



tenants first

Putting Tenants First

December 2009

ACHA's 3rd AGM (annual general meeting) was held in Inveraray in September and pictured are some of the members elected to the Board. The summary of our Annual Report is available at any ACHA office or on our website www.acha.co.uk. The Board would like to wish everyone a very **Merry Christmas** and a **Happy New Year**.



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It was a fun 'Fun Day' in Soroba, Oban for these youngsters who enjoyed the multi use games area, the 'Gladiator Inflatable' and face painting. All part of our Youth Outreach project being carried out by 'Streetlinks' and in partnership with West Highland Housing Association.

In challenging economic times the importance of targeting what investment there is, has never been more important. Speaking to a leading Argyll builder recently he indicated to me that if it wasn't for the new building and refurbishment work provided by the four Argyll based housing associations, many companies would have had to lay off workers and in some cases, fold. This situation was largely linked to a major slump in private house building due to the credit crunch. His comments made me think about the overriding importance of housing investment, not just being about meeting housing need, but about playing a major part in helping sustain the local economy. This was brought home to me forcibly, earlier this week when going into a petrol station in Oban there were three groups of workers in front of me in the queue, all currently working for companies on ACHA contracts and spending their money in the local economy. This year ACHA, through its improvement, new build and repairs programme, will Invest around £33 million in construction related work. In this most difficult of economic times the importance of this targeted investment for the benefit and sustainability of the Argyll and Bute economy has never been more important.

Finally, as thoughts turn to Christmas, could I on behalf of ACHA wish you all the very best for the festive season.

Alastair MacGregor, Chief Executive



Your Housing Association Needs You!

We reported in the last newsletter that a full survey of tenant opinion was being planned. You will receive a questionnaire in the post in early in 2010 with a reply paid envelope and we are really keen that as many of you as possible fill this in and return it to us. The confidential questionnaires will be assessed by an independent company called Management Information (Scotland) Ltd and what you tell us in the survey will be used to develop continuous improvements to the services we provide. An in depth report on the results from the questionnaire will be sent to you in a special newsletter. We will really appreciate you taking the time to fill in the questionnaire, thank you.



ACHA has spent **£29 million** so far to improve tenants homes and will continue with this level of investment till all homes meet the Scottish Housing Quality Standard. Pictured left are new double glazed windows being installed in homes at Chalmers Court, Inveraray.

Did you know that as a direct result of ACHA's contracts there have been 17 new apprentices in the building trade taken on in Argyll.



The first new tenants to sign up for New Parliament Place in Campbeltown are Mr and Mrs Todd pictured above with ACHA's Sheena Graham. There were 180 people viewing the lovely new houses at our open day in October and Sheena and colleagues are delighted to be able to hand over the keys to these nice new family homes which replace the old flats that we demolished. We wish all the new tenants all the best in their new homes.

Chimney Sweeping— ACHA's commitment to you

If you live in a house with an open fire or a solid fuel stove then your home should be included in a contract to have the chimney swept before the burning season and again at the end of the burning season. If you haven't had your chimney swept in a while please contact us through the Repairs Hotline **0800 028 2755**



ACHA offices will be closed from 2pm on Christmas Eve and re-open on Tuesday 29th December at 9am.

Merry Christmas and a Happy New Year

ACHA offices will close at 2pm on New year's eve and re-open on Tuesday 5th January 2010 at 9am

New Oban Office—ACHA's Oban, Lorn and the Isles team are moving. From Monday 21st December 2009 they'll be based at the Glenshellach Business Park in Oban. There's parking at the new office and a bus stop on nearby Soroba Road opposite the fire station. No change to the phone number or email address: 01631 56 7932

housing.lorn@acha.co.uk



Argyll and Bute will be switching over from analogue to digital TV in 2010. We will be keeping you informed of the dates and what will be involved in future newsletters but if you want information on this now please contact the Digital Switchover call centre on 08456 50 50 50.

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
Glenshellach Business Park, Oban PA34
housing.lorn@acha.co.uk

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

ACHA's Community Action Fund

Geilston Hall, Cardross
Garelochhead Drama Group
Route 81 Youth Group
Calendar Girls, Rothesay
Campbeltown Girls Group
Carradale/District Seniors
C'town Tenants Association
Tarbert Festival Committee
Tarbert Girl Guides
Ardishaig Gala Group
Tarbert Skipness Comm plan
Mid Argyll Link Club
Park Primary, Oban - laptops
Soroba Young Family Group

If you are part of a group
that could make use of a
small grant, then contact

Staff in ACHA's mid Argyll
office raised £86.65 on 30th
October for the Breast Cancer
Campaign's wear it pink day.
The **pink** staff donated
money themselves but also
want to thank visitors to the
office and those at a meeting
of the Argyll & Bute Advice
Network who put money in.



Stop Loan Sharks

Illegal Money Lenders Cause Misery If you
know of someone lending money who doesn't give
out a written agreement then they are committing
a serious crime. Contact the number below for
confidential advice (you can call anonymously).

0300 555 2222

The Scottish Illegal Money Lending Unit tells us
that there are loan sharks operating in Argyll—
don't be their next victim! It is not a crime to have
borrowed money from a loan shark.
For a safe, ethical and affordable way to borrow
money why not speak to one of the 5 Credit
Unions operating in Argyll. The contact numbers
are in your Money Handbook.

If you would like this newsletter in larger print, in an
alternative language, on audio cassette or in an electronic
format or you would like someone to read it or explain any
of it please contact Gillian McInnes on 01546 604576 or
gillian.mcinnnes@acha.co.uk