

A GREAT BIG

YES

to community based services



In this edition of Loreburn Living we're focusing on important information about services and to let you know how our plans for taking our neighbourhood services into communities are shaping up.

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Our Customer Survey concluded earlier this year and showed your overwhelming support for keeping our current offices closed and re-investing savings into homes and services. Read on for more information...

★★★★ Repairs Update ★★★★★

First, news on how we're tackling the repairs reported throughout the last year of the pandemic.

There has been a huge backlog for us to get through – almost 1500 repairs were reported for our team to catch up on and since 26th April we've been contacting everyone who reported a routine repair since the first lockdown in March 2020 to fix up an appointment. We're delighted to let you know that we have cleared that backlog and everyone who reported a repair during lockdown should now have been contacted. We extend a huge thank you for your patience and understanding.



New Community Teams

Our new Community Teams have been in place for a few months now and despite the limitations for us getting out and about we hope you've been able to liaise with your Neighbourhood or Income Officer if you've needed them. We've already written to all tenants with the direct contact details for your own Officers but if you need a reminder, you'll find these again at Page 8. We hope you're finding it helpful to reach the right person straight away. Covid-19 restrictions are still limiting some of our activities, and we'll provide you with updated guidance on this at the time of your contact. As restrictions do begin to ease, we hope to see more of you as we spend more time in communities.

A large, stylized number '97%' where each digit and the percentage sign are filled with different colors from a rainbow spectrum (purple, blue, green, yellow, orange, red, pink).

97% of you were happy with our hours of service.



The results from the Customer Survey showed that 97% of you were happy with our hours of service which is great, and please remember, your Neighbourhood and Income Officers are happy to offer flexible appointments at times that suit you – just ask if you'd like an appointment outside of our usual business hours. In response to your feedback and for routine repairs reporting, we have extended our office hours and appointment times from 8am to 6pm, Monday to Friday, with flexibility for you to choose a morning, afternoon, all day appointment – or something to fit around school times. Just let us know your preference when reporting a repair. Repairs appointment times will be kept under review to make sure the way we work is delivering value for money.

Re-investing savings into improving your homes

Our plans to keep our two former offices closed and offer a range of other ways to receive services have been well received since we began our communications with you last Summer. The Customer Survey concluded with 92% of you voting not to re-open and for us to re-invest savings into improving your homes and housing services. The two former offices in Dumfries and Stranraer will not re-open and instead, there'll be more choice about how, when and where you can get in touch. This new approach to how we work not only reduces costs and allows us to target resources for greater benefit to our tenants and customers, but it also puts us at the heart of our region's communities, helping to sustain local services through partnership engagement and use of local facilities.

92%

In our Customer Survey,
92% of you said we
should keep our current
offices closed and move services
closer to local communities.



As a reminder, our new model of service delivery puts YOU in control of how, when and where you want to engage with us...



In Your Community

As Covid-19 restrictions ease, we'll be available in local communities on a regular basis, creating local 'Customer Contact Points' for appointments.

These Customer Contact Points will be venues where we can meet with you more locally, meaning you won't have to travel into Dumfries or Stranraer to visit us. We're arranging for the use of space and facilities across a range of venues - local community centres, libraries, cafés and hotels. Your Neighbourhood Officer will be able to tell you the locations closest to you. If you fancy combining a chat with a coffee somewhere, this might be the option for you.



In Your Home

Your Neighbourhood Officers will never be too far away, retaining a local presence and being available for home visits whenever you need them for tenancy related advice or assistance. Our teams have full access to our digital systems for any tenancy account information or other enquiries when working in communities and carrying out home visits.



On The 'Phone And Via Email

Contact by 'phone is still the preferred route for many, and our general number and email is always available. Better still, make sure you keep your dedicated Neighbourhood and Income Officers contact details handy or saved to your 'phone. Your Neighbourhood Officer will usually be the 'go to' person for anything that isn't a repair – and if not, they're always a good place to start!

For repairs, our dedicated Repairs Team are available on 01387 321400 between 8am and 6pm Monday to Friday and you can always reach our 24-hour emergency repairs service out of hours on the same number. For any non-urgent repairs, these can also be reported via email to repairs@loreburn.org.uk



Video Calls

Did you know you can now have a video call appointment with us? We now use the same method that GPs use for remote appointments, using the NHS 'Near Me' video calling platform. These calls can be really useful if you're trying to talk through a repair, or for some types of property inspections. You can use this if you have a smart phone, tablet, or a PC or a laptop with a camera. We set up the appointment for you and you'll get a text or email with a direct link to the virtual consulting room. The service is secure and confidential and it's really easy (honestly!). Give it a go for a face-to-face call without having to leave home. For anyone familiar with MS Teams, we can also offer virtual appointments via this platform too, if that works for you.



Online

We'll be introducing our new web-based customer portal later this year and for those who prefer to engage with us this way, the online service will put you in full control of managing your enquiries, 24 hours a day, 365 days a year, providing a quick, easy and paperless solution to your tenancy, repairs, and housing enquiries. We'll be working with customers to test that it does all you want it to – so if having a say on this appeals, then we'd love to hear from you to make sure we get it right.



In other news...

The Garrick, Stranraer

Building work on The Garrick, our accommodation and employment hub in Stranraer is making good progress and the development will be ready for occupation in the Autumn. The Garrick will provide accommodation for young people and unique opportunities to access training and employment as well as being open to you during our routine business hours as a Customer Contact Point. Keep an eye on our website and Facebook page for updates.

We can't wait to welcome the first residents and for the local community to see this GREAT resource come to life – the FIRST of its kind in Dumfries and Galloway!

Do you like our new logo? Young people in the area helped us design it!



2021 investment programme now underway!

Our stock investment programme will soon be underway with new doors, windows and heating systems being installed for many of our customers across the region.

Upgrades will be taking place throughout the year and will include the following:

Heating replacements at Caignair Court, Annan; Caignair Park, Annan; Caignair Gardens, Annan; Loreburn Court, Annan, Duncan Drive, Moffat; Terregles Street, Dumfries; Davie Gill Park, Thornhill.

Window and Door replacements at Caignair Court, Annan; Caignair Park, Annan; Caignair Gardens, Annan; Carlingwark, Castle Douglas; Ward Place, Drummore; Marle Place, Castle Douglas; Ladyknowe, Moffat; Irvine Bank, Annan; Rosomond Court, Gretna.

Kitchen replacements at Dalmacallan, Moniaive.

Window replacements at Barnraes, Dumfries.

Door Entry Systems at Donald Court, Castle Douglas; Barnraes, Dumfries (Blocks 3 & 7); McCormack Gardens, Stranraer (Blocks 4, 5, 6, 19, 20); Princess Victoria Court, Sun Street, Stranraer.

Lift Replacement at Gifhorn House, Dumfries.

We'll also be continuing our extensive programme of safety upgrades of **fire detection equipment and electrical condition surveys throughout the region.**

If your home is included in the programme, we'll be in touch to keep you updated.

Please be assured, we'll be following all Covid-19 Government guidelines and our own protocols for working safely in your homes.



Help us go paperless! ...and be in with a chance to

WIN

Our commitment to reducing costs for customers – as well as our carbon footprint in this instance – is always high on our list of priorities. Help us get there by updating your communications preferences and providing an email address to stay up to date with all our latest news and updates across the region.

If you haven't already updated your contact preferences and provided an email address, all you need to do is get in touch. In return, we'll enter your details into our monthly prize draws running throughout the Summer when each month we'll be giving away a £25 gift card to 4 lucky winners! Yes, that's every month – so lots of chances to win!

Launch of our new Tenant's Handbook

Our new and improved Tenant's Handbook is now available, giving you an easy reference point for many of your housing and tenancy queries. The handbook is being made available online and for anyone with an email address, we'll send you a copy electronically. In our efforts to reduce paper waste, we won't be issuing a printed copy to every household unless you tell us you'd like one. If so, just let us know.



Our commitment in action...

In future, some of our non-essential publications will only be produced electronically, saving printing and postage costs, helping to make sure we're using resources in the best way. Be the first to get updates and don't miss out by signing up to electronic communications. If you'd like help setting up an email address, chat to your Neighbourhood Officer or Later Living Development Manager to see if we can help with support from our very own Digital Champions!

We're recruiting! ...apply to be part of our Tenant Scrutiny Group



There are lots of different ways to get involved and have your say with how we do things and being part of our Tenant Scrutiny Group is just one. The Group gives customers a say on a wide range of business matters, from performance of the Association, how we budget, plan and spend our resources and consider new ideas and service improvements. The Group is the formal consultative group who have an opportunity to present ideas and their thinking to Loreburn's Management Committee. It's not only a great way to contribute and have your say, it can be a great lead into involvement at Management Committee level too.

We're especially keen to see wider representation of our customer base and would welcome interest from younger people and women. The Group meets quarterly, and we can arrange meeting times around the needs of members and help out with childcare or other caring costs – or anything that might otherwise be a barrier to getting involved.

Recent meetings have taken place virtually and we expect to resume meetings in person as soon as this can be done safely. If you're keen to find out more, please get in touch in any of the usual ways and we'll explain more about what we're looking for and the process.

Later Living residents step into spring!

A huge well done to our Later Living residents who raised over £2,500 for Marie Curie in March with their very own 'Every Step Counts' challenge. The walking fundraiser seen residents combine their daily walking steps to contribute to Marie Curie's 'Step into Spring' fundraising initiative. Everyone who took part had their daily steps recorded – whether they were 10 or 10,000 - regardless of ability, and collective steps were then converted to miles. To make the challenge more engaging, group progress was tracked on a virtual walking map. Helen Slavin, Later Living Development Manager at Millburn Court in Stranraer said "On day one the team set off from Greta walking across Dumfries & Galloway to the Mull of Galloway. We were amazed that the walk which we thought would take all 4 weeks of the challenge was completed at the end of the first week. That spurred us on, and we completed another 4 virtual walks - North Coast 500, Historic Dumfries and Galloway and finally Iona to Lindisfarne".

Lockdown and Covid restrictions meant that many residents had spent long periods of time indoors, being less active and placing them at higher risk of falls. Many taking part were soon able to increase their walking steps as the days went on and found they were eating and sleeping better too.

Over 1700 miles were walked in total – what an effort – that's the equivalent of walking from Stranraer to Lisbon!

We'd like to thank all those who took part, donated raffle prizes and bought raffle tickets, Marie Curie daffodil pins, raised sponsorship and donated. A GREAT team effort!

Pictured are Loreburn's Later Living Development Managers Louise McCormick and Helen Slavin with some of the residents who took part.



Get involved with the Scottish Social Housing Charter review

The Scottish Social Housing Charter sets the standards and outcomes that social landlords in Scotland should be achieving for their tenants and other customers. A series of online consultation events are taking place in July to consider whether the Charter needs to be amended and to gather evidence on the impact it is having on improving services and standards. Want to know more or take part?

To find out more or to book your place at an event with TPAS, (the tenant participation advisory service), please phone 0141 552 3633 or email enquiries@tpasscotland.org.uk



Important! Consultation on future editions of Loreburn Living

In line with our commitment to reducing costs and care for the environment, we are interested in your views on making future editions of Loreburn Living only available online and electronically. We believe many tenants will support this move towards more cost-effective communications, recognising the benefits and making more cash available to spend meeting your priorities. If you're not quite ready for us to make that move, we'd welcome your thoughts before making a final decision. If you don't agree this is the right way to go, please get in touch. We're always ready to listen and will take on board any alternative views.

We hope you've found this a useful update and again thank you for all your support during the last 14 months during the forced pause on some of our services. During this time, we shifted our focus to support tenants in other ways and hope that if you've needed us, we've been there for you.

We look forward to seeing you again soon,

Your Loreburn Team

HERE FOR YOU!

Contact your Neighbourhood or Income Officer directly for any tenancy or rent related matters.
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 - DG16

TITLE	NAME	PHONE	TEXT	EMAIL
Neighbourhood Officer	Kelly Murray	01387 321308	07872 126994	KellyM@loreburn.org.uk
Neighbourhood Officer	Rachel Kennedy	01387 321309	07771 048218	RachelK@loreburn.org.uk

Our Central Community Team cover areas DG2 – DG7

TITLE	NAME	PHONE	TEXT	EMAIL
Neighbourhood Officer	Becky Robson	01387 321342	07872 126997	BeckyR@loreburn.org.uk
Neighbourhood Officer	Tamara Marshall	01387 321233	07936 349212	TamaraM@loreburn.org.uk
Neighbourhood Officer	Kerri Watt	01387 321341	07718 476978	KerriW@loreburn.org.uk
Income Officer	Deborah Thomson	01387 321345	07703 818728	DeborahT@loreburn.org.uk
Income Officer	Kerry Graham	01387 321340	07525 276966	KerryG@loreburn.org.uk

Our West Community Team cover areas DG8 and DG9

TITLE	NAME	PHONE	TEXT	EMAIL
Neighbourhood Officer	Rachael McRory	01776 233120	07593 530326	RachaelM@loreburn.org.uk
Neighbourhood Officer	Paul Challis	01776 233120	07872 127020	PaulC@loreburn.org.uk
Income Officer	Ian McGeoch	01776 233114	07818 591425	IanM@loreburn.org.uk

Not sure who you need? Call any of our GREAT Team – or our main number – and we'll let you know.
For Repairs, you can also reach our dedicated In House Repairs Team directly on 01387 321400

General Enquiries: **01387 321300**

Repairs Line: **01387 321400**

Emergency Out of Hours Line: **01387 321300**

Web: www.loreburn.org.uk

Email: customerservice@loreburn.org.uk



@loreburnha



@loreburnhousing



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