



Kintyre Estate Management Newsletter December 2023.

Welcome to the Kintyre Winter Estate Management Newsletter. This newsletter aims to provide advice on how to stay safe and warm during this winter season and on the services which we provide throughout the winter months!

Staying warm this winter.

Help available this winter!

There is support available to help you keep warm this winter!

- Warm hubs are set up within Argyll and Bute by charities and local businesses to help people within the community to stay warm throughout winter. Information on Warm Hubs within your local area can be found on the following webpage - <https://www.argylltsi.org/warmspaces.html>.
- There is also support available through external agencies. For example, Alienergy offer an affordable warmth service to householders across Argyll and Bute and through this service offer advice and support for people living within Argyll and Bute who may be experiencing fuel poverty. Enquiries can be made to Alienergy on enquires@alienergy.org.uk or via telephone call on 01631 565183.



- If you are a tenant who is struggling with the cost of living, you can contact your local ACHA office and request to speak with the welfare rights officer for your area, who may be able to provide some support and advice.
- The Kintyre office details are listed below.



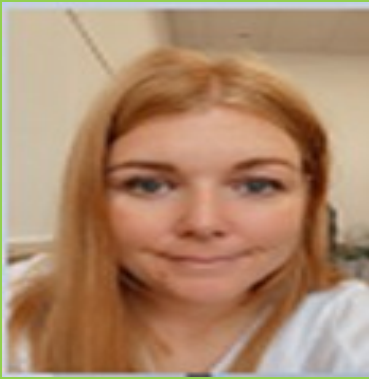
ACHA also have a number of warm packs available, filled with essential items for keeping warm throughout the winter such as a fleeced blanket, a hat, gloves, scarf and hot water bottle. The packs are free and available at the Campbeltown office. The Campbeltown office can be contacted via email at housing.kintyre@acha.co.uk or via telephone call on 01546 605880.



Estate walkabouts.

Have your say!

Would you like to speak to an ACHA staff member in person regarding the condition of your estate? Come and join our team for a walk about within your area!



Housing Assistant
Fiona Paterson.



Housing Assistant
Kaitlin Jordan



Housing Officer
Katie Anderson



Property Services
Officer
John Souter

This year, our team will be completing estate walkabouts over winter and throughout 2024. Our tenants are invited to join the housing officer, housing assistants and property services officer on these walkabouts. This provides our tenants with the opportunity to discuss any estate related issues with staff. To find out when staff will be doing a walkabout within your area, you can check the ACHA website on www.acha.co.uk or alternatively contact the Kintyre office for times and dates on [01546 605880](tel:01546605880).

Winter works 2023.

Every year during the winter, ACHA complete a number of works throughout the season to keep our estates safe and tidy.

These works include clearing moss and weeds from pathways and cutting back overgrown vegetation.



Staying safe during winter.

During winter, as temperatures drop and the cold weather hits, we are faced with some challenges around our estates. For example, communal pathways, pavements and roads can become icy, please take care when you are out and about!

ACHA do provide a gritting service for our sheltered housing complexes.



What you can do!

Argyll and Bute Council provide grit bins which are refilled before the winter season each year. This allows people to spread the salt on local pavements and roads themselves. This also provides the opportunity for people to be neighbourly and help those who may be unable to clear their own paths. This is a practical step which you can take to help keep everyone in the local community safe during the cold weather.

Estate Inspections.

The local housing assistants will inspect all local ACHA estates every month during winter to check for any safety issues, for example weather related damage, fly tipping and disrepair. If you live within a close, there should be a notice board installed, on which the housing assistant will write the date of inspection and inform of any repairs which they have noted.

Your local housing assistants -

Fiona Paterson:

Telephone number: 01546 605861

Email: fiona.paterson@acha.co.uk

Kaitlin Jordan:

Telephone number: 01546 605862

Email: kaitlin.jordan@acha.co.uk

If you have noticed a repair or a safety issue on your estate, please contact the customer services centre to report the issue as soon as possible on **0800 028 2755** and an inspection or repair to be logged.

Checking in on our vulnerable tenants.

Winter can present as a challenging time, particularly for vulnerable groups such as the elderly. During these times such as during severe weather and power outages, ACHA staff members will provide welfare phone calls to our vulnerable tenants to check if there is any support which we can provide.

Property maintenance during winter.

Ventilating your home!

- Every home is subject to condensation and it usually becomes more apparent during colder weather. When the air gets cold, it cannot hold all of the moisture produced and therefore appears as droplets of water on cold surfaces such as windows or pipes. These surfaces should be wiped down on a regular basis to prevent excessive moisture from accumulating.
- Condensation can be reduced by keeping your home ventilated and warm.
- Mould is frequently caused by condensation but can also be caused by leaks, penetrating moisture through walls or rising damp, although this is rare. If you suspect one of these, please call 0800 028 2755 and we will arrange for a repairs inspector to visit.

Here are some further tips to reduce condensation within the home!

- Each morning “air” the affected rooms by opening the windows for little while and wiping down any wet windows and sills.
- Leave bathroom and kitchen windows open slightly for 20 minutes once you have finished cooking, showering or bathing.
- Clean condensation and mould away when you see it forming.
- Do not block ventilators or extractor fans.

How to prevent frozen pipes.

During the winter months the water pipes in your home are at risk of freezing when the temperature drops. Frozen pipes can leave you without running water and they are at risk of bursting and flooding your home.

Here are some steps you can take to prevent pipes from freezing.

- Leave your heating on low. Set your thermostat at 12-15C when you're away from the property to keep the air warm.
- Run your taps. It's harder for water to freeze if it's running, so turn your taps on and off regularly.
- Drain your water system if you know you'll be away for a long period in colder weather.



Office opening hours.

Due to the Christmas and New Year holidays our offices will be closed from Friday 22nd December 2023 at 2pm until they reopen on Wednesday 3rd January 2024 at 9am.

Housing Association staff will be unavailable throughout this time.

closed
FOR HOLIDAYS

If you would like to report an urgent repair during this time, please contact our customer service centre on **0800 028 2755**.



How to contact us!



Contact us through our new customer portal.

After a simple registration process, you will be able to go online to make a payment, update contact details, update personal details and request a new repair. If you have any difficulty registering, please contact our Customer Service Centre on 0800 028 2755. Visit <https://www.acha.co.uk/>

Kintyre office contact details.

Telephone number: 01546 605880

Email address: housing.kintyre@acha.co.uk