



Gypsy/Travellers Newsletter

Alastair MacGregor, Chief Executive - "We value your opinions".

2015/16 saw significant progress for ACHA in our management of our Gypsy/Traveller Sites. I'm delighted to report that satisfaction levels rose from **57%** to **83%**.

Additionally we have undertaken consultation with residents regarding the new site standards and we have maintained our pitch rent at affordable levels. In the coming year we want to consult with Site residents on our Gypsy/Traveller Strategy and our pitch lease. I hope that you will be

able to take the time to take part in these consultations. We value your opinions and you can help focus services for Gypsy/Travellers.



What Are YOU Entitled To?

Monthly surgeries are carried out by ACHA Welfare Rights Officers at the Travelling Persons Sites and dates of the surgeries are displayed in the site office. The ACHA Welfare Rights Service has been funded by the Scottish Government until March 2017.



Pictured Right: Donna Stewart and her son Donald from Ledaig Travelling Persons Site

being offered welfare rights advice from Corrina MacKenzie, ACHA's Welfare Rights Officer.

What Do You Think?

ACHA wants to hear from you if you have a suggestion, compliment or complaint. We'd much rather that you told us why you aren't happy with our service and give us the opportunity to make things better. Please download our Customer Information leaflet at www.acha.co.uk/Services/complaints.html for further information on how we deal with any comments or complaints you have about us.

Pictured left: Agnes Reid with her daughter Elizabeth from Duncholgan Travelling Person's Site being offered advice by Fiona Evamy, ACHA's Welfare Rights Officer.



New Addition to Duncholgan Travelling Persons Site



Pictured above are residents of Duncholgan Travelling Persons site, with newest addition baby Nevada, at their most recent residents meeting. Duncholgan residents meet regularly each month with ACHA staff and a representative from MECOPP to discuss any issues and improvements required to their site.

Festive Fun at Ledaig Travelling Persons Site



ACHA's Community Caretaker, Vivienne Ritz was spreading the festive cheer at Ledaig Travelling Persons site. She was joined by James & Muirín MacDonald, pictured right.

Annual Survey of our Gypsy/Traveller Site Residents

ACHA carries out an annual survey of our Gypsy/Traveller Site residents in February each year. A member of staff will visit you to complete the survey, please take the time to take part in the survey as all the information given is used to create an Action Plan for the Association to meet Gypsy/Travellers wishes and requirements.

Visit: www.acha.co.uk or Call 0800 028 2755



Stay Safe this Festive Season



Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're decking the halls make sure you follow our simple advice and stay safe. **Get your FREE home fire safety visit and FREE smoke alarm now!**

As part of our commitment to building a safer Scotland we offer everyone in Scotland a free home fire safety visit. We can also fit smoke alarms free of charge if your home requires them.

Get in touch with us, it's so easy to arrange:

- **Call 0800 0731 999**
- **Text "FIRE" to 80800 from your mobile phone**
- **Complete our online form**
- **Call your local fire station**



Minimum Gypsy/Traveller sites Standards to be delivered by June 2018



The Scottish Government set out guidance as to minimum standards which providers of Gypsy/Traveller sites are expected to deliver by June 2018. As well as standardised tenancy agreements which embrace core rights and responsibilities, the guidance includes physical standards which set criteria for the pitches themselves.



ACHA runs three sites at present in Argyll, at Duncholgan in Lochgilphead, Ledaig at Benderloch and Torlochan at Sandbank by Dunoon. An assessment of the upgrades required to meet the Standard has been undertaken and consultation with the residents about their aspirations was completed in January 2016.

The assessment included the work required to meet the standards and the residents' preferences that would be above the standard.



In May 2016, the Board of Management of the Association agreed that we would support the cost of meeting the Standards.

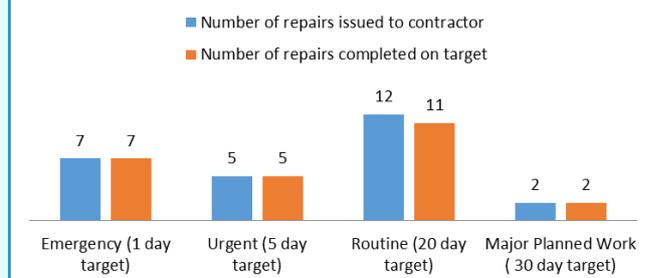
In addition, we agreed to make an enquiry to the Scottish Government to assist with items that went beyond the standard. We made this request in September and last month we received the response that the Scottish Government will not be providing funding to ACHA for any work beyond the standards.



We are including the standards upgrade project in our budget for next year, 2017/18, and intend to have the works complete in advance of the deadline in June 2018.



Repairs Completed 2015-16 Travelling Persons Sites



No Complaints have been received from our Gypsy/ Traveller tenants in 2016

Under the **Scottish Social Housing Charter**

Your landlord should...



Treat you with fairness and respect



Ask what you think about its services



Let you know when repairs will be done and do them right first time



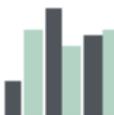
Let you know what other site residents think



Ask your views on any proposed rent rise



Tell you who you can contact if you have questions or a complaint



Report on how it is doing



Make sure site services can be used by everyone

To find out more

To find out more about the Scottish Social Housing Charter, our report on Gypsy/Travellers sites in Scotland or to get in touch, you can visit our website or give us a call.



www.scottishhousingregulator.gov.uk



0141 242 5642



Scottish Housing Regulator

ACHA's Board of Management and staff would like to wish you the best for the festive season and the very best for 2017.

Happy Holidays

Visit: www.acha.co.uk or Call 0800 028 2755