

Trust and Wishaw and District Transfer

Following the very positive news in December 2018 that Trust had been selected as Wishaw and District Housing Association's preferred partner, we have been working with Wishaw and District to get ready for formalising the partnership later this year.

The process is called a 'transfer of engagements', which means that Wishaw and District will become part of Trust in a partnership that will combine both organisations into one that is financially stronger and even better able to meet future challenges and customer needs by investing in services, homes and technology. We will be a larger, stronger and more resilient organisation with more money to invest in our stock. It will see Trust grow by 40% and add around £5 million to our annual turnover.

This will allow us to keep rents affordable and focus on providing excellent services for older people. We would like to assure tenants that Wishaw and District brings with it a strong financial contribution, so the transfer will be at no cost to Trust tenants.

Subject to Wishaw and District tenants voting in favour of the partnership in a ballot, our aim is that Wishaw and District will become part of Trust in late 2019. Throughout the process we will be engaging with tenants from both organisations. We have already had a very successful meeting with our North Lanarkshire tenants, with lots of discussion.

There is a strong fit between the values and culture of both organisations and a transfer would provide significant benefits for our tenants. If you have any questions, please get in touch.

Rhona McLeod.



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If you would like to receive Trust Talk by email rather than hard copy, please let us know.



@trust_housing

This information is available in Braille, tape, large print and community languages.

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High Five

1 **Wishaw and District.**

We're delighted to share the news about our selection as preferred partner by Wishaw and District. Full details on the front cover.

2 **Charges update.**

Page 6 reminds you what you might still need to do following your Rent Review notification.

3 **Tell us what you think about Trust.**

We always want to hear your thoughts, and you can win £100 in vouchers – go to the back page to complete the survey.

4 **Repairs scrutiny.**

The Customer Panel has completed their recommendations for repairs – which will go to the Trust Board. Page 26 has all the details.

5 **Congratulations** to our Wishaw and Airdrie developments who have both been awarded almost £10,000 Lottery Funding. Read the development news to see how the money is being spent.

If you're on a tight budget, a smart meter could make life a little easier.

This article is from Smart Energy GB, the independent voice of the smart meter rollout. And supported by Trust. However, we can't request a smart meter for you, as we are not the bill payer. Read on for details of how to get a smart meter.

A smart meter shows you how much your energy is costing you as you use it and could help you save money.

What are smart meters all about?

Put simply, smart meters are the latest generation of gas and electricity meters which will replace your traditional meters. As well as your smart meter, you'll receive a portable in-home display that clearly shows you how much energy you're using in pounds and pence. Both parts communicate with each other automatically and send your energy usage information to your energy supplier, which means you don't have to. Very handy.

How could they help me save money?

These days everyone's on a budget. That's exactly where a smart meter can help. Because you can track exactly how much gas and electricity you're using, you can see your energy costs in near real time, helping with household budgeting. The in-home display also has a built-in budgeting tool allowing you to set your own weekly or monthly limits.

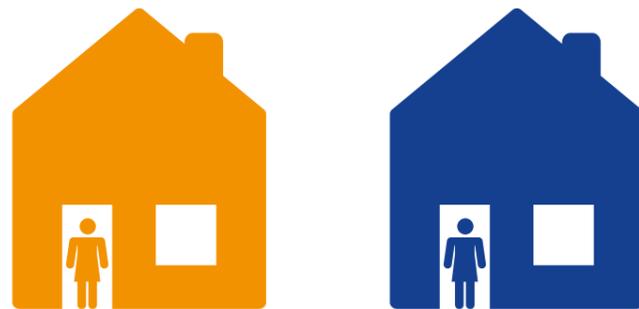
A smart meter could help you find ways to reduce energy waste around your home and save money. For example, you could save around £30 a year just by remembering to turn your appliances off at the wall rather than leaving them in standby mode.

Where else can I make savings?

Smart meters could also help you switch to a better deal, as you'll have accurate energy usage information which can help you choose the supplier and tariff that suits you best. What's more, they also give you access to new smart tariffs. So, you can shop around to get the best deal.

What if I'm on prepay?

No problem. Smart meters show you what you're using, as you use it, so no more running out of credit at the most inconvenient times. It also means you can top up whenever it suits you – online, via mobile or at the shop.



Is it a hassle to get one?

Getting a smart meter is actually pretty easy, and they're provided at no extra cost. There are a few important things you'll need to prepare before your installation:

1. Agree a time and date with your supplier that you can be home for the installation. An installer will never turn up unexpectedly.
2. Make sure you know where your current meters are and take steps to ensure they're accessible for the installer.
3. The installer should present you with a valid identity card upon arrival, which you can ask to see if the installer does not present it upfront.
4. It takes about two hours and your energy supply will be cut off for a short period, but you'll need to be present for the installation.
5. The installer will perform a safety check on your gas appliances as part of your installation.
6. Once fitted, your installer will show you how to use your in-home display and offer energy-saving advice.



Are they secure?

Without question. Smart meters operate on their own secure wireless network so there's no need for an internet connection. They're also extremely safe, exceeding every UK and EU safety standard.

Ok, let's do it

Getting your smart meter is simple. Your Housing Association can't request one for you as they're not the bill payer. All you need to do is contact your energy supplier. You'll find their details on your gas and electricity bill.

Getting a smart meter will ensure your bills are always accurate, taking the stress out of budgeting and putting you back in control. Make life a little easier so you can focus on the important stuff.

Contact your energy supplier about getting your smart meter at no extra cost.

smartenergyGB.org



Important! New Rent, Communal Area Energy, Food and Heating Charges from 1 April 2019

Just a reminder of what you might still need to do following your Rent Review notification that we issued in February 2019:

- If you are currently in receipt of Universal Credit **it is your responsibility** to let the Department of Work and Pensions (DWP) know of this change to your rent.
- If your Housing Benefit is currently paid directly into your rent account, we will advise the local authority of this rent increase on your behalf.
- If your housing benefit is paid directly to you **it is your responsibility** to notify the local authority of this rent increase. This will ensure the amount the local authority pay you increases accordingly to cover your ongoing rent charge.
- Please note your Heating Charge is not eligible for Housing Benefit. If you receive full Housing Benefit and only pay for heating, your new charge will be £40.00.
- If you pay by standing order, **you must** speak to your bank to increase your payment. Make sure you include your tenancy reference number so your payment reaches your account without delay.
- If you pay by Allpay, please **amend your payment amount** accordingly when using your payment card.
- If you pay by Direct Debit we will increase your payment for you.

We would encourage all tenants currently paying by Standing Order to move to payment by Direct Debit. If you would like advice on this, please contact a member of the Rent Team on 0131 444 1200.

See page 20 for an update on the annual changes to benefits.

Eviction – last resort but harsh reality

At Trust, we don't want to evict anyone, and we work hard to support everyone to keep their tenancy for as long as possible.

BUT if any tenant is in serious breach of their Tenancy Agreement, and we have exhausted all other options, we will take legal action to seek an Eviction Decree from the Sheriff Court – we owe it to all our other tenants who 'live by the rules'.

Last year 969 tenants (including families) were evicted in Scotland by councils and housing associations, and Trust has evicted tenants in the past. We don't ever want to have to do it, but we will seek eviction if we have no other option. We don't want to worry tenants, but we need to make it very clear that a serious breach of your Tenancy Agreement can lead to eviction.

Why are people evicted?

The most common reasons for eviction are:

- Non-payment of rent (or service, food or heating charges) – Trust can only deliver good housing and services if rent is paid to fund these. Rent is Trust's main source of income.
- Antisocial behaviour – Trust wants to offer a peaceful environment for everyone. If this is breached, we have to take action. If we

contact you about your antisocial behaviour, this is a serious situation. It is important that you work with us to resolve things in the best way possible. We cannot tolerate antisocial behaviour.

What can you do to avoid eviction for rent arrears?

If you cannot pay your rent, call our Rent Team on 0131 444 1200 and discuss your situation immediately. We are here to help, but we need you to speak to us. If we call you, it is very important that you talk to us and give us all the information we need.

You can avoid eviction for rent arrears by:

1. paying the rent you are due to pay every month, or as soon as you move in if you are a new tenant
2. setting up a Direct Debit so your rent is paid automatically
3. contacting us or another advice agency for help with Housing Benefit or Universal Credit
4. dealing with any money problems quickly. Help us to help you. Whatever you tell us, we will treat with the strictest confidence. Call us on 0131 444 1200 and speak to our Rent Team or Benefits Adviser.

Steps towards eviction for not paying rent

We check all rent accounts regularly to make sure everyone is paying as they should, so that Trust has the money needed to provide good housing and services for all our tenants.

We understand that you may have money problems, but you must pay your rent – it is your most important bill. We're here to help you to make that happen.

We will always be honest and tell you early on about the implications if you don't pay your rent

or adhere to arrangements. This is not to threaten or worry you unnecessarily; this is to make sure the consequences of not paying are very clear.

If anyone's account is not paid up to date:

Step 1 – Our Rent Team or other Trust staff will phone or email you (or your representative if you have given permission). Hopefully everything will get resolved at this first step, including possibly making an arrangement to clear what you owe us. We will write to you to confirm the arrangement and you should stick to it.

Step 2 – If we haven't been able to contact you we will write to you, make appointments to see you or possibly contact you at work. Local staff and coordinators may also get involved to help you to resolve the situation. Do not bury your head in the sand – speak to us before things get worse.

Step 3 – We will issue you with a Final Reminder, that gives you 7 days to clear your account or contact us to start sorting things out.

Step 4 – We will serve a Notice of Proceedings on you and anyone over 16 living in your home. We can then raise court proceedings within six months to ask a sheriff for an Eviction Decree and a Payment Decree. Get in touch to discuss how you can stop this from happening.

Step 5 – We will advise Social Services and your local authority's Homelessness Team that you are at risk of becoming homeless.

Step 6 – You will be served with a Court Calling requiring you to attend court. You should seek independent legal advice. The Sheriff will decide whether to grant an Eviction Decree against you.

Step 7 – After a decree is granted, you and your household will be evicted by Trust and you will be homeless. You will still owe us the money. Do not let this happen!

Your Questions Answered...

Filling our empty homes

Tenants frequently ask us about how we fill our empty properties. Here are some of the answers.

How does Trust decide who gets offered a house?

The decision is always made in line with Scottish Government laws, which have been turned into Trust's Housing Allocations Policy. For Trust, this means that every applicant gets a number of points – you get more points if you have greater housing need. The person with the most points, and therefore the greatest housing need, is offered the property first. Prior to making an offer our Assessments Officer will complete a phone assessment or in some cases a home visit, to discuss the application and the suitability of the development. We generally prioritise older people when we are allocating flats in our developments.

What happens when a Trust tenant wishes to move to another Trust development?

Trust tenants who wish to transfer must complete a new application form in order to be considered. As with external applicants, they will receive points based on their current housing need. Their application will then be assessed and considered in the same way as other applicants.

How is the process kept fair for everyone?

We are passionate about providing Equality, Diversity and Inclusion, which means we treat everyone fairly and with respect. This covers everything that we do, including how we allocate houses. No one is excluded or discriminated against because of their age, disability (physical or mental health), gender reassignment, marriage or civil partnership, race, religion or belief, gender, sexual orientation or union membership.

Who decides who gets offered a Trust house?

The decision to allocate a property is always made by Trust staff. They use Trust's Housing Allocations Policy to guide them.

Why do some people who need more care and support than Trust provides still get a flat in our developments?

Our different housing types ("amenity", "retirement", "sheltered", "supported", "very sheltered" and "housing with care") describe the different levels of housing support and care that Trust provides at different developments. However, many of our tenants across all our housing types get lots of extra help from other people to live independently – either from their family and friends or from carers. This means they can stay in the community where they wish to live.

People move into our properties with different needs, met by different people, and provided we have no significant concern that they won't keep to their conditions of tenancy, we are happy to welcome everyone as a tenant.

Why is my local council sometimes involved?

At some developments, Trust has a "Nominations Agreement" with the local council. This means that the council can "nominate" someone to fill an empty property, although the final decision on who gets offered a house is always made by Trust staff. In some developments, the council "nominates" for each empty property; in some developments it is for every second empty property. This means that people can have a better chance of getting a new home if they apply through their local council's Waiting List as well as through Trust's Home for You application form – www.homeforyou.org.uk

In some areas we have negotiated special arrangements with the council that are suitable and appropriate for a particular area or development. Sometimes the council covers part or all of the costs when the property is empty. All our arrangements with Councils are kept under review.

Why are some properties empty for a long time?

We work hard to ensure that our properties are filled as quickly as possible. However, in some areas, it is very difficult to find someone who wants to live in our homes.

There are a number of reasons for this – in recent years the number of older people applying for housing with Trust has changed. People now want different things – different amenities nearby, different sizes and types of homes, or they want to stay in their current home for as long as possible helped by technology, adaptations and care at home services.

We know and understand that many tenants feel concerned if there are empty properties in their development. Filling them is always one of our top priorities. We have done a lot of work already looking at our marketing and our processes. We have also worked with tenants in The Marketeers group to help to "get the message right". We will keep "spreading the word" in as many ways as possible about our homes and our services.

Does the Trust Allocations Policy get reviewed?

Our Policy is reviewed every few years and it is due for review again shortly. We need to ensure that:

- o our Policy keeps up-to-date with changes in the law
- o our Policy meets the needs of people who need homes
- o our homes are right for the future
- o we meet the changing housing needs of an area.

We will let you know when we are reviewing the Policy so that you can have your say.

If you have any queries about anything you've read here, please speak with your Area or Service Manager or call 0131 444 1200.



Your Housing Support Services

1. General Information

Also see 'Your Housing Support Services – 2. How we will support You'.

Your local Council pays Trust so that Trust staff provide Housing Support services to our tenants in this development.

Housing Support services help you to maintain your tenancy and promote your independence.

Trust is registered with the Care Inspectorate. We are regularly inspected to ensure we are providing good Housing Support services. You can see a copy of their latest Inspection Report in the development.



Housing Support hours

Your local Council pays Trust to deliver a Housing Support service here. This means that the number of hours of Housing Support that Trust provides is dictated by the amount of money that your local Council pays Trust to deliver the service.

Local staff will let you know what hours they are available, and if they are unavailable, you will be notified wherever possible. Emergency alarm call services are available 24 hours every day.

Information about you

Trust holds information about you so that we can provide you with a good Housing Support service. We appreciate that this is confidential information so it is stored securely and not shared without your approval, except in exceptional circumstances. You will be fully informed about what information is shared with others. You can make a written request to see the information that we hold about you.

We may be legally obliged to share information with some bodies, like the Care Inspectorate or the NHS. If we share information, we will check that it is correct and up-to-date, and we will involve you in the process wherever possible.

Ending your Housing Support service

If you wish to end your Housing Support service, you can discuss this with Trust staff, but you should carefully consider what this would mean, and think about making alternative arrangements.

Charges for Housing Support services

Your Council pays Trust to provide Housing Support services here, and your Council can decide to change the service, or the number of hours we offer, or the Council can decide to remove the service completely.

Your Council also decides how much you pay towards the cost of the service (if anything), and you pay this directly to them. If your Council charges you, they will offer you a Financial Assessment to decide how much you need to pay. You can refuse this Assessment and pay the full charge if you wish. Charging Policies vary from Council to Council.

How good is Trust's Housing Support service?

Trust staff all strive to provide the best possible services. Local staff work within Trust's values, policies and procedures. Area or Service Managers and other senior staff will visit your development regularly to ensure that you are getting the support you want, and that Trust's policies and procedures are being followed. Your local Council and the Care Inspectorate also monitor the service.

If you are unhappy with our Housing Support services, you can make a complaint through Trust's complaints process – speak to your local staff, your Area or Service Manager, or phone Trust on 0131 444 1200. You can also contact your Council or the Care Inspectorate.

If you require any further information or guidance please contact local staff or your Area/Service Manager or call 0131 444 1200.

Information correct as of October 2018



Your Housing Support Services

2. How we will support You

Also see 'Your Housing Support Services – 1. General Information'.

We will support you in the way that you want, so that you can maintain your tenancy and live as independently as you wish. You will experience high quality support that is right for you and you will be fully involved in all decisions about your support.

Staff will regularly discuss how you would like to be supported, and this will be agreed with you in your Personal Plan. Your Personal Plan will set out how your needs and wishes will be met.

What Housing Support means

Only certain support tasks can be called "Housing Support". If you need help, we will support you by:

- Responding to emergencies
- Assisting you contact other agencies to help you manage your money, so you have as much control as possible, your rent and bills are paid, and your interests are safeguarded
- Helping you to keep your home safe and secure
- Assisting you with reporting or arranging repairs
- Arranging adaptations for your home
- Helping you to claim benefits
- Supporting you with issues related to your tenancy
- Working with you to engage other people to support your wellbeing
- Encouraging you to socialise (if you choose to take part in recreational activities), and arranging events
- Encouraging and supporting you to make and keep friendships and other relationships
- Providing general counselling and support so you can get the most out of life
- Checking on your wellbeing regularly.

Other things do not fall under "Housing Support" so cannot be undertaken by Trust staff. These are things like:

- Personal care (like bathing and dressing) or administering your medication (unless you live in a Housing with Care development)
- Accompanying you to appointments
- Assisting with shopping and errands
- Cleaning your flat
- Managing your finances.

If you require any further information or guidance, or have any concerns about the Housing Support you are getting, please contact local staff or your Area/Service Manager or call 0131 444 1200.

Information correct as of October 2018

Emergency alarm call system

We will provide you with an alarm call system that you can use in an emergency to talk through a two-way speech unit – to Trust staff when they are on-site or to the alarm receiving centre at other times. We share essential information about you with the call centre so that they can respond well if you need them. You can access the emergency alarm call system by pulling any pull cord or by pressing your pendant if you have one.

Personal Plans

We aim to support you in the way that you wish so that you can live your life the way that you want. We want to make a difference in the things that matter most to you. We do this by agreeing a Personal Plan with you.

You can share whatever information you wish to create your Personal Plan. We will agree a Personal Plan with you, which will be updated at least every six months, or if your circumstances change significantly, or if you ask for a review. Your Personal Plan is confidential information and will not be shared. However, in your Personal Plan, you can state who you wish to be informed if you are in hospital, and what information you want shared (for example, with your neighbours). Staff will respect your privacy in line with your wishes.

What's Trust doing to prepare for Brexit?

In fast-changing circumstances, who knows what the political and economic situation will be by the time this edition of Trust Talk hits your doormat!

However, tenants have been asking us “**What does Brexit mean for Trust?**” so we thought it might be helpful for you to understand what we see as some of the implications and what we’re doing to plan ahead to minimise their impact as far as possible.

The price of **food** has increased significantly already and seems likely to increase further as a result of Brexit. We have already taken this into account in setting our food charges for next year. We’re working hard with our suppliers to get the best possible prices and to ensure there is a good supply of ingredients to allow us to continue our first-class meals service in developments.

We are currently going through our **insurance** renewal process, and as part of this process we will be factoring in any potential regulatory impacts of the UK leaving the EU on our cover.

We have been talking to our **repairs** contractors to make sure that a good repairs service continues after Brexit. There are two main areas of concern:

- the availability and cost of **parts and components**. Many of our contractors are supplied by European firms and they are doing what they can to make sure they have an ongoing supply of all the different things they need to continue carrying out repairs.

The cost of repairs may rise, but we generally have fixed-cost contracts in place, which will minimise any impact.

- the availability of experienced **skilled tradesmen and women**. Many of our contractors have European staff in their workforce, and some of these people may decide to leave the UK, or others may decide not to come to work in Britain. Contractors are working hard to ensure that they can still attract all the plumbers, electricians etc that they need to keep on delivering a good service.

The availability of good-quality **staff** is also an issue for Trust as many care and support professionals are originally from other parts of Europe. At Trust, we continue to offer competitive terms and conditions and an excellent working environment, so we are optimistic that we will attract the best candidates.

However, as some of you will know in your own development, this is a big challenge in some parts of Scotland and we have been very actively promoting Trust as a “great place to work” through Open Days, working with colleges, recruitment drives and other initiatives. If you know anyone who would like to apply to work with Trust, ask them to get in touch with our HR Team on jobs@trustha.org.uk or visit our website for our current vacancies <https://www.trustha.org.uk/work-us/current-opportunities/>

Data Protection – Some Frequently Asked Questions

Since the new Data Protection laws came into effect on the 25th May 2018, several changes have been made to ensure Trust complies with the law. These changes have understandably raised questions in the minds of many tenants, so here are answers to some of the most frequently asked questions about Data Protection.

Q Can photos of tenants be put up on the noticeboard if they have signed the consent form?

A Yes, the consent form specifically mentions use on noticeboards, so photos of tenants are fine to display if all the tenants have completed a consent form. If someone else is in the photo, who has chosen not to give their consent, then the photo can't be used.

Q Can tenants put up photos of tenants on the tenants'/RTO noticeboard without a consent form?

A No, the notice board is on Trust property, therefore Trust is responsible for maintaining the security of personal data. There must be a completed consent form to use the photograph.

Q Can tenants post photos of other tenants on their own personal Facebook accounts without consent?

A Photos can be posted to Facebook so long as they comply with Facebook's Terms of Service. It is always advisable to ask for the other person's permission to post their photo but there is no legal restriction as long as the photo is not invasive of the individual's privacy. Photos taken in common areas or publicly accessible locations would not be considered invasive.

Q Do we have to get consent for photos if they are in a closed photo album in the Lounge?

A Yes, regardless of how we use the photograph, whenever we gather personal data from a tenant (including photographs) we must have a valid legal basis for holding that data. If there's no contractual or legal requirement to hold a person's photo, then we must seek consent to do so.

Q What about using the photos/names of tenants who used to live here or have died?

A So long as consent has been given, we can continue to use the photographs of former tenants. As is the case for current tenants, any former tenant or the next of kin of a former tenant has the right to withdraw the consent at any time.

Q What guidance can you give the RTO on what can be posted on the RTO's Facebook page?

A First and foremost we'd recommend ensuring you know what your privacy settings are on the Facebook page. Do you want your page to be visible to anyone or do you only want to share information with friends? Ensure your privacy settings reflect how you want to use the page.

Facebook is a great way of staying in touch with friends and sharing the things that matter to you. However, we should all be aware that criminals and unscrupulous companies are also interested in what you are posting on Facebook.

Conclusion: be cautious about what you put on your Facebook page. By all means share your likes and dislikes but be careful not to hand over too much personal information about yourself or others. Once you make that information available online, there's very little you can do to control how other people use it.

Q Can the RTO Committee put the notes from their meetings on their noticeboard, even if it contains tenants' names? What if it's only tenants' first names and initials?

A If sufficient steps are taken to anonymise the tenants mentioned in the notes there's no harm in posting them on the noticeboard. Referring to a tenant by their initials should be fine so long as there's no other information on the noticeboard that could help identify who those initials refer to.

Q Can tenants put the name(s) of competition winners (e.g. the Bonus Ball) on the noticeboard?

A What is put on the noticeboard should not allow any individual to be identified. If someone has a name that's not shared with anyone else at the development or if there is other information on the noticeboard that would allow the individual to be identified, you should consider taking steps to anonymise their name.

Q Can a list of tenants and flat numbers go back up as mail is being delivered to the wrong flats?

A If this information is visible to members of the public or tenants then no, we have a duty of care to protect the privacy of our tenants. A name and address can be enough for the individual to be at risk of identity theft or fraud, so the police have advised us that lists should not be used inside or outside the building.

Performance Results

In each edition of Trust Talk we will give you one of our latest performance figures and explain why it's important to you.

Rent lost due to vacant properties

2.34%

Rent is our main source of income. If a property is empty, there is no rent coming in and we lose money. Last year we lost 2.7% of our possible rental income because homes were empty. In cash terms, that was £52,9864. With that money, we could have installed 200 extra new kitchens.

However, as well as being important in terms of cash, an empty flat means that it isn't being used by someone who needs it. It is important that we give people the chance to become part of your local community as quickly as possible. We can do this by all working together to "spread the word" about Trust in our local neighbourhoods – encourage people to visit your development and to fill in an Application Form, either by phoning **0131 444 1200** or online at **www.trustha.org.uk/our-homes/apply-now**

Equality, Diversity and Inclusion (EDI) Programme



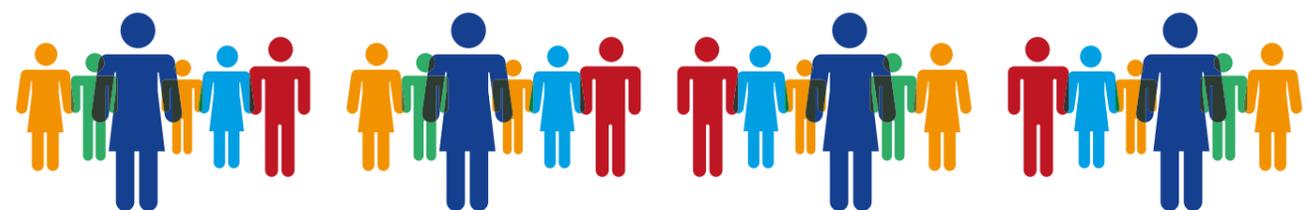
Trust is delighted to have achieved 17th position in the National Centre for Diversity's Top 100 Index. This was announced at the National Centre for Diversity Grand Awards in January 2019.

The Top 100 Index showcases the included organisations' hard work and successes.

Ethnic Minority Older People Services

The Older People Services project organised an open discussion for ethnic minority older people with Christina McKelvie MSP, Minister for Equality and Older People.

The discussion was part of the Older People's Framework being developed by the Scottish Government, which will highlight the positive contributions of older people and challenge the negative perceptions they face.



Happy to Translate

Happy to Translate is a scheme run by Trust Housing which helps all types of organisations to overcome language barriers, ensuring they make their services accessible to those who speak little or no English.

Do you know the difference between **translation** and **interpretation**?

Interpretation refers to changing the **spoken** word from one language to another and includes British Sign Language (BSL), whereas translation describes the act of transferring a **written** document from one language to another.

So, the next time you hear it said on Casualty that they need to get a translator to help communicate with a road traffic accident victim, you'll know they really need an interpreter!



HAPPY TO TRANSLATE

On the 5th of February 2019 it was Chinese New Year – The Year of Earth Pig

Chinese horoscope:

People born in the Year of the Pig are social butterflies with friends from all walks of life. They have a lot of support in both work and life. They have fortunate lives and can find happiness. They are successful later in life. However, they aren't the most romantic people and might need to work on that.



Normally the new year is celebrated with festive foods, a cake and sunflower seeds dyed red. On New Year day, married couples will give red envelopes which hold lucky money to those who are unmarried. This brings luck and prosperity within the community.





Benefits Up-rating

The annual up-rating of benefit payments for those aged 65 and over will take effect during **1st – 15th April 2019**. Benefits continue to be frozen for the under 65s.

Due to the rates changing you may be entitled to more money. To ensure you are receiving your correct and full entitlement, please ask for a benefit check from your local advice centre or speak to your Coordinator. All rates shown below are weekly rates.

This brief summary is only a rough guide, not a statement of law; further information is available from your Coordinator or by contacting The Pension Service or your Local Authority Housing and Council Tax Benefit Office.

Rates From April 2019	Single	Couple
Pension Credit (Guarantee)	£167.25	£255.25
Pension Credit (Savings age 65 and over)	£13.72	£15.35

Entitlement Based on Disability Conditions, Income and Savings NOT counted

	High	Middle	Low
Disability Living Allowance Care	£87.65	£58.70	£23.20
Disability Living Allowance Mobility	£61.20	N/A	£23.20
Attendance Allowance	£87.65	N/A	£58.70

Personal Independence Payments (PIP)	Enhanced	Standard
Daily Living component	£87.65	£58.70
Mobility component	£61.20	£23.20

The Easy Guide to Benefits for the 60+

Many older people are still not sure what they are entitled to and miss out on a great deal of money. The Easy Guide to Benefits for the 60+ has been produced by Trust Housing Association.

The guide explains the most commonly received benefits in straightforward, easy to understand language. This will help older people to know who is entitled to receive these benefits and which of them they are eligible to apply for.

Copies of the guide will be available from April in development lounges or alternatively you can download a copy from www.trustha.org.uk

Welfare Benefits Service

Trust employs a Welfare Benefits Officer to support applicants and tenants to maximise their income and apply for all the benefits they are entitled to. Potential tenants are offered a benefit check and a chat about their financial circumstances and options available to them. We offer free, confidential and impartial advice and assistance with the claim process. We are not just about letting out the property, we want to make sure that our tenants are happy and secure and not worrying about how they are going to afford the next month's rent.

Our Welfare Benefits Officer is **Aisha Nadeem**.



Development Coordinators have been given training by Aisha and can help with queries you have regarding benefits.

If you would like more information on benefits, please speak with your Coordinator or contact Aisha directly:

Office Direct Line: **0131 444 4969**

Mobile: **07899 987 769**

(please only call between 9am - 5pm Monday to Thursday, and 9am - 3.45pm Friday)

Email: anadeem@trustha.org.uk



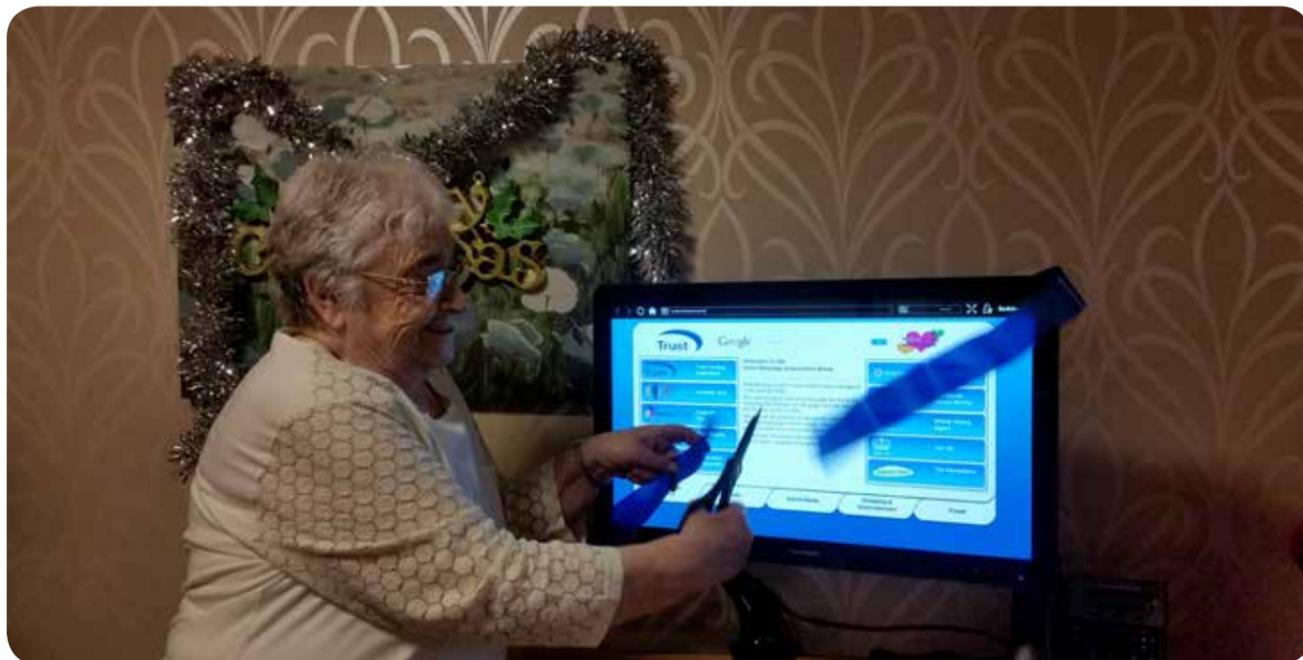
Bingham

Pictured is Bingham tenant May Smith at their digital launch event on 22nd October 2018. The event was attended by CEO Rhona McLeod and MSP Denholm Ash.



Tillicoultry

RTO secretary Elizabeth Stevenson cut the ribbon to open the Wi-Fi in the Tillicoultry development.



Wishaw

Pictured is the Wishaw digital launch in May 2018. Since then, a kiosk and a printer have been purchased for the lounge – thanks to the £9,148 Lottery Funding. One-to-one IT lessons will also be held at the development.



Wi-Fi – Coming soon to a development near you!

Trust's 4-year plan to roll-out Wi-Fi to all its staffed developments across Scotland has been making great progress.

Below is a list of the next planned developments:

- Clydebank
- Carmunnock
- Forfar
- Dumfries
- East Kilbride
- Helmsdale
- Lochinver

The development will be “flood-filled” which means that you’ll be able to connect to the Wi-Fi across all communal areas and in every home too.

HOWEVER!

There are a number of reasons that can either change or delay the planned installation.

Typical reasons for changing are:

- When the order goes through to install the broadband service we are informed the cabinet has been fully utilised and there are no spare services left. This can delay an install for a number of months as it usually involves significant work to add an additional cabinet.
- A development can be prioritised due to receiving funding to purchase a Kiosk and training. The funding must be used, and the benefits to our tenants presented to the funding authority, within a certain timescale.
- If other work is taking place at a development at the same time, such as central heating being installed, then this may delay the install by a few weeks. We would not normally run the two projects at the same time.

We work very hard to keep to our plan where practical, but things happen that are outwith our control, so the above reasons are by no means exhaustive.

Property Sounding Board

Do you have ideas on what would make a difference to existing and future tenants?

Do you want to influence Trust's property investment priorities?

Do you want to help choose things like kitchens and bathrooms?

We will be bringing Trust tenants together for about three meetings in 2019 to discuss these kinds of topics to make a difference to our properties for both existing and future tenants.

Sounds like the kind of thing you're interested in?

Get in touch with Katrina Hamilton on KHamilton2@trustha.org.uk or 0131 444 4956. All travel costs will be met, and overnight guest room accommodation can be provided where necessary.

Marketeers update

The Marketeers are a group of tenants who get together three times a year to look at how Trust communicates with our tenants and potential tenants.

Our group members (pictured left to right) are Maggie Mawson, West Lodge Gardens; Avril Starmore, Dunfermline and Lynda Fisher, Kirk Loan and we hope to have more tenants at the next meeting.

To date, we've had three meetings and covered how we attract new tenants when we have empty properties, how we promote Trust generally and communications with current tenants.

There is going to be a real focus on making sure the communications we send to tenants are easy to understand and in plain English. At the moment the Marketeers are looking a recent letter's tenants have received from Trust and how we can improve on these.

If these are the types of areas where you want to have your say, get in touch to join the Marketeers: swilliamson@trustha.org.uk or **0131 444 4937**.



Coming soon Team13

Tenants from  Team13 (our tenants' value for money group) and staff members are currently working on some new processes and documents which will help all tenants understand the way their service is funded. Everyone appreciates that this can sometimes be complicated, and many of us tend to "glaze over" whenever funding is mentioned, so we're looking at ways to make all the information as simple and straightforward to understand as possible.

Staff are also working on improving the ways that we inform tenants when local authorities (or other bodies) are considering making changes that could impact on the service Trust provides. Tenants at the Focus Groups were very clear that Trust should be finding ways to advise tenants without alarming them, so that tenants have the maximum opportunity to influence the decision makers.

Watch this space – something new will be coming your way soon!



Customer Panel update from Lynda Fisher, Chair of the Panel

New starts

We are delighted to announce that four new tenants are joining the Trust Customer Panel following our recent recruitment and selection exercise.

They are:

Colin McEwan	Tobermory
Maggie Mawson	Alloa
Rona Kerr	Kinghorn
Eck Millar	Dunfermline

The new members will now undertake some in-depth training to understand how the Panel works, what its priorities are, the importance of “thinking big” by looking beyond any one development, considering equality and working as a team. Lots of listening and learning over the next few months!

Repairs scrutiny

Meanwhile, the experienced Panel members have just completed their scrutiny project to test how well Trust meets Outcome 5 of the Scottish Social Housing Charter:

“... tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.”

Panel members questioned and shadowed staff, visited contractors’ offices and depots, spoke with many tenants to gather their opinions and looked at performance in other housing associations to see what could be done differently to benefit Trust tenants. The members are now discussing their findings and recommendations with senior staff, ahead of presenting to the Trust Board on 28th March.

If the Board agrees with the Panel’s recommendations, an Action Plan will be drawn up and the key elements of this will be shared with all tenants in the next Trust Talk.

If you have any queries, just call Katrina Hamilton on 0131 444 4956, who will be pleased to answer your enquiry or pass it on to me.



Reach Out Fund – get your application in!

Does your development want to build new stronger links with your neighbours? Then the Reach Out Fund is for you!

Do you have a **Registered Tenants’ Organisation (RTO)**?

IF SO..... get your thinking caps on to decide on a new project that would be eligible to bid for money from the Trust Reach Out Fund.

IF NOT.... Contact **Katrina Hamilton** on **0131 444 4956** to start your own RTO! You’ll still have time to bid for this year’s Reach Out Fund!

Previous years have seen some fantastic work from developments who reached out into their neighbouring communities, building new links and relationships.

The whole point is to **“spread the word”** about the good work that Trust does.

A panel of tenants and staff will judge the Reach Out Fund bids and make the awards. Get your bid in before the **31st of May!**

A very easy Application Form is available from
Katrina Hamilton, Customer Engagement on **0131 444 4956** or
KHamilton2@trusha.org.uk.

Get in touch today!

We haven't had any inspections since your last Trust Talk



Be included



Compassion



Dignity and respect



Responsive care and support



Wellbeing

But we do have some new inspectors.

If you are part of **Branch One** your inspector is **Helen Eagle**.

Branch Two and **Branch Four** have **Kevin Dale**.

Branch Three has **Lesley Grier** as their inspector.

To find out which branch you're part of you'll find details on your notice board or speak to your local staff.

You can contact the Care Inspectorate by calling **0345 600 9527** or by emailing enquiries@careinspectorate.com

We have also been working on our Annual Return which is a document that must be completed and returned to the Care Inspectorate each year.

The document asks for information on various things such as our staff training and qualifications and the checks we undertake. The return also asks for information on any volunteers we have, our recruitment processes and any complaints made by tenants.

If you want to find out more about your Branch's annual return, please speak to your Service Manager or Area Manager.

The Care Inspectorate is only relevant if you live in a Housing with Care, Supported or Sheltered development.

If you have any queries in the meantime, please contact Amanda Christie on 0131 444 4995.

Barbeque's – health & safety advice

Hazards	Controls
Fire <ol style="list-style-type: none"> 1. Flames build up/food catches fire if not kept an eye on 2. Rubbish/Waste catches fire 3. Barbeque burns the ground surface 	Fire <ol style="list-style-type: none"> 1. Spray Bottles/water at hand to extinguish flames. 2. No combustibles stored close to Barbeque. 3. Barbeque must be on hard standing, concrete or paved.
Slips trips and falls <ol style="list-style-type: none"> 1. Items on floor around Barbeque or on walkways. 2. Wet Floor if a beverage or water is spilt or to clean up a spillage 	Slips trips and falls <ol style="list-style-type: none"> 1. All walkways kept clear nothing stored around the barbeque 2. Make others aware of any wet or slippery floors.
Alcohol <ol style="list-style-type: none"> 1. Tenants/visitors become louder or abusive or not as steady on feet and fall over. 	Alcohol <ol style="list-style-type: none"> 1. No alcohol will be supplied or drunk in the "exclusion zone" around the barbecue.
Emergency Situations <ol style="list-style-type: none"> 1. Access is compromised by position of the Barbeque meaning the emergency services struggle to get close enough. 	Emergency Situations <ol style="list-style-type: none"> 1. Normal Access to the development for Emergency Services must be maintained at all times.
Food Poisoning <ol style="list-style-type: none"> 1. Undercooked foods. 2. Out of date foods. 3. Cold foods stored out of refrigerator. 	Food Poisoning <ol style="list-style-type: none"> 1. Tenants own responsibility for making sure the food is cooked through. 2. If food is supplied by tenants - Tenants to check food is not passed its use by date and is kept in the fridge as long as possible. 3. ensure any food is not past its use-by date and is kept refrigerated as long as possible.
Sun <ol style="list-style-type: none"> 1. Sunburn 2. Dehydration 	Sun <ol style="list-style-type: none"> 1. Tenants should use sunscreen. 2. Tenants should drink plenty non-alcoholic drinks to prevent dehydration.
Crockery <ol style="list-style-type: none"> 1. Injury from broken glass / crockery 	Crockery <ol style="list-style-type: none"> 1. Plastic crockery and glasses should be used wherever possible

'We'll Keep you Right' campaign launched

We're supporting a new campaign providing people in Scotland guidance on where to go for help when they are feeling unwell.

NHS Scotland's 'We'll Keep you Right' campaign, delivered by NHS 24, highlights the range of services available to help people access the right care at the right time, and where to go if you are not sure which service to access.

The campaign is fronted by a charming, pink cartoon character, who will share this important health information across social media channels, YouTube and STV Player throughout the remainder of the winter months and beyond.



Dr Laura Ryan, Medical Director at NHS 24, said:

"We chose to advertise the campaign digitally, to highlight the range of services that are available online which help people get the advice and care they need at the touch of a button, no matter where they are. NHSinform.scot is a great online resource, providing information and advice on common illnesses and conditions. Self-help guides on the NHS inform website provide people with the knowledge and advice to take care of themselves at home. They also advise when it's a good idea to seek face-to-face help.

"We want to let people in Scotland know about the range of help and services that are available to them so they can keep well. For example, if someone is suffering from cold or flu symptoms their local pharmacist would be the best place to seek initial advice and medicines to help with fever, sore throats, ears and muscular aches and pains. Consider seeing the GP only if home remedies have failed and you are getting worse, or you, or someone you are looking after, are very unwell from the outset of your illness."

For more information, visit nhsinform.scot

A day in the life of Carolann Jamieson, from the Allocations Team

Who are we?

We are part of the Customer Services team at Trust, there is the Housing Operations Manager, five Allocations Officers, a Housing Allocations Assistant and an Assessment Officer.

What do we do?

- Talk to people about their housing options and help them to apply for housing with Trust.
- Process applications, making sure we have all the information required
- Process tenancies when they come to an end, liaise with development staff and repairs to get things ready for the next tenant.
- Advertise and market empty properties.
- Shortlist interested applicants for vacancies.
- Arrange phone or home assessments.
- If required, seek any other information needed, this could be a tenancy reference or further health or support information.
- Draw up offer letters to send out to the top pointed applicant with an entry date.
- Set up new tenancies on our systems.



- Lots of other administration work that relates to allocations such as monitoring and reporting performance, providing information to the Housing Regulator.

What does your typical day look like?

There is no typical day in the Allocations Team, there are certain tasks and activities that we do every day, but most of our work is reactive. Depending on what comes in the post, by email or over the phone, our workload and priorities can change throughout the day.

What do you enjoy most about your job?

I enjoy allocating to someone who has a real need for our housing and knowing their day to day life has improved by the housing and support that Trust offers. Many of our applicants come to us because their home no longer meets their needs, for example they can't manage stairs, or they feel isolated and alone. It's the best feeling offering a home that then meets their individual needs and can improve their lives dramatically.



Mince and Tatties at Tillicoultry

Tillicoultry

Tenants in Tillicoultry raised money with John and Rosa's Mince and Tattie Day, and a Christmas hamper raffle. £312 was raised for Strathcarron Hospice.



Elf Day for Alzheimer's

Girvan

On the 6th of December, Girvan held an "elf day", to raise funds for Alzheimer's Society as well as the festive sprit around the development.

A cake stall provided cakes baked by the kitchen, and staff served tenants and family members tea and coffee while dressed as Santa's little helpers.

Tenants and staff enjoyed taking part in an Elf advent calendar and an Elf Day Quiz – well done to Vera Carslaw who got the most answers right!

The day raised £160 and was enjoyed by everyone who took part.



Christmas Jumper Day

Airdrie

Staff and tenants at Dunrobin Gardens took part in the Save The Children Christmas Jumper day, raising £77 for the appeal.

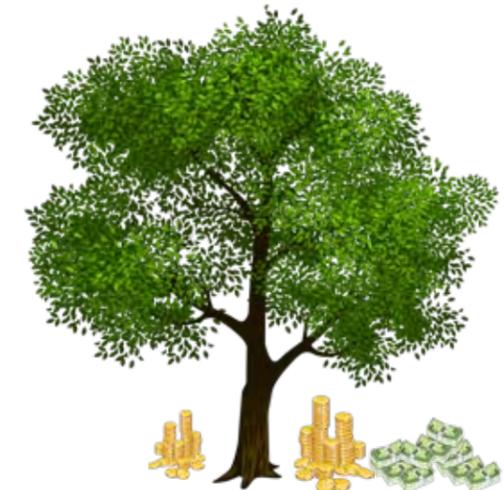


Charity Tree

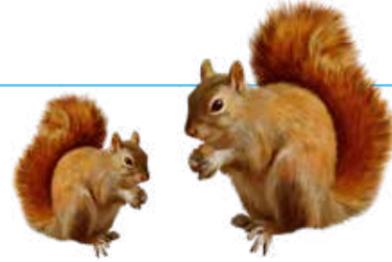
Corson Court, Bellshill

Pauline Haney Stuart, from the Bellshill Past and Present group, presented tenants with a "Thank You" for raising £70.20 for the charity Chris's House Wishaw, which supports people with mental ill health.

The money was raised by placing a memory of someone on the memory tree in the lounge at Corson Court. This wee tree has helped raised funds for various charities over the years.



Squirrel Spotting at Nairn



Nairn

Nairn is very lucky to have several red squirrel visitors. They like to play on the trees at the rear of the development where special squirrel feeding boxes are attached to the trees. The boxes are kept topped up by a couple of the tenants.

Recently, Bield Housing tenants, Lorna and Robert came to stay in Nairn's guestroom, and were greatly entertained by the squirrels. Lorna left a poem inspired by their visit:

I'm in my natural habitat,
running from tree to tree
while you are looking from inside,
watching me.

I am your friendly neighbourhood squirrel,
my antics do impress,
I also bring along my pals – I must confess!

We chase each other up and down
and round and round the place,
causing laughter every day.
It is simply ace!

You feed us well,
we are so glad
we have such cheery pals.
We couldn't do without you all,
you lovely guys and gals.

So keep on watching, caring too.
We promise that we will
keep coming back and share our time,
'cause we think you're all brill!

Christmas as St Margaret's Court

Blue Birds nursery entertained tenants in Greenock with some festive carol singing.



What's happening in Tilly

Tillicoultry



Development News

Tenants enjoyed a three course meal in the lounge and a visit from Santa.



Santa made a house call to tenants Mr and Mrs Briggs.



Tenants enjoyed an outing to Dobbie's Garden Centre for Christmas shopping and afternoon tea, followed by a bus run along the local Christmas lights.



Tenants enjoyed a Burns Supper with piper and recitations.



Games afternoon.



Flowers gifted from Tillicoultry Parish Church to the development.



Tenants decorated cakes to enjoy with afternoon coffee.



Christmas Fayre at Ayr

Ayr
Victoria Court held a Christmas Fayre on Thursday 22 November, which was well attended by tenants, friends, family and neighbours. The event raised £328.00 to help with tenants' outings and other events.

A big thank you to all the local crafters who had stalls.



Burns Lunch

Nairn
Nairn and Inverness developments joined forces again, this time for a Burns Lunch on Friday 25 January 2019.



David the cook provided an outstanding three course lunch which was enjoyed by all the tenants. The Address to the Haggis and Selkirk Grace were performed by Nairn local man Archie Drummond, who offered his services for free!



Food Bank Donation

Crown Terrace, Glasgow
Tenants at Crown Terrace collected and donated food items to the local food bank, which was much needed and appreciated.



Christmas Choir



Airdrie
Pupils from Dunrobin Primary School made their annual visit to Dunrobin Gardens to perform Christmas songs. Tenants were also gifted with handmade Christmas cards, calendars and decorations from the pupils. Tenants and staff would like to say a massive thank you to all the pupils and teachers for their performance and look forward to seeing them all again next year.



Christmas Games

Caldercruix
Caldercruix tenants enjoyed a variety of Christmas events held by the Social Club, including carpet bowls, some delicious food and bingo.



Survey Prize Winners

Strachur

Allan and Mary Kierszten, who have recently moved into Manse Court, Strachur, are pictured receiving their £50 shopping vouchers as winners of the New Tenant Survey Prize Draw. Service Manager Marion MacAskill presented their prize when she visited the development.



Christmas Trip

Lauder

Tenants from Lauder took a trip for lunch at The Waggon in Kelso, followed by Cinderella at the Maltings Theatre in Berwick-Upon-Tweed.



Pictured are, Terry Anderson, Ann Millar, Carol Batchelor, Mary Sked, Neil Strangeways, and the bus driver from Gala Wheels.



Update from Airdrie

Airdrie

Tenants and volunteers from Dunrobin Gardens celebrated Christmas with a three course meal followed by a party night and entertainment by Stevie. It was a fabulous way to end what has been a busy year for the Airdrie development.

They began a project with Anne Docherty from Living Streets, with tenants being given permission and funding for an access gate which will allow them better access to surrounding walkways and facilities, along with North Lanarkshire Council committing to provide better lighting in the area. Also with Anne's support they put together a project with staff and pupils from St Philips residential school, which will allow intergenerational working between tenants and pupils. The pupils will visit Dunrobin Gardens every Friday where they will work together to enhance the gardens and build relationships between generations.

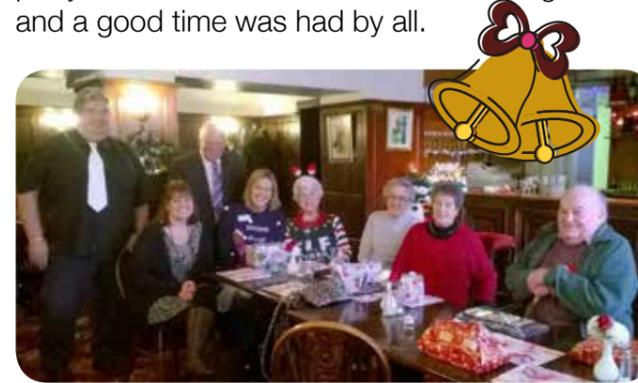
Finally, to end the year with a bang, they were awarded £9,722 of Lottery funding for their Fit and Fabulous scheme. They can now proceed with plans to purchase outdoor exercise equipment which will allow tenants, friends and family to take their fitness to the next level.



Christmas at Chirnside

Chirnside

Tenants from Chirnside enjoyed a Christmas party at The Red Lion. Gifts were exchanged and a good time was had by all.



Happy Birthday Mary!

Newmilns

Mary Christison celebrated her 96th birthday in February. She spent the day with family and friends and enjoyed a lovely meal at a local restaurant.

However, her friends at Lady Flora's would not let the celebrations pass without arranging an afternoon Birthday Tea during their weekly dominoes game.

Mary moved from Darvel to Lady Flora's in January 2016 as she felt she wanted more support. She feels happy to know she can maintain her independence, with support at hand should she need anything.



70th Anniversary Celebrations

Dumfries

On 16 December, Mr and Mrs Reid of Parkhead Court, Dumfries celebrated their 70th wedding anniversary.

They received a special card from the Queen along with many others from residents and friends, and Mr and Mrs Reid's family joined them for tea and a presentation in the lounge during the day.

A journalist came along and took some notes on the secrets of a happy marriage and a lovely piece was published in the local paper.

Pictured are Mr and Mrs Reid with their cake and balloons, sharing a glass of fizz with the other residents.



Fit and Fabulous!

Airdrie

Tenants from Airdrie enjoyed a fabulous night out at The Grand Ole Opry in Glasgow where they showed off their moves on the dance floor. They have been learning to line dance as part of their Fit and Fabulous Fridays and what better way to practice than at the famous Opry.

Tenants had so much fun they will soon be making a return visit.

Pictured are tenants Rosemary, Jane, John, and Irene.



Festive Flowers

Helmsdale

In December 2018, staff and tenants met up at their weekly coffee morning, where they were shown by one of the tenants how to make floral Christmas table decorations, to take home to adorn their own tables.



Mission Place Christmas

Mission Place, Motherwell

The 2018 festive season at Mission Place kicked off with a panto from "Gies a Break Productions". The company performed Cinderella which was enjoyed by everyone in the lounge.

A few budding bakers attended a cake-making and decorating session in the dining room with cook Janice. They were soon rolling out gingerbread Christmas trees, reindeers and Santas. While the gingerbread was in the oven there was time to decorate cupcakes with festive themes. Afterwards, the trainee bakers enjoyed the fruits of their labour with a well-earned cup of tea.

The residents' Christmas dinner and party were well attended with everyone enjoying a lovely meal followed by dancing and much merriment in the lounge to the sound of entertainer Tommy Twigg.

Christmas Day dinner was more intimate with only a few residents, however they enjoyed good food and company with staff members Janice and Louise. Later that evening support worker Carolanne hosted a small supper in the lounge for anyone that hadn't eaten enough already.



Thornhill Christmas Party



Thornhill

Everyone at the Thornhill development had a great time at the Christmas party. All let their hair down – a few were even up doing the slosh!



Merry Christmas



New Furniture

Stockbridge

Stockbridge tenants Esther Parker, Eleanor Calder, Betty Croy and Katherine Renton are pictured enjoying the new furniture chosen by tenants for the foyer.



Intergenerational working

Airdrie

Airdrie has been working with pupils from St Philips residential school and as a thank you, tenants were invited to the school for tea and cakes and a tour around their wonderful facilities.

Tenants were entertained by the pupils who will be part of the intergenerational project between Dunrobin Gardens and St Philips. The boys took to the floor singing and dancing to Christmas music. We look forward to the year ahead which will see, not only the gardens blooming, but also new friendships.



Food Donations

Corson Court, Bellshill

Tenants at Bellshill are pictured here presenting Mary (and the angels) with food donations for homeless people.



Donation from the Coop

Lauder

Jean accepted some nice goodies on behalf of the tenants of South Garden from our local Coop in Lauder, which were handed in by Jean's granddaughter Kirsty who works there. They were very much appreciated.



30 years with Trust

Lewis Street, Stornoway

Tenants and friends gathered in the lounge at Lewis Street to say thank you to Chris-Mairi MacKinnon, better known as 'Hoovie', the domestic at the development. Chris-Mairi has worked for Trust, and its predecessor Kirk Care, for 30 years on the 11th January. She was presented with a gift and flowers to mark the occasion, and received £250 of vouchers from Trust in appreciation.

Pictured are Chris-Mairi and David the coordinator.

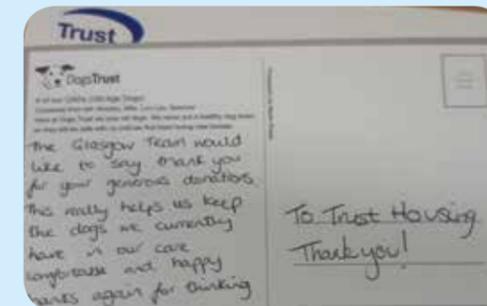


Crofffoot

Tenants set up a joint surprise 90th Birthday Celebration Tea Party which was held in the development for tenants Ina McCallum and Marion Moffat. Both tenants were delighted and a wonderful afternoon was had by all.



A postcard from Dogs Trust to Trust Housing thanking the development for donating towels and bedding.



Tenants' family, friends and staff had a wonderful time at Christmas visiting The Croft for a lovely three course meal.

Christmas celebrations continued with a visit to the development by the beautiful singer, Julie Max. Everyone had a wonderful time singing and dancing the day away, joining in with the fun and music.





Mary's 99th!



Betty's 99th!

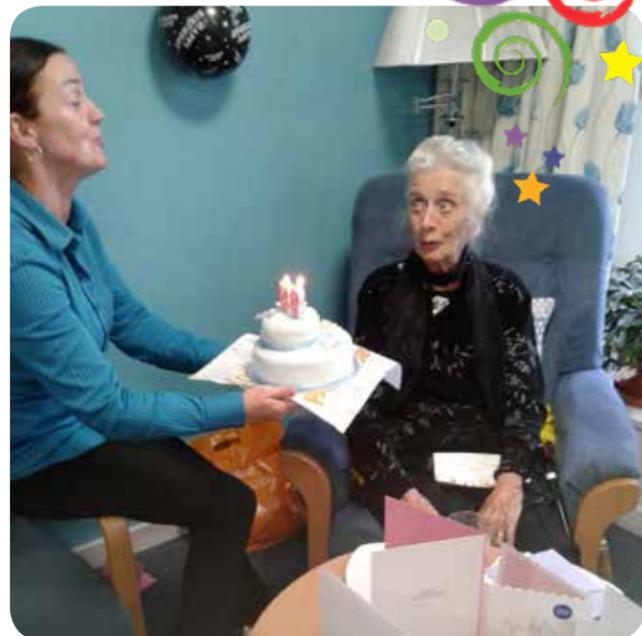
Nairn

Nairn tenant, Mary Finlayson celebrated her 99th birthday at the beginning of January. She enjoyed a cup of tea and some birthday cake with some of the tenants who usually join her at the Thursday coffee afternoon. The good Highland air must agree with Mary as she certainly doesn't look her age! Congratulations Mary!

Stockbridge

Tenants and staff organised a surprise party in the lounge to celebrate Betty Croy's 99th birthday. One tenant made a fresh flower garland and presented it to Betty.

Pictured are Betty with coordinator Rachel.



Happy Birthday Anne!

Bedford Court, Alloa

Tenants at Bedford Court celebrated Anne Thompson's 79th birthday. Anne is pictured with Carolyn Lonergan, Theresa Hamilton and Wendy Grieve.



Helping Homeless People

Ravens Court, Motherwell

Tenants and staff at Ravens Court got together to support homeless people in Glasgow. Sixty socks were filled with essentials and gifts, then staff Margaret McLaughlin, Pauline Ferguson, Carole Boyle and Margaret Shaw went into Glasgow to spend an evening with the outreach charity and deliver the socks, along with food and sleeping bags, to people sleeping on the streets. It was a humbling experience and the staff are now committed to volunteering regularly.



Model Steam Railway

McKelvie Road, Lamlash

In the summer of 2018, McKelvie Road tenants Alan Hunter and Beryl West took a trip to Fort William, where they enjoyed a ride on the Harry Potter Steam Railway. This gave Alan the idea of making his very own garden model steam railway.

Over a period of several months Alan has worked extremely hard and continuously on his garden project. He purchased several barrels from the island's distillery and Johnny McGovern, the local representative for Trust Housing on Arran, provided a helping hand in delivering the barrels to the development.

Alan spent many hours cutting the barrels into the shape of a steam engine, then varnished some of the barrels and painted others. Various bulbs including daffodils and tulips are planted inside the barrels.

A lot of time, effort, and Alan's own money has been put into the display, which is outside his flat in the development. Beryl also provided a lot of help when needed on a regular basis. The display is picturesque and of a very high standard.

Ted Alyward, also a tenant at McKelvie Road, provided the photograph.



Alpaca Visit

Thornhill

Tenants at Thornhill enjoyed a surprise visit from a local alpaca group.

The alpacas are fast becoming local stars and available for meet and greet sessions, out and about sessions and, for the more adventurous, treks!



Lottery Grant for Wishaw

Wishaw

The Wishaw development was awarded £9,148 for a project titled "Toddling and Teaching Together".

They are linking up with a local nursery for intergenerational activities. The nursery will be getting a vegetable garden which they will look after, and several of the children will be coming to Houldsworth Court to help plant bedding flowers and perennials.

Funds were awarded for new garden furniture for the front of the development, and for an "Armchair Keep-Fit" session which will be for both tenants and toddlers.

Craft days will be held at the nursery, the first being "Play-doh day" on 15 February. The children have already been over for a coffee morning where they mingled with tenants and enjoyed watching the development's lonely lovebird and blow-up giraffe in the giraffe house...or scooter shed, as it is officially known.



Not been featured in Trust Talk? Send us your stories now!

You can submit articles to head office by post to Trust Housing, 12 New Mart Road, Edinburgh, EH14 1RL, by email trust.talk@trusha.org.uk, or you can submit through a Trust staff member.

We'd love to hear from you. If you don't send it, we can't feature it!

How to make: Lemon Drizzle Cake

How to make the best Lemon Drizzle Cake

Ingredients: For the sponge –

8oz softened butter, 8oz caster sugar,

10oz self raising flour

2 teaspoons baking powder, 4 large

eggs, 4 tablespoons milk, finely grated

rind of 2 lemons.

For the icing – 6oz caster sugar,

Juice of 2 lemons.

Method:

Put all the sponge ingredients into a bowl and beat till blended. Put mixture

in lined 12" x9" tin, Bake in oven for 35-40 mins. Leave to cool in tin for a few minutes and then put on cooling rack. Mix the sugar and lemon juice together and spread over the top of the cake.

Cooking heat and time:

160 Degree's Celsius, Fan assisted 140, Gas mark 3

for 35- 40 mins.

Your name and development:

Sharon Jardine – Cook Newton Stewart



Word Search

B MR H
 VHT HEEG NCQ
 ZDBLQ JGDGFTGK NPGZG
 NSLLV DRHBDVSF MLPRO
 GLUICCMARKETTOPREWOLFZ
 MABPRBCFLANTINGHLGKRFBJ
 PTJWSPRINGBVDHADIKEONHD
 YELLOWOBJDZBFFPNWAYCDR
 PCOLORFULDULFTIOOLVDV
 JKKZGVWVDQLMWPLRUAVZL
 DBPRETTYBWPPFNFKKW
 FQOKCHHAMYCPILQY
 PLANTHLOTWG
 NZKAKUYR
 VWKPL YA ADWQL
 JGZWMJCJ EA JBHBJLJ
 LYJYFWABAB OYGCWA
 MLFMAJFGARDENBB
 DRLGRUKWRFCPQ
 MMABMPWHITE
 EB
 PR
 JF
 WH
 GK

TULIP SPRING FLOWER PETALS STEM
 COLORFUL RED WHITE PINK YELLOW
 PLANT GARDEN FLOWERPOT GIFT PLANTING
 FARMER MARKET PRETTY BEAUTIFUL BULB

Connie McKenzie from Portree was the winner of the Word Search Competition in the Winter edition of Trust Talk. Here's Connie receiving a £20 Amazon voucher from coordinator Sophie Bain.



Send your Word Search entries by 30 April 2019 to win £20 of vouchers.

Send to Stacey Williamson,
 12 New Mart Road, Edinburgh,
 EH14 1RL.



Do you want a say in the what's put into Trust Talk? Then join our editorial group. We currently have a mix of office and development staff and need to add some tenants into the mix. The group meet three times a year. We'll arrange transport and overnight guest room accommodation if you need it.

Contact Stacey Williamson if you'd like to join on swilliamson@trustha.org.uk or **0131 444 4937**.

Taking a break from Conference

Just for a change, we're not going to have a Tenants' Conference with the Annual General Meeting this year. The AGM will go ahead on 19 September 2019, and, if you're a member, you will be invited to attend as always. If you'd like to become a member, please contact us on **0131 444 1200**.

The Tenants' Conference is great fun and a really productive day for the tenants who attend, but it's a costly exercise for Trust to hear the views of the 60 to 70 tenants who come along. We think there could be better, more cost-effective ways to engage with more tenants - so that more tenants feel they are able to influence what's happening across Trust, by having their say in a way that suits them.

Fill in the flyer!

Take the chance to say what you think and influence the future shape of tenant engagement!

We're starting a new process to find out what tenants think would work better so that everyone's opinions are heard. A flyer for you to give your opinions is enclosed with this copy of Trust Talk. Please complete it so that we hear as many views as possible.

You could win £100 in vouchers, so it's worth 5 minutes of your time!

Win £100 in vouchers by telling us what you think

How easy is it for you to give your honest opinion to Trust about the services and homes we provide?

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What could make it easier for you to share your honest opinions with Trust?

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If you don't find it easy, why is this?

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.....

How well do you think Trust takes tenants' opinions into account when making decisions about homes and about services *where Trust is the decision maker?* (Sometimes other bodies like Councils are responsible for making decisions that impact on the services we can provide.)

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What could make this better?

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Please add any more comments here:

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.....

Please tick here if you'd like to be more involved in developing our new Customer Involvement and Influence Strategy and give your contact details below:

.....

If you wish to be entered into the Prize Draw for £100 in vouchers, please give your name and address:

Name

Address

.....

.....

If you don't want to be entered into the Prize Draw, you don't have to give your name, but it would be very helpful if you could please tell us the development/street where you live.

Development/street

Please hand this in to a staff member at your development, or return to us at [12 New Mart Road, Edinburgh, EH14 1RL.](#)

We need to involve more Trust tenants in ways that suit them. We want to hear everyone's views and comments on how we do this. Your opinions will influence what happens next.

Thank you very much



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