Loreburn Living

Summer 2026



Welcome

As summer approaches, we would like to thank all of you who have already taken part in our tenant census and annual visits, which are currently being carried out. This information is extremely important in helping us better understand the needs of you and our communities and the kinds of services and support you would like us to provide in the future.

It is going to be another busy summer with our increased investment programme now well underway, and it has been encouraging to see the improvements taking place across our homes. I have recently visited some properties where new kitchens are being fitted and have heard directly from tenants how pleased they are with the results. This programme will continue throughout the year, and we will be sharing regular updates on social media, so please keep an eye out for the latest news and progress.



Our new online service, My Home, launched on 15th June, to GREAT success. You can access your tenancy anytime, anywhere, making our services more convenient for you. If you have not yet registered then please scan the QR code on page 4 to get started.

Our new organisational structure is now fully embedded, and we hope you are noticing positive differences in the way our services are delivered and how we support our tenants and local communities. We love to hear from you - we have added some compliments we have received at the foot of each page, and if you would be interested in joining our Tenant Scrutiny Group please get in touch with your Housing Officer.

This year we are also carrying out our tenant satisfaction survey. Independent research company Research Resource will be gathering feedback on the services we provide. Your views are invaluable and help shape future improvements, so we would encourage anyone invited to take part.

Finally, I really enjoyed our annual gardening competition Blooming Loreburn, there were some beautiful entries and well deserved winners. I hope everyone can enjoy spending some time outdoors and making the most of the beautiful natural surroundings we are so lucky to have here in Dumfries and Galloway.

Kirsteen

Kirsteen McGinn, CEO

2026

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SUMMER SAVINGS AND SAFETY TIPS

School Clothing Grant
Visit your local collection bank:
www.dumfriesandgalloway.gov.uk

Laundry
Air-dry your laundry on a clothes line or indoor airer.

Water Wisely
Try to be efficient with your water usage.

Ventilate
Open your windows to allow fresh air to circulate.

Stay Cool
Close your curtains to help cool your rooms.

Unplug
Unplug unused applicances.

Stay Secure
Let a trusted friend or neighbour know if you will be away.

BBQs
Keep BBQs away from walls and fences. Never leave BBQs unattended.

My Home

24/7 Online Services

My Home is our new online service, which allows you to access your tenancy account anytime, anywhere!

- Pay your rent
- Check your balance
- Print your statements

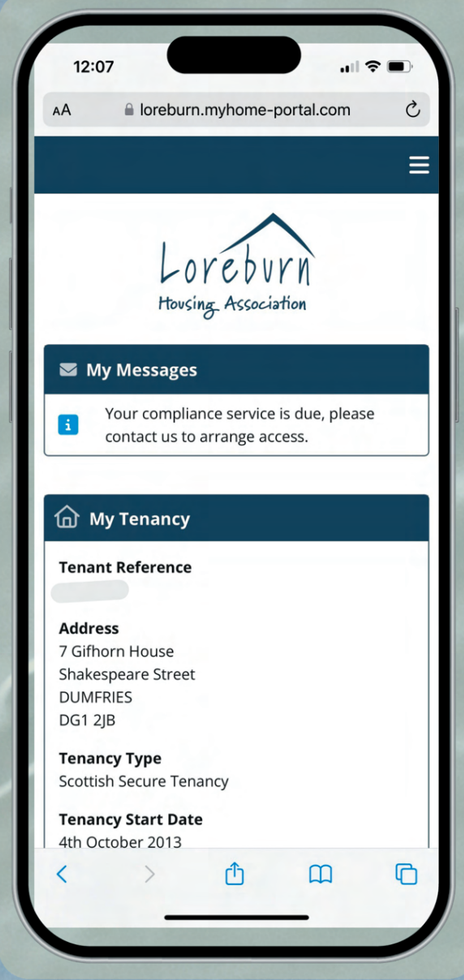
- Request a repair

- Update your household and contact details

- View upcoming safety inspections

- Get in touch

and much more...



TO REGISTER SCAN HERE

"Simple to use, straightforward and saves calling in on the phone."

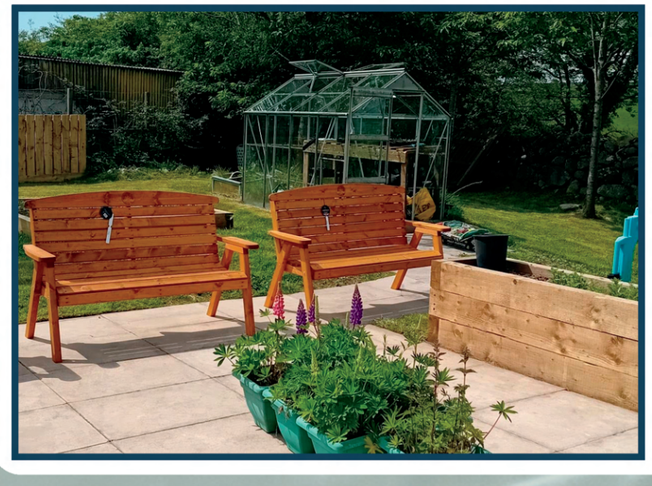
Making a House a Home

Robert and Shona Donnelly, of Quarry Place, Clarencefield are celebrating 36 years in their bungalow this year. Robert was working on site when the properties were being built and knew that the development would be ideal for them.

Robert said: "It is a small, quiet neighbourhood and we have seen many people come and go, but have made good friends along the way. There is a local community newsletter that keeps everyone informed of coffee mornings and there is a flower show. We recently had a new heating system and solar panels installed which we are delighted with – we have always received a good service. We have enjoyed being Loreburn tenants, had a happy experience and have no intentions to move."



Our Housing Officer, Adam visited our long-term tenant, Robert, to present him with a gift hamper and a letter from our CEO, Kirsteen McGinn.



Balliol Court Tenant Association

Lottery funding allowed accessible paths and planters to be installed in the Balliol Court communal garden, creating a beautiful tranquil space for all to enjoy.

The Balliol Court Tenant's Association would like to thank all The National Lottery Players for their support in bringing inclusion to the residents and the wider community.

COMMUNITY FUND

"Great work, thank you for keeping me updated and caring, I would recommend you to everybody."

Sustaining Communities

The Sustaining Communities Project is a lottery funded service available to all Dumfries & Galloway residents that require assistance and guidance to sustain their tenancies.

The service launched externally in April 2026, providing practical, emotional and housing-related assistance to those who would be considered vulnerable, disadvantaged, and/or at risk of homelessness due to rent arrears or property condition.

The service aims to ensure that individuals can access the help they need to sustain their tenancy and improve their wellbeing by providing guidance and referrals to specialist agencies.

Lorraine, Project Officer commented: "We are delighted to bring the project to all residents across the region. Our work has made a positive difference to many tenants, it is so rewarding to be able to get people back on track again."



We have partnered with local authorities, charity organisations and health providers who can complete referrals on behalf of anyone that may be eligible. Tenants can also self-refer by contacting us on 01387 321 300.

David, West Team Manager:



"The Initiative has been a great success internally, we have had a lot of positive feedback and supported many tenants in difficult circumstances.
We are be able to offer both in-person and remote support, ensuring accessibility for those with mobility issues and digital barriers.

We have supported to prevent crisis situations, reduce the pressure on statutory services and enable people to feel safe and supported in their homes."

Hoarding Support

Hoarding is a recognised mental health disorder, often linked to trauma, that can create serious fire, health and safety risks.

If you, or someone you know is struggling with hoarding, then please get in touch.

"The project officer was very helpful and nothing was ever too much trouble for her, I do not know what I would have done without her over the last year."

Community Catch-Up



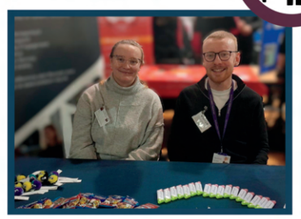


Community Clean-Ups

Our Housing Officers have been regularly carrying out litter picks and tidying communal grounds across our developments to make a GREAT environment for all. If you would like to join us, please let us know.

Careers Events

We are always happy to help anyone interested in a career in Housing and have attended several Careers Events in the local High Schools. If you would like to become a part of a GREAT team, then check out our current vacancies page on our website.



Estate Walkabouts

You may have seen your Housing Officer out and about carrying out estate management inspections, but you can also find our Property Services Officers conducting assessments and Repairs Team out working on jobs.

They are all here to help, if you have any queries, please feel free to speak with them.



We want you to help shape and improve our services and we need your feedback in order to do that, so next time you see us, say hello!



Contact Details

Please can you make sure that you update your email and contact number regularly, so we can keep you updated with the latest information.



"You solved my problems with kindness, respect and due diligence. I'm so grateful to you all. Truly amazing."

GREAT Neighbours

Please be mindful of others this summer and remember your responsibilities as a GREAT neighbour.

- Please keep music to a respectful level and only during reasonable hours.
- Dispose of your rubbish safely and in the appropriate bins.
- Keep pets safe and secure and clear up after them.

We are proud of the kindness in our neighbourhoods and would like to highlight some stories of support.

Robert Kerr of Nithsdale Mills, Dumfries has been a GREAT support to his neighbour Rose, by providing warm, home cooked meals, offering comfort at a difficult time. Rose said:

"Robert is a very good cook and he has given me more than just meals, he is a very caring man who has made me smile and laugh when I've needed it. We enjoy sharing soup and sandwiches for dinner."



Kevin Kingstree of McGeoch Drive, Dumfries, has been helping his neighbours with their gardens for many years. Kevin said "It is an enjoyable way to keep fit and a way to offer support that keeps the community neat and tidy." A neighbour commented:

"He is a great neighbour and supports me by cutting my grass, he is an asset to the street."

Scottish Child Payment & Best Start Grants

If you are pregnant, or have a child under the age of 16 and are in receipt of benefits, you may be eligible for support.
Please visit www. mygov.scot

FREE Stair Gates

If you have a child, you are eligible to receive as many FREE stair gates as you need.

Please note you will need to arrange your own installation.

Dolly Parton's Imagination Library

If you have a child under 5 years old, please contact your Housing Officer to sign up to Dolly Parton's Imagination Library and get a free book every month.

"My Housing Officer is my hero and I do not know what I would do without them."

Barbecue Safety

- **You are not permitted to use BBQs or fire pits in internal or external communal areas.**
- **NEVER use a BBQ or fire pit indoors** – as well as a serious fire risk they give off poisonous carbon monoxide fumes, which can kill in minutes, this applies even when they have cooled down.
- **NEVER use a BBQ or fire pit on a balcony**. Flames, sparks, and hot embers can cause a fire and spread quickly to other parts of the building.
- **Keep BBQs and fire pits well away from air source heat pumps, ventilation systems and outlets** - the smoke can be pulled into the equipment which can cause damage and affect the air quality in your home.
- **Position your BBQ or fire pit on level ground in your garden (not on decking) and keep it well away from your home and anything that may catch fire such as sheds, fences, or trees.**
- **NEVER use accelerants like petrol or paraffin** - only use approved firelighters.
- **NEVER leave a BBQ or fire pit unattended.**
- **AVOID drinking alcohol while in charge of a BBQ or fire pit and keep children, pets and garden games a safe distance away.**
- **ALWAYS have a bucket of water or sand nearby for emergency use.**
- **After cooking, make sure the BBQ or fire pit is cool before moving or cleaning.**
- **Store gas cylinders securely outside, protect from frost and direct sunlight.**
- **Change the gas cylinder outdoors – turn off all controls and valves.**
- **If you suspect a fault do not use the BBQ and seek specialist advice.**

Chimineas, fire pits, BBQs and other solid fuel outdoor burners are NOT permitted in Passivhaus or Low Carbon Houses with MVHR (mechanical ventilation and heat recovery) Systems, as smoke can be drawn into the fresh air intake, contaminating indoor air quality and potentially damaging filters.

REMINDER

It only takes a spark to cause a wildfire during hot, dry weather putting people, homes, property and wildlife in danger.

- Do not use disposable BBQs or fire pits during hot, dry weather.
- Check local rules for parks, woodland or other open spaces - BBQs may be banned from use, take a picnic instead.
- Don't throw cigarettes out of car windows, they may land on dry grass by the roadside.
- Take all your litter home - focused sunlight from glass bottles can cause fires.

"Everyone I have spoken with has been very kind and friendly, a short, but wonderful experience."

Blooming Loreburn

Thank you to all our tenants who showcased their beautiful gardens for our Blooming Loreburn competition. The winners, featured below, each received a £30 gift voucher. We think they are bloomin' marvellous!

Best Community Garden
J M Barrie House, Dumfries



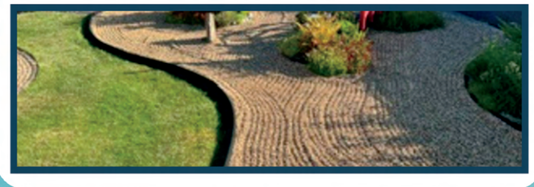




Best Individual Garden
3 Longmeadow House, Annan



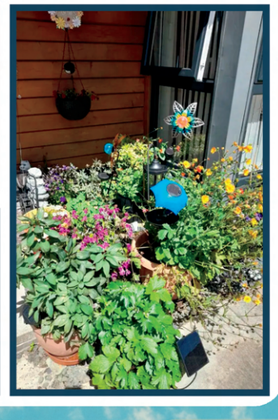




Best Community Flower Baskets/ Beds
Douglas Gardens, Castle Douglas







Best Individual Flower Baskets/ Beds
2 Balliol Court, Auchencairn





"I couldn't have done this without all of your help. I am looking forward to moving in and starting a new life in my new home."

Later Living

Our Later Living developments have enjoyed many activities and visits over the past few months, including Alzheimer's Scotland, A Listening Ear, The Food Train, Let's Get Sporty, Marie Curie and The Scottish Fire Service amongst others.

Many cups of tea, biscuits and chats were had and enjoyed by all.



Fundraising



Millburn Court held a coffee morning and raised £382.50 for Marie Curie.







Our marvellously talented tenant, John Allan, created this matchstick replica of Millburn Court, which now takes pride of place in their lounge.

YOUR LATER LIVING OFFICERS

"Our job is very rewarding - supporting tenants to have independence and providing a fun, safe environment."



"I appreciate all of your help when viewing and in general, you have been great!"

Retrofit

Our Retrofit programme has enabled us to upgrade hundreds of homes, significantly improving their energy efficiency and overall comfort. Government funding has supported us to install air source heat pumps, solar panels, internal wall insulation and new windows and doors. These improvements are already delivering measurable benefits for tenants. We have focused on improving energy efficiency, sustainability, and helping tenants lower their energy bills during a time when affordability matters more than ever.





"My house is so much warmer. My energy bills have gone from around £8 a day to £4–£4.50 a day."



"My electricity bill this month was £62.68. I'm thrilled to bits."

"My Energy bills have dramatically dropped from around £10 a day to £2.50."



"It looks as though a £65 monthly bill will, from September, run at around £22 — that is just WOW!"

Investment in Homes

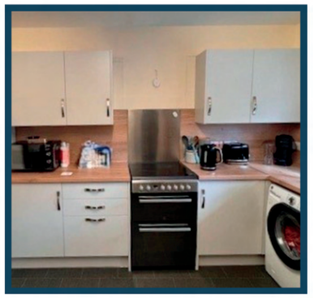
Planned Investment Programme for 2026/27 - the biggest programme Loreburn has ever planned to deliver.

We know that safe, comfortable and affordable homes are a priority for our tenants, and so we have intentionally budgeted to provide upgrades to as many homes as possible.
Our In-House Repairs team will deliver a percentage of the works themselves to be efficient, cost effective and hopefully shape the delivery of our future programmes.

Replacement Works 2026/27

Kitchens	**253**
Bathrooms	162
Windows and Doors	91
Gas Boilers	135
Roof Replacement	1
Lift Replacement	1







Test it Tuesday

A reminder to take a moment and test your smoke alarms weekly. It only takes a few seconds, but it could make all the difference.

An investment in our homes, is an investment in our tenants.

"Thank you so much for doing a first class job, you have made a huge difference."

Damp and Mould

Top tips to help prevent damp, mould and condensation:

- Heat your entire home rather than just individual rooms, as only heating certain areas can create cold spots that encourage mould growth.
- Dry clothes outside or in a well-ventilated room to reduce moisture indoors. Try to avoid drying them near radiators whenever possible, a dehumidifier can help dry clothes faster.
- Use extractor fans when cooking or showering to help keep moisture levels down and maintain a drier, more comfortable home.
- Maintain a steady, comfortable temperature, especially during the colder months when condensation is more likely to increase.
- Ensure good ventilation by using trickle vents or leaving windows slightly open during activities that generate moisture, like cooking or showering. Regularly check for moisture build-up on windows and sills, and wipe it away with a dry cloth to keep these areas dry.
- Allow for airflow by keeping some space between furniture and walls. This can help reduce the risk of damp spots forming.



Home Contents Insurance

Our buildings insurance covers the structure of your home.

It is your responsibility to insure the contents of your home.

There are many policies on the market that are designed specifically for tenants and we would highly recommend that you seek cover today.



"Thank you so much for carrying out the improvements to my home, you have kept me updated and the contactors did a great job, they were so efficient."

Open Your Door to Enter the Draw



We have had over 250 no access and missed appointments over the past year, the equivalent cost of 18 new doors!

Every missed appointment could put you and your family at risk - safety checks are mandatory and part of your tenancy agreement.

Please let us know if you need to change an appointment as soon as possible.

All tenants who give access for safety checks and any associated works will now be entered into a monthly prize draw to win a £25 Amazon gift card, running until September 2026.





GREAT Goodbye

You could be eligible for a £200 GREAT Goodbye payment at the end of your tenancy if you have given access for a pre-termination visit and met certain criteria.

Please contact your Housing Officer for more information.

"You were very helpful, patient and polite. I am very grateful for your help."

Complaints Performance

During the 2025/26 reporting year our complaint response times have remained under the SPSO designated timescales of 5 and 20 days respectively. After Stage 2 responses, tenants are able to escalate to the Scottish Public Services Ombudsman (SPSO) – there were no escalations in 25/26.

We are committed to responding to all complaints raised swiftly and with quality. There is always room for improvement and below are some of the changes we have made following issues raised by tenants:

- Updating key policies which tenants have identified as not working well for them
- Providing communication reminders to staff for internal and external use
- Ensuring our contractors are providing the best possible service
- Improving our ASB procedures
- Making it easier for tenants to provide feedback on services

Month	Stage 1	Stage 2	Stage 1 Upheld	Stage 2 Upheld
April	12	0	4	0
May	21	1	8	0
June	30	0	16	0
July	24	2	7	0
August	19	0	7	0
September	13	6	4	3
October	10	4	3	0
November	3	1	1	2
December	9	1	4	0
January	10	3	3	0
February	7	2	3	0
March	9	2	7	1

The chart below details the complaints received in the reporting year compared to other years:

Complaint Stage	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Stage 1	232	184	188	111	152	170
Stage 2	13	3	12	31	23	25

	Stage 1 (25/26)	Stage 2 (25/26)	Stage 1 (24/25)	Stage 2 (24/25)
Number responded to	170	25	151	24
Average days to respond	4.3	16.7	4	20

"Your operatives were polite, well mannered and very efficient, many thanks!"

"Your call handler was so patient, kind and polite. Thank you"

Aids and Adaptations

We are committed to tenancy sustainment and helping to ensure your home is the right fit for you. Through a combination of government funding and eligibility we may be able to fit your home with aids and adaptations, such as grab rails and wet rooms so you can remain independent and comfortable.



Mary Ford of Wallace Court, recently had a wet room and ramp installed.

"The ramp is brilliant, I am more independent and can get out and about now and I have no fear of slipping and falling in my new wet room as there are plenty of grab rails. Thank you."

John Anderson of Cresswell Hill, recently had a wet room installed.

"It's been brilliant, they did a very good job and were very professional. It has helped a great deal with my independence. Thank you."

Louise Brown of Riverbank Court, recently had a wet room and stair lift installed.





"The service was very efficient and the contractors went above and beyond to help me, I can't praise them enough. I can now shower without worrying about having support and my fear of falling and hurting myself has gone. The stair lift has been a game changer, as I am able to use the whole house now. It is the little things like taking washing up the stairs that has made a big difference, giving me my freedom and independence back. I no longer need to phone my household from another room and I am so happy that this will be my forever home. Thank you."

"The operatives did a great job today. They were friendly, polite and professional at all times."

Tenant Satisfaction

Loreburn is committed to listening to tenants and using your feedback to improve our services, in line with the Scottish Social Housing Charter.

To support this, we have appointed an independent research company, Research Resource, to carry out our 3 yearly Tenant Satisfaction Survey in 2026. This work is fully authorised by Loreburn and if you're a tenant, you may be invited to take part.

The survey will ask for your views on:



- The services we provide
- The information you receive from us
- Your satisfaction with your home and local area

The surveys will take place face to face or by telephone in the coming weeks. If you are visited at your home by a researcher, they will have identification and other documentation to confirm who they are and that they are working on behalf of Loreburn.

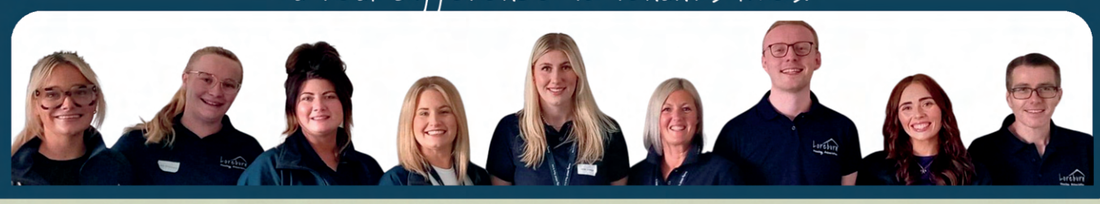
The survey is completely confidential and all information you provide is anonymous. If you would like to be contacted by Loreburn afterwards for digital support with the new My Home online service, you will be able to provide your contact details for follow up.

Thank you in advance for taking part.

YOUR HOUSING OFFICERS

Our Housing Officers are currently carrying out annual visits and completing a tenant census. We need this information to help us tailor our services to support you, if you have missed your appointment, then please call to re-arrange.

"Our role is about more than just paperwork, we are lucky that we get the chance to make a real difference to tenant's lives."



"You were exceedingly kind and helpful while I was in crisis and having an issue."

Policy Reviews

Tenant Focus Groups

We'd like to say a big thank you to everyone who took part in our recent engagement activities, whether you joined us in person or online. Your time, ideas and the experiences you shared with us are helping improve how we work.

In February, we held a series of tenant focus groups, supported by our business improvement consultant Campbell Tickell, to review some of our most important tenant-facing policies.

Thanks to your feedback, we have now updated and strengthened these policies, which will come into effect shortly, and we hope you'll see real benefits from the changes which have been directly shaped by what you told us.

"I genuinely found it to be helpful, informative and a very pro-active way to do it"



What's changing?

Anti-Social Behaviour (ASB) Policy

- Clearer categories and response timeframes
- Stronger commitments to keeping you informed
- Defined escalation processes
- Risk assessments built into ASB case management

Income Management Policy

- Clearer, more supportive language
- Change of name from Income Maximisation Policy to Income Management Policy
- Focus on early intervention and support for tenants

If you'd like to be involved in future focus groups, consultations or policy reviews, we'd love to hear from you.

"I enjoyed it and would be happy to participate in future, the communication was good before and during the meeting and I felt my input was validated."

"It was a good experience."

"It was brilliant, we should do these more often, everything that was brought up was great and I felt listened to."

You Said, We Did

An Exceptional Tenant Experience is part of our GREAT values, we know the impact of our staff actions and want to make you aware of key lessons taken from compliments and complaints we have received that we have utilised to improve our tenant experience.

"Thank you for supporting me with my application and showing patience to explain the process to me, I really appreciate it."

A Customer Business Support Assistant took the time to listen to the applicants individual housing needs and was able to communicate to the applicant in a clear way that they were able to understand.

A tenant reported a leak following a repair to some pipework, there was damage caused to flooring and furnishings and alterative accommodation was arranged while works were carried out.
Following a review of photographic evidence the property was found to be in suitable condition and the standard of work was acceptable. However, communication regarding Home Contents Insurance was found to be inconsistent across the organisation and so training for front line staff regarding tenant responsibilities and promotion of Home Contents Insurance was implemented.

"I am not satisfied with the quality of work carried out, the repair was not fixed initially, communications were lacking and the property condition was poor upon my return."

"Your contractors have been disposing of items incorrectly, I have already reported this and nothing was done."

The complainant had reported this issue twice before a complaint was logged, this highlighted that complaints were not being logged correctly. A series of workshops regarding complaint thresholds were attended by front line staff, leading to a reduction in reporting errors.

"It was useful, I felt we had a fair chance to express our feelings on how things were."

"Thank you for recognising that I was in a difficult situation and for your help in resolving the issues."

Get Involved

Get Involved, Make a Difference – Your Voice Matters at Loreburn

At Loreburn Housing Association, we believe strong communities are built when tenants are involved, informed, and empowered. There are several meaningful ways you can play an active role in shaping our services and future direction – from becoming a shareholder member, to joining the Tenant Scrutiny Group and even serving on our Management Committee, if you are interested, then please get in touch!

Shareholding Membership – Why It Matters

Becoming a shareholding member of Loreburn is a simple but powerful way to show your commitment to our organisation and community. Shareholding members help safeguard the values and purpose of Loreburn and have a say in important decisions, such as changes to our rules and the election of Management Committee members at our Annual General Meeting.
Membership strengthens accountability and ensures Loreburn remains tenant focused. It is also a great way to feel more connected to how the organisation operates and how decisions are made for the benefit of tenants and local communities.

Tenant Scrutiny Group – The Heart of the Tenant Voice

Our Tenant Scrutiny Group is a welcoming and inclusive space where you can share views, raise matters that are important to you and influence service delivery. It plays a vital role in helping us understand what is working well and where improvements are needed.

By joining the Tenant Scrutiny Group you can:



- Help shape policies and services
- Share lived experience and local insight
- Work collaboratively with staff and other tenants
- Make a real, visible difference
-

Whether you are passionate about housing services, community safety, communication, or customer experience, the Tenant Scrutiny Group is a valuable way to ensure tenant voices are heard and acted upon.

"Thank you for keeping me well informed, I am so happy with the service."

Management Committee – A Valuable Next Step

For those looking to take their involvement further the Management Committee offers an opportunity to develop valuable skills in governance, decision-making, finance, and strategic planning.

The lived experience that tenant Committee members bring is invaluable. Your insight helps ensure decisions are grounded in real-life experiences and reflect the needs of the communities we serve. In return, members gain confidence, new skills, and experience that can be beneficial personally and professionally.

Every voice counts, and together we can continue to create GREAT places to live.



Contact Us

01387 321 300

- Option 1 Repairs
- Option 2 Payments
- Option 3 Housing
- Option 4 Factoring
- Option 5 My Home Online
- Option 6 Anything Else

Email: customerservice@loreburn.org.uk

HOW TO REPORT SERIOUS CONCERNS

The Scottish Housing Regulator has published updated information about how tenants can report Serious Concerns to the Regulator and how it handles these reports.

Please visit their website for further information:
www.housingregulator.gov.scot

We publish your Loreburn Living digitally to save costs on print and postage, if you would like to receive a paper copy, please let us know.

Loreburn
Housing Association

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