

How To Contact the ACHA Area Offices

Helensburgh & Lomond telephone 01436 658700
31 James Street, Helensburgh G84 8AS
housing.lomond@acha.co.uk

Cowal telephone 01369 708688
Dolphin Hall, Manse Avenue, Dunoon PA23 8DQ
housing.cowal@acha.co.uk

Bute telephone 01700 501314
Union Street, Rothesay PA20 0HD
housing.bute@acha.co.uk

Mid Argyll telephone 01546 604800
Dalriada House, Lochgilphead PA31 8ST
housing.midargyll@acha.co.uk

Kintyre telephone 01586 559055
Old Quay Head, Campbeltown PA28 6ED
housing.kintyre@acha.co.uk

Islay telephone 01496 301312
Jamieson Street, Bowmore PA43 7HP
housing.islay@acha.co.uk

Oban, Lorn and Isles telephone 01631 567962
Albany Street, Oban PA34 4AW
housing.lorn@acha.co.uk

Mull telephone 01688 302051
Breadalbane Street, Tobermory, Mull PA75 6PX



Tenants at Cragroy sheltered housing complex in Dunoon were given a new planted area to commemorate ACHA's first birthday.

Pictured with tenants are members of the Cowal & Bute Area Committee and Susanne Gilbride, Area Housing Manager.

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
63 – 65 Chalmers Street, Ardrishaig, Argyll PA30 8DX



Keep Warm This Winter

As the weather gets colder ACHA urges all tenants to stay warm. All area offices have copies of the above leaflet on how to avoid burst pipes etc. so give us a call if you would like advice.



Putting Tenants First

December 2007

ACHA Insures a Winner !!

Pictured right is Miss Cunningham from Islay who was the lucky winner picked out of the prize draw for a years worth of Home Contents Insurance. Handing over the new insurance policy is ACHA's Area Housing Manager, Iona MacPhail.



Two runner-up prizes of half price insurance for a year were won by Miss McGillivray and Mrs McNally both from Oban.

Congratulations to all the winners and we hope that this will bring peace of mind that in the event of an unforeseen incident your homes are fully covered by the new insurance policies. The policy being offered by ACHA for both tenants and former tenants is underwritten by Norwich Union and is fantastic value for money. If you would like a quote or more information please contact Marie on 01546 604575 or pop into your local ACHA office and pick up a booklet.

ACHA is one year old on the 21st November and by the end of the year we will have spent £3.8 million on repairs with a staggering 30,000 repairs orders logged. We will also have spent £12.8 million on improvements to tenants homes in the first of a six year programme.

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Happy Birthday ACHA



Pictured cutting ACHA's first birthday cake is Norman Beaton, Chair of ACHA's Board together with some Board members, Alastair MacGregor (Chief Executive) and SFHA (Scottish Federation of Housing Associations) Chief Executive, Jacqui Watt (fourth from right).



It's hard to believe that a year has passed since the transfer on the 21st November 2006. It has been a busy year and by the end of March 2008 we hope to have put in 1,910 new kitchens and bathrooms, new windows and doors in 397 homes and 402 new heating systems. We will also be starting roof replacements and roughcast renewals to 190 homes. The Association was very pleased to introduce the grass cutting service for elderly and disabled tenants which has proved very popular. The Association also set up our community grant scheme which will pay up to £300 to voluntary groups who work with ACHA for the benefit of communities. The Association has been busy taking forward the first of our new build housing as you can see on the opposite page. Since transfer ACHA has let 440 homes which in itself makes a contribution to meeting housing need. There have been challenges in the first year, notably dealing with the scale of ground maintenance and the backlog of repairs. We are hopeful that in dealing with 30,000 repairs in year one, this will have dealt with the catch-up and with respect to grounds maintenance we have much clearer information now on what ACHA has responsibility for, which should be reflected in a better service next year.

Could I finish on a personal note and wish you and yours all the very best over the festive season *Alastair MacGregor (Chief Executive)*



New Board of Management

At ACHA's AGM (annual general meeting) held recently in Inveraray a new Board of Management was elected. Thanks must go to the outgoing Board who have worked extremely hard to see ACHA set up and go through stock transfer last November. Particular thanks to Professor Colin Davidson from Ardfarn who retired from the position of Secretary. ACHA is delighted to see re-elected as Chair, Norman Beaton, a tenant from Ardrishaig. Filling the post of Vice Chair is Gail Dow from Kilkenzie (Kintyre) and Councillor Rory Colville takes up the vacancy of Secretary. Many thanks also to all Members of the Association who attended ACHA's first AGM. Membership of ACHA entitles you to vote at the AGM and to receive ACHA's Annual Report. The £1 for life Membership Application Form is available at any ACHA office or call Fiona on 01546 60 4095 to have one sent out to you.



Now Only One Number

You will have seen in previous newsletters that we advertised our **Repairs Freephone number** alongside a number to call for 'out of hours' emergencies. This is now just *one number* so call our Freephone number to report a repair:

Freephone 0800 028 2755

Please note that if you call this number from a mobile phone you will be charged for the call.

*Remember to ask for a **Repairs Satisfaction form** after your repair has been done and tell us what you think.*



Campbeltown Regeneration Project took a step further recently when around 150 local people came along to talk to ACHA staff and the design team and see draft house designs and layouts. The proposals are for the former Parliament Place and Broad Street sites. A Steering Group of local people have been involved from the beginning of this project.



Mr Ferguson from Caledonian Court in Ardrishaig receiving his new light bulbs from sheltered housing Warden, Bell Hatton.

A Brighter Future Low energy light bulbs use 80% less electricity and used around the house save you lots of money (an average of £9 per year each). They last around 12 times longer than normal bulbs also saving you money. Different sizes and shapes of low energy bulbs are being offered now along with a softer glow appearance allowing them to be used anywhere round your home including table lamps. ACHA tenants in sheltered housing and all *new* ACHA tenants are being given two low energy light bulbs (some conditions apply). The initiative is a partnership between ACHA and Scottish Gas and is designed to encourage more people to use low energy bulbs.

Don't go into debt for Christmas

Scotwest Credit Union offers a brilliant savings account for Christmas 2008 - you can start paying in from late November so now is the time. The application form (pictured right) is enclosed with this newsletter. You can pay a weekly or monthly contribution to this through any ACHA office or better still, set up a direct debit from your bank account. There are local credit unions that may be able to offer a similar savings scheme:

- South Kintyre Credit Union tel. 01586 55 3368
- Islay and Jura Credit Union tel. 01496 30 2225
- Bute Credit Union tel. 01700 50 2000

