm and Thursdays from 2.30pm to 5pm.

Appointments can be booked outside of these hours, by phoning **01506 439291**, emailing **enquiries@almondha.org.uk** or scanning the QR code opposite to use our online form. We can arrange for appointments to be held in our office, in your home, or in a local area.



FESTIVE OPENING HOURS

Please note, we will be closed from 12 noon on Thursday 24th December and will reopen at 8.30am on Tuesday 5th January.

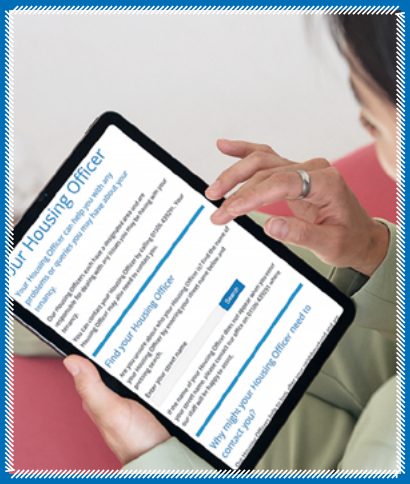
For emergencies during this time, please phone **01506 439291** and select the most appropriate option.

HOUSING OFFICER UPDATE

Following a temporary change in our staff structure, we have recently updated the areas that our Housing Officers are responsible for.

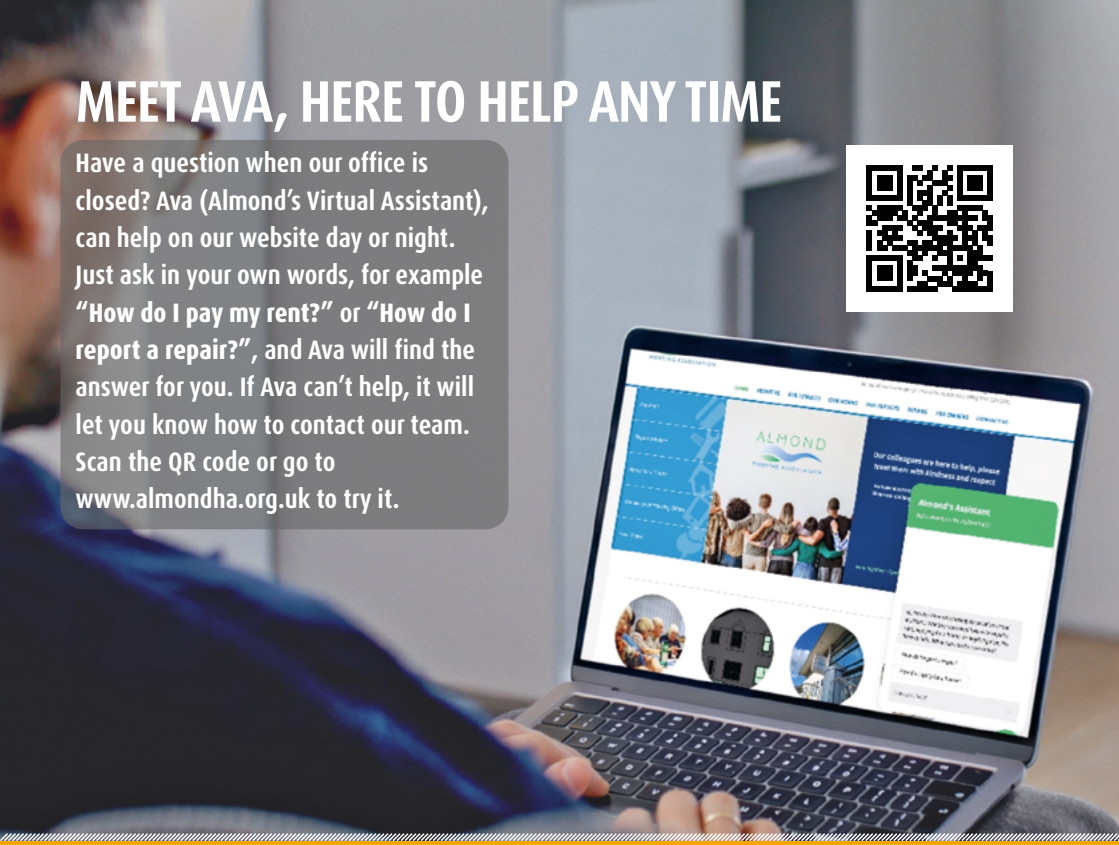
Our Housing Officers help to look after your neighbourhoods and are often the first point of contact if you need help or assistance in your home.

Unsure about who your Housing Officer is? Scan or click the QR code to our website to find out.



MEET AVA, HERE TO HELP ANY TIME

Have a question when our office is closed? Ava (Almond's Virtual Assistant), can help on our website day or night. Just ask in your own words, for example **"How do I pay my rent?"** or **"How do I report a repair?"**, and Ava will find the answer for you. If Ava can't help, it will let you know how to contact our team. Scan the QR code or go to www.almondha.org.uk to try it.



ONLINE PAYMENTS

We recently added Allpay's Branded Gateway option to our website, which enables you to make rent payments online. All you need to make a payment is your bank card and your Customer Reference (this is your AHA account number). Your account number is unique and can be found on your most recent statement. Once you have these, visit **www.almondha.org.uk** and click ***'Pay Rent'*** to be redirected to the branded gateway.

If you would like to make a payment online but are unsure, please contact us and we will be happy to help.



OPERATION: HAPPY CHRISTMAS

Bringing kindness, connection and support to our communities this festive season.

As Christmas approaches, we're launching Operation Happy Christmas, a seasonal campaign dedicated to spreading kindness, reducing isolation and providing practical support to tenants and communities across our neighbourhoods.

Linking in with our core values of respect, kindness and social, the campaign brings together a range of activities designed to support people through the festive period, particularly those experiencing financial hardship, loneliness or other challenges.

This year's programme includes:

- Festive food support for households who may be struggling.
- Winter wellbeing checks for older and vulnerable tenants, including practical advice and support to stay warm and well at home.
- Community events that bring people together to celebrate the season.
- The return of our much-loved Nominate a Neighbour campaign, recognising local people who go above and beyond to support others.

The campaign also encourages everyone to look out for friends, neighbours and family members throughout the winter months. A friendly conversation, a helping hand or simply checking in on someone can make a real difference.

Our Community Engagement Officer, Barbara, who will be leading the campaign, said:



"Christmas can be a difficult time for many people. Through Operation Happy Christmas, we want to support tenants, celebrate acts of kindness and remind people that they are not alone.

Whether it's practical support, a festive event or a simple act of neighbourliness, every action helps build stronger, more connected communities."

Tenants and residents can get involved in the campaign by attending festive events, supporting donation appeals and nominating local community champions who make a positive difference in the lives of others.

Together we can help make this Christmas a little brighter for everyone.

NOMINATE A NEIGHBOUR

Our 'Nominate a Neighbour' initiative is back this year to say thank you to people in the community who go above and beyond to help make life easier for others.

To take part, all you need to do is identify an Almond neighbour who has gone the extra mile to help or support others in the area. Then simply email us with their name, the first line of their address and your reason for nominating them. You can also phone us and speak to one of the team. We'll consider all nominations and those who are successful will receive a festive gift hamper.

Email **enquiries@almondha.org.uk** or phone **01506 439291**.

FESTIVE FOOD PARCELS

We know that the festive season can bring added financial pressure to many households and rising costs can make it difficult to cover everyday essentials. If you're worried about your food budget this Christmas, please get in touch with us. We can provide festive food parcels to help ease some of the pressure and ensure you have food in the house over the holiday period.

Importantly, these parcels are available week beginning 21st December 2026, when many foodbanks and community fridges may be operating reduced hours or closed altogether.

We understand that asking for help can sometimes feel difficult, but our team will treat all enquiries with dignity, understanding and confidentiality.

Please note: We are unable to provide food vouchers. Support will be provided in the form of food items and festive essentials through our festive food parcel programme.

No one should have to choose between heating their home, paying bills or putting food on the table this Christmas. If you think a festive food parcel would help your household, please get in touch by emailing **enquiries@almondha.org.uk**

We're here to help ensure that nobody in our communities goes without this Christmas.



COMMUNITY EVENTS

Thank you to everyone that came along to our community events recently.
In September, we celebrated Scottish Housing Day over breakfast. Tenants were welcomed into The Big Living Room for a fun, interactive cooking session.

They also received free take and make meal packs, accessed energy advice, information about fuel vouchers, income maximisation advice and of course, some delicious treats and freebies!



We also held an Autumn Wreath Making Workshop at the end of September.

Attendees created 25 beautiful wreaths, and it was lovely to see everyone's creativity come to life. This event was held in the evening, following feedback that we should hold events at different times of the day, and we are delighted to share that it was a success.

There are also a range of events planned over the next few months and we would love to see you there.

These events are free of charge and open to all Almond HA tenants.



CHRISTMAS IN THE GARDENS

Join us in Craigshill Community Garden for a free Christmas event!

Growing Together is organising an event in the garden to celebrate Christmas, nature, and community. This will be an evening of family fun, with Santa making an appearance in the garden!

THURSDAY 10TH DECEMBER 2026
5.30pm to 7.30pm, Craigshill Community Garden, Maree Walk, Craigshill



FESTIVE COFFEE MORNING

Join us for a cuppa, a festive treat and an opportunity to find out more about our services. There will be plenty of Christmas sparkle and a tombola full of fantastic prizes.

TUESDAY 1ST DECEMBER 2026
10.30am to 12noon, The Big Living Room

COMMUNITY SPOTLIGHT

Our Community Spotlight for this edition of Almondview is River Kids West Lothian.

River Kids is a local charity which focuses on benefitting disadvantaged local children and children's groups. River Kids support children by supplying new and pre-loved clothing, toys and household items to families facing financial challenges.

They also provide volunteering and employment opportunities for young people, connect families to financial support grants and more.

They also manage the West Lothian Toy Appeal, where donations of new toys and gifts are received for disadvantaged children at celebratory times of the year. Since 1984, the West Lothian Toy Appeal has helped 82,000+ children, with 3,394 children receiving gifts in 2025. Donations can be financial, or toy donations, and they also encourage fundraising and promote volunteering to make a difference.

If you're interested in finding out more, visit their website at www.riverkids.org.uk

RIVER KIDS

ALMOND AWARD...

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

Congratulations to ***Donna Watkins*** and ***Caprii Brown*** who were both presented with £250 worth of shopping 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



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 Tenant Consultation Group

Please visit www.almondha.org.uk to find out more and sign up

JOIN OUR TENANT CONSULTATION GROUP!

Can you spare a couple of minutes every now and again to let us know how we're doing? If so, you could be in with the chance of winning £250* worth of shopping vouchers!

Our Tenant Consultation Group receive text or email surveys every now and again asking for feedback on our services. On average, each survey takes less than 3 minutes to complete and by submitting one survey per year, you will be entered into the prize draw to win £250 worth of shopping vouchers.

Scan or click the QR code to sign up today!

Our consultation group will be testing our new portal in the coming months. Sign up today to get a chance to test it with us.

*** Terms and conditions apply. More information can be found in the article above.**



TENANT SATISFACTION SURVEY

Understanding our customers' experience is an important part of our ongoing commitment to improving our services. We recently appointed Research Resource to carry out our full Tenant Satisfaction Survey, giving you an opportunity to share your views and help us understand how we are doing.

Research Resource is an independent company, and their team has been conducting face-to-face interviews with tenants over the past few months.

They are now in the final few weeks of interviews. Thank you to everyone that has taken part so far and shared their experiences. We really appreciate the time you have given to provide feedback and help us understand what is working well and what could be improved.

We look forward to seeing the results and sharing these in the next newsletter. We will also be sharing the outcomes on our website, at our focus group meetings and with our consultation group. Comparisons to our previous results, the Scottish average and a peer group average will be available in our next Annual Report.

researchresource

POSTAGE DELIVERY TIMES

We have recently received some feedback that our letters are taking longer than expected to arrive through the post. Although we will continue to send letters when needed, we are also sending emails where possible.

Please do not worry if you cannot receive email communications, as we will continue to send letters by post but we are aware that it may take slightly longer than before. If you would like to update your email address, please contact us using the details below.

Email: **enquiries@almondha.org.uk**
Phone: **01506 439291**



Almondview Winter Word Search

R C N I N S U R T N C A E C A
I C I S U E H E O O T C W N T
H T R E H B T O Y M G O E H T
A G N I T A E H S S R N L I T
N G E R O O N L A U A E L S A
C K O C G T B E O H C C B S A
W E B A T A S B O I H C E T I
O E S A S I H S S N R T I T I
N L I E B G T G A W I N N A T
S E T A I E K O N N S N G G O
E A E E A S C A R F T C I S S
H G N A N A H T I I M A A A T
O A L U U O T E K N A L B B R
A T T W S E S H N B S N E T A
E E A S A I L W G E W S H T S

BLANKET
HEATING
SCARF
CHRISTMAS
ICE
SNOW
COAT
NEIGHBOUR
TOYS
HAT
SANTA
WELLBEING

OTHER FORMATS AND LANGUAGES

Please contact us if you want this document in Braille, large print, audio file, or if you need the document translated into another language.

Prosimy o kontakt, jeśli życzą sobie Państwo otrzymać niniejszy dokument w alfabecie Braille'a, w druku powiększonym lub w formie audio, bądź jeśli potrzebują Państwo jego tłumaczenia na inny język.

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