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the cost-of-living crisis



Kirsteen McGinn, CEO

## Say hello to our new Chief Executive

I am absolutely delighted to be taking up the role of Chief Executive with Loreburn and I am looking forward to getting to know you and your communities.

I have worked in the housing sector my whole career, starting off as a graduate trainee, a very long time ago and then going on to work in various roles across housing services, maintenance, repairs, development and assets - the bricks and mortar. I love working in housing and I am passionate about the key role that housing plays in the quality of everyone's lives. A warm, safe, affordable home that you can be proud of is an integral part of the vision for Loreburn of creating GREAT places to live.

*Continued on page 2.*



# A warm welcome...

## Kirsteen McGinn, Loreburn's new Chief Executive

*continued from front page.*

Most recently I was Director of Property and Housing Services at Argyll Community Housing Association, where I managed the delivery of housing and neighbourhood services, repairs, compliance, maintenance and new build developments. I am very familiar with the challenges around managing homes over a large and rural area as ACHA's stock spread from Helensburgh to Campbeltown also including homes on 12 island communities.

Some of the projects I am most proud of in my recent career include bringing external funding of over £30 million at ACHA to support the improvement of the energy efficiency of some of the older homes to substantially reduce fuel poverty. A project that delivered new homes built to meet the very particular needs of existing tenants and their families. In partnership with our tenants, I also introduced a new customer journey that mapped out how we consulted and communicated – this that produced a much-improved service delivery model where tenants had a voice in everything we did. I also learned a lot more about sheep than I ever thought I would need to know!

My priorities for the next few months are mainly to listen and learn more about Loreburn especially from a team and tenant perspective. It's important we attract the best people to work at Loreburn and who in turn are passionate about delivering great customer service. We also have the housing excellence plan to deliver, and I will be working closely with colleagues in our housing services team to deliver this successfully. I want to continue the excellent work the teams do to ensure that our tenants are at the centre of everything we do.

My dream for the future of housing is that everyone has an affordable home that meets their needs in a community that they can be proud of. My dream for the future in general is for no one to have to experience poverty of any kind, and that everyone has what they need to thrive and succeed in life.

I'm sure I'll hear more about your experiences and priorities as Loreburn tenants over the coming weeks and beyond. Meanwhile I look forward with optimism and enthusiasm about continuing Loreburn's journey as a valued social landlord in D&G.

*Kirsteen*

## Summer Edition

Thanks for taking time to read the latest edition of Loreburn Living. Inside, you'll find lots of important updates on services, engagement opportunities and upcoming activities - such as the tenant satisfaction survey and your chance to review proposals for Loreburn's next 5-year plan. There's also an update on staff changes within the Executive Team, new membership of Loreburn's Management Committee and a change to Loreburn's official registered office address.

The cost of living is still a challenge for many and although utility tariffs have reduced slightly, another Winter of increased costs will weigh heavily on many minds. Last year we applied for funding to support tenants in a variety of ways and this is something we'll continue to do whenever opportunities present. It's important that you tell us how we can best do this and your views will be sought in the 3 yearly tenant satisfaction survey happening in Autumn. We are required by the Regulator for social housing in Scotland to survey tenants every 3 years and it gives us your feedback on the most important key indicators about the services we provide. Please get involved as your responses really

are vital. We have a focus on other ways to get involved as we look towards taking new approaches to how we encourage and inspire you to have a say in what we do. This will also be a discussion point during our series of home visits which we're getting underway across all tenancies.

On a lighter note, we hear from residents in Later Living about what's been happening at some of their developments recently, and once again, Blooming Loreburn gets underway so for all you enthusiastic gardeners, get your entries in before 28th July!

*We hope you enjoy the read!*

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## New appointment to the executive team

We recently welcomed Gavin Johnston to Loreburn, who took up the position of Director of Property and Development in May after the departure of our previous Director, Gary Alison.

Gavin joined us from Ferguslie Park Housing Association and brings a wealth of knowledge and experience to Loreburn having previously worked in asset management and development in both the public and private sectors.

He has a background in architectural design, which he studied at the University of Strathclyde, and has delivered developments comprising of social and private housing, schools, libraries and museums across the West of Scotland.

As a Certified Passive House designer, and a specialist in the design of energy efficient housing, Gavin has a strong commitment to achieving Net-Zero carbon emissions across all areas of the Directorate.

With a strong people-focused approach, he believes prioritising the community's wellbeing should be at the heart of everything Loreburn does, and issues such as fuel poverty and homelessness should be eradicated. Gavin is passionate about creating sustainable, healthy, and comfortable living spaces that positively contribute to the lives of individuals and communities.



Gavin Johnston,  
Director of Property  
Development



## Management Committee

Loreburn's voluntary Management Committee leads and sets the strategic direction of Loreburn. They agree our annual budgets and ensure the association is financially viable, while taking account of your views in respect of rents and services.

As well as ensuring we meet our legal and regulatory obligations, the Committee also monitor our performance and manage risk for the Association. They promote and uphold our culture and values while demonstrating good governance.

Earlier this year, four new members were elected to our Management Committee: Alan Sandey, Paul Buchanan, Lynsey Brydson and Mark Wilkinson. We also welcomed back Michael Clarke, who recently resumed his position as a Committee Member.

More information on each individual Committee Member [can be found on our website](#).

## Tenant Scrutiny Group - Get Involved

### Help us be the best we can be!

We want to make sure that you are at the heart of decision making at Loreburn.

One of the great ways to get involved is through our Tenant Scrutiny Group. The Group, who meet every six to eight weeks, is made up of tenants who work with us to ensure quality services are provided and that we remain tenant led and customer focused.

Some recent topics that the Group have been involved with include:

- Provision of electric vehicle charging points on sites with shared parking
- Updates on our build programme and types of properties – including site visits to see our new housing stock
- The Garrick site at Stranraer and the plans for the Employment Hub
- Input into our 2023 Customer Satisfaction Survey

If meetings are not for you there are plenty of other ways you can get involved, tell us how we can do better, or share ideas on what more we could do to support communities. We'll soon be re-vamping the variety of opportunities, such as:

- Local estate inspections and walkabouts
- Digital panels and survey participation
- E- panels and focus groups for particular interests
- Community groups

Register your interest now on the website or calling or emailing Glynis, Head of Housing.

### Benefits of joining our Tenant Scrutiny Group:

- A real opportunity to influence our services
- Help shape decisions and make recommendations
- Helping to keep Loreburn focussed on what matters most to tenants
- Promoting the tenants' voice in key decisions

It's also a great way to learn new skills and gain insight into our work as a social housing provider.

We're looking to refresh our Tenant Group, so now's the perfect time to get involved.

Help us strengthen the working relationship between the Group, Loreburn staff and our Management Committee. You'll have the opportunity to preview Committee reports before they're presented and review our performance information to make evidence-based recommendations for improvements.

The group meets both in person and virtually. This means you'll need access to the internet and a device such as a computer or tablet. We know not everyone has the equipment or confidence to use digital technology and we can provide support and even access to devices and some training to help you get started.

For more information or to get involved, please contact Glynis Morris, Head of Housing, via [glynism@loreburn.org.uk](mailto:glynism@loreburn.org.uk) or tel: 01387 321335. If you're a Later Living tenant, you may prefer to chat to your Development Manager in the first instance.

Alternatively, visit the website to register your interest.





# HAVE YOUR SAY!

## Five-year corporate plan consultation

We will soon be launching a consultation on our draft corporate plan for the next five years.

Our corporate plan shapes the projects and work we will undertake during this time, so we're welcoming comments from as many tenants as possible to ensure our focus reflects your priorities.

This is an opportunity to have your voice heard and let us know if you think what has been identified is fitting with the issues you're facing as a Loreburn tenant.

We will be publishing further information on how to get involved on our social media channels and website. Your views will be taken into account when producing our final version of this plan, which we plan to launch towards the end of this year.

## Tenant satisfaction survey

**Tenant Satisfaction Surveys are an essential tool we use to help us shape our services, improve our ways of working and enhance your overall experience of Loreburn.**

Every three years we are required by the Scottish Housing Regulator to survey all tenants to find out your opinions on the services you receive and how you feel about your home, its rent level and our input into the management of your neighbourhood.

This year's survey will get underway in Autumn. We'll be sending out further details in the coming months, so please keep an eye out for your invitation to take part.

## Equality data collection

At Loreburn we work hard to treat everyone fairly, with dignity and respect. We do all we can to ensure the equality, diversity and rights of our shareholders are considered when directing our services – making sure they are fair and accessible to everyone.

Over the coming months, we will begin to collect anonymised data relating to the characteristics of our tenants, applicants, staff, and committee members.

We use this information for a range of purposes, including to help us to:

- Protect and promote your rights and interests;
- Promote equality objectives across our services;
- Identify and address your needs; and
- Identify and eliminate any form of discrimination.

Taking part is voluntary, but the information we collect can help us to make sure we're offering a more bespoke and personalised service that suits you.

Please keep an eye out for a letter from us containing more information.

# Inspiring young people

## STEM successes

**In May, we took part in Dumfries and Galloway's biggest science, technology, engineering, mathematics (STEM) fair – Bang Goes DG!**

We challenged pupils to create a freestanding house structure from magnetic pipes in just 90 seconds, and put their knowledge to the test with a housing-related STEM quiz.

Our winners, Lottie Spyergrubb and Ava Rice, who are both pupils at Kirkcudbright Academy, won some fantastic prizes after coming top of the class in the two fiercely-contested competitions.

Overall, the event was a GREAT success and we're all looking forward to next year!



## Preparing for independent living

**We've been working with Dalbeattie High School to help them deliver a Successful Tenancy - SCQF level 4 course to school leavers.**

The unit is designed to help prepare learners to live independently in a community, to live safely within their home and to provide the knowledge and skills needed to sustain a tenancy.

Lauren, Neighbourhood Officer, and Kerry, Income Officer, visited the school in May where they delivered an engaging presentation on income maximisation and tenancy sustainment.

The group then made a trip to one of our vacant properties in the area so students could take a look around the type of home they could be renting in the future.

## Be a part of something new

Aged between 14 and 25?

Are you passionate about making a difference in your community? If so, we invite you to join our Young People's Panel!

The Panel is a group of young people who work together to provide us with advice and feedback on issues that impact you.

As a group, you'll be able to develop ideas, projects, events and advise us on what we could be doing better. It'll an informal and friendly space that we aim to make accessible to everyone.

Whether you live on your own or with others, are working or studying, the Panel will give you the platform to have your say on the issues that matter to you.

**As a member of our Young People's Panel, you will have the opportunity to:**

- Develop your leadership skills
- Gain valuable experience and enhance your CV
- Make a positive impact on your community
- Work with other young people who share your enthusiasm
- Have your voice heard and influence change

For more information on how to get involved, contact Glynis Morris, Head of Housing, via [glynism@loreburn.org.uk](mailto:glynism@loreburn.org.uk)



# Spotlight on... Asset Management

**Within our Asset Management team, it's safe to say that no two days are the same!**

Colleagues in our Asset team are innovative thinkers who work to ensure our homes are fit for the future. By investing in new technologies, they're striving to make your home safer, greener and overall more affordable in the long-term.

They also play a critical role in the maintenance of your home. From completing property assessments to ensuring your health and safety, our Asset Management team are fundamental to what we do and how we meet our legal and corporate requirements. They understand the difference safe, secure, and affordable homes can make and are committed to addressing fuel poverty and making our homes more sustainable.

Most recently we collaborated with Sidey, a Perth-based window and door manufacturer, to install new windows at JM Barrie House, one of our Later Living developments in Dumfries.

The homes now benefit from replacement windows with low maintenance, improved security, and greater thermal performance

– helping tenants to reduce their energy consumption, lower their fuel bills and feel safer in their homes.

Tenants at JM Barrie House gave overwhelmingly positive feedback on the recent window improvements, and many were left feeling as though the overall value of their flat had been significantly improved.

Our tenants had the opportunity to be consulted on the works and were able to discuss the installation throughout the process.

There was consistent communication between tenants, Sidey representatives, and our Head of Asset Management Stuart Mackay. One tenant commented that "Having someone visit JM Barrie" who they could talk to and ask questions was a particular highlight.

Tenants reflected on confidence they had around the process, feeling they could ask questions and voice any concerns or questions they may have.

”  
I'm showing them  
off to everyone  
when they come in.

”  
There's no  
draughts  
anymore.

”  
You can really  
feel a difference  
in the air.



# Blooming Loreburn is back!

**Do you have a GREAT garden? You could win a £50 garden centre voucher or up to £150 for your development!**

Whether you have a private garden, shared outdoor space, or potted area on your balcony, we'd love to hear from you.

Our 2023 gardening competition categories are:

## **Scheme/Later Living Development**

We would love to see how the garden benefits you and your neighbours

## **Vegetable Patch**

We want to see a variety of fruit and veg - the more colours the better!

## **Tubs, Hanging Baskets or Window Box**

Even in the smallest outdoor space, we want to see the creative ways you've been growing

## **Whole Garden**

Does your garden have the 'wow' factor?

## **Young Gardener**

Open to all children 16 and under

To enter, simply email a photograph of your entry to [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) or send us a message via our social media. Be sure to include your name, address, telephone number and specify which category you're entering.

If you're having trouble taking pictures of your garden or submitting your entry, get in touch and we'll see how we can help.

Closing date is Friday 28 July 2023. Winners will be announced in August.



# Later living

## Fit for Life

Last year, we were over the moon to be awarded £59,166 from the Scottish Government's Communities Mental Health and Wellbeing Fund.

The fund was designed to support person-centred initiatives to help address the impacts on physical and mental health caused by social isolation and loneliness.

It's been a year since we received the funding which has enabled our dedicated Activities Coordinator to recruit and train volunteers across Dumfries & Galloway to work with our Later Living tenants - helping to reconnect and energise our communities.

The programme has been devised to engage different – often under-represented – groups in fun activities that are designed to enable more people to stay active for longer.

Tenants are now enjoying a range of physical activities, such as bocchia and chair-based exercises, which help to improve mobility, balance, flexibility, and reduces the risk of falls and other injuries.

Our current programme of weekly events at our Later Living developments will continue



into the summer months, including armchair exercise, bingo, and coffee mornings.

With the warmer weather, we're hoping to be able to do more events so please ask your Later Living Development Manager about what they have planned.

## Volunteers needed!



We're looking for committed and compassionate volunteers to join our Fit for Life service and help make a difference to the lives of our Later Living tenants.

There are a variety of volunteering opportunities currently available, so whatever time you're able to give, we can work together to find something both suitable and flexible for you and the needs of your local community.

No experience is necessary as all training and ongoing support will be provided. If you would enjoy supporting older people and like a good natter, then get in touch to find out more!

Email Bryony McCulloch, Volunteer & Activities Coordinator, via [bryonym@loreburn.org.uk](mailto:bryonym@loreburn.org.uk)

## J M Barrie garden party

Neighbours and Later Living staff came together at JM Barrie at the end of June to celebrate the hard work and donations put towards making their ideal external communal space a reality.

With the fortunate spell of warm weather, tenants have been making the most of the brand-new potting shed which was obtained through Sidey Contractors' community benefit fund.

We can't wait to see the garden in full bloom this summer!

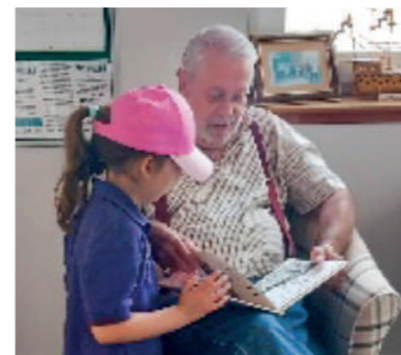


## Millburn Court nursery visits

Throughout the year, children from Sheuchan Nursery have been making regular fun-filled visits to Millburn Court, our Later Living development in Stranraer.

From pipe cleaner tiaras to competitive games of snap, their Friday morning trips were greatly anticipated and thoroughly enjoyed by all.

The children are now ready to progress into their first year of primary school, but we're looking forward to welcoming the new nursery intake to Millburn Court after the summer holidays.



# Live chat is here!



24/7 Support & Live Chat (9-5pm M-F)

Got a Question?  
Ask us here!



Looking for help, advice or support? We've launched a GREAT new way for you to get in touch – all you need is an internet connection!

Available during our usual business hours (Monday to Friday, 9am-5pm), live chat is a fast and free way to connect with a member of our Customer Service, Repairs or Income Teams.

To get started, just click the orange icon on the bottom right of our website.



## Neighbourhood Officer home visits

As a part of our efforts to improve our services as a landlord, over the coming months we will be launching a programme of scheduled home visits.

Following your feedback, we're planning to visit each of our tenants in their home at least once every two years. Your Neighbourhood Officer will be in touch to agree a date and time that suits you.

The visit gives us the chance to talk about any issues you have with your home or neighbourhood. It will also give you the opportunity to get help and advice with your tenancy, or let us know about problems such as debt or antisocial behaviour.

During the visit, your Neighbourhood Officer will be checking your information to ensure we hold your current contact details, updating who is living in your home and discussing any changes in your circumstances.

Please don't wait until your visit if you have something urgent to discuss – your Neighbourhood Officer is available via telephone, email, or they can arrange to visit you in person. [You can find your Neighbourhood Officer's contact details on our website.](#)

## Change of registered address

From 1st July 2023, Loreburn's registered address for business correspondence will be:

7 Gifhorn House, Shakespeare Street, Dumfries, DG1 2JB.

This location is not open to the public but if you'd like to see us in person, this can easily be arranged. Our teams are regularly based in local communities and we're more than happy to visit you at home or in another convenient location.

We can still be reached in any of the usual ways. If you have online access, you may find it quick and easy to use the website's digital assistant or connect to us via Live Chat during regular business hours.



## Help us to go paperless

Be the first to get updates and don't miss out by signing up to electronic communications.

It's:

- Quick: we'll notify you of our latest news via email
  - Convenient: access everything from your smartphone, tablet or PC
  - Less clutter: you'll receive fewer letters through your door
- Some of our non-essential publications are only produced electronically, saving printing and postage costs and helping to make sure we're using our resources in the best way.

If you haven't already updated your contact preferences and provided an email address, all you need to do is get in touch.



## Longmeadow, Annan

Based on the site of Longmeadow House in Annan, this development has been designed with energy-efficiency in mind. Seven of the modern homes were constructed to achieve Passivhaus certification, with the remainder achieving silver sustainability standards.



The final five properties at Longmeadow consist of two general needs two storey homes and three amenity bungalows – two of which are Passivhaus. The handover for these homes is scheduled for August 2023.



## Academy Street, Castle Douglas

Exclusively for those over 55, our brand new Later Living development in Castle Douglas comprises of 23 fully accessible flats over three floors.

All flats are self-contained, with walk-in showers and electric heating, and benefit from specially designed communal spaces and gardens - perfect for socialising with neighbours and the wider community.

Being central to the town centre, with local amenities just a short walk away, the development is situated in an ideal location for those with lower mobility.

We're expecting the development to be completed in November 2023.

## Station Road, Dalbeattie

These 16 two- and three- bedroom homes provide a mixture of two storey general needs homes and amenity bungalows for rent at Station Road in Dalbeattie.

All of the homes on Station Road have been built to Passivhaus standards, meaning they will be highly energy efficient - having an air source heat pump instead of a gas boiler, as well as solar panels and electric vehicle charging points.

Based on our current development programme, these properties will be fully completed at the end of July 2023.

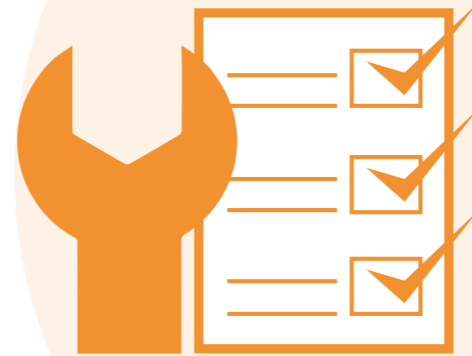


## Repair satisfaction surveys

After your repairs appointment, you will receive a text to let us know how satisfied you were with the ease of booking your appointment and the job itself.

Your feedback from these surveys is really important. Please take part whenever you receive a text.

We read every response and your feedback will help us to better understand what's working or isn't working for you.



## Access for repairs

Not only do missed appointments cost us time, but they may prevent us from attending a real emergency. Please help us to provide the best service possible by making sure we can access your property when an appointment is made.

If your appointment is no longer suitable, please let us know with at least 24 hours' notice. You can get in touch via:

Live chat: visit [www.loreburn.org.uk](http://www.loreburn.org.uk) and click on the orange icon to get started

Social media: message us on Facebook, Instagram or Twitter

Email: [repairs@loreburn.org.uk](mailto:repairs@loreburn.org.uk)

Telephone: 01387 321 400

If you're out when our repair team arrives, they'll leave a missed appointment card with information about how you can rebook your repair.

## Rechargeable repairs

The majority of our tenants keep their homes in GREAT condition, but if we carry out a repair that is your responsibility then we may ask you to cover the cost.

No one likes an unexpected bill, so take care to avoid some common problems such as:

- Blocked toilets - only the obvious please... no nappies, wipes, toys, or mobile phones from back pockets
- Blocked sinks
- Avoid draining fats, oils, rice and pasta into your sink
- Lost keys
- Think about a key safe if that would help

Remember we're always here to offer advice. Get in touch with our repairs team for more information.



## Electrical safety checks

As your landlord, we are required by law to ensure your home's electrical installation and wiring are safe.



We test and inspect all Loreburn homes, as well as any communal areas. This check is called an Electrical Installations Condition Report (EICR), and a qualified electrician will carry these out every five years.

The test can take between three and four hours to complete. During this time, we'll check to make sure there's no deterioration to cabling, switches or sockets; we'll replace any broken accessories and repair any faults that we may find.

When we contact you about your electrical safety check, you must arrange an appointment with us. We have a legal obligation to complete an EICR inspection, and it's a part of your Tenancy Agreement that you allow us access to your home for us to complete it.



## Making improvements to your home

We want you to feel at home in your home!



You don't need to let us know about minor works such as decorating or putting up shelves, but if you would like to make any larger-scale improvements you'll need to get our permission first.

Examples of home improvements might include:

- Installing a shower
- Changing internal doors or other fittings
- Erecting a garden shed, decking or other external structures
- Installing laminate flooring
- Installing other services, eg. security lights, additional gas appliances

If you're thinking of making improvements to your home, you should [complete our online form](#) or email [alterations@loreburn.org.uk](mailto:alterations@loreburn.org.uk) – being sure to include your name, address, contact details and the improvement you are requesting.

Once submitted, our Asset team will contact you within five working days.



## Supporting you through the cost-of-living crisis

Last year, we successfully secured three rounds of funding to help support our tenants through the cost-of-living crisis.

We received £112,000 from the Scottish Government's Social Housing Fuel Support Fund which allowed us to provide targeted support to homes across the region. This included offering winter duvets to families with young children and providing low-cost cooking equipment to homes with either storage heating or a low energy efficiency rating.

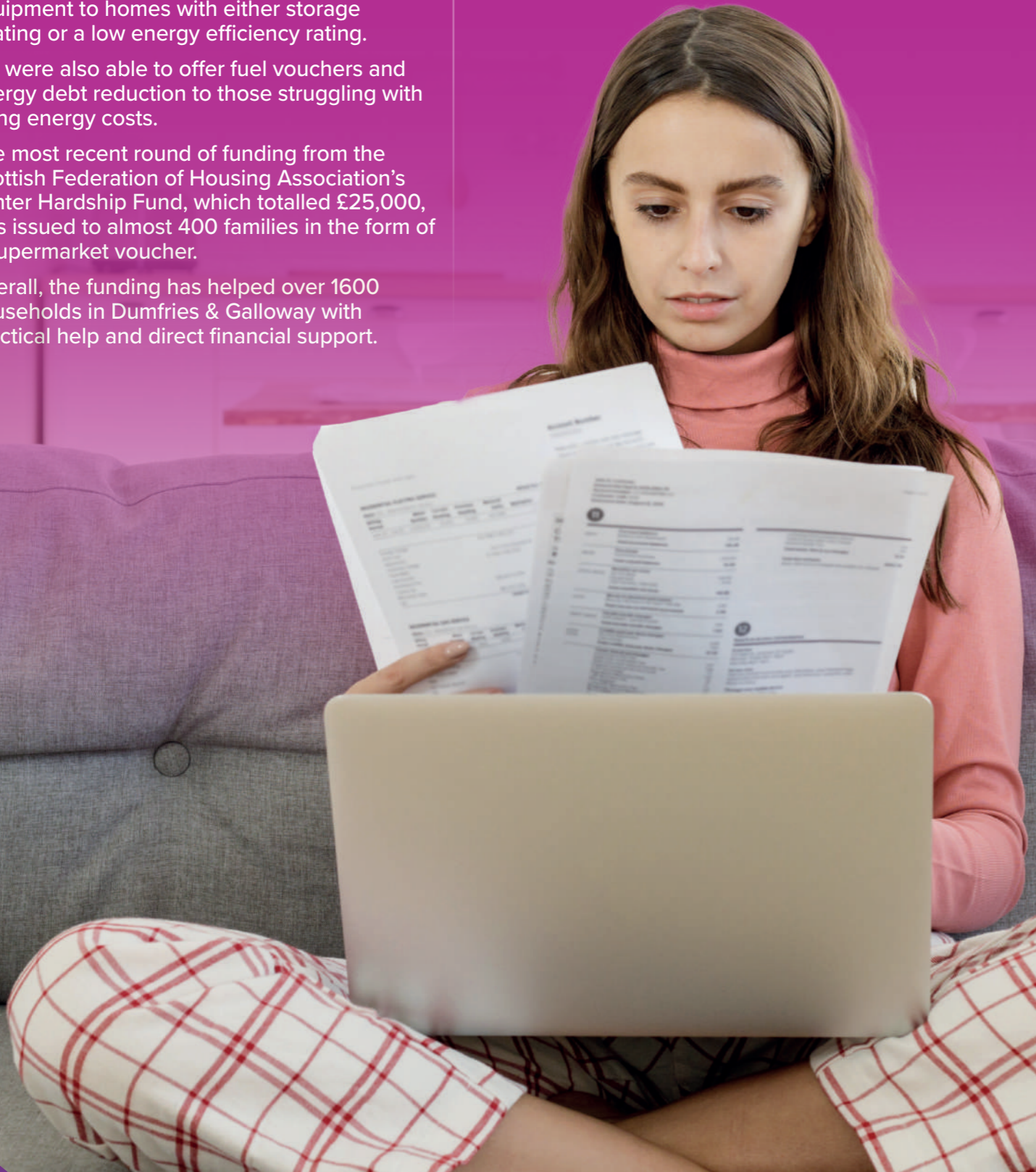
We were also able to offer fuel vouchers and energy debt reduction to those struggling with rising energy costs.

The most recent round of funding from the Scottish Federation of Housing Association's Winter Hardship Fund, which totalled £25,000, was issued to almost 400 families in the form of a supermarket voucher.

Overall, the funding has helped over 1600 households in Dumfries & Galloway with practical help and direct financial support.

Although these funding streams have now been spent, we are still able to assist you by signposting you to other agencies who offer a range of support. Please do not hesitate to contact us should you need help or advice.

Some of the questions in our three-yearly tenant satisfaction survey will be asking for your thoughts on how we allocate funding and the impact that the funds have. When the time comes, we would really appreciate your feedback – it's invaluable in assisting us to secure future funds to support other Loreburn tenants.



”

We are a struggling household like many, we either eat or we put heat and electricity in our house, so the voucher gave us some relief to get essentials for us to eat good nutritional meals.

”

This has probably been the best help I have ever received from Loreburn. To fill my cupboards with tins etc so I know I've got staples to feed my children. Thank you.

”

Very grateful and it helped massively regarding the cost of living at the moment and the price increase in supermarkets.

”

I feel the communication from Loreburn was very good, shortly after discussing the items they arrived pretty much straight away. I have enjoyed using my slow cooker and can see an improvement in my energy bills.

”

I got the slow cooker and have to say that it's a great initiative. Actions really do speak louder than words.

”

I'd like to extend my gratitude. This voucher was a lovely surprise and allowed me to shop without worrying for once. Thank you.

## Spread the good news

We're a vibrant community and there's always lots happening in and around our developments.

If you've got something you're bursting to share, we'd love to hear your stories and see your photos. From birthdays and anniversaries to special events and hobbies, your news is too good to keep to yourself.

Email Kayleigh Osborne, Communications Officer, to let us know about the GREAT things going on in your neighbourhood: [kayleighob@loreburn.org.uk](mailto:kayleighob@loreburn.org.uk)

## Grounds maintenance

With Summer now underway, our grounds maintenance contractors, idverde, are out and about in your area.

We work with idverde to maintain the communal gardens, paths, verges and car parks that we own. This includes cutting grass, tidying plant beds and borders, pruning hedges, collecting leaves and spraying weeds.

We are aware that they are currently slightly behind their scheduled programme, but they have put in extra resources to ensure they get back on track as soon as possible.

We really appreciate your patience as idverde catch up on any areas missed.



## Fire Safety

Fire safety is everyone's responsibility, and it's important that we all work together to stay safe and help prevent fires.

If you live in a block of flats, make sure you know the fire evacuation procedures for your building and be fire aware.

To ensure everyone's safety we must remind you that...

- No refuse bags, combustible materials or items of furniture should be stored in common areas such as stairways, corridors, or laundry rooms.
- Do not leave rubbish or combustible materials lying around outside and next to buildings.
- Do not prop fire doors open.
- Do not store bottled gas, paraffin, petrol, or any other flammable goods in your home or any communal areas.
- Do not use a lift if there is a fire in the building or the fire alarm is sounding.

Please get in touch and let us know if you have any fire safety concerns.



# Get in touch

Contact your Neighbourhood or Income Officer directly for any tenancy or rent related matters. There's no need to go through our main contact number, meaning quick and easy access to the right person.

## Our East Community Team cover areas DG1, DG10, DG11, DG12, DG13 & DG14

TITLE	NAME	TELEPHONE/TEXT	EMAIL
Neighbourhood Officer	Rachel Kennedy	07771 048218	<a href="mailto:RachelK@loreburn.org.uk">RachelK@loreburn.org.uk</a>
Neighbourhood Officer	Lorraine Lennox	07525 276968	<a href="mailto:LorraineL@loreburn.org.uk">LorraineL@loreburn.org.uk</a>
Neighbourhood Officer	Jadie Wedge	07568 427186	<a href="mailto:JadieW@loreburn.org.uk">JadieW@loreburn.org.uk</a>
Income Officer	Laura Lupton	07936 349214	<a href="mailto:LauraL@loreburn.org.uk">LauraL@loreburn.org.uk</a>

## Our Central Community Team cover areas DG2, DG3, DG4, DG5, DG6 & DG7

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Neighbourhood Officer	Rebecca McColm	07872 127015	<a href="mailto:RebeccaM@loreburn.org.uk">RebeccaM@loreburn.org.uk</a>
Neighbourhood Officer	Lauren Carmichael	07593 451803	<a href="mailto:LaurenC@loreburn.org.uk">LaurenC@loreburn.org.uk</a>
Income Officer	Deborah Thomson	07703 818728	<a href="mailto:DeborahT@loreburn.org.uk">DeborahT@loreburn.org.uk</a>
Income Officer	Kerry Graham	07469 278195	<a href="mailto:KerryG@loreburn.org.uk">KerryG@loreburn.org.uk</a>

## Our West Community Team cover areas DG8 and DG9

TITLE	NAME	TELEPHONE/TEXT	EMAIL
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Neighbourhood Officer	Paul Challis	07872 127020	<a href="mailto:PaulC@loreburn.org.uk">PaulC@loreburn.org.uk</a>
Income Officer	Ian McGeoch	07818 591425	<a href="mailto:IanM@loreburn.org.uk">IanM@loreburn.org.uk</a>

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