



Shetland Tenants Forum Newsletter

The Shetland Tenants Forum

1a Water Lane,

Lerwick.

ZE1 0AG



Our office is open from 10.30 am – 3.30 pm Monday to Thursday, for all tenants either with SIC, HHA, or private landlords. If you wish to make an appointment to see our worker just phone and make an appointment.

Our Tenants Participation Worker will help you with any questions you may have. If for any reason Joann does not know the answer she will find out for you or put you in contact with some one who will be able to help.

If you are a tenant and would like to be involved in the STF just come along and join our group.

Telephone /Fax No: 01595 695197

E - m a i l a d d r e s s : -
joann@shetlandtf.plus.com

Set up a Tenants Group

If you have a problem in your area sometimes several voices are better than one.

If you would like to set up a tenants group in your area just come along or phone the office and ask for an information/start up pack.

We offer practical and financial help to anyone wishing to start up a group.

STF News

We have had another successful summer at the Forum with various queries etc coming into the office all are being/have been dealt with.

Several members from the STF visited the new Association set up in Unst recently. **Brucehall Tenants Association.** This group cater for extra care in their complex, several different projects are about to start in the scheme, community garden with raised flower beds and a poly tunnel. The residents have several different ideas they would like to see in the complex new seats, dropped kerbs for wheel chair access, a black bag store, all this will help the people who live there, the Uyeasound schoolchildren are keen to help with the project.

We enjoyed our trip to Unst and would like to thank Kathleen and Donna for showing us round and the welcome cup of tea, and we wish them every success with the project.



Paul Scarsbrook chair STF presenting Kathleen Johnson chair BTA with their start up grant cheque, also in the photo are Donna Johnson BTA Sec, Chris Robertson and Bill Hall STF.

National Fraud Initiative

The Shetland Islands Council is legally obliged to participate in the National Fraud Initiative data matching exercise, which requires the Council to submit Tenant details to Audit Scotland so that they can be compared with other information provided by the Council and other public bodies for the prevention and detection of fraud.

Consequently, we advise Shetland Islands Council Tenants that the data held by the Council in respect of your tenancy will be used for cross-system and cross-authority comparison purposes for the prevention and detection of fraud.

A Tenants Voice

Would you like your voice to be heard?

Would you like to contribute your ideas to how the Housing Service is provided?

Is there a Tenants Group in your area?

If the answer to the last question is "No" then we would like to look at other ways to help you take part in consultation on housing issues that affect you as a tenant. We can arrange to contact you by phone, e-mail or letter. If you would like to be part of a group but not on a committee, you can join the STF as a tenant.

There are lots of ways you can be involved and get your voice heard.

Just let the STF know what you prefer.

Useful Phone No's:

SIC Emergency Out of Hours Phone No:- -01595 693972

S.I.C. Out of Hours Homeless Phone No:- -01595 695611

Emergency Phone No for H.H.A:- -07818594752

Neighbourhood Support Workers Contact:- -01595 744347

Safer Shetland Action Line:- -01595 694544

Police:- -01595 692110

Community Mediation Team:- -01595 743934



Dog Fouling Bags

Dog Fouling bags are available at the Shetland Tenants Forum Office if you need any call along for them.

Or you can contact the Environmental Dept at Grantfield. 01595 744347

Latest News from Hjaltland Housing Association

New Build

It has been a busy summer allocating the new properties at Quoys, Lerwick and in Sandwick.

Since July we have allocated 32 new units assisting those on the waiting list. The Association supports the SIC Housing Services through our nomination arrangement with 50% of our properties allocated to those on the Council's homeless and waiting lists.

Work has now commenced on our new sites in Aith, Cullivoe and the Baptist Kirk in Lerwick. We are hopeful that our new scheme at Herrislea Tingwall will start on site in February/March 2011.

At our Annual General Meeting this year Mr Jim Anderson was voted on to our Management committee. There are 15 members on our Committee which meets monthly to oversee the work of the organisation.

Tenants Satisfaction Survey

This year we are undertaking a Tenant Satisfaction Survey and we would like to thank the tenants who completed the questionnaire. We received 137 responses which represents a 26% return.

Karen Hannay has been employed to produce the report on the findings of the survey and we will advise tenants as soon as this is available.

Sheltered Housing Support

Our Sheltered Housing Support Services are inspected by the Care Commission. As part of this process we undertake a self assessment which includes the views of the tenants.

The Association sought the support of the Shetland Tenants Forum to assist us in undertaking an independent interview with tenants to seek their views. We are pleased that many of the comments received were very positive.

For further information please contact **Fiona Robertson** or **Leigh-Anne Card** at:

Hjaltland Housing Association on 01595 694986

We would encourage tenants to make full use of the Shetland Tenants Forum in any concerns that they may have about Hjaltland Housing.

You can learn more about Hjaltland at:

www.hjaltland.org

Latest News from Shetland Islands Council (Housing Services)

LHS

The Council is preparing to produce a new Local Housing Strategy next year. So far a steering group has been set up and a number of sub-groups formed to take forward ideas on the following themes:

Ageing Population

Future Supply

Fuel Poverty

Private Sector

Homelessness

It is hoped that public consultation on the new Strategy will be started early in the new year and that the consultation can link with other parts of the Council like Planning, Transport and Education.

In advance of the new strategy the Council is currently advertising for expressions of interest from people who are interested in incentives and initiatives to help them to get into the housing market. It might be that some people would like to buy a house but a number of things might be hindering them – such as available land, affordability of houses, size of deposit required. Some might prefer to be shared owners or maybe would prefer to have a serviced site available. The Council is keen to hear from you and an information pack is available either from the reception at 6 North Ness, phone 01595 744360 or it can be found online too.

www.shetland.gov.uk/housing

Budgets

Housing Services is also waiting to hear what the proposed budget strategy is going to be for next year. We will shortly be sending out our annual rent consultation survey to all tenants. We would urge you to take a few minutes to complete the survey and send it back to us. Your views are very important in how we provide a housing service to you and the survey is an opportunity for you to tell us your views.

Home Swapper

Remember the Home Swapper On Line Service is available for tenants wishing to swap properties

www.homeswapper.co.uk

For More Information Contact:

www.shetland.gov.uk