



FORTH

Housing Association Ltd.

# SpeakingForth

The newsletter of Forth Housing Association Ltd

Autumn 2022

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## Sun Shines on A Fantastic Community Open Day

**Prior to the end of the school summer holidays we held a successful Summer Open day for all of our tenants and the wider community.**

This free event which hosted activities for all including a bouncy castle, world of wings, face painting, book stall together with arts and crafts. There was entertainment provided by local dance company Dance Connection and local singer Stevie Ross. The Beat the Goalie competition had expert Michelle Beech, an ex Hibs goalkeeper, who did a tremendous job. Stirling Community Enterprise provided free refreshments and there were upcycling and food demonstrations.

Housing and wider initiative advice was available together with one of Forth's maintenance companies who was providing information on Modern Apprenticeships.

**See page 2 for more**

### Forth Housing Association Limited

Kildean Business and Enterprise Hub, 146 Drip Road, Raploch, Stirling FK8 1RW

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# Sun Shines on A Fantastic Community Open Day (from page 1)

Ann Dickson, our Chair said: "It was great to see everyone enjoying themselves together. This was about bringing our communities together with a fun day whilst being able to provide advice at the same time."

Goodie bags were given to the children which included a pencil case to help with returning to school.

One tenant on leaving the Open Day said: **"Brilliant event, a really good day. The stuff for the kids was phenomenal, so much for them to do."**



Thanks to the following for their kind donations received for our Open Day:

- Cruden Building
- MMV Nails and Beauty
- McDonalds
- McColls, Drip Road
- Alva Games
- Members of staff for their raffle donations

And to all those who generously donated their time to help run the day.



# Gas Servicing

**Annual safety checks are carried out for your safety and compliance with the law.**

Due to an increase in the number of forced accesses we have been carrying out we need to remind our tenants that they have a legal obligation to provide access for this safety check. Initially our gas contractor Saltire will letter you with a date for the service appointment, if this date is not suitable you should call Saltire at the earliest opportunity to make new arrangements.

If you miss the first appointment Saltire will write to you with a second appointment.

If you fail to provide access for the second appointment, Saltire will pass the information to ourselves. We will contact you to make a third appointment. If we cannot do this we will issue you with a 7 day letter advising that you must contact ourselves to make an appointment to have the boiler serviced.

If this fails, we will write to you with a forced access date. This means we have exhausted all previous attempts to gain access to service the gas boiler as per our policy. This is to ensure that the boiler is safe for you to operate, and the Association is compliant with its legal obligation in gas safety.



Please ensure that you provide access to the gas engineers for the boiler service early in the process, as this will save on the amount of time taken with staff and the engineers. You will also need to make sure you have credit in your gas and electricity to allow the service to go ahead.

Please contact Stephen Dougherty, Property Services Officer, Direct Dial **01786 431027** if you require information about your annual gas service.

# More New Homes Despite

**The 24 new homes going up in Cornton have been built to the highest standard by Cruden Building. We look forward to welcoming new tenants in October.**

The new homes will be of the following type:

- eight x 2 person one bedroom cottage flats;
- six x 4 person, two bedroom cottage flats;
- eight x 4 person two bedroom houses;
- and two x 6 person three bedroom houses.

Elsewhere in Raploch, our Raploch Road and Drip Road homes are being handed over in several phases from now until May 2023 with a mixture of 1 and 2 bed cottage flats and 2 and 3 bed houses available.

Our development at Bannockburn, consists of 10 semi-detached 2 and 3 bed houses for rent. The first phase are due to be ready for let in January 2023.

Further information on all our new homes can be found on our website <https://www.forthha.org.uk/developments/new-build-developments/>

If you wish to be considered for a transfer please contact the office for an application form to complete or contact our Assistant Housing Services Officers for more information:



Johnston Avenue (Phase 2), Cornton – illustrative

**Ann Gordon, Direct Dial: 01786 431025**  
**email: ann.gordon@forthha.org.uk**

**Kevin Milne, Direct Dial: 01786 431926**  
**email: kevin.milne@forthha.org.uk**

Forth works with its contractors at all of its sites to ensure that the highest quality is maintained and that delays are kept to a minimum. Builders are not immune to the worldwide shortages of labour and materials.

# Difficult Economic Climate

This leads to rising prices and can hold up the completion of homes. Whilst we do our very best to ensure houses are handed over to Forth on time, these factors have led to a number of delays across our building sites.

Where this affects you, we thank you for your patience. Our housing staff endeavour to keep incoming tenants informed of delays and advised of any changes to planned dates as they occur.



Johnston Avenue (Phase 2), Cornton – nearing completion

## Got Something To Share?

**Your Housing Services Officer is often your first point of contact when something is happening around your home. Sometimes however they are not the appropriate person to contact particularly when this relates to illegal criminal activity.**

We understand the anxieties and concerns regarding reporting some matters to Police Scotland, you can however report this completely anonymously to Crimestoppers. They are not the police but an independent charity working to help communities.

If you have access to the internet you can report non emergency issues eg drug issues, doorstep crime, drink driving to [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org).

You can also call them in confidence on **0800 555 111**.

Please refer to [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) for more information.

**CrimeStoppers.**  
Speak up. Stay safe.

# Alterations and Improvements

**As a tenant you should ask permission prior to altering and improving your home either internally or externally. We will assess your request and ensure it complies with current legislation and poses no risk to the household or future households.**

If you do not ask for permission, we may ask for the removal of any alteration and potentially you could be recharged the cost. We do not want that to happen. Alternatively,

we can provide you with a short period of time to rectify the alteration and will re-inspect afterwards. We will explain what is required in the letter we send to you.

Please avoid doing any works without asking.

If you have any questions please contact Stephen Dougherty, Property Services Officer Direct Dial: **01786 431027** or email: **stephen@forthha.org.uk**.

## MEDICAL ADAPTATIONS

**Since April we have instructed 24 medical adaptations. Within this figure, this has seen a number of residents remain at their existing home and avoid the upheaval of moving to meet medical needs. These works included installing a level access shower in a low level property, installation of intercom handsets and the fitting of handrails.**

Minor adaptations to the properties that would enhance the tenant's lifestyle and ensure that they can remain at home can be instructed, following on from a home visit from your Housing Services Officer. These include installation of such items as handrails, grab

rails and intercom systems.

If a resident requires adaptations to the bathroom or amendments to the structure of the property, this will require referral from a medical professional. Referrals from Occupational Therapist, GP or from hospital would be sufficient to allow any medical works to be undertaken.

For further information on what qualifies as a medical adaptation please contact Stephen Dougherty, Direct Dial **01786 431027** or e mail **stephen.dougherty@forthha.org.uk**. Alternatively, you can discuss the matter with your Housing Services Officer.



# AGM - 34 Years Of Success!

**The 22nd September will see members of the Association meet to mark its 34th AGM.**

This will provide an opportunity to not only receive the latest set of annual accounts and to also hear a presentation from TPAS on tenant engagement as we move forward with a “tenant first” focus.

The meeting will also consider the election of Committee Members for the coming year and indications at the time of writing are that this is

likely to involve some new faces. If you’d like to check out what happened, visit the news section of our web site at [www.forthha.org.uk](http://www.forthha.org.uk) or contact the office.

The latest set of accounts show that a healthy surplus has been set aside for investment in future homes and the meeting will hear that in the coming year a further £4.3 million will be spent building new homes funded by Scottish Government grant and private borrowing.

The first step to becoming a Committee member is to become a member of the Association. What are the benefits of Association membership? Being a member of Forth allows people to actually have a say about how it is run and develops in the future. The full membership policy with details of how to apply is available by logging on to: <https://www.forthha.org.uk/about-us/membership/>

# 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 be contacted at Direct Dial Tel: 01786 431921 or e mail [tracy.doran@forthha.org.uk](mailto:tracy.doran@forthha.org.uk).



## Clothing Grant (children from Primary 1 to age 16 before 30th September 2022):

- 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 £17,005 annual income.
- Parents in receipt of Child Tax Credits and Working Tax Credits and less than £17,005 annual income.
- Parents in receipt of Universal Credit with annual income less than £17,005

**Applications for Clothing Grant MUST be made by 31<sup>st</sup> December 2022.**

## 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 £17,005 annual income.
- Parents in receipt of Child Tax Credits and Working Tax Credits and less than £7,920 annual income.
- Parents in receipt of Universal Credit with earnings less than £660 per month.

Forms for both Clothing Grant and free School Meals available to complete online at <https://stirling.gov.uk/learning-education/schools/school-meals-uniforms/footwear-clothing-grant-school-meals/>



## 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.

## Educational Maintenance Allowance (EMA)

If you have a child of 16 years of age or over before 30 September 2021 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 2022 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 in July 21 to complete online at <https://stirling.gov.uk/learning-education/schools/school-meals-uniforms/education-maintenance-allowance-ema/>

## 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.

## 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.*

# ENERGY BILLS SUPPORT SCHEME

The grant payment of £400 from the Energy Bills Support Scheme will be paid automatically over a 6 month period commencing in October 22.

For those tenants paying their electricity by direct debit the full amount of the direct debit will be deducted from your bank account. Then the grant payment of £66 will be paid back into your bank account a few days later for each month from October 22 to March 23.

For those tenants on pre-payment meters the £66 will be paid either through vouchers or for some on smart meters the energy supplier may automatically credit the £66 on to the electricity meter.

Please contact our Income Maximisation Officer if you require more information  
Direct Dial : **01786 431921** or  
**tracy.doran@forthha.org.uk**

## AUDITED FINANCIAL STATEMENTS

**These are the documents produced by Forth that gives the statement of affairs of an organisation each year covering the period April to March. The auditors are currently working on the year ended 31 March 2022.**

The audited set of accounts is a lengthy document but very informative on the results of the year. It includes details of:

- A report by the management committee on review of current and future business of the Association
- How much revenue (e.g. rent) was collected and the expenditure (e.g. repairs costs, staff salaries) paid out.

- Balance sheet – a snapshot capture of all the assets and liabilities of the Association at 31 March. (Assets would include the houses Forth owns, while liabilities would include the loans taken out to build them.)
- Statement of cashflow – showing cash generated from the operations of the Association during the year.
- Notes to the accounts explaining the entries.

You can find the previous audited financial statements on our website, while the current set will be uploaded shortly after the AGM. Log on to **<https://www.forthha.org.uk/about-us/annual-accounts/>**

# New Staff at Forth Housing

## New Head of Tenant Services

We are pleased to announce that our new Head of Tenant Services, Mareta Greig has now started at Forth. Mareta previously worked for Atrium Homes and has vast experience in the housing sector.

Mareta said: “ I am delighted to have taken up the role as Head of Tenant Services of Forth Housing Association.

I am excited to have this opportunity to lead an experienced team and continue to build upon the fantastic service delivered to our tenants and customers.”

Contact details:

**[mareta.greig@forthha.org.uk](mailto:mareta.greig@forthha.org.uk)**

We are sure that you will make Mareta and Callum feel very welcome and if you happen to see them out and about in your estate please feel free to say hello.



## New Customer Services Administrator

We are pleased to advise that Callum MacDougall has joined our team last month to provide administrative support to Corporate Services and Income Maximisation. Callum has a great deal of previous experience in Customer Services and is enjoying the diversity of his new role.

Contact details:

**[callum.macdougall@forthha.org.uk](mailto:callum.macdougall@forthha.org.uk)**



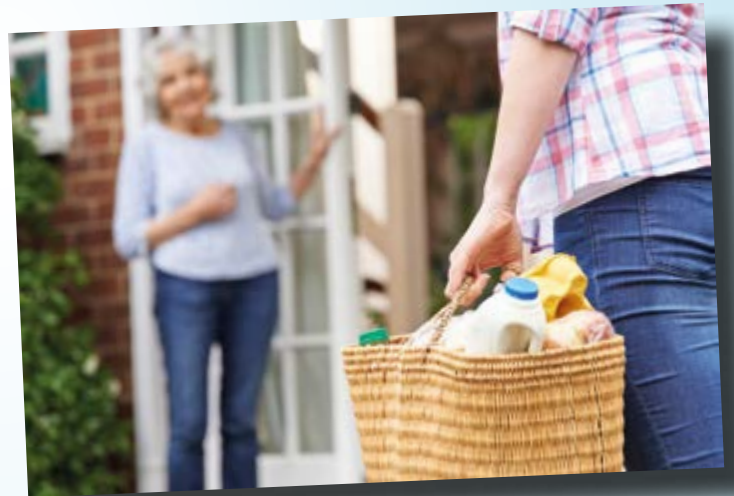
# Good Neighbour Award 2022 – Win a £25 Voucher!

We are holding our Annual Good Neighbour Award competition. If you would like to nominate your neighbour for going that extra mile, please let us know. This could be for doing your shopping, nipping in for a cup of tea and a friendly chat, clearing your path of snow, making you feel welcome when you moved in, helping to tidy up your garden etc.

Last year Gillian Kerr from Cultenhove was a winner. Gillian was nominated by her neighbour Jackie Irvine who said: “Gillian has a heart of gold and the street wouldn’t be the same without her.

To nominate your neighbour, who requires to be a Forth tenant, just explain in no more than 100 words why they deserve Forth’s Good Neighbour Award.

To enter, please phone or write to Angela Laley, Forth Housing Association, 146 Drip Road, Stirling, FK8 1RW **prior to 30th October 2022**. Alternatively, e mail [angela.laley@forthha.org.uk](mailto:angela.laley@forthha.org.uk).





# Pest Control Services

**Legislation advises our properties should be safe and healthy environments for any occupants or their visitors. Therefore, we must ensure your home is fit for purpose and safe from any potential pest infestations.**

Our tenants also have their part to play if pest infestations are to be avoided, especially if caused by actions such as not clearing away food or rubbish or feeding non-domestic animals. If it is found that a tenant's actions has led to a pest infestation, we will take appropriate steps, which may include recharging tenants for works to resolve the issue.

Please note that Stirling Council's Special Uplift Service has resumed. Households can request an uplift of bulky items of household waste online or by calling **01786 404040**.

In addition, residents can make a request via the online form at <https://www.stirling.gov.uk/bins-waste-recycling/special-uplift-of-bulkyitems/>

and should receive a call back within 48 hours to make payment and confirm the collection date.

If you believe you have a pest control problem please call our office in the first instance on **01786 446066**. For more information on pest control log on to Stirling Council's website:

**<https://www.stirling.gov.uk/planning-building-the-environment/environmental-health/pest-control/>**



# STAFF EMAIL ADDRESS UPDATE

**New E Mail Addresses for Staff – Please note that our e mail addresses have changed to the following:**

Name	Job Title	Email Address
Jacqueline Norwood	Interim Director	jacqueline.norwood@forthha.org.uk
Niall Patterson	Development Coordinator	niall.patterson@forthha.org.uk
Mareta Greig	Head of Tenant Services	mareta.greig@forthha.org.uk
Elaine Shepherd	Housing Services Officer	elaine.shepherd@forthha.org.uk
Kelly Cadden	Housing Services Officer	kelly.cadden@forthha.org.uk
Tracy Doran	Income Maximisation Officer	tracy.doran@forthha.org.uk
Kevin Milne	Assistant Housing Services Officer	kevin.milne@forthha.org.uk
Ann Gordon	Assistant Housing Services Officer	ann.gordon@forthha.org.uk
Paul Fraser	Senior Property Services Officer	paul.fraser@forthha.org.uk
Stephen Dougherty	Property Services Officer	stephen.dougherty@forthha.org.uk
Calum Carberry	Assistant Tenant Services Officer	calum.carberry@forthha.org.uk
Elisha Kimani	Finance Officer	elisha.kimani@forthha.org.uk
Shona MacLeod	Assistant Finance Officer & IT Administrator	shona.macleod@forthha.org.uk
Angela Laley	Project & Communications Coordinator	angela.laley@forthha.org.uk
Margaret Glencross	Corporate Services Assistant	margaret.glencross@forthha.org.uk
Becky Ramage	Customer Services Assistant	becky.ramage@forthha.org.uk
Callum MacDougall	Customer Services Administrator	callum.macdougall@forthha.org.uk

# Planned and Cyclical Maintenance 2022-23

We invest in our properties (your home) to keep them current and safe. As part of this year's program, the following works are programmed:

## Colquhoun Street and 3-31 Barn Road

Installation of fire rated flat entrance doors. This works has been carried out by our appointed contractor Sidey and the work is well under way and nearing completion. Our tenants have commented that they are pleased with the new doors.

### Colquhoun Street

Communal close door replacement including replacing the door entry system.

This contract was awarded to Sidey, and the doors are installed and look great. The new door entry is scheduled to be installed by early September.



## Flint Crescent bathroom replacement

The bathroom replacement contract is at the final stages of the procurement process. Once this process is complete, we will be writing to our tenants during Autumn 2022 advising who won the contract. We envisage the contract will start during late Autumn; however, we will advise our tenants beforehand.

## Cyclical external painter work contract 2022 affecting King Robert Court, Tannery Lane/ Queen St, Adamson Place Auld School Wynd and Stirling Rd.

Our Painters are currently working their way around our developments as per our program: some additional joinery works to timber windows and canopies will be required which in turn will see the painters return to apply fresh paint.

We also have continuous rolling programs for Gas Servicing and Electrical Safety checks to our properties which ensures safety and compliance.

Should you like to discuss any of the planned works please contact our Senior Property Services Officer Paul Fraser on Direct Dial: Tel 01786 431026 or e mail [paul.fraser@forthha.org.uk](mailto:paul.fraser@forthha.org.uk).

# Public Holidays

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

**Office Closes:**

Thursday 22<sup>nd</sup>  
September at 5.15pm.

**Office Reopens:**

Tuesday 27<sup>th</sup>  
September at 9am.

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 Logie Group

on telephone 0131 608 2003.

**\*Emergency Repair: These are repairs which are considered necessary to prevent serious damage to the building, danger to health, risk to safety, risk of serious loss or damage, or serious inconvenience to your property.**

## KEEPING YOUR INFORMATION UP TO DATE IS IMPORTANT

Got a new pet? Maybe you've updated your mobile number or email address or has there been a change to your household? You can easily let Forth know by logging into your My Forth online account. If you don't yet have a My Forth

Account please give the office a call, Tel 01786 446066, and we will send you a link and help set this up for you.

Keeping Forth up to date helps us to provide the best service for each tenant and helps with all tenancy related matters.



Useful Contact Details...

**Forth Housing Association Limited**

Kildean Business and Enterprise Hub,  
146 Drip Road, Raploch, Stirling FK8 1RW

Tel: 01786 446066 Fax: 01786 445846

E-mail: [info@forthha.org.uk](mailto:info@forthha.org.uk) Website: [www.forthha.org.uk](http://www.forthha.org.uk)



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