

Gypsy/ Travellers Newsletter



Pictured above: James, John & Mirren MacDonald from Ledaig Travelling Persons Site getting into the Christmas Spirit !



ACHA Welfare Rights Service

Our Welfare Rights Service has been funded by the Scottish Government to continue delivering benefit advice and assistance to tenants until March 2016. Monthly surgeries are carried out by Welfare Rights Officers at the Travelling Persons Sites and dates of the surgeries are displayed in the site office.



Pictured Above: Jean Travers from Ledaig Travelling Persons Site being offered welfare rights advice from Corrina MacKenzie, Welfare Rights Officer and Dee Moloney, Housing & Neighbourhood Services Assistant



Pitches to let at Ledaig Travelling Persons Site, Oban and Torlochan Travelling Persons Site at Dunoon. Rent is £47.34 per week

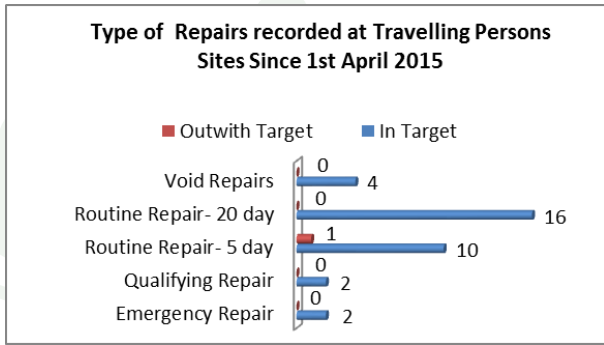
The Scottish Government have published "Gypsy/ Travellers in Scotland, A thematic inquiry"

which is available at:

www.scottishhousingregulator.gov.uk/sites/default/files/publications/GypsyTravellers%20in%20Scotland.pdf

The study shows that ACHA has the cheapest weekly rent for pitches in Scotland.

ACHA is noted as an example of positive practice for having a Gypsy/Traveller Strategy which states that whilst residents do not have a Scottish Secure Tenancy, the Association is committed to providing equality of service and thus "Right to Repair" and rent consultation as a contractual right.



Alastair MacGregor, Chief Executive asks for YOUR Feedback

Welcome to our first Traveller Newsletter, which I hope you enjoy. You told us in our last annual survey that you would like a Gypsy/Traveller newsletter, and we are pleased to have produced this newsletter as a result of your feedback.

ACHA is the only Housing Association in Scotland which operates Traveller Sites and we want to ensure that our tenants receive top quality service. If you have any suggestions of how we could improve our service please let us know. Similarly, if you have any suggestions for articles you would like to see in our newsletter let us know.

Contact our Customer Service Centre on : 0800 028 2755

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.



Text Messaging

Contact our Customer Service Centre on :

0800 028 2755 to give your mobile number and receive text updates from ACHA.

Housing Minister Visits Duncholgan Site

The Housing Minister, Margaret Burgess was given a warm welcome and shown around the site by some of the residents of Duncholgan pictured left.

Fire Safety Visit

Get your FREE home fire safety visit and FREE smoke alarm now!

As part of our Scottish Fire & Rescue's commitment



to building a safer Scotland they offer everyone in Scotland a free home fire safety visit. We can also fit smoke alarms free of charge if your home requires them. Call 0800 0731 999 or Text FIRE to 80800 from your mobile phone.



What Do You Think?

ACHA wants to hear from you if you have a suggestion, compliment & 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.



Get Involved!

Tenants Groups can be an excellent way to get together to address common goals, issues and to get involved. If you are interested in setting up a tenants group for your Site, ACHA can provide the funding and support to enable you. If you would like further information, please contact your local ACHA Office where staff will be happy to help.

Work at Auchindrain Folk Museum– Inveraray

Visitors to the Auchindrain Folk Museum will have seen that the Museum has been dedicating time and space to the Moving Minds Exhibition which serves to bring to life the experiences and traditions of Travelling People across Scotland.

The Museum has also reached out to the Travelling community and has employed and continues to employ a number of Travellers. For Bob Clark, the Director of the Auchindrain Museum Trust this has been a win-win situation as the involvement with the Travelling Community has opened up a whole new culture for him and for the Museum. The exhibition has also been taken round many cultural venues around the country, including to the Edinburgh Festival and the Celtic Connections Festival.

The Moving Minds project has also produced a book highlighting a large number of individual stories from the Travelling Community, and the Museum has held a number of open days celebrating Traveller Culture.

