

How To Contact the ACHA Area Offices

Helensburgh & Lomond

31 James Street, Helensburgh G84 8AS
housing.lomond@acha.co.uk

telephone **01436 658700**

Cowal

Dolphin Hall, Manse Avenue, Dunoon PA23 8DQ
housing.cowal@acha.co.uk

telephone **01369 708688**

Bute

Union Street, Rothesay PA20 0HD
housing.bute@acha.co.uk

telephone **01700 501314**

Mid Argyll

Dalriada House, Lochgilphead PA31 8ST
housing.midargyll@acha.co.uk

telephone **01546 604800**

Kintyre

Old Quay Head, Campbeltown PA28 6ED
housing.kintyre@acha.co.uk

telephone **01586 559055**

Islay

Jamieson Street, Bowmore PA43 7HP
housing.islay@acha.co.uk

telephone **01496 301312**

Oban, Lorn and Isles

Albany Street, Oban PA34 4AW
housing.lorn@acha.co.uk

telephone **01631 567962**

Mull

Breadalbane Street,
Tobermory, Mull PA75 6PX

telephone **01688 302051**

For general enquiries (you would use this for an enquiry that your local ACHA office would not normally deal with). enquiries@acha.co.uk



Why Not Become a Member of ACHA ?

All tenants of ACHA are encouraged to become members of the Association which entitles you to vote on major issues affecting the Association. Life membership costs just £1 and we will be sending out application forms along with our next newsletter or you can pick up a form at your local ACHA area office.

**GET IN
TOUCH....**

**If you have any comments or queries about this newsletter or any of the information contained in it please contact: Gillian McInnes, Community Development Manager
tel: 01546 604088
by email: gillian.mcinnnes@acha.co.uk**

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We are nearly there!

ACHA is working very closely with Argyll and Bute Council and the Scottish Executive to conclude the few remaining issues to complete the housing stock transfer.

You have been very patient in the 9 months since the successful ballot but the transfer of the houses and the Associations contractual sign off is a massive undertaking and it is important that the parties get it right. We are working with the Council and the Scottish Executive to ensure the transfer goes through in October.

As soon as the Council confirms the date of transfer to ACHA we will write to you to let you know.

In preparation for transfer ACHA has been working on a range of issues to provide services to you from day 1 onwards. This newsletter covers where ACHA offices will be and the contact details as well as information on our service proposals, investment programme and details for rent payment.

ACHA has spent much of the last 9 months preparing our staff and systems for the day of transfer. We are very excited about day 1 and can't wait to start to deliver on what you voted so decisively for 9 months ago. I am sure there will be some teething difficulties and I ask again for your patience during these early weeks but by working together we can start to deliver the improvements that you and your families deserve.

Alastair MacGregor, Chief Executive



New Freephone Repairs Hotline

ACHA are delighted to introduce a new way of reporting repairs – all you have to do is call the new **FREEPHONE number**

0800 028 2755

This new system will make repairs easier to report to the new ACHA repairs control centre and the call is free so it won't cost you a penny!

New ACHA Repair Service

ACHA has developed a brand new repairs service. All repairs will be reported to our new Control Centre (Freephone 0800 028 2755) and where there are in-house repair workmen you will see them in these smart new vans.



We are also planning to bring in a new 'appointment time' system.

Don't forget about the new Repairs Satisfaction forms that tenants will be encouraged to fill in. This will let us know if you think the contractor has done a good job or not. If you have reported repairs to the Council don't worry as these will be passed to ACHA for action so no need to report them again.

In Your Area

ACHA are keen to begin work in every part of the area. Various environmental works will be carried out during October, November and December to spruce-up and improve areas of neglect. In certain areas there will be a one-off facility of a skip – your local ACHA office will contact you with dates, times and locations. ACHA are looking forward to working in partnership with local communities to improve everyone's surroundings.

Tenants Contents Insurance

Norwich Union is the current provider of insurance for tenants' contents in their own home. This will continue for the time being however ACHA is in the process of tendering for a new scheme with a view to getting better value for tenants. This process will be completed as soon after transfer as possible and we will write to you with the details. Your insurance payments can be made in the usual way.

Just a quick reminder that the right to buy your house is not affected by the stock transfer from the Council to ACHA.

Investment Programme

The Investment programme for the first year will be our main priority after the transfer. Tender documents are being prepared and we hope to start work in January 2007. New kitchens and bathrooms in the first six years will be one of our top priorities.

All homes will have full central heating within 8 years and there will be an on going programme of door and window replacement and repairs to the external fabric of the buildings. We will let you know as soon as possible when you can expect work to be done to your home. ACHA also has plans to build new homes in areas where there is significant housing need and where we can get suitable land to build on. We are working with Communities Scotland and Argyll and Bute Council to make these plans come to fruition.

More information in our next newsletter.



Paying Your Rent to ACHA

ACHA are keen to make rent payment as simple and flexible as possible.

From the date of transfer you will be able to pay rent by direct debit or at your local office by cash or cheque (if you post us a cheque please make it payable to 'Argyll Community Housing Association Limited'). Rent paid by Direct Debit through your bank is the easiest way to pay. If you have a direct debit set up this will transfer over to ACHA so no need to change anything or if you would like to set this up just contact your local office. The amount of rent you are due to pay will be the same as before transfer and if you received housing benefit this will continue although the Council will now process housing benefit on a 4-weekly basis. We want to extend your options by offering payment by debit or credit card and this will be available in the coming weeks. We will let you know as soon as possible about any new payment options.

Council Tax payments cannot be paid to ACHA offices but our staff will be able to advise you where you can make these payments.

Useful Numbers

ACHA Repairs Hotline - **0800 028 2755** (Freephone)
ACHA Out Of Hours - **0845 799 4433** (Local call rate)
Gas Emergencies - **0800 111 999**
Homeless (out of hours) - **0800 587 7285**
Social Work (out of hours) - **0800 811 505**
Benefits Enquiry Line - **0800 882 200**
West of Scotland Water - **0845 600 8855**
Scottish Power (faults & emergencies) - **0845 272 7999**
Scottish Hydro Electric - **0800 444 321**
Roads - **0800 373 635**
Argyll & Bute Women's Aid - **0870 241 3548**
Working Family Tax Credits - **0845 300 3900**
Lomond & Argyll Advocacy Service - **01389 726543**
Job Centre Plus - **0800 515 923**
Citizens Advice Bureau - **01546 60 5550**