

About Horizon



Welcome



We believe that living in a safe, secure and warm home is important to the quality of life for you and your family, and we hope you will be happy in your home.

We hope you'll find the information in this pack useful, interesting and easy to read. It gives you information on Horizon, our responsibilities as a landlord and the services we provide.

Throughout the year we'll send newsletters to give you up-to-date information on what we are doing and the services we offer. Each year, we will send you a report on how we've performed in delivering services. You can also find the latest news and information on our website, Facebook and Twitter pages. Sign up for our electronic communications and you'll receive all of the communications in your email inbox.

Our aim is to provide the best possible services for you and if you have any suggestions about how we can improve our services, please let us know.

Lorna Cameron
Chief Executive Officer

What we do



What we do

Horizon was established in 1988, with a vision of providing integrated housing for older people and disabled people in communities where people could participate as valued citizens. We have 795 homes for rent spread out over 12 local authorities, across central Scotland. You can find out more by visiting: www.horizonhousing.org/find-a-home/where-we-have-properties/

Around a quarter of Horizon's properties are designed to meet the specific needs of wheelchair users and all of our properties are barrier-free.

In 2009, we joined the Link group. Link is a group of registered social landlords, social enterprises and voluntary organisations. We work with all the Link subsidiary companies to enhance the quality of services for Horizon tenants and to increase housing supply for disabled people, particularly wheelchair users.

Our vision

We want to enable people, regardless of age or impairment, to live full, independent lives in the community of their choice.

Our purpose

We work to address the inequality and challenges many disabled people and their families face trying to access housing and housing choices.

Values

What we do, and how we do it, is driven by our values.

We believe that:

- we are all different, equal and valuable
- access to housing and services should not be determined by impairment
- everyone has a right to be included
- disabled people have the right to housing, services and support to enable independent living



How we operate



We are governed by our voluntary Board of Management as well as the Scottish Housing Regulator.

Board of Management

Our voluntary Board of Management works with our management team and staff to ensure Horizon's effective operation. It is responsible for setting strategies and policies, managing finances and risks, and monitoring the performance and quality of Horizon's services.

Scottish Housing Regulator

The Scottish Housing Regulator (SHR) has a regulatory framework for governance and financial standards and a Scottish Social Housing Charter, with the outcomes and standards it expects landlords to meet. These standards and outcomes set out what tenants can expect in terms of the quality and value for money of the services they receive, the standard of homes, and opportunities for communication and participation in the decisions that affect them.

We submit an annual return on the charter to the Regulator, and provide an annual report to tenants on how we are doing. If you would like to know more about how our performance compares with other landlords, please visit www.scottishhousingregulator.gov.uk/find-and-compare-landlords.

Scottish Charity and Community and Co-operative Benefits Society

Horizon is a Scottish charity and we are registered with the Office of the Scottish Charity Regulator. We are also registered with the Financial Conduct Authority as a Community and Co-operative Benefits Society.

Our staff

We employ staff who are office-based as well as staff who work off-site. Our Chief Executive and operations director are supported by the management team.

The Asset Management team looks after:

- reactive and major repairs
- planned maintenance programme
- cyclical paintwork provided mainly by our own painters
- in-house maintenance team providing small repairs and void repairs

The Housing Services team:

- provides support to new and existing tenants to help them establish and maintain their tenancies
- manages tenancies, including collecting rent and dealing with rent arrears
- deals with neighbour disputes and anti-social behaviour
- encourages tenant participation with our estates
- manages estates and communal areas



How you can get involved



Tenants are at the heart of our organisation and listening to and involving them is an essential part in helping us deliver excellent services. We want your views, your opinions and your ideas for making things better.

By getting involved you can help us:

- make sure we deliver our services to a high standard
- make sure rents represent value for money
- check we are performing well in comparison with others and meet the standards set by the Scottish Social Housing Charter

By getting involved you can:

- help make a difference
- help build relationships with other tenants in your community and with Horizon
- gain new skills and experience



We offer a range of ways for you to get involved and make your views known.

From completing a short survey from the comfort of your own home, to getting involved in our tenant scrutiny group or becoming a Board member – it's up to you how much commitment you want to make and at a level with which you feel comfortable.

Of course you don't need to get involved – but remember the opportunity is always there!

We will publicise any events and opportunities for tenant involvement – either through our newsletter, Horizon News, through our website or, if appropriate, by writing to you. If you have an idea for getting tenants involved, please tell us – we are open to new ideas!

Contact us through email getinvolved@horizonhousing.org or by phone on **0330 303 0089** if you would like to know more.

- **Tenant consultation register**

Do you want to have your say from the comfort of your own home? Then join our register and we'll ask for your opinion on policy or service changes by post or email.

- **Residents' Improvement Group (RIG)**

RIG is involved in at least two scrutiny activities each year, and is also involved in assisting to produce our annual report to tenants. Find out more about their work on our website: www.horizonhousing.org.

- **Social media**

We have Twitter and Facebook accounts (Twitter [@Horizon_Housing](https://twitter.com/Horizon_Housing), www.facebook.com/HorizonHA/) – follow and connect with us there!



- **Completing surveys**

Every two or three years we ask an independent consultant to carry out a large-scale tenant survey to gather tenants' views on our services.

We also carry out regular surveys 'in-house' about particular aspects of our service – these could be face to face, by phone or by post.

- **Local meetings or events**

We may hold tenant meetings in your area to provide you with information or get your views on issues affecting the local area. We will also support local events which encourage tenants in our developments to come together.

- **Focus groups**

We may set up focus groups if we want to discuss an issue in more detail or want to consult tenants about a policy change or a change in the way we deliver our service.

- **Tenants groups**

At present, there are no tenants' groups within our communities. However, if you are interested in setting one up, we will provide support and assistance to help you.

- **Becoming a Horizon member**

Membership of Horizon is open to all tenants. A share, giving life membership, costs £1. Being a member gives you the right to:

- attend our Annual General Meeting (AGM) and have your say on our finances, performance and plans for the future
- elect Board Members
- stand for election to the Board yourself

What support can Horizon give?



We will:

- make sure any venue we use is fully accessible
- provide resources – practical and financial – to tenants' groups or to support a tenant event

We can:

- provide training if the type of involvement requires it i.e. being part of the Residents' Improvement Group or a Board member
- pay for or arrange transport to allow you to attend events
- provide interpreters or supporters if that would help you attend

Download a copy of our Resident Participation Strategy from our website or call us to ask for a copy.



Data Protection

General Data Protection Regulation (GDPR) came into force on 25 May 2018. This enhances your rights and gives you more control over the use of your personal information. The aim of this legislation is to protect you and your information, particularly when it is used electronically. To help keep your data safe, we may need to ask you for some security questions to verify your identity when you contact us.

To find out more about how we look after your data, please visit:
www.horizonhousing.org/privacy

Confidentiality

We have a code of conduct and all our staff are aware of the importance of confidentiality agreements. We don't give information about tenants to anyone who doesn't have a right and a need to know.

How to contact us

- Write to us:** Leving House
Fairbairn Place
Livingston
EH54 6TN
- Email us at:** e-mail@horizonhousing.org
Phone us on: 0330 303 0089
(If you call from a mobile it costs the same as calling from a landline.)
- Horizon app:** Download our app.
Get in touch for more details.
- Facebook:** www.facebook.com/HorizonHA/
Twitter: twitter.com/Horizon_Housing
Website: www.horizonhousing.org/
- We are open:**
- | | |
|-----------|------------------|
| Monday | 9.00am – 5.00pm |
| Tuesday | 9.00am – 5.00pm |
| Wednesday | 10.00am – 5.00pm |
| Thursday | 9.00am – 5.00pm |
| Friday | 9.00am – 4.00pm |

OUT OF HOURS EMERGENCIES

For gas, heating and hot water emergencies, please call:
Kingdom Gas on 01334 650 452.

For any other emergencies, please call 0800 783 7937.



Registered office

Leving House, Fairbairn Place, Livingston EH54 6TN
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Website www.horizonhousing.org

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