



TENANT NEWS

01 | Competition Winners



Back in Spring we launched our pet and garden competitions.

At a recent tenant focus group meeting, our tenants chose the winners from the four categories, best garden, best planter, cutest pet and funniest pet.

We were delighted with the number of entries across all categories and the fantastic photos we received.

The winners are;

Jae Barclay won **BEST GARDEN** with a photo which shows the amount of work he has put into his outdoor area.

A gorgeous croft house planter won **Sunniva Leask** 1st prize in the **BEST PLANTER** category.

Molly Farmer gorgeous peerie Vinnie won **FUNNIEST PET**

Charlene Reid's adorable peerie kitten won **CUTEST PET**

The lucky 4 have won £50 vouchers from Harbro and Planticrub.

Thanks to all who entered.

Please look out for any future competitions we launch. It really is worth entering!



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02 | Smoking at Your Property



EVERY HOUR OF EVERY DAY THERE'S A HOUSE FIRE IN SCOTLAND

Did you know that smoking is the main cause of death from fire in the home.

- ✓ You are more likely to lose your life in a fire if you drink and smoke.
- ✓ These fires are more likely to happen at night – between 10pm and 3am

PUT IT OUT - RIGHT OUT

Cigarette ends can smoulder undetected for hours if not put out properly.

DO:

- ✓ Stub out properly in an ashtray – make sure there's no smoke
- ✓ Pour water on cigar and cigarette ends before putting in a bin
- ✓ Keep smoking materials out of reach of children and pets

NEVER:

- ✗ Leave a cigarette, cigar or pipe unattended
- ✗ Leave cigar and cigarette ends outside your front door
- ✗ Balance cigars or cigarettes on the edge of an ashtray or anything else – they can tip and fall as they burn away
- ✗ Empty a pipe into a bin – the embers can still be very hot even if it's not smoking
- ✗ Purchase illegal, bootlegged or counterfeit cigarettes

STOP SMOKING SERVICES

Scotland's free and friendly local stop smoking services can hugely increase your chances of having a successful quit attempt and staying stopped for good. Wherever you stay in Scotland you can get help. The NHS provides pharmacy and local specialist stop smoking services. Quit Your Way is a free NHS stop smoking service. To find out more about the stop smoking services and to access the best support to quit in your area, call the Quit Your Way helpline service on **0800 84 84 84** or visit www.QuitYourWay.scot

03 | Planned Maintenance External Works 2024/25



Our Estate and Maintenance Technician will be carrying out cleaning of guttering on external of properties as well as cleaning of paths throughout various schemes. The works are anticipated to start in the coming weeks and continue until the end of March 2025.

Routine gutter cleaning and gutter maintenance is required to remove debris, to allow them to work properly. When gutters are not cleaned, the downspout can get clogged from leaves, debris, or any matter that can wind up there. This blockage allows water to collect and eventually overflow. Access to gardens will be required and the technician will door knock before starting works. The high level cleaning will include the use of ladders and mechanical equipment.

Routine path cleaning maintenance is required to remove moss and algae from communal pathways where required. This will involve weed control and path cleaning treatments.

Thank you for your ongoing cooperation.

If you have any questions or require any further information regarding the work, contact the office on **01595 694986**.

04 | What's on Site



We are pleased that work on our new development in the centre of Walls continues to progress. These 4, two bedroom, three person houses in the centre of Walls are expected to be completed in the Autumn of this year.

Groundworks continue on our large scale development at Stoney Hill, Lerwick. The actual house-building programme is expected to start on site in Summer 2025.



05 | Tips for Preventing Damp, Mould, and Condensation in Your Home



As we all strive to create comfortable and healthy living environments, it's crucial to address common household issues such as damp, mould, and condensation. These problems can not only damage your home but also affect your health.

1 Ventilate Your Home

Proper ventilation is essential in preventing moisture build-up:

- ✓ **Open Windows Regularly:** Allow fresh air to circulate, especially after cooking, showering, or drying clothes indoors.
- ✓ **Use Extractor Fans:** Ensure kitchen and bathroom extractor fans are used and maintained. These help remove moist air quickly and efficiently.
- ✓ **Trickle Vents:** If your windows have trickle vents, keep them open to allow continuous airflow.
- ✓ **Mechanical Ventilation Heat Recovery Units (MVHR):** If you have MVHR units installed, use them to improve ventilation. These systems can help manage humidity and ensure a continuous supply of fresh air while recovering heat to keep your home energy efficient.

2 Control Humidity Levels

Managing indoor humidity can significantly reduce the risk of damp and mould:

- ✓ **Dehumidifiers:** Consider using a dehumidifier in rooms prone to moisture, such as bathrooms and kitchens.
- ✓ **Dry Clothes Outdoors:** Whenever possible, dry clothes outside. If drying indoors is necessary, use a clothes airer in a well-ventilated room and keep a window open.
- ✓ **Avoid Overcrowding:** Ensure there is enough space between furniture and walls to allow air to circulate freely.

3 Maintain an Even Temperature

Keeping your home at a consistent, moderate temperature can help prevent condensation:

- ✓ **Consistent Heating:** Try to maintain a steady temperature in your home, even when you're not there. This helps avoid sudden drops that can lead to condensation.

4 Address Leaks and Repairs Promptly

Unchecked leaks and structural issues can lead to serious damp problems:

- ✓ **Report Leaks:** Immediately report any leaks, whether from plumbing, roofs, or windows, to the housing association for prompt repair.
- ✓ **Check Gutters:** Report blocked gutters and downpipes to the housing association. We will arrange for them to be cleared to prevent water overflow and potential leaks.

5 Mould Prevention and Treatment

If mould does start to appear, tackle it quickly to prevent it from spreading:

- ✓ **Report Mould:** Report any signs of mould to the housing association immediately. We will arrange for professional treatment to ensure it is safely and effectively removed.
- ✓ **Recurrent Issues:** If you experience recurring damp and mould, let us know. We can arrange a more detailed assessment of your property to determine if additional measures are needed to address underlying issues.
- ✓ **Clean Mould Safely:** If you need to clean small areas while waiting for treatment, use mould removal products and wear protective gloves and a mask. Avoid dry brushing mould, as this can release spores into the air.
- ✓ **Keep Surfaces Dry:** Regularly wipe down windowsills, walls, and other surfaces prone to condensation.

6 Lifestyle Habits

Small changes in daily routines can make a big difference:

- ✓ **Cook with Lids On:** Cover pots and pans to reduce steam when cooking.
- ✓ **Use Electric Fans When Showering:** Keep the bathroom door closed and the fan running for a while after showering. Afterward, keep the bathroom door closed and open a window to prevent vapour from travelling through the property to cold spots.
- ✓ **House Plants:** While plants can improve air quality, too many can increase humidity. Ensure a balanced number and place them in well-ventilated areas.

By following these simple steps, you can help prevent damp, mould, and condensation in your home, ensuring a healthier and more comfortable living environment. If you have any concerns or need further assistance, please do not hesitate to contact the housing association.





06 | Access for Repairs

Over the course of a year, our reactive maintenance team will co-ordinate the completion of over 1600 repairs – incredibly, this is over 6 repairs every working day! Our team of operatives and contractors – plumbers, joiners, electricians and maintenance officers – work to our maintenance policy timescales and try to get repairs completed on time.

Unfortunately there are too many occasions where a contractor’s busy schedule is disrupted due to tenants not being home or cancelling access at the very last minute. This is an in-efficient use of time and still costs the Association money.

Help the Association bring down the cost and burden of missed appointments by arranging suitable appointment times or by giving permission for the pass key to be used when ordering a repair. Please be assured that when using the pass key, our contractors uphold the strictest confidence and professionalism and will leave the property exactly as they found it.

07 | New Face at Hjaltland



We are delighted to welcome Gordon More to our team at Hjaltland.

Gordon joins us as our new Maintenance and Estate Technician so you may see him out and about, carrying out work on our properties and schemes.

Gordon has vast experience in the building industry having worked as a time served joiner throughout the Isles for the last 20 years.

08 | Annual Report

You will have received recently our yearly report which puts you in the picture with what the Association has been up to over the last 12 months.

We were very grateful to receive support from some members of our Tenant Focus Group, who provided us with suggestions and feedback along the way.

Whilst we are very happy with the final product, we are always looking for suggestions or comments on what we could do to improve this – if you have any comments or ideas, please get in touch and we would be delighted to involve you next year!

Get involved with our Tenant Focus Group



Hjaltland Housing Association understands the importance of customer feedback, both positive and negative, in helping us improve the services we deliver. We are always looking for new members to join our Tenant Focus Group to help review our services, approve our policies and have a genuine voice in our decision making. If you have never done anything like this before, don't worry - this is a friendly, informal group where new ideas and new members are always welcome.

- ◆ You will have an opportunity to expand your existing skills
- ◆ You can decide how much or little time you want to spend helping us
- ◆ You will have guidance from a professional team
- ◆ We will try to make it easy for you to select the services you want to scrutinise

If you would like to find out more about the Tenant Focus Group, please contact the office.



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