

In January, we launched an innovative pilot retrofit project at Smith Way in Beattock

Setting new standards

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A very warm welcome to the Summer 2024 edition of Loreburn Living

We hope our newsletter finds you well. As we step into the brighter days of summer, it's with gratitude that we announce that after nine years (the time limit being set as a maximum for all Scottish Housing Associations) Russell Brown has stepped down as our Convener. Russell's leadership has played a key role in shaping Loreburn into what it is today, and his dedication and commitment to Loreburn and our tenants has been unfaltering.

With Russell stepping down, we are pleased to welcome Alan Sandey as our new Convener. Having already served on Loreburn's Management Committee, Alan brings with him over 20 years of experience in social housing and a wealth of knowledge in areas such as asset management, maintenance, and property development. As tenants, you can be confident that his expertise will continue to ensure our governance and direction meets and exceeds the requirements placed on us as a Registered Social Landlord.

We would like to extend our thanks to each and every one of you who took the time to participate in our recent Tenant Satisfaction Survey. Thanks to your input, we are already implementing changes across the board - which include enhancements to our repairs management system, upgrades to our call handling systems, and the development of new online contact options. Additionally, your feedback has been

instrumental in shaping our Housing Excellence Plan, which aims to enhance our frontline services and improve overall service delivery.

Your feedback is vital in helping us develop and improve our services, and we encourage each of you to continue sharing your thoughts and ideas with us. Whether it's through surveys, community events, or informal conversations, your input helps us better understand your needs and preferences, and ultimately allows us to serve you better. On page 13 you will find news about how we're extending the ways you can get involved.

In our winter newsletter we outlined our future investment priorities, and highlighted a shift in focus from developing new homes to enhancing our existing housing stock. As part of this strategic move, we're excited to introduce our Smith Way retrofit pilot project - an initiative aimed at revolutionising energy efficiency and sustainability in social housing.

We've already seen promising results from our efforts at Smith Way. By testing different retrofit measures and studying their impact, we aim to establish a standardised approach that can eventually be implemented across our wider housing stock.

It is important to note, however, that this will take time to refine. While progress may appear gradual, each step brings us closer to a future that is more sustainable and cost-effective. Importantly, for you as tenants, this effort aims to reduce your household bills and fuel costs.

We hope you find this newsletter informative and useful, providing you with the latest updates and developments from Loreburn. Wishing you all the best, and we look forward to sharing more updates with you soon.

We hope you enjoy the read!

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Welcoming our new Convener

After nine years of dedicated service, Russell Brown has stepped down as Convener. Russell's leadership and commitment have been instrumental in shaping Loreburn into what it is today, and we cannot thank him enough for all the hard work and passion he's poured into his role.

We are pleased to introduce Alan Sandey as our new Convener. Alan, a resident of Dumfries, joined the Management Committee in early 2023. He is an MCIPS-qualified commercial professional with over 15 years of experience leading major public sector procurement activities in social housing, major infrastructure programmes, and UK defence.

Alan brings over 20 years of social housing experience to his role, starting his housing journey as a graduate trainee in housing management in the early 2000s. His expertise spans asset management, maintenance, and property development. Alan has previously held committee positions and has also served as a school governor.

With his dedication and extensive knowledge of the social housing sector, we look forward to the new perspectives and ideas Alan will bring to Loreburn in his new position.

Courtesy counts

We believe that everyone has the right to be heard, understood, and respected. Our team is dedicated to delivering a high-quality and personalised service that is prompt, courteous, and compassionate. In return, we kindly ask that you treat our staff with the same level of respect that you expect to receive.

We understand that challenging situations can sometimes lead to out-of-character reactions, but it's important to remember that ongoing disrespectful behaviour can impact our ability to provide services to other tenants.

It can also affect the wellbeing of our staff.

Behaviours that we consider unacceptable include, but are not limited to:

- Using bad language or swearing at our staff;
- Any physical act of violence towards any member of staff, such as pushing or shoving;
- Verbal abuse towards our staff in any form;
- Abusing our staff when using our online contact methods or on social media channels.

We have a zero-tolerance approach towards any form of abuse directed at our staff. This applies to all forms of communication,

including phone calls, face-to-face interactions, letters, emails, and digital channels.

Please be aware that aggressive, violent, or abusive behaviour may result in your services being restricted.

We have an Unacceptable Actions Policy which outlines our process for dealing with unacceptable actions or behaviour, up to and including restricting access and communication. For more information, [please visit our website](#).



Updated pet policy

Pets can be a great addition to any household. As your landlord, it's essential for us to establish clear guidelines to ensure the well-being of your pets and homes, and to prevent any potential issues with neighbours.

If you're thinking about adding a furry friend to your family, please remember that you need to ask for permission before making any commitments. You can easily do this by [visiting our website](#) or by reaching out to your Neighbourhood Officer, who will be more than happy to provide further support and answer any questions you might have.

Our updated pet policy includes important information such as the types of pets allowed, the number of pets each household can have, and specific care and cleanliness requirements. It also outlines your responsibilities as a pet owner, emphasises the importance of being considerate to your neighbours, and highlights what you should do if you have any concerns about an animal.

Visit www.loreburn.org.uk/tenant-policies/ for more information.

Important Information for XL Bully Dog Owners

While it is legal to own an XL Bully dog in Scotland, there are specific rules you must adhere to. It is now an offence to:

- Have an XL Bully in public without a lead and muzzle
- Breed from an XL Bully dog
- Sell or give away an XL Bully dog
- Abandon an XL Bully dog or let it stray

Non-compliance can result in serious consequences, including fines of up to £5,000, imprisonment for up to six months, or both.

From July 31, 2024, you must possess or have applied for an exemption certificate to legally own your XL Bully. As a Loreburn tenant, you also need to notify us and seek permission to keep your dog in your home. Here's what you'll need to provide:

1. A copy of your dog's Certificate of Exemption
2. Details of the dog's microchip
3. Evidence of when the dog was acquired (such as purchase paperwork or a vet's confirmation)
4. Proof of adequate public liability insurance
5. Confirmation that you'll follow safety measures—including muzzling and securing your dog in an appropriate area during staff or contractor visits.

[Visit our website to request permission](#), or contact your Neighbourhood Officer. Each request is reviewed on an individual basis, so it's crucial to provide all the necessary information. Failure to do so may result in legal action under the terms of your tenancy agreement, and any non-compliance will be reported to Police Scotland.

If you have any questions or concerns, please don't hesitate to get in touch.

Stair gates for households with children under 5

We know how important it is to keep your little ones safe and thanks to dedicated funding, we are now able to provide stair gates to Loreburn tenants with children under 5 years old.

If you or someone you know could benefit from a stair gate, please don't hesitate to reach out to us - simply send an email to customerservice@loreburn.org.uk with your full name and home address. When you do, remember to let us know how many stair gates you need and, if you can, share the width of your stairs or doorframe so we can ensure the gate fits perfectly.



Tenant Satisfaction Survey results

Towards the end of 2023, we conducted our latest Tenant Satisfaction Survey.

Nearly 1,000 households took part, representing 44% of our tenants from across the region. Your feedback is key in directing our efforts to improve your experience with us - below we've outlined some of what we've learned and the actions we're taking as a result.

Key insights include:

- 73.60% of tenants were satisfied with the overall service that we provide.
- 79.29% agreed that we were good at keeping them informed about services and decisions.
- 80.09% were satisfied with our repairs service.
- 71.94% were satisfied with the quality of their home.
- 75.54% thought their rent represented very or fairly good value for money.

Through your responses, we've gained a better understanding around the areas where we can improve. Based on your feedback, we've already begun to implement changes across our services:



1. Neighbourhood officer updates: We'll keep you informed about our Neighbourhood Officer's whereabouts in your local community on our social media channels. This way, you can easily arrange a home visit or meet with us whenever you need.
2. Enhanced communication: We're upgrading our call handling systems and developing new online contact options, including Live Chat, to make it easier and quicker for you to reach us.
3. Repairs management: Our improved repairs management software will keep you updated on the status of your repair. You'll receive reminders the day before your appointment and text communications when our Operatives are on their way.
4. Investment programme: We've committed to investing £2.4 million in your homes in 2024/254 - [read more here](#).
5. Energy efficiency review: In our upcoming rent and service charge review, we'll consider homes with lower energy efficiency and new build homes where energy efficiency is of a higher standard.
6. Support with Cost-of-Living: Year-round, we continually work to find funding opportunities that can help support tenants with cost-of-living expenses and utility costs.

[Click here to read the results in full](#)

While this survey is conducted every three years, we're always here to listen. Your feedback helps us get to the core of issues and understand how we can continually improve. There are plenty of ways to get involved and share your thoughts - if you're interested in contributing further, please visit www.loreburn.org.uk/get-involved

"Making a Difference": Highlights from our annual staff training day

We're excited to share some highlights from our annual staff training day in April. Themed "Making a Difference," this event was more than just a training session—it was a call to action, emphasising our dedication to transforming our communities into GREAT places to live.

The morning session featured an inspiring talk by Jim Strang, a housing professional with over 40 years of experience. Jim's insights into the housing sector were motivating and set the perfect tone for our day of positive impact.

Our first mission was collecting food donations and thanks to the generosity of our staff, we were able to provide much-needed support to three local food banks.

In the spirit of the #KeepScotlandBeautiful campaign, we spread out across various parks and Loreburn developments in Dumfries for some good old-fashioned litter picking. It was incredibly rewarding to see the immediate difference our efforts made.

But we didn't stop there. Some of our team took on a sponsored 5-mile walk through Dumfries, raising funds for a local charity. Others rolled up their sleeves to refurbish sheds, host afternoon teas, and enhance outdoor spaces in our Later Living developments.

We're keen to keep this momentum going throughout the rest of the year and would love for you to get involved. Whether it's organising a litter-picking afternoon, sprucing up a communal space, or coming up with a new initiative, your ideas are what make our developments thrive. If you have any suggestions, please don't hesitate to reach out to your Neighbourhood Officer.



Dolly Parton Imagination Library

Have you heard about the Dolly Parton Imagination Library? It's an amazing book gifting programme that posts free, high-quality books to children from birth to age 5.

If you have a little one (or a few) between the ages of 0-5 and haven't yet signed up, now's the perfect time to get involved. Once you're signed up, your child will receive their first book within 6-8 weeks, and a new book will arrive each month until they turn five.

If you're interested, simply reach out to your Neighbourhood Officer to get signed up.

Happy reading!



Community connections: Join us at our Neighbourhood pop-up events!

Our neighbourhood pop-up events are a fantastic opportunity for you to connect with us and your fellow residents in a relaxed, friendly setting.

Our dedicated Neighbourhood Officers have been making their rounds across the region, ready to answer any questions you might have. Whether you're curious about your tenancy, need advice on maintaining your home, or simply want to chat about how things are going, we're here for you.

We're often joined by friends from helpful external organisations such as Home Energy Scotland, who can provide valuable tips on saving energy and reducing your bills.

These pop-up events are more than just an opportunity to discuss any questions or concerns you might have—they're also a great way to get to know us and each other better.



Follow Us On Social Media!

By following us on platforms like Facebook, Instagram, and X (Twitter), you'll get real-time updates on community events, maintenance schedules, and any other important announcements. Plus, we love sharing fun tips and local happenings across the region!

It's a GREAT way to stay in the loop and feel even more connected to what's going on at Loreburn.

@LoreburnHousing [Facebook](#) [Instagram](#) [X](#)

Blooming Loreburn 2024

We're thrilled to announce that Blooming Loreburn is returning for another year, and we can't wait to see what you've been growing!

Whether you're a master of vibrant flower beds, a cultivator of bountiful vegetable gardens, or a creator of a cosy indoor oasis, this is your chance to shine.

This year, we have some GREAT categories for you to enter:

- Best Garden or Display
- Most Creative Garden or Display
- Best Development

No matter if your style is traditional, whimsical, or somewhere in between, there's a spot for you to showcase your hard work. We have fantastic prizes up for grabs, including a £50 garden centre voucher or up to £150 for your development.

To enter, simply [fill in our online form](#). If you encounter any issues or need help with uploading your entry, your Neighbourhood Officer will be happy to assist you.

We're looking forward to seeing all your blooming brilliant entries. Happy gardening, and good luck!

Closing date for all entries is Wednesday 31 July 2024.



Planned and Grounds Maintenance information now available

Our updated planned maintenance and ground maintenance programmes are now available to read on our website.

As you may know, our focus is currently on investing in our current homes rather than building new ones. In line with this strategy, we will be replacing doors, windows, kitchens, bathrooms, and heating systems, as well as retrofitting certain properties to improve energy efficiency and comfort.

Please keep in mind that all these projects are subject to the availability of funding and the latest information from property surveys. In the event that any works are postponed, they will be given priority the following year.

[Our planned maintenance programme 2024-2026](#)

Our grounds maintenance programme is designed to keep communal areas like lawns, flower beds, and hedges looking their best. While dates for grounds maintenance visits can vary due to weather and ground conditions, on our website you'll find an estimate of when you can expect the team in your area.

[2024 grounds maintenance programme](#)

Door replacements at Donald Court

As part of our planned maintenance efforts, we are pleased to announce the successful completion of our door replacement programme at Donald Court in Castle Douglas.

Recently, We replaced a total of 13 communal doors across the five blocks, including front, rear, and side doors. This project was a collaborative effort between our Housing and Asset Management Teams, Procast, and Churches. The new doors not only make the buildings more secure but also improve the overall appearance of the development.

We'll be posting more updates on our ongoing and upcoming maintenance projects on our website – visit www.loreburn.org.uk to keep up to date.



Navigating the transition to Universal Credit

We understand that the shift from legacy benefits to Universal Credit may feel a little overwhelming, but don't worry—you're not alone in this transition.

If you've received a letter about managed migration, it means that one or more of your benefits will be ending soon. The following are being replaced by Universal Credit:

- Tax credits: Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

Other benefits, such as Personal Independence Payment (PIP), will stay the same.

To continue receiving financial support, you must claim Universal Credit by the deadline date given in your letter. This is three months from the date the letter was sent out.

Our Income Officers are on hand to help you navigate this change. Whether you need help understanding how Universal Credit works, advice on managing your payments, or assistance with your application, our team is here to help you make the transition as smooth as possible.

Please don't hesitate to reach out to us. We're here to help, so feel free to contact us at any time - you can find your Income Officer's details [on our website](#) or the back page of this newsletter.

JM Barrie House shines with fresh décor

It's truly amazing what a fresh coat of paint can do to lift both spirits and spaces. Recently, we completed a cyclical decoration programme at JM Barrie House, one of our Later Living developments in Dumfries, and the results have been outstanding.

At a recent tenants' meeting, residents shared their thoughts on the improvements. Their feedback highlighted the quality of workmanship and the positive impact on their living environment. Here are some of the comments that we received:

“
It's been
a real talking
point.”

“
The second
floor is
beautiful.”

“
Contractors
were efficient,
tidy, and
helpful.”

“
The workmen
were very pleasant
and respectful
to tenants and
routines.”

Tenants reflected on how the new décor has positively affected their wellbeing, and many expressed pride in showing off the beautifully refurbished communal areas. This project has not only enhanced the physical environment but also fostered a sense of community and wellbeing.

The process of selecting colours and placements was highly interactive, allowing tenants to consult and engage through meetings. This collaborative approach ensured that everyone felt a part of the transformation.

The new décor has inspired tenants to create artwork for the freshly painted walls. Photographs of the local area, taken by tenants and one of our Later Living Development Managers, have been printed, framed, and now hang proudly around the development.

Alongside our tenants, we're continuing to explore ways to enhance our community further. Fundraising, volunteering, and creating beautiful outdoor spaces and gardens are just some of the ongoing efforts to make JM Barrie House an even GREAT-er place to live.



Improving your complaints experience

As a part of our ongoing commitment to continually improve our services, we wanted to provide you with an update on our complaints handling process and key learnings from your feedback.

We want to make sure you get the best experience when raising a complaint. Our frontline staff have now completed specialised complaints training to ensure they're well-equipped to handle any issues you might have. Each month, we produce complaints reports for our Executive Team so they can see how many complaints we've received, the outcomes, and key learnings. Our Management Committee also review these complaints quarterly to keep an eye on patterns and themes.

We've made several enhancements to our complaints policy and procedures, to ensure they are fully compliant with the latest Scottish Public Sector Ombudsman regulations. These updates are all about making the process more transparent, fair, and user-friendly for you.

So far this year, we've received 70 complaints—51 at stage one and 19 at stage two. To date, 100% of stage one complaints, and 75% of stage two, have been resolved within our target timescales.

Complaints Procedure

Complaints can be made in person, by phone, by email, in writing or via our website's online form.

We have a two-stage complaints procedure.

We will always deal with complaints as quickly as we can. If it's clear that the matter will need a detailed investigation, we will let you know and keep you updated on progress.

STAGE 1

At Stage 1, we will aim to resolve your complaint **within five working days**.

If you are dissatisfied with our response, you can ask us to consider your complaint at **Stage 2**.

STAGE 2

We will look at a complaint at Stage 2 if you are dissatisfied with our Stage 1 response. We may also escalate a complaint straight to Stage 2 if the matter is complex or if it needs a detailed investigation.

We will acknowledge your complaint within **three working days**, and give you our decision within 20 working days - unless there is a valid reason for needing more time.

YOUR VOICE, OUR ACTIONS



We believe in learning from every complaint we receive. Here are some ways your feedback has helped us improve our services:

- **Letter templates:** Thanks to your input, we've updated our letter templates to make them clearer and more user-friendly.
- **Housing application forms:** Complaints about the information provided for updating application forms led to extra staff training on these procedures.
- **Void process:** A complaint highlighted issues with how we dealt with empty homes, which we've now updated to make it clearer for our staff.
- **Grounds maintenance:** Feedback on the quality of grounds maintenance at some developments prompted us to work closely with our contractors to manage and improve this proactively.
- **Communication issues:** Following feedback on communication issues, we've organised refresher training to ensure our staff have the necessary skills to meet our [Great Communications Promise](#).
- **Bin collections:** A complaint about bin collections led to training for relevant staff on assisted bin collections, ensuring they can provide the best possible information to you.

WHAT'S NEXT?

Looking ahead, we plan to keep improving our complaints-handling process. Here's how:

- We'll continue to promote good complaints handling through 'lunch and learn' sessions, where staff will review case studies and share different perspectives on handling complaints.
- We aim to empower our frontline staff to resolve complaints at the first point of contact.
- We're working on improving the visibility and transparency of the complaints information on our website. We will be producing and circulating a dedicated complaints report soon.

Your input is what helps us to improve. Please feel free to reach out using your preferred method of communication, whether that's via telephone call, email, social media, live chat or face to face.



Get Involved and make a difference

By joining our Tenant Scrutiny Group (TSG), you have a chance to have a say in how things are run, to voice your opinions, and to help shape the future of our services.

These are your homes and your communities, so your insights are invaluable. By getting involved, you can ensure that your needs and the needs of your fellow tenants are heard and addressed.

It's also a great way to meet your neighbours and work together towards common goals. You'll have the opportunity to learn new skills, gain a deeper understanding of how things work behind the scenes, and make a real difference.

If you're passionate about where you live and want to play a part in making it even better, we encourage you to sign up.

TSG tackles home investment theme

During our most recent meeting with the TSG, a suggestion was put forward to enable members to work on projects aligned with their interests. After offering a selection of topics, the majority decided to focus on the theme "How we invest in your homes".

Our Investment Team delivered a presentation to the TSG, outlining their responsibilities and the forthcoming planned maintenance programme for the next 24 months.

Following this, the TSG has developed a detailed project plan that includes reviewing work specifications and stock condition reports, identifying specific projects, and engaging with tenants in those homes at different stages of the programme - before installation, during the process, and after completion.

The Group then plan to analyse and make recommendations based on the information, and a report will be presented first to our Investment Team, and then to our Management Committee.

We're excited about the direction the Tenant Scrutiny Group is taking and the meaningful impact their work will have on our communities. We look forward to seeing the insights and recommendations that will emerge from this project, and the subsequent projects that will follow.

If you're interested in being part of our Tenant Scrutiny Group and contributing to these projects, please contact Glynis Morris, Head of Housing, at GlynisM@loreburn.org.uk

E-panel launch: Share your thoughts!

We are excited to announce the launch of our E-panel this summer! This is a fantastic opportunity for you to have your voice heard. Each month, panel members will receive a question or two to provide their input. Participating is easy and won't take much of your time.

Panel members will receive messages via text or email and will be asked for a short response.

If you're interested in joining the E-panel, please contact Glynis at GlynisM@loreburn.org.uk and let us know whether you prefer to be contacted by email or text message.

We will be holding an open session for any tenants interested in joining before our next TSG meeting. Join us in person at the Dumfries Baptist Church on August 8th at 12:00.

Housing Excellence Plan

In 2023, we began a comprehensive review of our Housing services. This effort resulted in the development of a Housing Excellence Plan, which was formed based on feedback from both our staff and tenants.

We have established various focus areas, ranging from staff resources to tenant engagement and communication strategies. Over the course of the next 18 months, we will be addressing each of these areas to enhance our overall service delivery. While some aspects will remain unchanged, we are committed to making necessary improvements and will keep you informed of any developments.

Our first priority is to enhance our frontline services, beginning with plans to upgrade our telephone system by late summer. This is just the beginning of many enhancements aimed at making it easier for you to reach us and get the support you need.

As we progress through the Plan, your feedback helps us to understand what is and isn't working. We want to hear your thoughts on every step we take, whether it's through surveys, community events, or casual chats during our estate walkabouts.



COMING SOON: Upgrades to our telephone system

We're excited to announce upcoming improvements to our telephone system, designed to enhance your overall experience when contacting us. From August, we'll be using a single contact number for all enquiries and repairs, making it easier for you to reach us.

In addition, we're introducing secure payment options over the phone, and lots of other improvements to streamline our processes. Further details on this upgrade will be provided soon.

Sharing Owners: Help shape the future of our services

We will soon be undertaking a full review of our factoring services, which will be conducted by an experienced external consultancy firm. This review will include a full analysis of our current factoring systems, costs, and services, to find ways that we can improve.

We are looking to form a working group with sharing owners to be involved in the service review. This is a great opportunity for you to share your views and opinions, which will help to shape our future service delivery plans.

Introducing Shelagh Kirk: Our Factoring and Property Officer

Shelagh joined Loreburn as a D&G Homes Property Assistant in 2022 and took on her current role of Factoring and Property Officer in April of this year.



Since starting her new role, Shelagh has been visiting sharing owners across the region to introduce herself personally and will continue these visits throughout July and August to meet as many of you as possible.

If you have any questions or concerns, or if you are interested in joining our working group, please don't hesitate to reach out to Shelagh. You can contact her via e-mail at ShelaghK@loreburn.org.uk or by phone at 07741 260 721

Setting new standards

Our Smith Way retrofit pilot

In January, we launched an innovative pilot retrofit project at Smith Way in Beattock.

The semi-detached houses and bungalows, built in 2007 using timber kit construction, have long struggled with low energy efficiency ratings.

The pilot project involves undertaking a deep retrofit of four properties at Smith Way. Retrofitting involves making significant improvements to existing buildings to enhance their energy efficiency. It can be approached in various ways and in this project, we are exploring methods that balance effectiveness with affordability.

Working alongside Edinburgh University, we will gather and study data, obtained using advanced environmental sensors, on building performance before and after the retrofit.

This project is more than just an upgrade; it's a pioneering study to evaluate different standards for energy efficiency improvements. By measuring the impact of these improvements on energy consumption and tenant comfort, we aim to develop a 'Loreburn Standard' for these property types.

Our 'Loreburn Standard' will enable us to scale up retrofit initiatives throughout our entire housing portfolio, making homes more energy-efficient across the board. Thanks to external funding, we were able to embark on this opportunity which will influence our future investment decisions and has the potential to transform retrofit strategies for housing providers nationwide.

This project is just the beginning, and we're eager to see how our findings will help to shape the future of sustainable social housing.



Missed appointments matter

Recently we've observed a rise in instances where our operatives arrive for scheduled repairs appointments only to find no one home to let them in.

In May there were 229 missed appointments. These missed appointments have a direct impact on our ability to efficiently manage repairs and maintenance. Each missed visit costs both time and money, which ultimately impacts our investments in other areas, including making larger-scale improvements to your homes and communities.

We understand that life can be unpredictable and plans can change unexpectedly. However, when our operatives are unable to access your home, it not only delays your repairs but also disrupts the schedule for other tenants and those who may need urgent assistance.

If you know you won't be able to make your appointment, please inform us as soon as possible. We ask that you give us at least 24 hours' notice. A simple phone call can make all the difference, allowing us to reschedule your repair promptly and offer the appointment slot to another tenant.



Are you missing out on extra income?

Did you know you might be eligible for Attendance Allowance (AA) and not even realise it? Many of our retirement-age tenants aren't aware of this benefit or think they don't qualify. However, AA can significantly boost your household income, and it's worth looking into!

A couple in one of our Later Living developments, initially hesitant to apply, recently received the highest rate of AA - £108.55 each per week, which added an impressive £11,289.20 to their yearly income. Remember, AA is not means-tested, so you might be eligible even if you think otherwise.

If you have any questions or need help with the application process, Your Later Living Development Managers and Income Officers are here to help. For an easy-to-understand guide on AA, [take a look at Age Scotland's resource by clicking here.](#)



HELP FOR ENERGY ARREARS

The majority of energy suppliers have something called a hardship fund, designed to provide help to those who are experiencing financial hardship and are struggling to pay their energy bills.

One of our tenants was struggling with a large fuel arrear despite having a payment plan in place, and after some research, we discovered her supplier had a hardship fund. With assistance from Home Energy Scotland (HES), she submitted an application with the necessary supporting evidence, and her utility debt of over £3,000 was cleared.

If you're finding it tough to pay your energy bills, you might be eligible for similar assistance. Contact your Income Officer for more information, or [check out this helpful article from Money Saving Expert.](#)

If you're falling behind with your energy bills and finding yourself struggling to pay, the best thing to do is contact your supplier as soon as possible. Legally, your energy supplier must help you – usually by negotiating a payment plan that you can afford.

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 & DG16

TITLE	NAME	TEXT	EMAIL
Neighbourhood Officer	Rachel Kennedy	07771 048218	RachelK@loreburn.org.uk
Neighbourhood Officer	Sarah Thomson	07880 035301	SarahT@loreburn.org.uk
Neighbourhood Officer	Adam Henderson	07872 126978	AdamH@loreburn.org.uk
Income Officer	Laura Lupton	07936 349214	LauraL@loreburn.org.uk
Income Officer	Kerry Graham (DG10 & DG11)	07469 278195	KerryG@loreburn.org.uk

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

TITLE	NAME	TEXT	EMAIL
Neighbourhood Officer	Jade Dykes	07872 127012	JadeD@loreburn.org.uk
Neighbourhood Officer	Tamara Marshall	07872 127015	TamaraM@loreburn.org.uk
Neighbourhood Officer	Rebecca McColm	07872 127015	RebeccaM@loreburn.org.uk
Neighbourhood Officer	Lauren Carmichael	07593 451803	LaurenC@loreburn.org.uk
Income Officer	Deborah Thomson	07703 818728	DeborahT@loreburn.org.uk
Income Officer	Kerry Graham	07469 278195	KerryG@loreburn.org.uk

Our West Community Team cover areas DG8 and DG9

TITLE	NAME	TEXT	EMAIL
Neighbourhood Officer	Rachael McCrory	07593 530326	RachaelM@loreburn.org.uk
Neighbourhood Officer	Paul Challis	07872 127020	PaulC@loreburn.org.uk
Income Officer	Ian McGeoch	07818 591425	IanM@loreburn.org.uk

General Enquiries: **01387 321300**

Repairs Line: **01387 321400**

Emergency Out of Hours Line: **01387 321400**

Web: www.loreburn.org.uk

Email: customerservice@loreburn.org.uk



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