



FORTH
housing association Ltd.

SpeakingForth

The newsletter of Forth Housing Association Ltd

Summer 2018

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Forth Donates to CHAS To Raise Over £100,000

Forth has made a contribution towards the EVH appeal to bring donations to CHAS to over an amazing £100,000. As a result, our Management Committee members Gordon and Linda Mason were invited to the presentation ceremony.

Children's Hospices Across Scotland, known as CHAS, offer a full family support service for babies, children and young people with life-shortening conditions. This includes palliative care, family respite and support – through their hospices, homecare services and hospital presence. To donate to CHAS log on to: www.chas.org.uk/donate

Well done to EVH for raising an amazing sum for this worthwhile cause!



Gordon and Linda Mason at the CHAS/EVH presentation ceremony

Forth Housing Association Limited

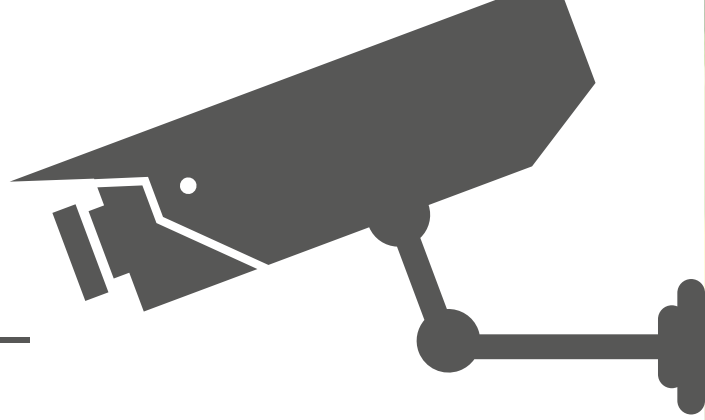
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Forth Housing Association Limited is a Registered Scottish Charity, No. SCO03550



Close Circuit TV (CCTV) –



Permission Required

If you wish to install CCTV you must first submit a request for approval to our Maintenance Officer. As part of the approval process, staff may visit to inspect where you wish to locate the CCTV. We may also ask questions about why you wish CCTV as it is very invasive and can interfere with the privacy rights of others. For this reason, we regard CCTV as a measure of last resort, and will encourage tenants to find other ways of addressing any concerns.

If a request for CCTV is approved, you must be careful about how the CCTV is positioned and what it captures within the frame. CCTV must only capture images of the property, must not record sound and must not capture images of other properties and persons within those properties.

If CCTV does not comply with these requirements, a tenant may be regarded as a “data controller” under data protection legislation. This means that you may need to comply with data protection legislation when using CCTV, register with the Information Commissioner as a data controller and pay a yearly registration fee to the Commissioner. Failure to comply with these requirements and using CCTV irresponsibly could lead to a fine from the Commissioner.

Tenants must remember to respect the privacy rights of others when using CCTV. If we receive a complaint about CCTV use, we may cancel our permission and require you to remove the CCTV immediately. We may also report the matter to the Police.

Should you require any further information, please contact Paul Fraser, Maintenance Officer, Tel 01786 431026.

Office Closures

We would like you to note that our offices will be closed for the following public holidays:

**Office Closes: Thursday 12th July at 5.15pm.
Office Reopens: Tuesday 17th July at 9am.**

In addition please note the following office closures in July:

Friday 20th July and Monday 23rd July for office move to Kildean Business & Enterprise Hub, 146 Drip Road, Raploch, Stirling, FK8 1RW

If you have a genuine emergency repair over this period please contact:

Gas Central Heating - 0800 048 2710 (Saltire)

Gas Leaks - 0800 111999

For genuine emergency repairs (excluding gas heating and hot water) outwith office hours please telephone The McDougall Group on Tel No: 0333 123 1011.

Money News Round-Up

Our Income Maximisation Officer, Tracy Doran is here to help you. So contact Tracy at the office if you have any questions or would like assistance with completion of forms. Tracy can undertake a home visit at a time that suits you. Tracy can be contacted at Direct Dial Tel: 01786 431921 or e mail tracy@forthha.org.uk.



Clothing Grant (children from Primary 1 to age 16 before 30th September 18)

- Parents on Income Support, Employment Support Allowance, income based or Jobseekers Allowance income based
- Parents in receipt of Child Tax Credits but not Working Tax Credits and less than £16,105 annual income
- Parents in receipt of Child Tax Credits and Working Tax Credits and less than £16,105 annual income
- Parents in receipt of Universal Credit

Applications for clothing grant MUST be made by 31.12.18

Free School Meals (school age children)

- Parents on Income Support, Employment Support Allowance income based or Jobseekers Allowance income based
- Parents in receipt of Child Tax Credits but not Working Tax Credits and less than £16,105 annual income
- Parents in receipt of Child Tax Credits and Working Tax Credits and less than £6,420 annual income
- Parents in receipt of Universal Credit



Forms for both Clothing Grant and free School Meals available from Stirling Council
Tel: 0845 277 7000 or can be downloaded from www.stirling.gov.uk

Child Benefit

When your child is 16 years old and leaves school Child Benefit will normally stop. However, in some circumstances Child Benefit can be extended. eg if your child is aged 16 and under 20 and on an approved training

course. Or if your child is aged 16 or 17 and has left education or training and is registered for work with the Careers Service and is not working for 24 hours or more.

18 years old and No Longer In Education or Unemployed

When your child turns 18 and is no longer in education or is not employed, they can claim Universal Credit in their own right.

In some instances, if your child is under 18 years old, no longer in education or

unemployed, and Child Benefit has ceased they may be able to apply for benefits. However, they must contact the Careers Office in the first instance and ask about these payments.

Educational Maintenance Allowance (EMA)

If you have a child of 16 years of age or over before 30 September 2018 who is remaining at school, the child may be eligible for EMA of £30 per week, from the beginning of school term. All eligible applications received before 30 September 2018 can be backdated to the

beginning of term, otherwise claims will only be paid from date they are received.

Forms for Educational Maintenance Allowance available from Stirling Council Tel: 0845 277 7000 or can be downloaded from www.stirling.gov.uk.

PLEASE PLEASE PLEASE – Tax Credits

Anyone who is in or was in receipt of Tax Credits should have received their annual declaration pack by now. If you have not already completed this, please phone Tax Credits on Tel: 0345 300 3900 and give your information.

Please note that if you were in receipt of Tax Credits and no longer receive these you MUST still complete the annual declaration information or else Tax Credits will state that you have received an overpayment for the monies you previously received.



General Data Protection Regulation (GDPR) Is Here!

The GDPR is the biggest change to data protection law in 20 years and requires us to tell you more about how we handle and use your personal information and who we share it with and why. The GDPR also gives you more rights in relation to the personal information that we hold about you.

Rest assured, we will not be using your personal information for any new purposes or sharing it with any new organisations. It will be business as usual, and we will only ever use your personal information to provide you with the services that you already receive from us.

We have written to all our tenants explaining about the new legislation regarding data protection and how we use personal information, enclosing a transparency statement. This information is also available on our website. Should you require a further copy, please contact the office.

If you have any questions, please contact our Data Protection Officer, Daradjeet Jagpal, by e-mail at forthdpo@infolawsolutions.co.uk; Telephone : 07378 635 275; or write to: The Data Protection Officer, at our office.

Save Money and Save Energy

Home Energy Scotland is the free, impartial energy advice service funded by Scottish Government and managed by Energy Saving Trust.

The team can assist in a range of ways – from practical energy

saving tips to looking for a cheaper energy supplier and checking if you are eligible for financial support. This could mean annual savings of up to £200 a year.

Call Home Energy Scotland Free on Tel: **0808 808 2282**.



**energy
saving
trust**

Modern Apprentice Award

We are pleased to announce that our Modern Apprentice, Becky Ramage, has completed her Level 2 in Business Administration, ahead of schedule. This has been facilitated by working with Forth Valley College as a Training Provider. This course provides skills and competencies required to be an effective Business Administrator.

Becky will now progress to SVQ3. By the end of the 2 year contract in 2019, the aim is that Becky will with her qualifications and experience, be in a position to secure permanent employment elsewhere.

Modern Apprenticeships are available to employees aged 16 or over and give an introduction to the workplace as well as training for a young person.



Becky pictured with Vicki Francis, Business Development Partner, Forth Valley College

Dog Fouling

- Disgusting and Minging!



Tenants must have permission to keep a pet and the number of pets are limited as per your Tenancy that you signed and our Pet Policy. As part of the Pet Policy it is the responsibility of the pet owner to remove any poo. It is clear there are certain communal areas that tenants are not complying with this condition.

The consequences are that landscape maintenance contractors will be unable to cut the grass and therefore the tenants that share this garden will pay for the extra work to clear the mess. This is either done through their rent or an invoice sent directly to them.

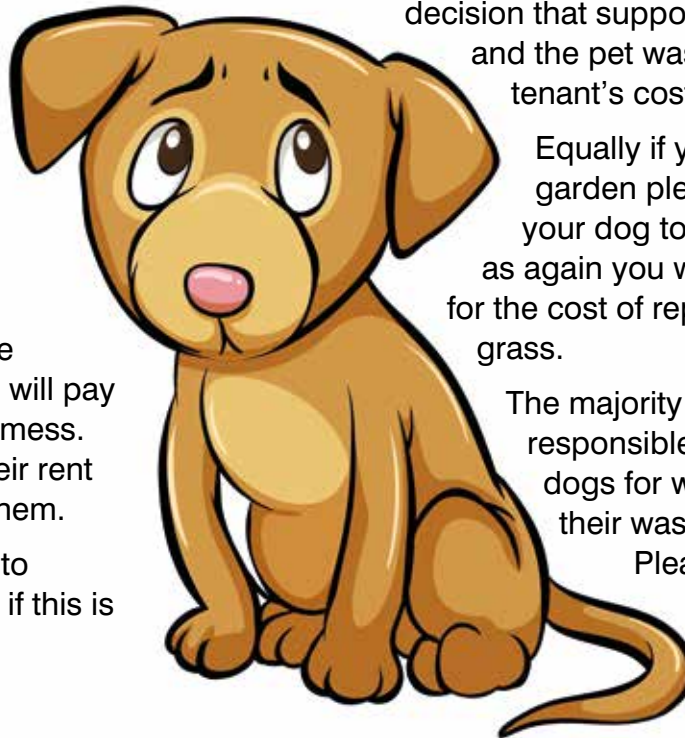
We would encourage tenants to report to their Housing Officer if this is happening.

If the pet owner is identified they will pay the costs and be warned they are in breach of their pet agreement. If they fail to adhere to this, permission for the pet will be revoked and no pet allowed. We have a previous court decision that supports this action and the pet was removed at the tenant's cost.

Equally if you have your own garden please do not allow your dog to foul on the grass, as again you will be recharged for the cost of replacing the dead grass.

The majority of pet owners are responsible and take their dogs for walks and remove their waste properly.

Please do not fall foul of your tenancy agreement.



Office Move to Kildean Approaching

Forth's office move to the Business & Enterprise Hub at the old Kildean hospital is now planned to take place in mid-July.

The current office is expected to be closed on Friday 20th July and we will reopen at our new building on Tuesday 24th July. During this period if a tenant has an emergency they should follow the instructions on P3 of this Newsletter, under Office Closures.

Like anyone moving home we hope that we'll find all the right boxes when we get to Kildean and we hope to have everything unpacked in time for business as usual on the Tuesday. We look forward to welcoming you to our new home and home warming gifts are not expected!

Estate Management Visit Dates From Your Housing Officer

Our 2 Housing Officers cover the following areas:

Elaine Shepherd

Raploch, Cambusbarron, Dunblane, Riverside, Stirling Town – Baker Street/Morris Terrace, Cowane Street, Crosbies Court, Myles House, Tannery Lane/Queen Street, Victoria Place.



Elaine will be carrying out an estate visit to your area week commencing:

23rd July 2018 & 3rd September 2018

Caroline Stevenson

Bannockburn, Braehead, Fallin, Cornton, Cowie, Plean, St. Ninians, Whins of Milton, Stirling Town - Barn Road.



Caroline will be carrying out an estate visit to your area week commencing:

16th July 2018 & 17th September 2018



Forth Acquires a Defibrillator

There has been lots of news coverage on the benefits of having a defibrillator on hand should someone take ill. So we took action to obtain one at our office. This can be used in the event of a heart attack, to restart someone's heart.

The machine can be used on anyone who is unconscious and with no heart beat. Two of our staff who are first aiders have been trained in its use as part of their first aid training. However, if neither of them are around the machine is designed to be used by a complete novice.

Pest Control – Service Provided by Stirling Council



We do not provide a pest control service. However, Stirling Council provide a treatment service for rats, mice, ants, wasps and certain other types of pest.

There is a charge for this service. However, you may qualify for an exemption if all the adults (aged 16 years or over) who live in your house are either unemployed or aged 60 years or over.

There are some animals which the Council does not deal with, but they may be able to offer advice regarding these. Alternatively, you may wish to contact a private pest control firm.

For further information on this service contact Stirling Council Tel No: **01786 404040**.

Alternatively e mail: **info@stirling.gov.uk**.

More New Homes

Earlsburn Avenue,
Cultenhove



We continue to provide new homes to help meet the housing list demands in Stirling.

Over the past few weeks we have begun to receive completed homes at both our Raploch site and at Cornton. New tenants have begun to move in and it is again great to see plans materialising into new homes for people who desperately need them.

We're not stopping there however as we are just about to start building 35 new homes at Cultenhove. These will take around 18 months to complete and will ensure that next year should be a "new home year" for more local families.



WELL DONE TO OUR SURVEY WINNERS!

A huge well done to our quarterly winners who have each won a £25 supermarket voucher.

Gas Service & Repair – Mrs Bruce, Bannockburn

Repairs By Text – Ms Paterson, Cornton

New Home – Mrs Gemmell, Dunblane

Keep returning your questionnaires and next time you could be a winner. We value feedback as it is this feedback that helps us to improve our services to you.

New Bike Shed At De Moray Court, Cornton

After successful fund raising events and some match funding from Forth, De Moray Association, were able to purchase a bike shed. Residents had initially approached Forth asking for assistance with bike storage. A survey was undertaken and a number of residents responded. Those interested paid a non-refundable deposit and signed a key agreement and have been issued with a key.

If you live in De Moray Court and are interested in using the bike shed, please contact Sharon Fenney, Chairperson, who will advise you of the next stage.

David Cummings our Management Committee member said: “It is great to be able to encourage families to have bikes and keep healthy. Especially where there is shortage of storage, as a lot of our tenants live in flats.”

From left to right
S Fenney, Chair,
B Billet, Tenant
Member and
D Cumming,
Treasurer,
Management
Committee



Dangers of Energy Theft

Please be aware about the dangers of tampering with electricity meters and energy theft. Energy theft is a criminal offence and is punishable by a fine or imprisonment.

'Rigged' meters are sometimes discovered after a household fire. We take a zero tolerance approach to this behaviour. Therefore, anyone caught tampering with a meter may lead to them losing their homes.

Tampering with a meter can cause a significant fire risk which can be potentially devastating to the home and those around it and, in some cases, can be life threatening. We urge any tenants who are aware of this activity to



contact us. If you are struggling with energy bills please get in touch with our Income Maximisation Officer, Tracy Doran.

Go Paperless and Help The Environment

From 1 July 2018, we are offering tenants the option to go “paper-free” and to receive correspondence relating to their tenancy by email. Not only is this a fast and convenient way to receive your correspondence, it also helps us become more environmentally friendly.

We have written to all our tenants with a form that requires to be returned to opt-in to this service. If you have not received a form please contact the office and we will get a form posted out.

Need Help to Get On-line and/or Apply for Benefits/Universal Credit – Try this Free Service!

With Universal Credit in the Stirling area it has never been more important to get on-line and be able to complete on-line benefit applications.

It does not matter how much or little you know already, Ian Brown can come to your home or use a local venue, whichever is convenient for

you. By the end of his session you should be able to apply for Benefits and jobs, shop for deals, e mail and engage with social media. To contact Ian, please phone our office and we will arrange an appointment on your behalf.

Don't leave it too late – why not do it now?

Pension Wise

In 2015, the Government made changes to pensions, giving you more freedom and choice. It set up Pension Wise, a free and impartial service to help you understand your options. There are guides on pensionwise.gov.uk or you can speak over the phone or face to face with a trained guidance specialist.

Call 0300 330 1001 between 8am and 10pm to book a free appointment.

You will get the most from Pension Wise if:

- You are aged 50 or over
- Have a personal or workplace pension (known as defined contribution)

Contact the Pension Advisory Service about the State Pension, Final Salary or Career Average Pensions. Call 0800 011 3797 for more information.



Attention All Green Fingered Tenants - Garden Competition

We are again holding our annual garden competition over the Summer. A guest judge will choose 2 gardens over the Summer period and the exact date of the judging will be a surprise..... However, the winners will be announced in our Autumn Newsletter together with photos of the winning gardens.

The 3 categories will be £40 for best garden, £25 for best basket/pot display and £50 for best scheme. Last year there were 3 sets of winners who each won supermarket vouchers together with a number of commended certificates. We are sure that this year there will be just as many green fingered tenants with beautiful garden displays.

If you have a neighbour you would like to nominate for having a beautiful garden, please telephone our office or e mail angela@forthha.org.uk. Just give your neighbours name and address that you are nominating for the garden competition.

Gardening is a healthy, fun activity that enhances and enriches not just your own area but the wider community. Happy gardening and good luck!!



Carers Support – Stirling Carers Centre

- Do you look after someone who is ill, frail or disabled?
 - Are you getting all the support you need?
 - Do you know what your rights are?



Stirling Carers' Centre offers:

- Advice & information
- Carers' Assessments
- Benefit Checks
- Help with Forms
- 1:1 support
- Hospital Support
- Peer Support Groups
- Basic Advocacy
- Respite Events

All their services are FREE, CONFIDENTIAL and IMPARTIAL.

For more information, Phone 01786 447003 or e mail info@stirlingcarers.co.uk.

The Centre is open Monday to Friday, 9am-4pm,
Unit 49A John Player Building, Stirling Enterprise Park, Stirling.



Useful Contact Details...

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