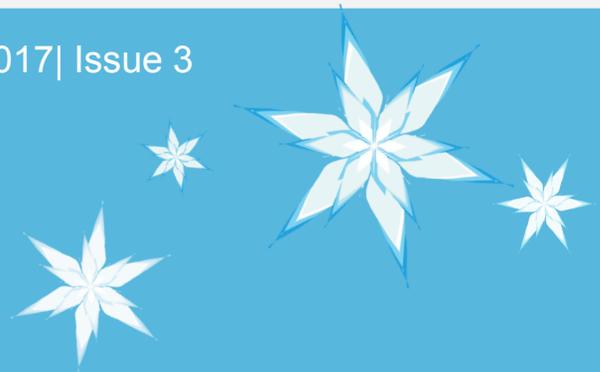
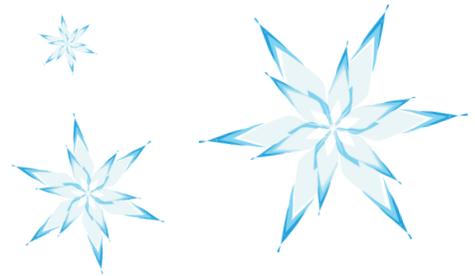


# Gypsy/Travellers Newsletter



## Snow Day at Duncholgan

Some of the children at Duncholgan Travelling Persons Site playing in the snow and looking forward to Christmas, pictured are John James Williamson, Duncan Williamson, Willie Williamson & Nathan Williamson



## Alastair MacGregor, Chief Executive says

***“Thanks to everybody who contributed to these consultations”***

Welcome to our annual Gypsy/Traveller newsletter. It's been a busy year – we've done works to our Sites at Duncholgan and Ledaig to meet the Scottish Governments Site Standards and these works will be coming to a close in Spring 2018. We've also consulted with tenants on our new Strategy for services to Gypsy/Travellers and our new Lease for Gypsy/Traveller Site pitches. Thanks to everybody who contributed to these consultations, we value the opinions of our tenants.

2016/17 saw us move forward again in our management of our Gypsy/Traveller Sites. I'm very pleased to report that tenant satisfaction levels rose to **91%** from 83% last year. We're delighted at this improvement and want to continue to improve.



## Amenity Unit Upgrades

The Association carried out upgrades to the amenity units at our Gypsy/Traveller Sites in advance of the target date set by the Scottish Government for next year. The standards address some of the key issues tenants have raised regarding energy efficiency, safety and security and maintenance and repairs.

The photograph shows a typical new kitchen install, which will contribute to improving the living conditions, and therefore the lives, of site tenants.



## Do We Have Your Up-to-Date Mobile Number?

Have you changed your number recently? Or maybe when you moved in you didn't have a mobile number and now you couldn't live without it.

It would be great if you could get in touch to make sure we have your up-to-date number as it's a brilliant way of us being able to get in touch if we need to (we'll only use it for purposes relating to your tenancy) and to let you about any local issues that may affect you.



Please contact your local area office or telephone **0800 028 2755**

## What Do You Think ?

ACHA wants to hear from you! 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.

During this past year, we have focussed primarily on resolving complaints within their respective timeframes and training staff in owning the issue, by taking responsibility at the first point of contact, meeting target timescales, and keeping customers informed when handling their complaint.

Please download our Customer Information leaflet at [www.acha.co.uk](http://www.acha.co.uk) or ask at your local office for further information on how we deal with any comments or complaints you have about us.

## 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](http://www.acha.co.uk) or Call **0800 028 2755**

## NUMBER OF REPAIRS COMPLETED 2016-17 AT TRAVELLING PERSONS SITES



## Performance Matters

During 2016-2017 we carried out 79 repairs at Travelling Persons Sites. 78 out of the 79 repairs were completed on target.



## We are Here to Help!

Argyll Community Housing Association Welfare Rights Officers who carry out monthly surgeries at the Travelling Persons Sites. Dates of the surgeries are displayed in the site office.



The ACHA Welfare Rights Service has been funded by the Scottish Government. Our target is to hold 12 Gypsy/Traveller surgeries at each tenanted site. This target will no doubt be met successfully as our Welfare Rights Officers continue to provide valuable help and support to our Traveller Community.

If you want to chat to someone about Benefits or other money matters contact us by

Telephone: **0800 028 2755**

Email: [Welfare-rights@acha.co.uk](mailto:Welfare-rights@acha.co.uk)

## Free Home Fire Safety Visit

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 simple advice and stay safe so this year we have attached a leaflet produced by Scottish Fire & Rescue Service.



In addition to this as part of Scottish Fire & Rescue Services commitment to building a safer Scotland, they offer everyone a free home fire safety visit and can also fit smoke alarms free of charge if your home requires.

**To request a free Home Fire Safety Visit, Call 0800 0731 999 Text 'FIRE' to 80800 or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)**

Visit: [www.acha.co.uk](http://www.acha.co.uk) or Call 0800 028 2755

## Seasons Greetings!

This year our offices will be closed from 2pm on Friday 22nd December and open again at 9am on Wednesday 27th December. We will be closed again from 2pm on Friday 29th December until 9am on Wednesday 3rd January 2018.

If you have an emergency repair or urgent enquiry telephone: **0800 028 2755**

ACHA's Board of Management and staff would like to wish you the best for the festive season and a prosperous New Year.



## What Would You Like To See In This Newsletter?

Thank you for taking the time to read our newsletter. If you have any comment or suggestions for future newsletters please get in touch – **we'd love to hear from you!**

This newsletter can be made available in other formats, for example in large print, audio-format or Braille: the document may also be available in other languages, in full or summary form, as appropriate. Contact: **0800 028 2755**

Visit: [www.acha.co.uk](http://www.acha.co.uk) or Call **0800 028 2755**