

What's on the

Horizon Housing Association
 Leving House, Fairbairn Place,
 Kirkton North
 Livingston EH54 6TN
 Phone: Lo call 0845 600 8648
 Fax: 01506 400052
 Email: e-mail@horizonhousing.org
 Website: www.horizonhousing.org

horizon

Housing Association Ltd

A Date for Your Diary

Thursday, 16 September, 2004

We are giving you advance notice of the date of two important events on the Horizon.

We intend to hold our second Annual Tenants Conference and our Annual General Meeting on the same date of Thursday, 16th September at the Hilton Hotel in Bellshill. A programme will be confirmed at a later date.

Those involved in our first Annual Tenants Conference last year, found it an enjoyable and worthwhile exercise. We hope to build on that success by combining it with our AGM which, among other things, approves our Annual Accounts and elects members to our Management Committee.

Development Update

2004/05 is going to be an extremely busy year for the Association in terms of our house building programme.

In Carronshore, near Falkirk, we are building 3 purpose designed wheelchair bungalows. The tenants, who are currently living in temporary accommodation, are naturally excited at the prospect of moving into their new homes. Work is scheduled to start on site shortly, with people moving in before Christmas.

In Kilwinning, North Ayrshire, we will shortly commence building our largest development to date. The 35 house estate will meet the housing needs of a whole range of people. At almost £3m, the development is a major investment in North Ayrshire.

During 2004/05, we will more than double our housing stock in the Possilpark area of Glasgow with our new 24 house development. The new housing will cater for the needs of wheelchair users and older people and will contribute to the redevelopment proposals of Glasgow Housing Association, which took over the ownership of Glasgow City Council's housing stock.

Towards the end of the year we also hope to receive Tender Approvals for our second development in

Whitburn, West Lothian and a joint venture with locally based Bridgewater Housing Association in Erskine.

The welcome increase in our development programme reinforces Horizon's mission of working with communities to provide equality of housing opportunity.

Hospital Donation

At Easter, staff held an Easter Bonnet and 'Paint an Egg' competition. Some very interesting eggs appeared along with a hat. Staff generously donated items to raffle and the sale of raffle tickets went like hot cakes. Funds raised were £150 and this has been donated to the local hospital, St John's.



The cheque is presented to Jim Adamson (Charge Nurse) and Jean Wallace (Auxilliary Nurse) of Ward 8. They think they will put the money towards buying a new photocopier for the ward.

Should you require a copy of this Newsletter in LARGE print please call 01506 424140.

Introducing AllPay debit and credit card payments

We advised in the Spring edition of the Newsletter that AllPay have introduced a 24-hour telephone payment system.

AllPay checklist:

Before making the call to AllPay please ensure that you have the following information to hand:

Your AllPay card: you will be asked to enter the 19 digit allpay.net account number

Your debit or credit card: please note that American Express or Electron Cards are not accepted.

You are now ready to make the call.

Telephone No: 0870 243 6040

You will then: **be prompted by the telephone message to key in the information as required.**

be asked to hold for a few seconds while this transaction is authorised.

Once authorised you will be given a reference number which you should keep a note of.

If the transaction is declined or errors are made you will be transferred to a Customer Service Advisor (during normal office hours).

We hope you find this additional method of payment useful. Remember you can also pay your rent at any paypoint, payzone, post office, bank or building society.



HAVE YOU GOT IT COVERED?

Contents Insurance

We strongly recommend that all of you insure the contents of your home against losses arising from theft and accidental damage. There are many products for you to choose from but the Scottish Federation of Housing Associations (SFHA) special scheme, underwritten by Royal & Sun Alliance, has been designed especially for you.

Full details of the cover and how to take it out are set out in the "Prospectus and Application" form, which is available from our office by phoning - 0845 600 8648 - or hotline below for immediate assistance.

SFHA Diamond Insurance Hotline 0845 601 6006

Please remember that responsibility for the insurance of your home contents rests with you and not "Horizon Housing Association".

Garden Competition



It's the time of year for all you keen and not so keen gardeners to try and win this year's most desirable competition - 'The Garden Competition'.

This year we are seeking nominations for the most most improved gardens.

If you think either you or a neighbour should win drop us a note or telephone and we will call round and take a photograph.

We hope to highlight the winners in the autumn newsletter.

The prize for the most improved garden is a £50 voucher.

Please have your entry in by 28 July 2004.

Kids, you can also get involved. If you have a planter or a strip of garden that you tend to, let us know by the above date and we will choose the best and give a mystery prize.

Best of Luck.

ODES TO TENANT CONSULTATION AND PARTICIPATION

Policy Reviews:

Allocations Policy

Our Allocations Policy is due for review
And we would like you,
To give us your views,
So that we know what to do.

Tenant Participation and Strategy

Get involved and have a go,
You might like it, you never know,
A policy, comment, letter or view,
All are welcome just from you.

Void Management

An empty house does not pay rent,
And often means money has to be spent.
Perhaps about this you have a view,
If so, we would like to hear from you.

If you wish to comment on any of our odes, or even the policy reviews, we will meet with you or send you the documentation so that we may consider it further. You may also visit our website should you wish to comment in a paperless format. Consultation will run until 1 September 2004.

Carbon Monoxide Detectors (CO)

Please can you ensure that your CO detector is operating effectively .
You can do this by pressing the test button.
If the detector fails, please advise our Housing Services Assistant, Fiona Myles.

WEBSITE UPDATE

Following the launch of our website we must be the place to visit. In the last quarter we had over 1200 visits.

Why don't you check it out for yourself? Log on to
www.horizonhousing.org

Please give us feedback as we are keen to continue improving our site.

STAFF UPDATE

New Starts

We are pleased to welcome some new faces to the Association:

- Fiona Myles who started in May as a Housing Services Assistant (Maintenance)
- Anne Kay has been appointed as Part-time Housing Officer. Anne will work Mondays and Wednesdays.
- James Adams has been appointed as joiner in our in-house maintenance team.
- Dawn Easdale was successful in her application as Finance Assistant.

Congratulations to all on joining the Horizon team.

Goodbyes

Moira Croall is moving to a new post with Port Glasgow HA as Finance Officer. Moira leaves with our best wishes after serving the Association for the past 11 years.

Julie Squirrell is also moving, house and all! Julie leaves us to take up a post in the Community Education and Development Offices of North Ayrshire Council in Arran.

Welcome back

Gail Harkins returns to work on 18 June following maternity leave.



COMPETITION

Health Quiz:

Our Spring edition of the newsletter contained a competition on Health which must have stumped you. As a result, the prize money was added to our St John's Hospital charity donation (see page 1).

Changing Rooms

The makeover is complete and both tenants are happy with the results. Our in-house maintenance team carried out painting for the two lucky tenants at Inglis Lane, Dunfermline.



Congratulations to Members of the Habinteg Family

Horizon was delighted to learn of two recent honours awarded to people closely involved in the work of our two sister organisations Habinteg Housing Association and Habinteg (Ulster) Housing Association.

David Duly, Chief Executive of Habinteg (Ulster) Housing Association was recently awarded the O.B.E.

Nicky Chapman, a former Habinteg Board Member and current resident of the Association's Leeds estate, has been made a member of the House of Lords.

These appointments are worthy recognition of an unswerving commitment to the cause of disability and inclusion. Everyone at Horizon Housing Association passes on their warmest congratulations to David and Nicky.

Jim Watt
Chief Executive

Satisfaction Card Survey

Thanks to everyone who returned a repair satisfaction slip. Lucky winners of the prize draw were Mr and Mrs Duthie from Kelty who win a £20 voucher for Argos.

Please remember to return your freepost card, next time it could be you.

Comments included:

"Complete, but problem ongoing since October, 2003."

"Very pleased with kitchen completion and cleaning after work."

"The painters were very polite and left no mess behind them."

100% satisfaction from all those who returned their slip. Thank you, your feedback, good and bad, is greatly appreciated.

OFFICE OPENING HOURS

9:00 - 12:00 , 1:30 -5:00 Mon, Tues, Thur, Fri

10:00 - 12:30, 1:30 - 5:00 Wed

Outwith these hours, our emergency contacts are:
KINGDOM GAS SERVICE - Gas Heating/Hot Water

0800 389 9463

All other emergencies please contact

BIELD RESPONSE 24 on

0800 7837937