



TENANT NEWS

01 | Competition Time

Summer is here and many of us shall be looking forward to getting outside more, pottering about in our gardens and enjoying the sunshine with our beloved pets. The Association would like to share in your passions therefore we want to run two very different photographic competitions which should appeal to everyone.

Gardening Competition

Have you discovered a new passion for gardening or been a keen gardener for years? You may have added a bit more colour to your garden or brightened up your window sills with planters. If so, we want to see your photos, be it entire gardens, planters or quirky and different planting ideas.



Each household can enter one photo in each of the following categories:

- ✓ **BEST GARDEN**
- ✓ **BEST PLANTER**
(any type of container containing plants and flowers)

Best photo from each category, chosen by members of our Tenant Focus Group will **win a £50.00 voucher for Planticrub Shetland.**

Pets mean Prizes

Those of us that have pets know that they are such important parts of our family. They provide much needed company and support to us and here at Hjaltland we want to celebrate this! Whether it is a cat or dog or bearded dragon we want to see the animals you love!

Each household can enter one photo of their pets in each category:

- ✓ **CUTEST PET**
- ✓ **FUNNIEST PET PHOTO**



Best photo from each category, again chosen by members of our Tenant Focus Group will **win a £50.00 voucher from Cope Pet Supplies, Shetland.**

To enter all competitions:

Please email your photos to estelle@hjaltland.org or post to; 6 North Ness Business Park, Lerwick, Shetland, ZE2 9LZ.

All entries must be received by Friday 6th September 2024.

TERMS & CONDITIONS

- ◆ Competitions are open to Hjaltland Housing Association tenants only.
- ◆ Members of the judging panel and members of their households cannot enter.
- ◆ Hjaltland Housing Association Ltd employees and their households cannot enter.
- ◆ Winners and their winning photographs will be shown in the Autumn edition of the Tenant Newsletter.

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02 | Escape of Water: A Tenants Guide

Common Causes of Escape of Water in Homes

Leaks can vary from major bursts, which can result in flows of up to 60 litres of water per minute, to minor leaks, which may remain undiscovered for several months if the leak is in a concealed area not visible to tenants, or where the building is unoccupied for long periods.

DO

- ✓ Know where your stopcock is and how to turn it off, test it works twice a year
- ✓ Check for leaks in high-risk areas such as bathrooms, kitchen, boiler rooms etc. at least annually, ideally more regularly
- ✓ Check beneath the bath and shower basin, plus flexible hoses on appliances
- ✓ Check sealant and grout around shower trays, bathroom and kitchen fittings; ensuring they are maintained and in good condition
- ✓ Ensure you prevent excessive quantities of water from spilling onto bathroom floors from washing, bathing, or showering, where the floor is not designed for such purposes
- ✓ Alert us of any leaks, blockages or plumbing problems
- ✓ Contact us for plumbing repair or installation advice and assistance
- ✓ Use an approved plumber to fit plumbing and appliances, checking their insurance details
- ✓ Maintain all heating appliances in accordance with manufactures guidance

DO NOT

- ✗ Ignore that dripping tap!
- ✗ Forget to isolate your water supply if you're going away for a long period of time
- ✗ Forget to ensure that pipes and tanks are insulated or heated to prevent them freezing
- ✗ Discard nappies, wet wipes or cotton buds down the toilet
- ✗ Discard cooking fat down the sink
- ✗ Stand on sanitaryware
- ✗ In cases of being a tenant, undertake bathroom or kitchen renovation without informing the landlord

How to prevent water damage in homes

Ensure you have appropriate contents cover for your personal belongings as the Landlord's buildings insurance is likely to be restricted to covering the building structure only.

You should ensure you:

- ✓ Know where the stopcock is
- ✓ Isolate the water supply as soon as possible
- ✓ Have emergency contact details to hand:
Office Hours 01595 694986
Out of Hours 01595 692387
- ✓ Take photographs of the incident
- ✓ Preserve any damaged plumbing and contents

03 | Development

As you can see in the photos, work is progressing well at our Walls development, which will be ready in October of this year.

Not only are these homes aesthetically pleasing, but they will be super-efficient to heat and cosy to stay in, thanks to the high specification of insulation used.



04 | Planned Maintenance Programme

We undertake regular planned maintenance to all our properties to keep them in good condition. Our Committee agrees a programme of planned maintenance as part of its annual business plan update.

This year's programme includes;

- ✓ Annual maintenance on heating and ventilation systems, safety checks on electrics and fire alarms, upgrading smoke alarms and upgrading consumer units.
- ✓ Weather permitting, we will be carrying out external full painting at Norrendal, North Heathery Park and Lowries along with partial painting at Wista.
- ✓ Window repairs at Anderson Buildings and double-glazing replacements at various schemes.
- ✓ Environmental repairs, gutter cleaning, grass cutting and cleaning paths at various schemes.

In planning the work, we have to take account of the financial resources available to us and it may not always be possible to adhere to our proposed timetable.



We will write to tenants direct with more details on works once we have a contractor in place. Meantime you can contact Ali Morris, Technical Officer if you have any questions.

05 | Enjoying the sunshine...responsibly

Due to the lighter nights and sunshine finally making an appearance, it is inevitable that folk will be spending more time outside relaxing and entertaining.

It is important that if you are spending more time outside, you are mindful of the noise levels you are making and that this noise could cause disturbance to those living close by.

Some tenants have very young children or work varying shift patterns which means they have to be up very early in the morning.



- ✓ When entertaining outside, tell your neighbours about your plans in advance.
- ✓ Keep music to a reasonable level and don't play it outside.
- ✓ Remember voices can also carry further at night and in the early hours of the morning.

The Association has been receiving increasing numbers of complaints from tenants in recent weeks being kept up at night by noise nuisance from neighbours gardens and outdoor areas.

We want all tenants to enjoy the summer and have fun whilst being respectful to others in the neighbourhood.





06 | Changing Faces at the Association

Back in June, we said a sad farewell to Eunice Isbister, our Senior Finance Officer who took her well-earned retirement.

Eunice had been with us since 2006 working as part of our busy finance team, ensuring the smooth running of the Association.

She has been a 'go-to' employee for all staff members, being the fount of all knowledge with regards to financial and technical issues.

All staff at Hjaltland would agree that it has been a privilege to have worked alongside Eunice over the years and we would like to take this opportunity to thank Eunice for her hard work and wish her all the best in the future.



Stepping into Eunice's shoes is Emma Harmer who has 20 years' experience in finance working in different sectors after completing a degree in accountancy at Napier University.

After returning to Shetland from University, Emma has worked for local businesses including Greigs Seafood, Shetland Transport and the Shetland Island's Council.

07 | Annual Return on the Charter

At the end of May we submitted our Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator.

The charter was created as part of The Housing (Scotland) Act 2010 and sets the standards 'tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.'

Over the summer months we will be drafting up our Annual Report for tenants – members of our Tenant Focus Group check our progress and approve the drafts as they are ready – we would be delighted to hear from any other tenants who have an interest in looking over our report, suggesting changes, before it is published.

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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