

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**



How do I report a repair?....

Phone our Repairs **FREEPHONE** number
0800 028 2755

Remember your Repairs Satisfaction form – ask for one after your repair has been done and tell us what you think.

Out of Hours Emergency Repair number

0845 799 4433

From mid August if you report an emergency repair (out of hours) using the above number your call will be answered by an organisation called Hanover Telecare. Don't worry, this is just a new service so give the operative your emergency repairs details as you would at the moment.

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**

INSIDE THIS ISSUE

	page
Alastair's Comments	2
Open Space Grass Cutting	2
Membership and AGM	2
Grass Cutting	2
Community Wardens	2
Fire Fire Fire !!	3
New Insurance service	3
How to Contact Us	4
How Do I Report a Repair?	4
About this Newsletter	4



ACHA are happy to announce that the contracts for new kitchens and bathrooms have started all over Argyll. Pictured above is Miss Reid from Oban who said "I am so pleased with my lovely new kitchen, thank you ACHA"

All new kitchens and bathrooms will be installed over the next 6 years and ACHA will contact you well in advance and ask you to pick the units, worktops, handles and tiles from a range.



Grass Cutting Service for Elderly and Disabled

ACHA tenants who are elderly or disabled can now apply to have their gardens maintained by ACHA. Pictured here is Mrs MacDougall from Lochgilphead who is delighted with the new service.

One of the most important areas of work recently has been our Investment Programme - this financial year we will be spending £12.8 million in new kitchens, bathrooms, heating systems, rewiring, windows and doors, re-roofing and roughcasting. The kitchen and bathroom programme will start in the middle of July and I am aware that we are getting very positive feedback from our home visits which allow tenants to see the design options and pick the kitchen they want.



Our programme will run over the next 8 years to bring homes up to the Scottish Housing Quality Standard. We will also be starting cyclical maintenance to bring things like doors, windows, fences etc into regular painting programmes to ensure they are well looked after for the future. Grass cutting of communal areas has proved very challenging. This contract started 7 weeks late and we have struggled to get the grass back to an acceptable level but I am confident that we are now getting on top of this issue. Can I take this opportunity to apologise for any inconvenience caused. I would like to finish off by thanking you for working with us in the first 8 months. We haven't got everything right but I do think we've made a difference and are now delivering on issues that tenants have expressed as important. If you have any issue that you wish to raise with me, please don't hesitate to contact me on 01631 567912 or alastair.macgregor@acha.co.uk.

With best wishes, *Alastair MacGregor*



If you go down to the woods today...

Some colourful ACHA tenants (pictured left) were delighted with the open space grass cutting recently.



"The grass had got a bit long but the team from Fountains soon had it looking grrrrreat again" said Tigger..... anyone seen Eeyore?

Become a Member of ACHA and Have Your Say!

Membership of ACHA gives tenants a **vote at the AGM** (annual general meeting) on major issues affecting the Association including elections to the Board of Management. The '£1 for life' membership also means that you will be sent a copy of ACHA's **Annual Report**. An application form (one per person) is available from any ACHA office or from our website. If you would like one posted to you please phone Fiona on 01546 604095.

The AGM of ACHA's Board of Management is being held on 25th September – all members are welcome and will be notified in writing.

ACHA Pays Tribute to the Community Wardens ... and new Junior Wardens

Argyll and Bute Council Community Wardens in Dunoon, Alan and Jim, have done a fantastic job working with tenants and agencies to improve community safety - thank you. The Junior Wardens is a pilot project which has seen 56 young people get involved over 5 weeks.





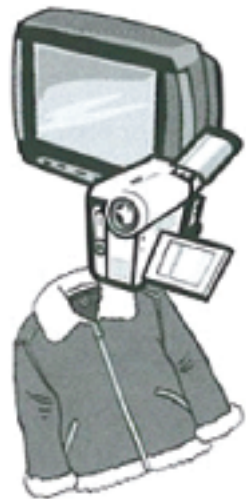
fire fire fire !!

The Fire services and ACHA staff responded quickly when alerted to a fire in a close in Drumfork Court, Helensburgh, recently. The fire was extinguished as quickly as possible and thankfully there were no serious injuries but look at the damage! Items left in the communal stairwell were set on fire and ACHA

would like to take this opportunity to remind everyone that no property including prams, bikes, furniture etc should be left in communal areas - this is part of your tenancy agreement. If you would like to report items left in communal areas see contact numbers on the back page.

What would you do if you lost everything?

Norwich Union is offering tenants (and also owners of former council houses) a new home contents insurance policy. This new contents insurance policy would offer 'new for old' on most household items and a special low minimum sum insured for those over 60 years of age.



Insure yourself against fire, theft, storm, vandalism and water damage. These are just some of the hazards that you may face and ACHA recommends everyone to have an insurance policy in place. You can pay the weekly charge along with your rent, by direct debit or at any ACHA office.

As an example, if you were to insure your contents for the sum of £14,000 you would pay just £1.33 a week for standard cover or £1.73 which would include accidental damage cover.

It's a small price to pay for peace of mind.



Win a year of FREE home contents insurance!

ACHA is offering a first prize of a years' Free insurance plus two runner-up prizes of half price insurance (terms and conditions apply – a full copy is available on request). To have a chance of winning you must apply for our home contents insurance and have your application accepted before Wednesday 5th September 2007 (winners will be announced on 9th September).

A specimen policy booklet is available on request. **How to Apply** – phone Marie Everett on 01546 604575 or ask for an application form at any ACHA office (see over for contact details).



Good Luck!