

TENANT NEWS



01 | Emergency repairs

Please remember that to report an emergency repair when the office is closed you should phone **01595 692387**

This means that if you have an emergency repair out of hours, you will only need to make one phone call.

PLEASE DO NOT CONTACT CONTRACTORS YOURSELF.

03 | Teleswitch turn off

Do you have an RTS meter for your hot water and heating?

Hjaltland Housing Association and the Shetland Islands Council are urging people across the isles to check their electricity meters to see if they need to be replaced.

The Radio Teleswitch Service (RTS) helps homes and businesses throughout Shetland change to off-peak electricity tariffs, but the radio signal is being switched off on the 30th of June 2025.

CONTINUED ON P2

www.hjaltland.org.uk

CLOCKS FORWARD ONE HOUR



02 | Clocks go forward

Lighter nights and longer days can mean only one thing! Spring is on the way!

Remember to put your clocks forward on Sunday 30th March at 1am.

Inside this issue

P1	01	Emergency repairs
P1	02	Clocks go forward
P1	03	Teleswitch turn off
P2	04	End of an era
P3	05	Planned Maintenance Programme
P3	06	Spring Redd Up
P3	07	Rent consultation
P4	08	A new face at North Ness
P4	09	Update on website
P4	10	The Association hits a milestone





CONTINUED FROM P1

Energy UK is the trade association for the UK energy industry. It says RTS is being turned off because the underlying equipment that sends out the signal is at the end of its operational life. Energy UK says there are about 5,000 RTS meters in Shetland.

Electricity customers around the UK are being warned if they do not replace their RTS meter with a smart meter, their heating and hot water systems might not turn on, or off.

The Council is working with partners including Hjaltland Housing Association to raise awareness of the issue.

Installation remains the responsibility of energy suppliers.

A new leaflet and online video have been produced by the SIC and Hjaltland - helping people check what meter is in their home, and what they need to do next – you can watch the video by visiting both Hjaltland’s and the Shetland Islands Council’s websites.

CHECK YOUR METER



Do you have an RTS meter for your hot water and heating?

Ask your electricity supplier if it can be replaced before the 30th June 2025



www.shetland.gov.uk/rts

The Radio Teleswitch Service (RTS) sends a radio signal to about 5,000* meters in Shetland

It allows older meters to switch to off-peak tariffs but will be switched off in June

It may mean your heating and hot water doesn't work as normal



Contact your supplier and be ready

*Source: Energy UK



04 | End of an era

As the Association approaches the start of a new financial year, we said a sad farewell to Susan Gray, our Director of Finance who retired this month.

Susan had been with the Association for 22 years and has played a major part in the growth and development of the Association during this time, overseeing the accounts and finances of every aspect of the Association; from applying for grants and finance for new builds, managing mortgages to ensuring the financial viability of the Association for years to come.

All staff at Hjaltland would agree that it has been a privilege to have worked alongside Susan over the years and we would like to take this opportunity to thank Susan for her hard work and wish her a long, happy and healthy retirement.

Susan cuts the cake at her retirement doo. Staff and Committee members, past and present, join Susan at a get together to celebrate her retirement.

05 | Planned Maintenance Programme

The Association is continuing its planned maintenance programme on a number of properties throughout the Isles. These works include full and partial paints, window repairs and the installation of new kitchens.

If any work is planned to your home, you will receive a letter notifying you before the work starts.

If contacted regarding full and partial painting works to be carried out on your property, please ensure that:

- ◆ Items located in close vicinity to the property are removed to avoid damage i.e trampolines and garden furniture
- ◆ Sheds which are positioned close to properties must be moved so that our contractors can gain full access for painting
- ◆ Dog faeces must be cleaned up within gardens
- ◆ Windows and doors should be left open, where appropriate

Should you have any queries relating to this,

or any other matter relating to your tenancy, please do not hesitate

to contact us on
(01595) 694986
 or email mail@hjalmland.org.



05 | Spring Redd Up

The Association wants to encourage tenants to participate in ensuring that the environment we live in is a healthy and pleasant one.

Spring feels like it's on its way so we would ask all tenants to tidy up around their properties and clear away any old bruck that might have accumulated over the winter.

It is a requirement of your tenancy agreement to maintain your property and garden area in a clean and tidy condition. If the Association identifies that your garden must be tidied or grass cut, you shall be given time to do this yourself. Failure to do this will result in the Association carrying out the work and charging the cost to you.

If you are unable to cut your grass or keep your garden tidy, there are a number of local businesses listed in 'The Shetland Directory' available which can assist you to do this;

- ◆ **Norman Hughson, Grass Cutting Services**
 Lerwick | 01595 692329 | 07747 830943
- ◆ **Handyman**
 Bigton | 07793 430566
- ◆ **Shetland Grasscutting**
 (a trading name of G.M.Solutions Ltd)
 Lerwick | 01595 692022
- ◆ **Sparl Services Ltd**
 Brae | 07833 107639

If you have bulky items for removal, please contact the Shetland Islands Council on (01595) 744891 or visit www.shetland.gov.uk/waste for more information.

06 | Rent consultation

Thanks to everyone who provided us with their views and comments regarding our rent consultation for the financial year 2025/26.

After considering the feedback received, our Management Committee approved a 4.3% rent increase commencing on 1st April 2025.

If you pay your rent by **Direct Debit** you need take no further action as we will automatically update the amount. If you pay by **Standing Order** you will need to **contact your bank immediately** and inform them of the new amount and effective date. **If you wish to change to Direct Debit please contact us for a form.**

If you are in receipt of the **housing cost element of Universal Credit**, you must inform the UC Claimant Helpline or update your online claim after the 1st April 2025.

If you need any help with your rent payments, please contact the **Housing Management Team** for support and advice on **01595 694986**.





08 | A new face at North Ness

Janice Thomason has joined the Finance Team in her new role as Director of Finance. Janice takes over from Susan Gray who retires this month after 22 years with the Association.



Janice joins us from the Shetland Recreational Trust and has over 30 years of experience in Accounting and Finance in the public and third sector.

We welcome Janice to the team and look forward to continuing working alongside her in the future.

09 | Update on website

After a request from a tenant, we have now added a 'search' facility on our website.

Hopefully this will make navigating our website easier for all. This is an example of how we listen to our tenants and make changes and improvements to the service which we provide. You can access our website at www.hjaltland.org

10 | The Association hits a milestone

This year will see the Association reach the grand old age of 50, with Hjaltland Housing Association forming all the way back in 1975. Plans are afoot to commemorate this milestone later in the year, where we will celebrate all of the work and development that has led to the Association providing warm, safe, secure homes for over 880 households across Shetland.

WATCH THIS SPACE...

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.