

Summer 2022

# 40<sup>th</sup>

• ANNIVERSARY •

*Celebrating 40 years of creating GREAT places to live*

## 2022 signals a hugely exciting time in our history as we celebrate our 40th anniversary.

Loreburn was formed in 1982 by a group of forward-thinking members of Loreburn Community Council. They made the decision to set up a housing association in response to the increasing demand for good quality homes in the region.

This 40 year milestone marks a great achievement for all involved. We are proud to say that Loreburn now owns and manages over 2,800 properties and have a further 260 homes currently in development. These homes have changed the face of social housing in Dumfries and Galloway. We could not have done any of this without the support and dedication of our local communities, members, partners, our Management Committee and team of dedicated staff, and of course, you, our customers.

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## Welcome

Welcome to the Summer edition of our newsletter. Isn't it good to be seeing the shoots of normality after more than two years of disruption during a global pandemic? Hopefully, we are seeing light at the end of the tunnel, with the ending of restrictions and a return to normality, and, as you would expect, Loreburn colleagues will remain vigilant and sensitive to the needs of our customers over the coming months.

You will no doubt be aware of the serious fire which occurred at Old Station Court, Portpatrick back in April. Thankfully, no one was injured in the fire however the impact on those directly affected is significant. The Scottish Fire and Rescue Service attended quickly, and everyone was able to get to safety with no casualties. Our colleagues from the Community Team in the West attended the scene and the team will continue to provide support to everyone impacted by the fire. The response of the local community and various agencies has been exceptional and is a reminder of the unique community spirit in the area, which everyone should be immensely proud of. I too am extremely proud of the way in which colleagues responded to the incident and send my best wishes to everyone affected.

Colleagues across Loreburn are vigilant with regards to health and safety issues especially fire, and over recent years the Management Committee has committed significant funds to ensuring customers and their possessions are safeguarded with robust health and safety systems, policies, and practices. Investment in training and development has ensured we have in-house expertise with Carole Garner, H&S Co-Ordinator, who gained a NEBOSH Diploma, a professional qualification in health and safety and environmental management. Testing regimes have been strengthened and Carole's skills put to effective use in many ways but ultimately to ensure that you, our customers, feel safe and secure in your homes.

Sue Irving, Director of Housing Services, and colleagues from across the organisation have been working with our Tenant Scrutiny Group to ensure we understand what you expect from us as your landlord. We know we have a good, honest relationship with our customers, but we also know that sometimes we get things wrong and need to put things right. We listen to what you tell us and learn from your experiences. Our Tenant Scrutiny Group helps us to do that effectively, however, we are keen to expand the diversity and ways that we engage with customers so we would love as many customers as possible to get involved in helping ensure the work that we do to improve services reflects what you want to see. If you are interested in getting involved in a way that suits you then please do get in touch by email

to [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) or by calling us on 01387 321300 or by having a chat with your Neighbourhood Officer.

Over recent years our daily lives have changed in ways we could never have imagined, and I appreciate that it has been difficult for many of you. At Loreburn we are proud of the way we prioritised and targeted services to the most vulnerable and/or isolated during the pandemic and whilst we were unable to engage with you in person, we have always tried to ensure we have maintained a focus on what is important. Yes, as I have mentioned before we acknowledge like all service providers, we do occasionally get it wrong, but I really am exceptionally proud of how our teams have remained committed to our customers and have continued to provide services within the guidelines and restrictions to protect you and our staff. This newsletter lays out how we will continue to build on that work by reviewing our services and charges, this year we are committed to a rent review to ensure our costs are transparent and easy to understand. Hopefully you will feel assured we remain focussed on delivering our services in a safe and affordable way.

My thanks go to all of you for your patience over the last two years and to colleagues across Loreburn for supporting customers during the COVID-19 global pandemic, and for their hard work and commitment to achieving continued service improvements. Personally, I feel this is an exciting time, as our learning from the pandemic offers an opportunity to continue to drive positive change and improvements across the organisation. I look forward to getting as many customers as possible and colleagues involved so we can continue to drive positive change and deliver GREAT services across Loreburn homes and communities.

I hope we can all enjoy a warm Summertime and for anyone with a gardening interest – will you be entering our annual Blooming Loreburn competition? There are more categories this year so whether you have green fingers or just want to try something new, please take up the opportunity! We love to see your entries and the fantastic colour you bring to your neighbourhoods across the region.

Warmest wishes,

Lorraine

Lorraine Usher, CEO



## Meeting your Priorities – 2022 Survey Results

If we have your mobile number you may have had a text from us earlier in the year asking you to complete a short survey about what you feel is important in your neighbourhood. A huge thank you if you replied. We had a careful look at the results and can tell you that your top three priorities were:

- Feeling comfortable and secure in your home
- Being able to afford to live in your home
- Feeling happy in your neighbourhood

Every year we have a plan for how we're going to improve the experience you have of being a Loreburn customer. We've used your three priorities as the themes for this year's action plan. We'll also measure how successful we are in delivering your priorities so if you receive another survey please do complete it if you can so you can tell us how we're doing. We try to keep our surveys as short as possible as we know your time is precious.

If you didn't receive the survey we may not have your mobile phone number so please give us a call so we can keep a note of this.

If you would like to get more involved in how we deliver our services, why not have a chat with your Neighbourhood Officer and see what opportunities there might be. Perhaps you'd like to join them on a walk around your neighbourhood and tell them what matters to you. Or if you'd prefer to get involved from the comfort of your own home you could help us by commenting on our policies as we review them. We also have our Tenant Scrutiny Group which meets every three months when they question us about different subjects such as fuel poverty or our plans for building new homes. If any of this is of interest to you, please speak to your Neighbourhood Officer or our Director of Housing Services, Sue Irving, would also love to hear from you. You can call Sue on **01387 321300** or email [SueI@loreburn.org.uk](mailto:SueI@loreburn.org.uk).

## Coming Soon... A first for D&G!



Opening the door to GREAT opportunities

### The Garrick, Stranraer - Accommodation and Employment Hub

Work on the re-development of The Garrick site in Stranraer is continuing through the coming months. Completion of the site has unfortunately been delayed due to several external factors outside of Loreburn's immediate control but we remain committed and excited to be delivering what will be an incredible resource for the West of the region. The former hospital site is being developed to offer a range of accommodation and a unique employment hub.

The redevelopment of the site will provide new ultra-energy efficient homes with flats for over 55s, bungalows, and flats for young people who will be supported into employment, training and volunteering.

The Garrick Hub will also be a resource for the local community, with a range of recreational activities planned for the venue, training facilities, meeting space and access to Loreburn's housing services Monday to Friday.

Look out for more information on the website as the development moves closer to completion.

8 one-bedroom flats for young people

8 two-bedroom bungalows

8 one-bedroom & 4 two-bedroom flats for over 55s

- One to one office and private meeting space.
- Community/conference room  
Multi use space with large digital screen for cinema and fitness events and use at conferences and meetings.
- Meeting space  
Boardroom style with video conferencing facility.
- Flexible hub space  
Café bar and light refreshments with lounge style seating, tables and chairs. Space for co-working and to network with Wifi access.
- Garden area  
Sensory garden with space for meeting break-outs and working outside.



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**Mrs Bet Hannah, originally from Port William, moved into her home in Brewis Terrace with her late husband in 1989.**

Speaking about her thoughts and experiences of being a Loreburn tenant for the last 33 years, Bet said: *"It's Loreburn's house, but this is my home. I like where I am, I have everything I need and there's a great community – everyone looks out for each other.*

*My husband was one of Loreburn Committee members when they first started out, and he was in the committee for a number of years before he passed away. He really enjoyed it.*

*Rachael, my Neighbourhood Officer, is great. Loreburn have done everything they could over the years for me and have really invested in my home.*

*My back garden was becoming a little too much for me to maintain, and I struggled to get back into the house as there was no grabrail. Loreburn organised for some trees to be cut down and for a rail to be fitted at the back door.*

*Thanks to this, the garden looks much better now!"*



**Mrs Jeanette Williams, who moved into her home in Hoddom Court in November 1988, took the time to tell Lorraine and Rachel about some of the changes there have been in the community over the last 34 years.**

She said: *"I went to school here before the site was turned into houses, so I was in Hoddom Court before it became the Hoddom Court as we know it.*

*I haven't seen many changes over the years, but the one that stands out the most is the people. There have been a lot of people come and go from Hoddom Court which means a lot of new friends have been made."*

Mrs Williams went on to say: *"I love my home, it's very spacious and I have two bathrooms which has been great for bringing up a family. We have a lovely private garden, and there's a great community here - we all look out for each other.*

*If anything were to change, I would love an outdoor tap to save running through the house with water for my plants!"*



In commemoration of our 40th year, Lorraine, Loreburn's Chief Executive, along with Neighbourhood Officers Rachael M and Rachel K, visited some of our longest standing tenants and presented them with a small gift to celebrate their Loreburn tenancies.

Will you be celebrating a 40th birthday or anniversary in 2022 and if so, what are your plans to mark the occasion? Please get in touch by emailing [socialm@loreburn.org.uk](mailto:socialm@loreburn.org.uk) or call 01387 321 300

## A day in the life of... Neil Smith, In-House Repairs Team Manager



As Repairs Team Manager in the East of the region, Neil is responsible for leading a team that provides repairs and maintenance services to tenants from Langholm across to Dumfries.

We asked Neil to describe a typical day in his role – if there is such a thing! – to get an insight into his varied job and understand what he does to deliver a GREAT service to customers.

### 7am to 8am

I start each day working from home, reviewing any out-of-hours repairs that have been reported the night before.

Depending on the type of jobs reported overnight or out of hours, I may need to re-assign a repairs operative, instruct an external contractor, look for materials or organise a visit to the property myself. Operatives that attend to calls out of hours will always try and fix the problem but if new parts are needed, on a boiler, for example, then that has to be dealt with as a priority so customers have things running again as quickly as possible.

### 8am to 9am

My phone starts ringing at 8am, as operatives look to discuss the jobs they've been assigned for the day.

The safety of our tenants and staff is one of my main priorities. If we have reduced labour resources that day - for example, if someone is self-isolating or unwell, I start to plan with the team of Repairs Schedulers how we can redirect labour or potentially postpone works to ensure the most urgent repairs are completed and homes and tenants are safe.

The weather can also play a part in repairs we can complete in the day – if the forecast is for torrential rain, then we'll need to redirect any external works that can't be completed in wet weather and may need to re-focus some operatives on inside repairs.

Meanwhile, our Repairs Schedulers are taking calls from tenants throughout the day. If it's an emergency repair, it usually requires our immediate attention. At this point of the day, there can be many conversations taking place across the team about prioritising works – all before 9am!

### 9am onwards...

If I don't have a meeting in the morning, after 9.00 I usually head out to visit customers. This can be for a range of reasons – from complex repairs issues to liaising with a customer who may have raised a concern or hasn't been happy with works carried out. This always gives me a chance to see first-hand what the issues are and to find a resolution.

I always want to leave a customer's home knowing they feel satisfied, listened to and their concerns addressed. The quality of repairs is one of, if not the most important service element for many customers and we are always looking to learn from them how we can improve.

Empty homes – known as Void properties - always feature in my day-to-day work; whether it's to carry out inspections with Neighbourhood Officers, meet operatives on site, or to make final checks on works before the property is cleaned ready for the next new tenant.

If I'm not out and about, I could be involved in staff training, inductions and health and safety meetings. There's certainly always something to be getting on with!

Although I always try to plan out my day, one phone call can completely turn that plan upside down. Prioritising my work is a must.

### 4pm to 5pm

Each day I have an update and planning meeting with Gemma, our Scheduling Supervisor. This takes place online over Microsoft Teams as it makes better use of our time and avoids any unnecessary travel. We talk about the day - what issues have come to light and what feedback we've had from customers. We review how works are progressing and we look ahead to plan upcoming works. Our days can be quick paced and sometimes stressful, so if either of Gemma's young children happen to say hello that's usually enough to lighten our day and make us both laugh. It's a great way to end the day and remind us why we do what we do.



For the latest 40th updates, remember to follow our Facebook and Twitter pages [@loreburnhousing](https://www.facebook.com/loreburnhousing) [@LoreburnHA](https://twitter.com/LoreburnHA) and use [#LHAis40](https://twitter.com/LoreburnHA) with your photos and posts!

## Investment in Homes 2022/23

This year our planned maintenance programme will carry out £1.2 million of investment works across our homes, replacing major components such as kitchens, bathrooms, windows, doors and passenger lifts.

The programme includes the following:

DEVELOPMENT	WORKS
JM Barrie House, Dumfries	Windows and Doors
Barncalzie Way, Springholm	Kitchens
Cameronian Court, Springholm	Kitchens
Townfoot, New Abbey	Kitchens
Forgeholm, Canonbie	Bathrooms
Williamson Way, Kelloholm	Bathrooms
Tynron View, Penpont	Bathrooms
St Johns Place, Sorbie	Bathrooms
Castle Hill Court, Whithorn	Bathrooms
College Court, Dumfries	Boiler Replacement
Regionwide Surveys and Energy Performance Assessments	Stock Condition
Loreburn Court, Annan & Nursery Avenue, Stranraer	Fencing Works
Swans Vennel, Dumfries	Passenger Lifts
Regionwide	Smoke & Heat Detectors
Whitelaw Court/Drive/Avenue, Castle Douglas	Render Cleaning

For more information, contact our Stock Investment Team on 01387 321 300

## INNOVATION

We also have a number of innovative new solutions being trialled around maintenance and technology, including dynamic property sensors that can identify issues with warmth and ventilation and surveys to establish potential funding routes for renewable energy opportunities.

**You've told us that upgrading and improving your home is a priority and that's why we'll continue to use our resources to invest in this way, ensuring homes are safe, comfortable and warm.**

Customers whose homes are affected by the stock investment programme or any of the other initiatives or surveys will be contacted with full details and timescales.



**This has made such a difference to my home and I know everyone else will feel the same.**



If your home is featured, we'll give you as much notice as possible of the works getting underway and as much choice as possible over the new installations, such as unit and worktop colours and handle design for new kitchens. All new kitchens come with new flooring or the option of reimbursement for suitable flooring for anyone preferring to make their own arrangements.

For new bathrooms, there's colour choices for wallboards and all new bathrooms also come with a choice of new flooring.

Some works are already completed, including smart new render for homes in Castle Douglas. One customer told us they were really happy with the result, commenting "I couldn't be more happy. The house looks like new and they've done a first class job".

## CONDITION SURVEYS

This year's programme of condition surveys will also begin soon. These surveys help us plan investment and upgrades in future years. We know this is a priority for many customers and is reflected in our investment again this year.

# SPOTLIGHT ON... SERVICE CHARGES

In this edition of Loreburn Living we're shining a light on Service Charges. What they are, how they're charged and importantly, what influence and control you have over them if they're part of your Tenancy.

Read on to find out more...

## WHAT IS A SERVICE CHARGE?

A service charge is an amount that most customers pay to cover the cost of providing communal or shared services to their building and, if applicable, the surrounding development.

## SERVICES CAN INCLUDE:

- Cleaning/caretaking of communal spaces
- Grounds maintenance, eg. grass cutting, weeding planted beds
- Communal lighting and/or heating
- Passenger lifts
- Window cleaning in some developments (eg. typically blocks of flats)
- Door entry servicing
- Fire alarm and emergency lighting testing and servicing
- CCTV systems
- Grit bin provision
- Water quality monitoring (for the prevention of legionella)
- Any communal equipment (eg. laundry, cooking facilities)
- Staffing in some specialist development, eg. Later Living or supported accommodation

An administration charge is also applied to cover the costs and overheads of preparing service charges, procuring and organising contracts, apportioning costs, answering queries and collecting charges and recovering debt. This is usually 10% of the total cost of services.



## HOW ARE THE COSTS CALCULATED? ?

Your service charge is calculated by working out the costs of providing services to your development and then charging you a share of these costs. We don't always know in advance precisely what costs will be incurred in the year and we estimate the costs over a 12-month period. Where possible, we include any upcoming one-off costs and also take into account any surplus or deficit in the income received from service charges in the previous year. This way of calculating is known as a 'variable' service charge.

Service charges are set only to cover the costs of what's provided, and not to make any profit or surplus. Because we cannot precisely anticipate costs, if there is a surplus collected (an over recovery as we often refer to), this is used to reduce the charge in the following year. Likewise, if there has been a deficit (an under recovery) in what we have collected, this will be added to the forthcoming year's charge.

Whilst this way of charging is very transparent for tenants, it does create uncertainty over costs and can occasionally result in higher-than-expected increases if costs have suddenly increased in any one year.

## DO I HAVE A CHOICE ABOUT WHAT SERVICES I RECEIVE? ?

If a service charge is applied to your tenancy, you'll want to know what it's for and have a chance to have a say in the delivery of those services.

Services are provided to keep buildings and developments safe and well maintained. They form part of your tenancy obligations and must be paid whether you perceive to have a personal benefit from them or not. That said, you are able to influence certain aspects of the services and we encourage all customers to get involved about services provided. We will always consult with you when services are being re-tendered and wherever possible, will give you options to consider. You and your neighbours may wish to work collectively and alongside us to agree an enhanced or reduced specification and the frequency with which some services are delivered.

We always aim to meet your preferences but there are some limitations. For example, services which are provided to ensure safety or to comply with the law must be provided and there is little scope to alter these. Most customers understand and appreciate these constraints.

## WHAT CAN I EXPECT TO RECEIVE FROM LOREBURN TO KEEP ME UPDATED ON CHARGES? ?

Each year you receive a personalised service charge breakdown which provides details of the services you receive and the weekly charge associated with each service. We send these out as part of the rent review consultation which occurs in November each year.

After reviewing all feedback and making any changes to the proposals, confirmation of the charges is sent out the following February. This notification gives you notice of the new charge to be applied from the start of the next financial year, beginning the last Monday in March or the first Monday in April.

It's also worth knowing that we are not allowed to change the charge mid-way through the year unless we have consulted with you about doing this.

## HOW CAN I RAISE ANY QUERIES OR OBJECTIONS ABOUT PROPOSED CHARGES? ?

It's important that you review the proposed charges when you receive them so we can consider your views. A direct point of contact is always provided, so you have easy access to someone dealing with service charges. Please don't hesitate to do this – it could be the difference between a higher-than-expected charge the following April or something that's more affordable.

## ARE SERVICE CHARGES HOUSING BENEFIT OR UNIVERSAL CREDIT ELIGIBLE? ?

In most cases, yes. There are some services that are considered to be 'personal' such as heating where this is provided by a communal boiler. Your Income Officer can offer individually tailored advice if you have any additional queries specific to your tenancy. Please don't hesitate to contact them.

How do I know Loreburn is getting the best value for money when it purchases services?

We are always mindful how we spend our resources and always want to secure the best value for money for you as customers. Loreburn must follow strict procurement rules when tendering and procuring new or existing services. The requirements include:

- We must tender for services that have a value of over £50,000.
- We consider quality and cost when evaluating tender submissions to ensure there is a balance that allows a high-quality service to be delivered, whilst offering fair value and cost.
- All contracts between £50,000 and £500,000 are scrutinised and approved by Loreburn's Executive Management Team and all contracts over £500,00 are subject to additional scrutiny and agreement by Loreburn's Management Committee before they are awarded.
- The majority of our utility contracts are in a fixed price long term agreement which ensures we have competitive prices for gas and electricity.
- Our salaries are regularly assessed against market levels.
- We benchmark our costs against peers in the housing sector through Housemark (the social housing sector's primary benchmarking organisation).
- We periodically subject our policies, procedures and working practices to independent audit and scrutiny.

## WHAT SHOULD I DO IF I HAVE A QUERY ABOUT SERVICE CHARGES? ?

You can contact us in any of the usual ways or liaise directly with your Neighbourhood Officer or Income Officer. Our Service Charge Officer, Martina Moore can also deal with your enquiry and Martina can be contacted directly by telephone or text on 07878 127014 or by email [martinam@loreburn.org.uk](mailto:martinam@loreburn.org.uk)

## WHAT IF I CAN'T AFFORD THE RENT AND SERVICE CHARGES? ?

We know the rising cost of living a real and growing problem being faced by many customers. We're here to help if you do have problems with affordability and making payments. Please don't delay getting in touch. The sooner you do, the better we're able to advise you about other services that can help. Please call, text or email your personal Income Officer. If you don't know who this is, you can use our online search tool on the website. Or you can call us on our main number of 01387 321300 or email us at [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) and we'll put you in touch.

# The Future of Rent & Service Charges

**We need YOU!**



Later this year we'll begin a detailed review of the affordability of rents and service charges and how these charges are structured.

The review will look at the range of services currently provided and consider whether a different approach could be taken to charging.

**This is an important service area for many tenants and we want to hear from you.**

Your queries and any concerns can be raised through this review along with an opportunity for you get an insight into how things are done, and for you to express a preference about what you'd like to see happen.

There are lots of ways to get involved. We know attending meetings is not for everyone. We'll offer something that suits – whether it's a chat with your Neighbourhood Officer to a short survey by text.

**The important thing is that your voice is heard.**

Register your interest today by getting in touch.  
Call Martina Moore, Service Charge Officer, on 07872 127014 or email: [martinam@loreburn.org.uk](mailto:martinam@loreburn.org.uk)

## Innovation and GREAT new initiatives

When you report a repair we now have a new way of gathering information to help us diagnose the problem and identify a solution without the need for an initial visit to assess the works required.

### The video calling solution - Remote Assist

provides a one-time use link, which can be sent to a mobile phone, which allows a video call to take place.



This helps us get a better understanding of the repair needed and aims to avoid the delay caused by a visit being needed to assess and diagnose the repair, speeding up the completion of jobs.

There are lots of benefits of using Remote Assist including

- \* quick diagnosis of repairs - customers can walk us through the repair or problem being experienced.
- \* reduced waits for parts and materials needed
- \* more repairs which are fixed on the first visit - meaning less inconvenience for customers and a speedy solution to the problem.

As a geographically spread region, time and travel costs can often be significant. Remote Assist helps to reduce costs and carbon emissions.

Remote Assist helps us address your repairs in the quickest way and aims to improve your experience of the repairs service.



# Have you noticed our website's GREAT NEW FEATURE?

At the end of last year, we launched our first ever AI Chatbot. The Chatbot is available on our website to answer a whole range of tenancy or other general queries.

Another step on our journey to offer more services digitally, for anyone who prefers to interact with us and access services online, the Chatbot is available 24/7.

Our Chatbot is ready to problem-solve and fact-find at any time of day. It can handle all of your routine enquiries and works on mobile too, giving you the power to resolve common queries like 'How to pay my rent' and 'How to report a repair' without the need to give us a call.

If you can't find the direct answer to your question via the Chatbot, there is a LiveChat function, which allows you to have instant direct messages with a member of our Customer Support team during business hours.

If you have a question, why not test it on the Chatbot? But please remember, the Chatbot isn't clever enough to answer questions specific to your tenancy or property. For that, you'll need to contact your Neighbourhood Officer directly by phone, text, email or by arranging a face-to-face appointment.

We'll continue to improve the Chatbot service by adding more information so it can answer more of your queries and improve your digital experience.



## Important! Consultation on Annual Report

In line with our commitment to reducing carbon and paper waste we are proposing to publish our Annual Report this year in electronic form only. The Report would be available on the website and, if you have an email address registered with us, we'll send a copy via email. If you have any concerns about this or would like to request a paper copy, please get in touch. If you live in one of our Later Living developments, paper versions will be available via your Development Manager.

Thank you for helping us to reduce waste and our carbon footprint.



## New Homes for the Region

### ACADEMY STREET – CASTLE DOUGLAS

Work on our Later Living housing complex in Castle Douglas is well underway, with the development set for completion in August 2023.

The scheme is centrally located on the corner of Queen Street and Academy Street, being conveniently located to all local services.

The development will have 27 fully accessible flats over three floors.

All homes will be built to highly energy efficient standards and feature a range of amenities including Assistive Technology which will support people to live independently in their own homes as they age. The development will benefit from communal facilities, landscaped gardens and car parking on site. As a Later Living development there will also be an enhanced level of management provided.



These properties will not be advertised for allocation until early 2023. Anyone looking to express an interest will need to be registered on Loreburn Lettings housing register. Please visit [www.loreburnlettings.org.uk](http://www.loreburnlettings.org.uk) for more information about how to apply and join the register.

### HEATHHALL, DUMFRIES

We're now another step closer to handing over our 75 brand new homes to tenants in Heathhall.

The first 15 homes were ready in August 2021, with a further five homes in December. April saw another 17 properties being occupied, taking the total number of homes to 37.

Heathhall has been purposely designed with a mix of housing types for tenants from multiple generations and varied needs. The properties range from one-bedroom bungalows to five-bedroom family homes, including both amenity and wheelchair accessible housing.



### MURTHOLM BRIDGE AND HOUSING DEVELOPMENT – LANGHOLM

Plans for our Extra Care and affordable housing development in Langholm have received a significant boost with an injection of £1.4 million.

The funds from Sustrans, a charity that makes it easier for people to walk, wheel and cycle for everyday journeys, will help to pay for the new bridge which will provide pedestrian and wheeled access over the River Esk and link the new scheme to the main town.

The first phase of 35 specially-designed Extra Care bungalows will allow people to live independently for longer, aiming to reduce the need for a move into residential care.

The second phase of the development will look towards developing affordable, general needs housing which will be a mixture of two, three and four-bedroom homes.

Built to exceptional energy standards, the construction of these Passivhaus homes is a step towards addressing fuel poverty; providing quality places to live and reducing energy bills.

Thanks to the funding from Sustrans, we can now bring to life the planning carried out over the last three years, for the local community of Langholm.

The Murtholm Bridge construction will begin in Autumn 2022, with it being completed ahead of the first handover of our new homes in Autumn 2023.



### HERA GRANGE – LINCLUDEN, DUMFRIES

Hera Grange is a new amenity and wheelchair-friendly development, situated on the site of the former Lincluden church between Stewartry Road, Elizabeth Road and Margaret Walk.

The development has completely transformed the land into 11 two-bedroom/three person bungalows designed to meet the needs of people with an accessible housing need.

The 11 amenity bungalows were completed in January.





# Blooming Loreburn

## On your mark... get set... GROW!

We are happy to announce that Blooming Loreburn is returning for 2022!

Do you have a veggie patch to be proud of?  
Have you kept your rose bushes pruned to perfection?



You could be in with the chance of winning a £50 garden centre voucher if your greenery impresses our judges.



The categories are:

- Floral Garden
- Vegetable Garden
- Hanging Basket/ Window Box/ Tub Display
- Neighbourhood Garden (£100 voucher prize)
- Young Gardener
- Later Living Development (£100 voucher prize)



And we have two GREAT new categories just for this year:

- Loreburn's 40th Anniversary
- The Queen's Jubilee

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, home address, contact telephone number and specify what category you're entering.



If you are having trouble taking pictures of your garden or submitting your entry, we're more than happy to help. Please call 01387 321 300 and we can arrange a time to visit and take some external photos.

For more information, or if you have any queries, please contact Kate or Kelly on 01387 321300 or email [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk)

Closing date for entries is Monday 18 July 2022.

## Moving Out? Don't miss out on our GREAT Goodbye!

If you're planning to leave your Loreburn home, you may be eligible for a £200 parting gift through our GREAT Goodbye initiative.

While we'd be sorry to see you go, we want to reward those who have taken good care of their home.



ALL YOU NEED TO DO IS MEET THE CRITERIA BELOW – IT'S THAT SIMPLE!



- Provide us with at least four weeks' notice to end your tenancy and your forwarding address
- Pay all rent due until the tenancy ends
- Return a full set of keys for your home
- Give us final meter readings and let us know your gas and electricity suppliers
- Make sure the property is cleared of all furniture, white goods, personal belongings, and refuse (including lofts and outbuildings)
- Make sure the garden, if you have one, is clear and tidy
- Clean the property to a reasonable standard, including the kitchen and bathroom
- Leave your home in good condition and reasonably well decorated
- Leave a wheelie bin and any recycling boxes
- Complete any repairs that you are responsible for
- Allow viewings of your home

If you can meet most, but not all, of the criteria, speak to your Neighbourhood Officer who might be able to offer advice.

We know there's lots of different reasons why you might want to move out of your home and we're here to support you throughout the process of ending your tenancy. Please feel free to get in touch or speak to your Neighbourhood Officer if you have any questions.

# 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, DG11, DG12, DG13 & DG14

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
Neighbourhood Officer	Kerri Watt	07718 476978	07718 476978	KerriW@loreburn.org.uk
Income Officer	Laura Lupton	01387 321304	07936 349214	LauraL@loreburn.org.uk

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

TITLE	NAME	PHONE	TEXT	EMAIL
Neighbourhood Officer	Jade Dykes	01387 321214	07872 127012	JadeD@loreburn.org.uk
Neighbourhood Officer	Tamara Marshall	07872 127015	07872 127015	TamaraM@loreburn.org.uk
Neighbourhood Officer	Rebecca McColm	07872 127015	07872 127015	RebeccaM@loreburn.org.uk
Income Officer	Deborah Thomson	07703 818728	07703 818728	DeborahT@loreburn.org.uk
Income Officer	Kerry Graham	07525 276966	07525 276966	KerryG@loreburn.org.uk

## Our West Community Team cover areas DG8 and DG9

TITLE	NAME	PHONE	TEXT	EMAIL
Neighbourhood Officer	Rachael McCrory	07593 530326	07593 530326	RachaelM@loreburn.org.uk
Neighbourhood Officer	Paul Challis	07872 127020	07872 127020	PaulC@loreburn.org.uk
Income Officer	Ian McGeoch	07818 591425	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](http://www.loreburn.org.uk)

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



@loreburnha



@loreburnhousing



@LoreburnHA



Creating Great Places to Live