



Speaking Forth

Autumn 2026

The newsletter
of Forth Housing
Association Ltd

Autumn is Upon Us...

As the leaves begin to change and the evenings draw in, we wish all our tenants a safe, warm and enjoyable Autumn. We're here to keep you informed and supported throughout the season.

Public Holiday Office Closure

Please note that our offices will be closed over the following public holiday period:

Office closes: Thursday 24th September at 5.00pm

Office reopens: Tuesday 29th September at 9.00am

If you require an **emergency repair** during this time, please call **01786 446066** and select one of the following options:

- **Press 1** – Saltire (Gas Central Heating)
- **Press 2** – MP Group (All Other Emergency Repairs)
- **Press 3** – Scottish Gas Network (Gas Leaks)

***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.

Properties still within defects period:

Pirnhall (Cat Craig Way)
Bellway Homes: 01207 503293

Raploch (Billy Bremner Way & Fairley Crescent)
Robertson Partnership Homes

Outwith working hours, weekends and public holidays: 0121 221 2869

During working hours: aftercare.rph@robertson.co.uk

Thank you for your understanding. We hope you enjoy the autumn season, and remember that we're only a phone call away should you need us.

Could You Be the Voice of Forth?

At Forth Housing Association, we are always looking for ways to ensure our tenants' voices are heard and represented at the heart of our decision-making. One of the most valuable ways this happens is through our tenant Committee Members.



Recently, we said goodbye to our long-serving tenant Committee Member, Priscilla, who stepped down from the Committee for personal reasons. While we are naturally sad to see her leave, we would like to thank Priscilla for her dedication and commitment over the years. Her contribution has been invaluable, and she played an important role in ensuring the views and experiences of our tenants were represented around the Committee table.

Reflecting on her time as a tenant Committee Member, Priscilla shared what she found most rewarding about the role. One of the greatest strengths of having tenant representatives on the Committee is the opportunity to bring real-life experiences and conversations from our communities into discussions. By sharing the issues, ideas and feedback they hear from fellow tenants, Committee Members help strengthen decision-making and ensure the tenant voice remains at the centre of everything we do.



Priscilla also spoke about the strong sense of connection the role brings. Serving on the Committee allows you to work alongside people who are genuinely committed to improving homes, services and communities, while building positive relationships with others who share the same ambition for Forth Housing Association.



Being a Committee Member is also an excellent opportunity for personal development. Forth provides ongoing training and support, helping members build their knowledge of the housing sector while developing new skills and confidence. Whether you already have an interest in housing or are simply passionate about making a difference, you'll be supported every step of the way.

Committee Members are expected to prepare for meetings by reading papers in advance, considering the issues being discussed and seeking clarification where needed. They also have a responsibility to act in the best interests of Forth Housing Association and all of our tenants, making decisions collectively for the benefit of the organisation and the communities we serve.



For Priscilla, one of the most rewarding aspects of the role was knowing that her views were listened to, respected and could help shape decisions that make a real difference to tenants.

If you've ever wanted to play a more active role in shaping the future of your community, becoming a tenant Committee Member could be the perfect opportunity. Your experiences, ideas and perspective matter, and your voice could help influence decisions that benefit tenants across Forth Housing Association.



If you would like to find out more about becoming a Committee Member, we'd love to hear from you. Please get in touch for an informal chat about the role and discover how you can help shape the future of Forth Housing Association.

Celebrating SUCCESS

KIERA'S JOURNEY WITH FORTH



We are delighted to celebrate the achievements of Kiera, who has recently reached some exciting milestones in her career journey with Forth Housing Association.



We are incredibly proud of Kiera's achievements and look forward to supporting her as she continues to develop her career with Forth. Her journey is a great example of how apprenticeships can provide a pathway to exciting opportunities and long-term careers within housing.



After successfully completing her **Business Administration**

Apprenticeship, Kiera has continued to grow and develop, securing a permanent role as our **Corporate Services Assistant**. This is a fantastic achievement and recognises the hard work, commitment and enthusiasm she has shown throughout her apprenticeship and beyond.



During her time with Forth, Kiera has gained valuable experience across a range of areas, supporting our Corporate Services team and contributing to the work we do to provide effective services for our tenants and communities.

Kiera has also taken another exciting step in her professional development by joining the **Chartered Institute of Housing (CIH) Futures team for Scotland**. This team brings together young and aspiring housing professionals who are passionate about creating positive change and helping to shape the future of the housing sector.

Through CIH Futures, Kiera will have the opportunity to connect with others across the sector, share ideas and continue building her knowledge and skills within housing.



Have Your Say... Join Our Tenant Scrutiny Team!

Do you have ideas about how we can improve our services? Would you like to help shape the future of Forth Housing Association? If so, we'd love to hear from you!

Our **Tenant Scrutiny Team** gives tenants the opportunity to look at the services we provide, ask questions and make recommendations to help us improve. You don't need any previous experience – just a willingness to share your views and work alongside other tenants to make a positive difference.

Not keen on attending meetings? No problem! You can still get involved as one of our **Tenant Editors** or **Armchair Critics**.

As a **Tenant Editor**, you'll have the chance to review newsletters, leaflets and other publications before they're issued, helping to make sure they're clear, easy to understand and relevant to tenants.

Prefer to take part from the comfort of your own home? Become an

Armchair Critic! We'll send you occasional surveys, documents or questions by email or post, allowing you to give your feedback whenever it suits you – with no meetings required.



Whether you have lots of time or just a few minutes now and again, your opinions matter and can help improve the services we provide for everyone. If you're interested in getting involved or would like to find out more, please get in touch with us. We'd love to welcome you on board!

Tenant Satisfaction Survey

– The Results Are In!

A huge thank you to everyone who took part in our latest Tenant Satisfaction Survey.

Earlier this year, independent researchers spoke to almost half of our tenants (**392 of you!**) to find out what they think about Forth as a landlord and the services we provide. Your feedback helps us understand what we're doing well and where we need to improve.

We're delighted that the results show Forth continues to perform strongly compared with other landlords locally and across Scotland. We'll now look more closely at the feedback to identify areas where we can make further improvements. Full results and our improvement plans will be included in our Annual Performance Report, which will be published this autumn.



Overall Satisfaction

We're pleased that **95% of tenants** said they were satisfied or very satisfied with the overall service provided by Forth.

Although this is 1% lower than in 2023, it remains well above the Scottish average of **87%**.

The small number of tenants who told us they were dissatisfied most commonly raised concerns about repairs and maintenance. Other areas mentioned included improving existing homes, listening to tenants' views, maintaining neighbourhoods and communication. We value this feedback and will use it to help shape future improvements.





Keeping You Informed

An impressive **99% of tenants** said they were satisfied with how well Forth keeps them informed about our services and decisions.



Getting Involved

We want tenants to have a real say in the services we provide. Many tenants told us they had taken part in our decision-making activities, and we're delighted that **100%** of those who participated were satisfied with the opportunities available to get involved.

Thank you to everyone who has shared their views—we encourage more tenants to get involved in the future.



The Quality of Your Home

We're pleased to report a **3% increase** in satisfaction with the quality of tenants' homes.

Overall, **94% of tenants** said they were satisfied with the condition of their home. We'll continue to review the feedback to identify any areas where further improvements are needed.



Value for Money

This year, **85% of tenants** said they felt their rent offers good value for money, compared with **88%** in 2023.

We understand that many households continue to face financial pressures, and we remain committed to providing high-quality homes and services that represent good value.

If you're worried about paying your rent or are experiencing financial difficulties, please get in touch with us. Our staff are here to offer advice and support and may be able to help.

Rent in Advance

Paying your rent on time is one of the most important responsibilities of your tenancy and helps us continue to provide services, maintain homes, and support our communities.

As outlined in your tenancy agreement, rent is due **in advance**. This means your rent account should be kept up to date and, where possible, remain in credit. Paying regularly and in advance can help prevent arrears from building up and make managing household finances easier.



We understand that circumstances can change, and sometimes people may find it difficult to keep up with payments. If this happens, it is important that you contact us as soon as possible.

Please contact your housing officer if you would like to speak to us about payment arrangements or setting up an arrears repayment plan. Our team will work with you to discuss your situation and agree a manageable solution wherever possible.



If you are experiencing financial difficulties or think you may struggle to make your rent payments, please don't wait until arrears build up. The earlier we are made aware of any issues, the sooner we can offer support and help prevent further debt.



Thank you

Thank you to all tenants who pay their rent regularly and keep

their accounts up to date. Your cooperation helps us maintain high-quality services for everyone in our communities.



Reporting Bin Issues

If you experience any issues with your bin collection, it is important to report them to Stirling Council as soon as possible. This includes missed bin collections, problems with communal bins, damaged bins, or other waste and recycling concerns. Reporting issues promptly helps the Council investigate and resolve problems quickly, ensuring that waste services continue to operate effectively for everyone in the community.

Tenants are encouraged to check that bins have been presented correctly for collection and that there are no known service disruptions before submitting a report. If your bin has genuinely been missed or there is an issue affecting your property or neighbourhood, you can use Stirling Council's online reporting service to notify them directly. The Council provides dedicated forms for a range of waste-related issues, including missed bins and communal bin concerns.

For further assistance, residents can contact Stirling Council through



their customer service team via the Council's website. Reporting problems quickly helps ensure that issues are addressed efficiently and helps maintain clean and pleasant neighbourhoods for all residents.

Thistle Tenant Risks – Home Contents Insurance Scheme

Your landlord does not cover your home contents and personal belongings. So, it's a good idea to consider what a home contents insurance policy would cover you for. When you move into your property, you should think about protecting your personal possessions and home contents. The Thistle Tenant Risks home contents insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.



All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.



Reasons to choose the Thistle Insurance Scheme:

- ✓ Apply over the telephone.
- ✓ Covers loss or damage to your contents caused by specific events such as, theft, water damage, fire and many more household risks. Covers tenants improvements (up to £2,000 or 20% of the sum insured).
- ✓ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- ✓ Covers damage to external glazing for which you are responsible for. We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen. You don't need to have special door or window locks just a lockable front door.
- ✓ Flexible regular payment options (fortnightly & monthly payments include a transaction charge).

These are just some of the features, limits and exclusions of the Policy. For more information about their policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Visit **www.thistletenants-scotland.co.uk** and request a call back today!

For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**.

Could You Be Missing Out on Financial Support?



If you have school-aged children or young people at home, you may be entitled to financial support. Below is a summary of the grants and benefits available to eligible families.



Clothing Grant

£200 per eligible child

(Children in Primary 1 to age 16 before **30th September 2026**)

You may qualify if, as a parent, you receive:

- Employment Support Allowance (Income Related)
- Income-based Jobseeker's Allowance
- Universal Credit with a monthly income of less than **£1,927**



***Applications must be submitted by 31st December 2026.**

Free School Meals (School Age Children)

You may be eligible if, as a parent, you receive:

- Income Support
- Employment Support Allowance (Income Related)
- Income-based Jobseeker's Allowance
- Universal Credit with monthly earnings below **£995**



Apply for both the **Clothing Grant** and **Free School Meals** online:
<https://stirling.gov.uk/learning-education/schools/school-meals-uniforms/footwear-clothing-grant-school-meals/>



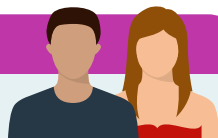
Universal Credit for Young People

If your child is 18 or over, no longer in education and unemployed, they may be able to claim Universal Credit in their own right.

In some cases, young people under 18 who have left education and whose Child Benefit has ended may also qualify for benefits. If so, they should contact the Careers Service for advice.

Child Benefit

Child Benefit usually stops when your child leaves school at age 16. However, it may continue if they are aged under 20 and remain in approved education or training, or if they are aged 16 or 17, have left education, are registered with the Careers Service and are not working 24 hours or more a week.



Educational Maintenance Allowance (EMA)

If your child is aged **16 or over before 30th September 2026** and remains at school, they may qualify for **EMA of £30 per week**.

Applications received by **30th September 2026** can be backdated to the start of the school term. Applications submitted later will only be paid from the date received.

Forms for EMA will be available in July to complete online at: <https://stirling.gov.uk/learning-education/schools/school-meals-uniforms/education-maintenance-allowance-ema/>



School Age Payment (SAP)

Parents or guardians of children born between 1st March 2021 and 28th February 2022 may be eligible for a £331.95 School Age Payment if they receive Universal Credit, Pension Credit, Housing Benefit or income-related ESA.

Applications can be made between 1st June 2026 and 28th February 2027. Eligible families receiving Scottish Child Payment will receive this payment automatically.



If your circumstances change, then you can apply for SAP online at **Scottish Child Payment - mygov.scot** or phone **0800 182 2222** and press option : for best start grant.

**We're
Here to
Help**

If you have any questions or would like help completing an application, our Income Maximisation Officer, **Tracy Doran**, and Assistant Tenancy Sustainment Officer, **Kieron O'Hara**, are here to support you.

Tel: **01786 446066**

Email: incomemaximisation@forthha.org.uk

TWO CHILD LIMIT SCRAPPED



The government has announced that as from 6th April 2026 the 2 child benefit limit will no longer apply.

This means that for every child born a child element will be payable through universal credit.

Unfortunately in some instances the increase in child elements may not result in additional income as if any transitional protection is in payment as the additional child elements will be deducted from this amount in the first instance.

Another scenario is that the increase in child elements could result in the benefit cap being applicable. If this applies then universal credit should detail this information under 'deductions' in the UC statement. The Scottish Government has increased the discretionary housing payment fund to mitigate the benefit cap so if universal credit states 'benefit cap' an application to Stirling Council online <https://www.stirling.gov.uk/council-tax/discretionary-housing-payment/discretionary-housing-payment-application/> and complete form regarding additional income for same as benefit cap reduction amount.

If you are not currently in receipt of universal credit you can check on <https://benefits-calculator.turn2us.org.uk/> whether or not you may now be entitled due to the above change or contact the income max service on **01786 446066** and Tracy Doran or Kieron O'Hara can complete a financial check for universal credit entitlement.



Home Safety over holidays

Whether you're going away for a weekend, a holiday abroad, or an extended trip, taking a few simple precautions can help keep your home safe and give you peace of mind while you're away.

Before you travel, make sure all doors and windows are securely locked, including any communal entry doors if applicable. It's also a good idea to double-check sheds, garages, and any external storage areas.

Try not to leave signs that your property is unoccupied. If possible, ask a trusted friend, family member, or neighbour to help by collecting post, moving bins, or occasionally checking on your home. Overflowing letterboxes or uncollected deliveries can make a property look empty.

For longer periods away, you may wish to pause newspaper deliveries and consider using timer switches for lights to give the appearance that someone is at home.

You may also wish to let your housing officer know if you'll be away for an extended period, particularly if there may be repairs or emergency contact needs during your absence.



A little preparation goes a long way in keeping your home secure while you're away.

Working Together to Improve Our Repairs Service



Over the past year, tenants from Forth and Rural Stirling Housing Associations have been working with the Tenants Information Service (TIS) to take a close look at our Repairs and Maintenance Service.

Together, we explored the whole repairs journey – from reporting a repair, to how it's managed and completed, how contractors are appointed and monitored, and how we keep tenants informed every step of the way.

Bringing tenants from both Housing Associations together gave everyone the chance to share their experiences, learn from each other, and discuss what works well and where improvements could be made. The feedback, ideas and honest conversations have been invaluable and have helped shape the final report.

The review showed just how important good communication, transparency and trust are in delivering a repairs service that works for everyone. It also recognised that each Housing Association works in different communities and faces different challenges.

The Scrutiny Group has put forward a number of recommendations to help improve our repairs service, and over the coming months we'll be working on putting these into action.

A **big thank you** to all the tenants who gave up their time to be part of the scrutiny group. Your commitment, honesty and enthusiasm have made a real difference. Tenant scrutiny only works because tenants get involved!

If you'd like to have your say and be part of our next scrutiny exercise, we'd love to hear from you. Please give us a call to find out more.

In the meantime, here's a reminder of how we can all work together to make the repairs process as smooth, straightforward and efficient as possible for everyone...

How you can help us with your repair

We want to make getting a repair as simple as possible. Here are a few things you can do to help us get things sorted quickly.

- » **Report repairs as soon as you notice them.** The earlier you let us know, the easier it is to prevent small problems becoming bigger ones.
- » **Tell us as much as you can.** A clear description and, if possible, photos can help us send the right person with the right equipment.
- » **Keep your contact details up to date.** This helps us keep you informed about appointments and any changes.
- » **Let us know if you have any communication or accessibility needs.** We'll do our best to make the service work for you.
- » **Make sure we can access your home** for agreed appointments, or let us know as soon as possible if you need to rearrange.
- » **Keep a note of your repair reference number.** It makes it easier for us to find your repair if you need to get in touch.
- » **Tell us if anything changes.** If the repair gets worse, you've noticed another issue, or the problem has already been resolved, please let us know.
- » **Share your feedback.** After your repair, we'd love to hear about your experience. Your feedback helps us improve our service and work with our contractors to provide a better experience for everyone.

What you can expect from us

We'll:

- ✓ Keep you informed about the progress of your repair.
- ✓ Let you know if there are any delays or changes.
- ✓ Tell you who will be visiting your home and what work they'll be carrying out.
- ✓ Be open and honest about any service challenges.
- ✓ Listen to your feedback and use it to improve our repairs service.

Keeping Your Home Healthy: Tackling Damp and Mould

Simple steps to help prevent damp, mould and condensation

A warm, dry and healthy home is important for everyone. Damp and mould can sometimes develop in properties, but there are simple steps we can all take to help reduce the risk and keep our homes in the best possible condition.

Many cases of damp and mould are caused by everyday activities such as cooking, bathing and drying clothes. By making small changes to how we manage moisture in our homes, we can help prevent problems before they start.



Top tips for preventing damp and mould:



Keep your home well ventilated

Open windows regularly, especially after cooking, bathing or showering, to allow moisture to escape. Using extractor fans where available can also help reduce condensation.



Wipe away condensation

If you notice water droplets on windows, shower screens or other surfaces, wipe them away regularly. This helps prevent moisture from building up and creating the right conditions for mould to grow.



Dry clothes carefully

Drying clothes indoors can add a lot of moisture to your home. Where possible, dry clothes outside. If you need to dry clothes indoors, use a well-ventilated room, keep doors closed to prevent moisture spreading, and open windows or use extractor fans.



Keep your home warm

Maintaining a steady temperature can help reduce condensation. Try to heat your home regularly, even during colder months.



Clean areas regularly

Regular cleaning of bathrooms, kitchens and areas where condensation occurs can help prevent the build-up of mould. If you notice small areas of mould, clean them promptly following suitable cleaning guidance.

Working together to keep your home healthy



Preventing damp and mould helps create a more comfortable living environment and can protect your home from avoidable damage. Simple changes to daily routines can make a big difference.

If you have concerns about damp, mould or condensation in your home, please contact us. We are here to support you and help ensure your home remains safe, warm and healthy.

Be Aware: Giant Hogweed and Japanese Knotweed

As we enjoy the warmer months and spend more time outdoors, it's important to be aware of two invasive plants that can cause problems if not managed properly – Giant Hogweed and Japanese Knotweed.

Giant Hogweed – Keep Your Distance

Giant Hogweed is an invasive plant that can grow several metres tall and is recognisable by its large leaves and white umbrella-shaped flowers. While it may look impressive, it can be harmful if touched.

The plant's sap can cause serious skin reactions when exposed to sunlight, including painful blisters and burns. For this reason, please avoid touching Giant Hogweed and keep children and pets away from the plant if you spot it.

Pictured: Giant Hogweed



Japanese Knotweed – A Plant That Spreads Quickly

Japanese Knotweed is another invasive species that can spread rapidly and can cause damage to buildings, paths and outdoor areas due to its strong root system. It can grow quickly during the summer months, with tall green stems and clusters of small white flowers appearing later in the year.



If you spot Japanese Knotweed within your local area, please report it to us rather than attempting to remove it yourself. Cutting or digging up the plant can make it spread further.

Help Us Protect Our Communities

We are monitoring and managing invasive plants across our estates and would appreciate your help in identifying any areas of concern.

If you see Giant Hogweed or Japanese Knotweed, please **do not touch or try to remove it**. Instead, contact us with details of where you have seen it, and our team will investigate.

Together, we can help keep our neighbourhoods safe, clean and enjoyable for everyone.



Keeping You Safe: Legionella Awareness

Simple steps to help prevent Legionella in your home

At Forth Housing Association, the safety and wellbeing of our tenants is our priority. We want to remind everyone about **Legionella** and the simple steps you can take to help reduce the risk of this bacteria growing in your home.

Legionella bacteria can be found naturally in water sources and usually only becomes a concern when it grows in warm, stagnant water. In some cases, breathing in small droplets of contaminated water can cause an illness called **Legionnaires' disease**, which is a type of pneumonia.

The good news is that there are simple things you can do to help keep your water systems safe:

- » **Run your taps regularly** – especially if a tap has not been used for a while. Let the water run for a few minutes before using it.
- » **Keep shower heads and hoses clean** – remove any build-up of limescale and clean them regularly.
- » **Use your shower regularly** – if you have a shower that has not been used for some time, run it through with hot water before use and avoid breathing in any spray.
- » **Keep hot water hot and cold water cold** – avoid turning off your boiler or water heating system for long periods unless necessary.
- » If you have been away from your home for a period of time, such as a holiday or hospital stay, it is a good idea to **run your taps and flush your toilets when you return** to refresh the water supply.

If you have any concerns about your water system, notice any issues with your heating or hot water, or would like further advice, please contact us and we will be happy to help.

By taking a few simple precautions, we can all help to keep our homes safe and healthy.

Keeping Our Communities VERMIN FREE

Working together to prevent vermin problems

We understand that reports of rats can be concerning for tenants. We have previously received reports of rats within some of our developments, and we are pleased to confirm that these issues have now been resolved.

To help prevent future problems and keep our communities clean, safe and pleasant places to live, we have put together some helpful “**Do’s and Don’ts**” to reduce the risk of attracting rats to your home and garden.

✓ **Do’s** – Immediate Actions and Prevention



Check for entry points

- Rats can enter through surprisingly small gaps.

Check around brickwork, pipes, vents and external areas for possible access points. If you notice any concerns, please contact us for advice.



Keep gardens tidy -

Overgrown areas, garden clutter, wood piles and unused items can provide hiding places for rats. Keeping outdoor areas tidy can help reduce the risk.



Store food safely -

Keep dry food, including pet food, in sealed containers and avoid leaving food waste exposed. Even small amounts of food can attract rats.



Be mindful of bird feeding -

While feeding birds can be enjoyable, fallen seeds can become a food source for rats. Consider removing bird feeders if you notice signs of vermin nearby.



Manage waste responsibly -

Make sure wheelie bins and internal waste bins have secure lids. Please do not leave rubbish bags sitting outside, as these can attract vermin.



Check drains and outdoor areas -

Ensure drain covers are secure and report any damage, as rats can often enter properties through drainage systems.

Helpful Tips and Advice



X Don'ts – Mistakes That Make It Worse



Don't tackle the problem yourself – if you notice signs of rats or other pests, please contact us so we can arrange appropriate advice and support through A1 Pest Control.



Don't leave pet food outdoors – remove pet bowls, particularly overnight, as these can attract rats.



Don't add cooked food or meat to compost bins – ensure compost areas are protected to prevent rats from burrowing.



Don't feed wildlife near your home – leftover food intended for birds or other animals can unintentionally attract rats.



Don't ignore signs of rats – droppings, which are similar in size to large grains of rice, should be reported and cleaned carefully using suitable disinfectant.



Don't use temporary materials to block holes – materials such as wood, plastic or foam can easily be damaged. Always seek advice if you identify possible entry points.



Don't delay reporting repairs – rats can cause damage, including chewing electrical cables, so please contact us as soon as possible if you have concerns.

Working together for cleaner, safer neighbourhoods

Preventing vermin problems is something we can all help with. By following these simple steps and reporting any concerns early, we can work together to protect our homes and communities.

If you notice signs of rats or require advice, please contact Forth Housing Association and our team will be happy to help.

Annual Tenant Visits

Our **Annual Tenant Visits** help ensure you feel safe, secure and comfortable in your home. They're also a great opportunity to raise any concerns, update your contact details and receive friendly advice about your tenancy and maintaining your home.

*Visits are friendly,
informal and usually
take around
30 minutes.*

What to Expect



Home Check

Ensuring your home is in good condition.



Safety & Security

Checking your home is safe, secure and accessible.



Repairs

Reporting any repairs or maintenance issues.



Helpful Advice

Guidance on your tenancy and caring for your home.



Contact Details

Making sure your information is up to date.

Our Tenant Services Team will contact you when your visit is due, or you can get in touch to arrange an appointment.



Useful Contact Details...

Forth Housing Association Limited

Kildean Business and Enterprise Hub,
146 Drip Road, Raploch, Stirling FK8 1RW
Tel: 01786 446066

E-mail: info@forthha.org.uk • Website: www.forthha.org.uk



forth
housing association (cic)



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