

Tenants Newsletter

The newsletter for Council
tenants in South Ayrshire
Autumn 2019



Find out
more on pages
20 & 21

COMMUNITIES FUN DAY

SATURDAY 14TH SEPTEMBER 2019

11am - 4pm. Citadel Leisure Centre, Ayr



FREE
EVENT



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Plus
Much
More!

Useful Contacts

South Ayrshire Council
Customer Services
0300 123 0900

Environmental Health
01292 618222

Trading Standards
01292 616060

Housing Enquiries & Repairs
0300 123 0900
(emergency or routine)

Waste Enquires &
Special Uplifts
0300 123 0900

Scottish Water
0845 600 8855

Scottish Power
0845 272 7999

GAS (Emergency)
0800 111 999

Police
101 (Non Emergency)
999 (Emergency)

Power Cut
105

NHS 24
111 (Out of Hours Health
Advice)

Emergency Homeless
0808 100 3151
(Out of Hours)

Ayr Hospital
01292 610 555

South Ayrshire Council have launched an online newsletter to keep you up to date with all Council news.

SOUTH AYRSHIRE COUNCIL
LIVE

YOUR COUNCIL
YOUR NEWS



The online magazine for
South Ayrshire residents

www.south-ayrshire.gov.uk/south-ayrshire-council-live



south
AYRSHIRE
GO UP IN CIL
Councils Beyond All's Days

South Ayrshire Council Live

View the latest
version of the
newsletter below

Visit <https://www.south-ayrshire.gov.uk/south-ayrshire-council-live/> to find out more.



AWARD WINNERS

In the Spring 2019 edition of our newsletter we ran 2 competitions, Spot the Difference and Where's Molly.

Thank you to everyone who entered these competitions, we received 118 entries. Unfortunately not everyone can be a winner but we are delighted to announce that the winners are:

Where's Molly: Kathleen Wright who won £50 shopping vouchers of their choice

Spot the difference: Caralyn Reilly who won £30 shopping vouchers of their choice.

Be sure to enter the competitions in the Autumn edition to be in with a chance of winning some great prizes.

This information can be translated into other languages and formats on request

可按要求將本資訊翻譯成其他語言和轉變為其他格式。

درخواست کرن پر ان معلومات کا ترجم دیگر زبانو اور شکلو می کیا جا سکتا :

Na życzenie klienta, informacje te mogą być udostępnione w innych językach oraz formatach.

Trauma Informed South Ayrshire

“Trauma is everyone’s business”

Over the last few years, research from all over the world has found that traumatic events in people’s lives can have a negative impact on their health and well-being, education and social relationships.



Trauma in this context means ‘an event, a series of events or a set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening’. This can include things like experiencing or witnessing violence or abuse, experiencing neglect or witnessing issues affecting others around them. Experience of trauma is far more common in society than was previously thought with some estimates suggesting half of the population had some experience of trauma during their childhood.

Trauma affects people differently, but it can impact on the way people interact with others, including how they think, act and manage stress. This in turn can have an impact on their willingness or ability to access the services that we all need – including healthcare services, education and housing.

In response to this, the Scottish Government has made a

commitment to ensure everyone in the Scottish workforce understands the prevalence and impact of trauma – this is called being ‘trauma informed’.

As part of this process, NHS Education for Scotland (NES) was commissioned to develop ‘Transforming Psychological Trauma: A Knowledge and Skills Framework for the Scottish Workforce’ as part of the Scottish Government’s commitment to developing a National Trauma Training Programme. This framework is designed to increase understanding of trauma and its impact across the whole Scottish workforce.

Given the impact that trauma can have on people’s wellbeing and life chances, we are keen to make sure our staff and partners are all trauma-informed. South Ayrshire Council recently held a Leadership Event where the Council’s Senior Management from all services and Elected Members were invited to attend. At this event, the Council’s leadership were given an updated overview of the national work ongoing in relation to the Scottish workforce becoming trauma informed, and provided an opportunity to discuss what we could do differently in South Ayrshire to support this. The event helped us to identify how we, as a workforce, can develop our current ways of working to improve and enhance the way we support and work with customers and staff

experiencing trauma or who are survivors of trauma. While we recognise that not all members of staff need to be experts on trauma, we do need everyone to be aware of trauma – because responding to trauma is everyone’s business.

Going forward, South Ayrshire Council will be using the ‘Transforming Psychological Trauma’ framework as a base to train staff in order for us to fully become a trauma informed workforce.



HOUSING SERVICES NEWS



Tenants Choir

Our newly formed Tenants Choir meets every fortnight at Ayr Town Hall. The choir has been steadily growing since starting up in February with new members joining each fortnight - what are you waiting for?

Under the guidance of choir leader, Rachael Hynes, the Choir take part in breathing exercises and have been learning lots of techniques. Amazing Grace has quickly become a favourite with the group using the song to practice each week.

Studies show that singing improves our mood and helps with stress, depression and anxiety – our tenants certainly agree with that.

One tenant said: *“I came along with no previous singing or Choir experience and I’m impressed with how much I’ve picked up in a matter of a few nights at the Choir sessions.”*

Whether you’re looking for a new hobby, have the voice of an angel,

or simply want to try something different, come and be a part of our Tenants Choir.

Upcoming Choir Sessions:

- August – 22nd
- September – 5th & 19th
- October – 3rd, 17th & 31st
- November – 7th & 21st
- December – 5th

If you would like to come along to the choir and take part then get in touch with our Tenant Participation Team on 01292 473469 or email tp@south-ayrshire.gov.uk

Property Maintenance Housing Repairs

Our Property Maintenance Service has recently started carrying out repairs from 3 April 2019 using electronic handheld tablets rather than job tickets.

This has been in development since September 2015 and this new way of working brings the Council into line with other Local Authorities throughout the UK.

We are in the first instance focusing on emergency and urgent repairs but intend to have all Housing repairs on this

system by the end of December 2019. All works are planned by work scheduling planners based at McCalls Avenue Business Centre, Ayr.

This is being managed by Property Maintenance Service Lead – William J Andrew who has been instrumental in bringing this way

of working into the department after consulting with a number of other Local Authorities throughout Scotland. The changes will provide a better and more efficient and effective service to all our tenants.

All repairs will now have an appointment to suit the service user who will receive confirmation by text of appointment and a further text when we are on our way.



Tenant Participation Update

Sharing Experiences

Our Tenant Participation team members (Gordon & Kyle) were invited to Aberdeen by the North East Tenants Residents and Landlords Together (NETRALT) group to share our experiences of making and using Podcasts to get information and updates out to tenants and customers in a different way.

Gordon and Kyle spent a day with the group providing an overview of the equipment used to record, edit and upload a podcast to the world. The group then went on to discuss and record their very first Podcast providing information on what NETRALT aims to achieve.

The NETRALT group is supported by 10 housing organisations from the North East and include:

- Aberdeenshire Council
- Aberdeen City Council
- Blackwood Group
- Cairn Housing Association
- Castlehill Housing Association
- Grampian Housing Association
- Langstane Housing Association
- Moray Council
- Osprey Housing
- Sanctuary Scotland



To listen to our podcasts search for South Ayrshire Council Housing Services on **Soundcloud.com**

The group is made of up of tenants, residents and landlords from across the North East of Scotland and allows the organisations mentioned to share experiences, training and work on housing projects together.

Kyle McKay said "It was great to be asked along to share our experiences of something that we have just recently started with our young tenants group".



CONTINUED ...

Performance Edition

Each year in October we report our performance through a special edition of this newsletter called **The Performance Edition**.

The Performance Edition working group decided that we would stop sending every tenant a paper copy of the performance edition. We asked if you would still like to receive the performance edition directly and if you would like this by email or by post. If you are a new tenant or have changed your mind about receiving the performance edition, you can get in touch with us to let us know if and how you would like to receive this.

You can call the tenant participation team on 01292 473469 or email tp@south-ayrshire.gov.uk to indicate to us if you would like us to send it to you directly.

You can also send us in your details by post for free! Fill in the information below. Just send this

information to us using the cut out freepost label.

We will then send you out a copy of the performance edition in October. Paper copies will also be available to pick up in our Customer Service Centres.



PERFORMANCE EDITION REGISTRATION



Name

Address

Town.....

Postcode.....

Contact no.....

Email(if applicable).....

How you would like us to send out the performance edition to you?

BY POST DIGITAL (Please Tick Applicable)

Freeport Plus RTHS-ELUU-ETUG
South Ayrshire Council Housing
Policy & Strategy Team
2 The Cross Prestwick,
Prestwick,
KA9 1AN



Annual Return on the Charter

Involved tenants of the Housing Service met with officers on the 29th of May to review the Annual Return on the Charter submission to the Scottish Housing Regulator.

The Scottish Social Housing Charter sets out standards and outcomes that Local Authorities and Registered Social Landlords have to achieve. Each year tenants have the opportunity to review the statistics before this is signed off and sent to the Scottish Housing Regulator before the 31st of May. By the end of August 2019, the Regulator

will produce a report that details how South Ayrshire Council have done and allows you to use the comparison tool on the Regulator’s website to compare against other similar local landlords. In October of each year, Local Authorities and Registered Social Landlords have to report to all tenants on how well they have achieved these outcomes.

South Ayrshire Council, along with the tenants working group achieves this through our special edition of the newsletter called the Performance Edition.



Fly-Tipping

Fly-tipping is the illegal disposal of waste.

Most of us dispose of our waste using proper and safe routes, but there are others who choose to tip their waste in the countryside, or on other people’s land. This is fly-tipping. There has been an increased number of reports regarding fly-tipping in the Prestwick area near St Cuthberts Golf Course. The area highlighted is frequented by wildlife and the increase in fly-tipping can be upsetting to the animals who reside there.

Please take care when disposing of your rubbish and follow the proper procedures. For more information on fly-tipping please visit <https://www.south-ayrshire.gov.uk/bins-and-recycling/litter/flytipping.aspx> or call **0300 123 0900** to report fly-tipping in your area.

CONTINUED ...

New Plans For Riverside High Rise Flats



Following consultation and engagement with tenants living in the high rise flats at Riverside Place in Ayr, Councillors have taken the unanimous decision to demolish the three multi-storey blocks and build a new development on the site.

210 households participated in a survey which revealed that 111 (51.7%) of them supported the demolition of the existing flats, with 99 (46%) of households calling for the flats to be refurbished.

Councillors went with the majority of tenants which means that an estimated 90 new one and two bedroom apartments will be built. These new properties will be available in the first instance to existing tenants who have been displaced from Riverside Place and have expressed an interest in returning to this location.

This decision follows detailed intrusive technical surveys of the flats last year which revealed issues the Council was previously unaware of. This included timber window sections and panels which appear to date from the original 1969 structure of the building, as well as cavities exposed by cladding installation works in 1992.

The surveys indicated that the existing cladding system, external pitched roof covering and the windows would need to be replaced and this would require significant levels of investment.

An implementation plan will now go before Councillors in November 2019; in the meantime housing staff will be in contact with the residents to discuss their needs and housing options.

The implementation plan will give more details on the needs and

aspirations of tenants and this will help inform the timescales for the demolition and the new builds.

Councillor Philip Saxton, Housing and Community Wellbeing Portfolio Holder for South Ayrshire Council said: *“This was not an easy decision to take but the amount of work required and the level of investment needed to refurbish the blocks, led us to consult with tenants to seek their views.*

“New accommodation on the site allows the Council to provide properties which are more accessible, in line with the latest building standards and can be adapted to suit the future needs of our tenants.

“In the meantime we will continue to support our tenants, and we will be writing to them to let them know that their living arrangements will not change in the short term.

“Over the coming weeks, Housing Officers will be speaking to those tenants who selected the option to refurbish. The Officers will discuss their needs and other housing options.

“Throughout the process, Housing Officers will ensure that tenants are kept up to date and the implementation plan takes account of their needs and circumstances.”

SHELTERED HOUSING NEWS

Dundonald Donation

Congratulations to Dundonald Sheltered Housing unit for raising a fantastic £700 for Alzheimers Scotland from their coffee morning on the 25th of May 2019, where friends and relatives of the unit also attended. The cheque was presented to a representative of Alzheimers Scotland on the 18th June.



Musical Generations

Tenants have been continuing to enjoy the Musical Generations sessions at their local Sheltered Housing Unit. Tenants have been coming along to enjoy some coffee and lunch as well as singing along with some old favourites from the Centrestage performers.

The sessions have been very well received and we are now progressing with the second round of visits to units across South Ayrshire.

Keep an eye out for further dates at your local sheltered housing unit or contact the tenant participation team on **01292 473469** or email tp@south-ayrshire.gov.uk

Dates for the Musical Generations sessions are:

Thur 15th Aug:

Newton Park Court, Ayr

Thur 22nd Aug:

Lichtenfels Gardens, Prestwick

Thur 26th Sep:

St Meddans Court, Troon

Thur 24th Oct:

Limonds Court, Troon

Thur 21st Nov:

Fullarton Avenue, Troon

Thur 12th Dec:

Panrock Court, Troon

Ukulele Band

Sheltered Housing Tenants have been enjoying the performances of a Ukulele Band. The band have been going round all Sheltered Housing Units to perform different types of music to the residents where they were given tambourines to join in. Tenants who attended gave a donation that went to various charities.



TUMBLE DRYER RECALL

Whirlpool UK Appliances Ltd is to issue a product recall of tumble dryers not yet modified from consumers' homes.

Under the recall, consumers with an unmodified, affected tumble dryer will be entitled to a new replacement machine. This will be delivered and installed, with the old one removed, all at no cost.

Consumers with an unmodified machine should contact Whirlpool to arrange a free replacement.

The recall covers all models of vented and condensing tumble dryers produced between 1 April 2004 and 30 September 2015 and sold in the United Kingdom

under the Hotpoint, Indesit, Creda, Proline and Swan brands, with the exception of those which have been modified or replaced in accordance with the agreement between Whirlpool UK Appliances Limited and Peterborough Council of September 2015. Consumers can:

- **call the Whirlpool helpline on 0800 151 0905 for more information**
- **visit the Whirlpool website for a full list of affected machines**
- **visit product recall**

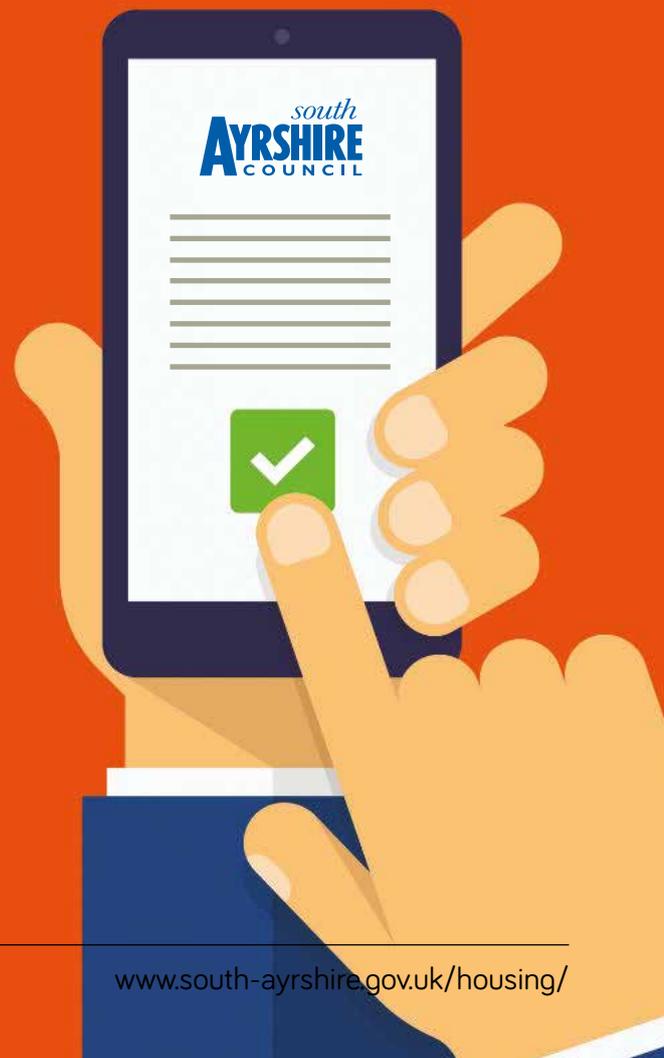


Interested Tenants Register

Want to stay up to date with Tenant Participation meetings and their outcomes but don't want to attend the meetings?

Join our Interested Tenants Register and we will keep you up to date with outcomes of meetings, relevant consultations, information on local and national housing discussions and upcoming events.

To register contact our Tenant Participation Team on **01292 612968** or email **tp@south-ayrshire.gov.uk**



New Build Updates

South Ayrshire Council have been extremely active in the progression of developing new build housing. Here is an update on all of our new build sites that we are currently developing.



School Gardens, Whitletts

With 19 out of the 26 new build houses occupied at the new School Gardens affordable housing development site, the site is on target for completion before the end of August.



Houdston - Reid Lea (Coalpots Road) Girvan

McTaggart Construction are ahead of schedule to deliver the 7 units being constructed in Girvan for the new travellers site. We are hoping that the houses will be ready for their new tenants by mid August.

Main Street, Prestwick

A demolition contractor has been instructed with demolition of the the former Prestwick Police Station/South Ayrshire Council Social Work office is due to commence over the next few weeks.

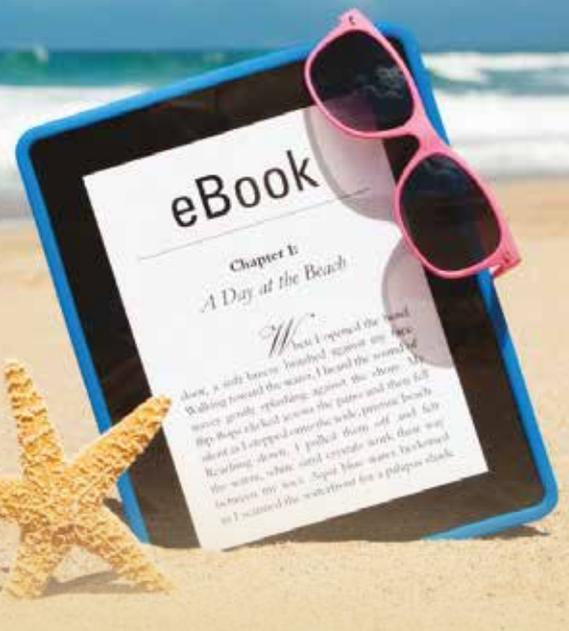
Fort Street/Citadel Place, Ayr

Planning permission is now in place for a mix of flats and bungalow accommodation. Progress is currently being made to identify a building contractor.

Waggon Road, Ayr

76 Amenity (rented accommodation provided by housing associations and local councils that is designated and particularly suitable for occupation by older people) flats alongside a dedicated community facility will be built over 3 sites on Waggon Road.

Have Library Card, Will Travel...



EBOOKS AND AUDIOBOOKS, THE PERFECT TRAVELLING COMPANIONS

Going on holiday? Before you check in, don't forget to check out our fantastic selection of ebooks and audiobooks. All you need is a South Ayrshire Library card to get started. The service is completely free and works on almost any mobile device.

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LISTEN TO A GOOD BOOK

If you aren't much of a reader, how about listening to an audiobook instead?

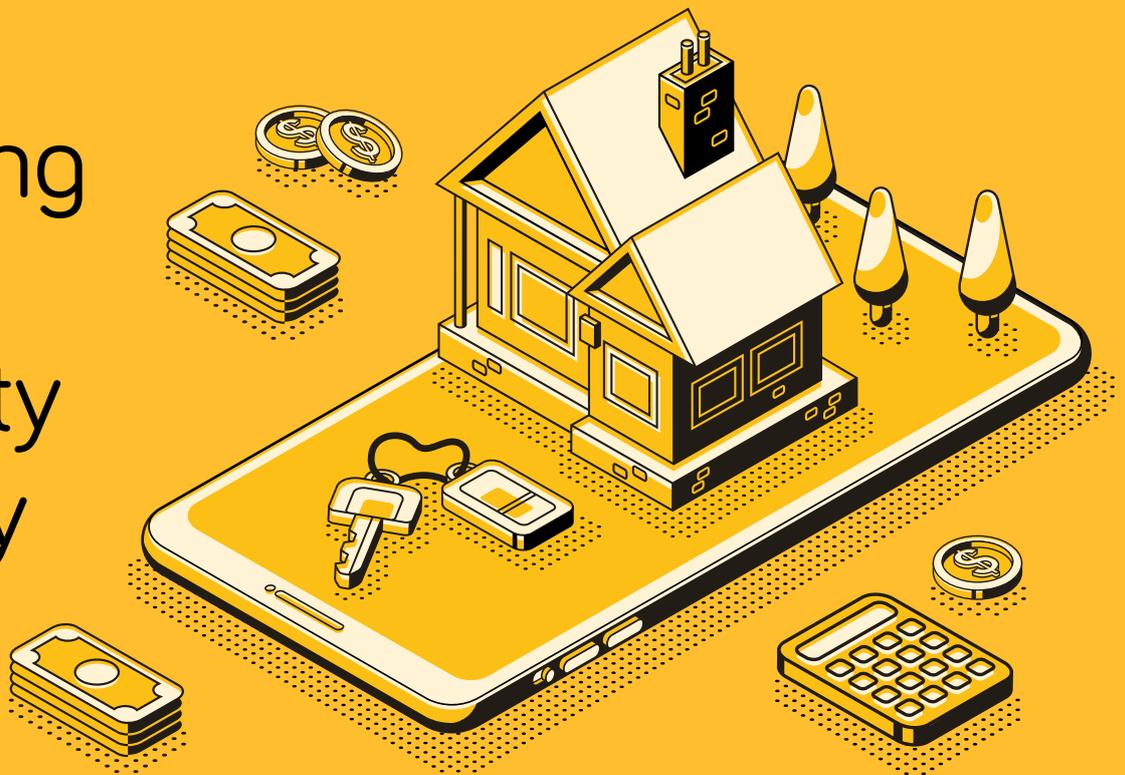
Perfect for keeping the kids entertained on long journeys or for relaxing with a cold drink by the pool.

Borrowing from our online collection couldn't be easier. You can download up to six ebooks or audiobooks at any one time and there are NO returns!



To find out more about these FREE services or to make a one-to-one appointment to show you how to get started, please contact the Cyber Centre at Ayr's Carnegie Library on 01292 618 492 or contact your local library.

Reporting Local Authority Tenancy Fraud



South Ayrshire Council operates a zero tolerance approach to fraud, and is calling on staff and members of the public to recognise, report, and root out fraud to help protect public funds and invest money back into our communities.

Tenancy Fraud can occur where a tenant has breached terms of their tenancy agreement.

Types Of Tenancy Fraud May Include:

• Giving false information to obtain Housing

Providing false information or withholding information when applying for a council property. By doing so an individual could climb the housing list and falsely acquire a property, and therefore deprive others in more urgent need.

• Un-authorized sub-letting

Tenants who let out their property without the consent of the council. They may have left a family member there, or may have found a private tenant of their own who may not realise they are living in a council property. Additionally the new person at the property may be paying much higher rent than the tenant had to pay, thus allowing the tenant to make a profit.

• Abandoning your Tenancy

If a resident has stopped using their property as their main and principal home without informing the council, and they have no intention to return, this is classed as abandonment. This selfishly deprives others of using the property and will only increase the housing waiting list.

• False secession

A property can be succeeded or assigned to an immediate family member or joint tenant in the event of the tenant moving out or passing away. Fraudsters may abuse

this system by claiming to be in occupation when they were not in order to gain the property for themselves.

Fraudulent misuse of Local Authority Tenancies is not only a waste of an important resource it also prevents South Ayrshire Council from offering suitable accommodation to those who are genuinely in need.

If you suspect someone is committing Local Authority Tenancy Fraud, please contact the Corporate Fraud Team on the details below.

You **DO NOT** have to share your personal details.

Contact the Corporate Fraud Team in confidence:

Fraud Hotline: 0808 100 3484 (answering machine available)
OR Report Online: <http://www.south-ayrshire.gov.uk/corporate-fraud/>



A Repairs Planner / Joiner

In this article we send Gordon Campbell, Tenant Participation Officer to follow different Council employees for the day and let you know what their job is all about!

Read Gordon's latest report below:

I was delighted to find out that I would have the time before the deadline of the autumn edition to follow members of our Property Maintenance team. Today I was following Lee Uriarte, Work Scheduling Planner and Connor Stapley, Joiner (Pictured above).

The reason for the split day was to allow me to see the new process and electronic system that our Property Maintenance team are introducing to improve the housing repairs procedure.

I arrived at our Property Maintenance Depot in McCall's Avenue, Ayr for the start of my shift at 8am and was introduced to the new team of Work Scheduling Planners. For the morning I was shadowing Lee who talked me through the new process while continuing to plan and co-ordinate repairs.

Before the introduction of the new electronic system and process, when a repair was reported by a tenant the system would print a job ticket and these would then be sorted manually into the relevant repair categories (Emergency, Urgent, and Routine) by the repairs admin team and then allocated to the Multi Trade Supervisor responsible for each

team. These were then handed to the tradesperson to carry out the required repair, before returning the completed ticket to be logged onto the system.

With the new process all repairs are now processed through an online system. The new role of Work Scheduling Planners was introduced to manage this system and ensure scheduling runs as smoothly as possible. Work Scheduling Planners allocate the repairs jobs received to the appropriate tradesperson, while the tradesperson has an electronic diary that the planners use to plan each operative's daily workload.

As part of the new process each tradesperson is provided with a hand held computer. When the tradesperson switches it on at the start of their shift, the computer provides them with their first job of the day. Further jobs are then displayed on completion of each job.

The new process started in April 2019 with 4 tradespersons starting off before gradually increasing the number to 10 at the time of writing this article in July. It is estimated that all tradespersons working on housing repairs will be on the new system by April 2020.

Lee's first job of the morning was to look over any emergency repair requests that had come in. He also has to provide any technical support to operatives currently using the new system.

The operative's diaries are planned for up to 4 weeks in advance. It's the planner's job to check the availability of the tradesperson and the target completion date

of the repair before scheduling a date for it to be completed.

The new system allows our Customer Service team to provide tenants with appointments for non-urgent and routine repairs. Tenants are given an AM or PM appointment which is a massive improvement for our tenants allowing them to know when a tradesperson will arrive to carry out the repair. It also allows the tenant to schedule the repair around their own commitments.

When a repair is reported and a mobile contact number is provided by the tenant, they will receive a text message to confirm the date of the appointment. The system will then automatically send a text reminder the day before and also on the day when the operative is on their way to carry out the repair. This is also a new feature that will ensure tenants are kept updated and will hopefully cut down on the amount of repair visits where operatives are unable to gain access.

Lee took the time to show me all the operatives' diaries, including the current stages of the repairs being carried out this morning. We particularly concentrated on the diary of Connor, who I would be following later in the day and is currently working on the new process.

Lee explained the colour system which provides Lee with Connor's latest status. We could see from

the information that Connor had accepted his first job of the day and was now travelling to it. Connor must update his computer at each stage of the repair from accepting the job, travelling to the job, arriving at the job and completion of the job.

While Lee was explaining how he allocates jobs and showing me Connor's diary for the day, I could see that Connor had just arrived at his first job. It's important for Lee to keep a check on Connor's status and the other tradespersons that he is the planner for. This allows him to add in further jobs or move jobs to other operatives if they are not going to plan which sometimes happens.

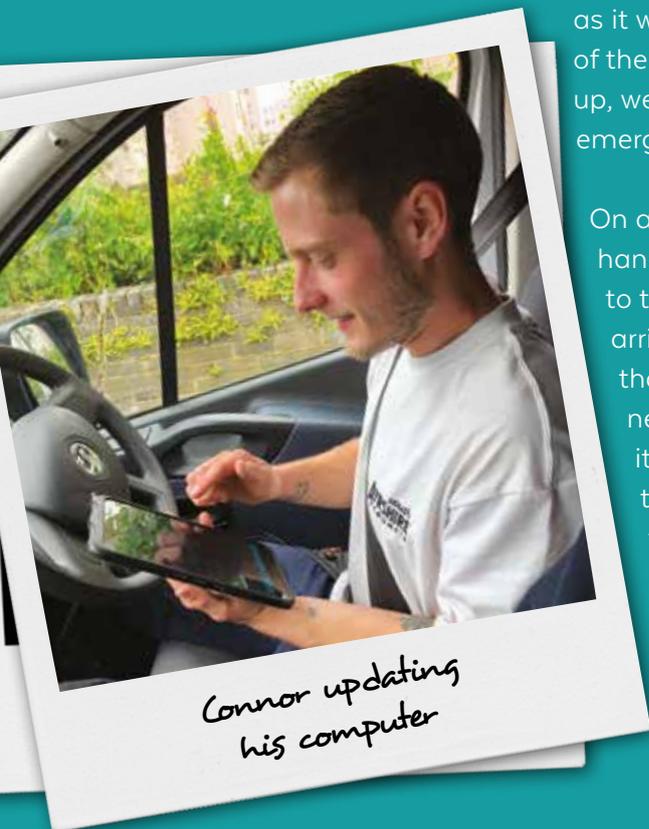
Space is left each day in the diary for emergency repairs as the service has a target of attending emergency repairs within 4 hours of the repair being reported. Lee must keep an eye on emergency



repairs coming in, then allocate them to the closest available appropriate tradesperson required to carry out the work. With the new process Lee can quickly identify the closest available tradesperson whereas before it would require the Multi Trade Supervisor to call operatives to find out their latest status.

Lee's next job was to allocate the non-emergency and routine repairs that had been reported on the system this morning. It's not an easy task as Lee must take care when planning the jobs that they are scheduled to be completed before the target completion date.

After allocating all the repairs it was back to see how Connor's day was progressing. We could see that Connor had now arrived at his second job of the day and after completing this one he would come back to McCalls Avenue to pick me up to



Connor updating his computer

show me the process from the tradespersons side.

Lee must also liaise with tenants, tradespersons and provide support to the Customer Service team when arranging for repairs to be carried out.

As I said earlier some jobs just don't go to plan, some take longer and some take less time than anticipated. It's Lee's job to re-arrange workload across the tradespersons. For example, if an emergency comes in and a tradesperson was delayed in getting to his next job, Lee must arrange for this to be allocated to another tradesperson or to be carried out another day.

While Connor was on his way to collect me, an emergency call came in for a Joiner to attend a Police incident to repair a door following the Police requiring emergency access to a property. This was allocated to Connor as it was close to his next job of the day. After picking me up, we headed straight to the emergency.

On arrival, Connor updated his handheld computer to indicate to the planners that we had arrived at the job. Connor said that the first few days on the new system were eventful and it took a bit of getting used to, particularly remembering to keep updating his progress however, he isn't missing keeping track of paper job tickets!

Connor knew the tools he would need for the job so we got them out



Connor putting the kick plates back in place.

of the van, then carried on with the repair. After repairing the door it was time for Connor to mark the job as complete and let the system know we were now taking lunch.

After lunch the next job was to attend a property to re-install kitchen cupboard kick plates after insect de-fumigation work had been carried out in the kitchen of the property. Job complete, it was time to find out the next job from the system.

This time it was to provide an additional lock on a property.

Unfortunately the tenant had to leave as we arrived and asked if we could return in an hour. Connor had to phone Lee to update him and see if we could fit in a return to the job later.

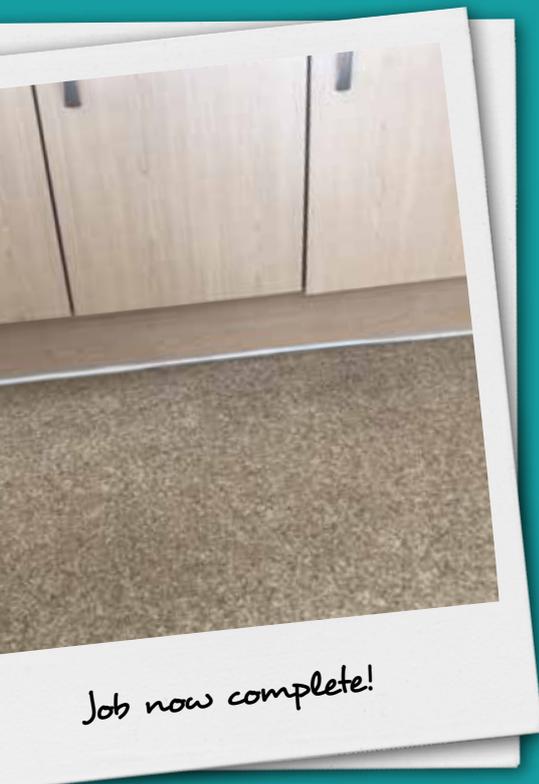
Lee advised another emergency had been reported with a tenant locked in their property so we made our way to gain entry and then replace the lock on the

property. The tenant was happy to hear us at the door and in less than 5 minutes Connor had the door open.

New lock in place and job complete it was time to update Connor's computer before finding out our next and possibly last job of the day. It was to return to the previous job where the tenant had requested that we return in an hour.

Unfortunately on arrival at the job, we were again unable to gain access and a card was left for the tenant to advise we had re-attended. They would then require to phone to re-arrange another appointment.

With it being really close to finishing time we headed back to the depot for Connor to drop me off and restock his van of supplies used.



I really enjoyed my day with the team. It was really interesting to see both sides of the new process from both the planner's and the tradesperson's side of things, and how it requires teamwork to ensure we keep to plan where possible and re-arrange things where they don't.

It's great to see how the service is looking at implementing new ways of working not just to benefit the service but also our tenants.

Although the new process isn't fully rolled out yet, I can see why it's being implemented in stages. It takes time for staff training on the devices and time to sort out the little 'gremlins' on the system that like to try and test out the staff. I'm sure tenants will start to see the benefit of this new system really soon, if they haven't already.

I hope you have enjoyed reading about the new process. It has been really difficult for me to fit all the information from both sides of the process into the one article but I've tried to cover as much as possible.

Gordon

Remember to check out my next "A Day in the Life of" in the Winter edition of the newsletter!



GAMING NIGHT

SOUTH AYRSHIRE COUNCIL WERE DELIGHTED TO HOST OUR FIRST EVER GAMING NIGHT AT AYR TOWN HALL ON 14TH JUNE 2019.

The event was very successful with a range of ages enjoying the gaming night. There was also some important information available with a Housing Service stall and a Ayr Housing Aid Centre.

Tenants were invited along to play a range of video games and speak with officers to gain information about the housing service.

Tenants were able to enjoy games on;

- **Super Nintendo Entertainment System**
- **Nintendo 64**
- **Xbox One**
- **Playstation 4**

Tenant Participation Assistant Kyle McKay said "This is our first attempt at a Gaming Night and it went really well. We now know more about how this would work and would like to roll them out more frequently. This gives people a chance to engage with the Housing Service in a more informal way and we are excited at the potential of running more of these events."



WE ARE PLANNING TO HOLD ANOTHER GAMING NIGHT IN NOVEMBER OF THIS YEAR.

To register your interest please contact the tenant participation team on **01292 437469** or email **tp@south-ayrshire.gov.uk**

Further details will be released closer to the date on our Facebook page. Follow South Ayrshire Council Housing Services for more information.



MAKE A STAND

Our homes, our people,
our problem.

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week. Housing organisations house and employ millions of people across the UK and that means we house and employ many thousands of people affected by domestic abuse.

The Chartered Institute of Housing (CIH) Make a Stand Pledge was launched in June 2018 as a way of encouraging housing providers like Councils and Housing Associations to do more to support people experiencing domestic abuse who are accessing or providing housing services. The pledge was developed in partnership with the Domestic Abuse Housing Alliance (DAHA) and Women's Aid, and by signing the pledge housing providers make a public commitment to:

- Put in place and embed a policy to support residents who are affected by domestic abuse.

- Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff.
- Put in place a Human Resources policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse.
- Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse.

In May 2019, South Ayrshire Council took the pledge to demonstrate the support Housing Services, along with the other Council Services, provide for tenants and staff experiencing domestic abuse. South Ayrshire Council introduced up to 10 days safe leave via the Special Leave Policy, for employees who are victims of domestic abuse in February 2019.

Going forward we will continue to work in partnership with other services and agencies to ensure that we offer appropriate support to tenants and staff. We will also further embed support for tenants who are affected by domestic abuse into our policies and procedures.

For a full range of services that can be accessed, information can be obtained at: <https://www.south-ayrshire.gov.uk/vaw/directory.aspx>



**FREE
EVENT**

**Including ALL
ACTIVITIES
on the day!**

COMMUNITIES FUN DAY

**SATURDAY 14TH
SEPTEMBER 2019**

11am - 4pm. Citadel Leisure Centre, Ayr

About the day

The Communities Fun Day is a great opportunity for residents of South Ayrshire to come along and speak with various council

departments, service providers, community groups, external agencies and also have a great family day out!



INFO ZONE

An opportunity to find out information and chat with staff from a range of Council services, service providers, community groups, external agencies and charities.



FREE PARK & RIDE

Free park and ride available at Ayr Beach Car Park located at Blackburn Drive KA7 4AD



To avoid disappointment **BOOK NOW** by calling our team on **01292 612968** or by visiting <https://sacfunday2019.eventbrite.co.uk>

WEST FM

Join Bex from the West Fm Breakfast show for stage performances throughout the day and the popular West FM Dance Party!

Come and join us at the Citadel Leisure Centre, Ayr for an action packed event with something for everyone!



Paw Patrol appearances throughout the day.

FUN ZONE

Nerf Wars • Bunny Luv Petting Zoo • Face Painting • Gladiator Duel • Bungee Run • Fun House • Digger Experience • Blackstone Clydesdale Horse Rides • Virtual Reality Gaming Experience • Teacup Funfair Ride • Plus Much More!

Vehicle Display Area

Display of modern and vintage vehicles as well as council vehicles



FUN SWIM!

Bring your swimwear and attend the **FUN SWIM** with inflatables with various sessions throughout the day.



Under 8's must be accompanied by an adult

DO YOU KNOW WHAT GOES IN YOUR BINS?



PURPLE LID BIN

GLASS BOTTLES & JARS

(Collected Every 6 weeks)

✓ DO

✓ Bottles and jars from food and drink packaging (including labels)

✓ Broken bottles and jars

✗ DONT

✗ Bottle tops/Jar Lids (Plastics, Metals & Cartons bin)

✗ Ceramics – plates, plant pots, etc. (Recycling Centre as rubble)

✗ Corks (Non-recyclable bin)

✗ Drinking glasses (Recycling Centre as rubble)

✗ Light bulbs (Retailers or Recycling Centre)

✗ Panes of glass from windows/greenhouses (Recycling Centre as rubble)

✗ Pyrex dishes (Recycling Centre as rubble)

GREEN BIN

GENERAL WASTE

(Collected Every 3 weeks)

✓ DO

✓ Waste that cannot be recycled is commonly called “black bag waste”, “general waste” or “residual waste”. The best description of this waste is “non-recyclable waste”, which reflects the fact that containers for such waste should only contain anything that is left after all efforts to recycle have been exhausted.

The household recycling charter states: We will reduce the capacity provided for waste that cannot be recycled to give the appropriate motivation to our citizens to recycle. Thus, we will ensure that all citizens, whether at the kerbside or within their local community, are limited to non-recyclable (i.e. black bag/general waste/residual waste) waste volumes in line with the established Code of Practice.

FOOD CADDY

FOOD WASTE

(Collected Every week)

✓ DO

✓ All cooked and uncooked food including bones and carcasses, dairy, fruit, vegetables and peelings, bread, rice and pasta, fish including bones and shells, teabags and coffee grounds, eggs and eggshells, cakes and biscuits, leftovers and pet food.

✗ DONT

- ✗ Metal, plastic or glass packaging (follow guide above)
- ✗ Liquids and oils (oil banks at Recycling Centres)
- ✗ Polystyrene (non-recyclable bin)

GREY BIN

PAPER, CARD, CARDBOARD

(Collected Every 4 weeks)

✓ DO

- ✓ Brochures
- ✓ Catalogues
- ✓ Directories
- ✓ Leaflets
- ✓ Envelopes (inc. window envelopes)
- ✓ Letters
- ✓ Magazines
- ✓ Newspapers
- ✓ Office paper

✗ DONT

- ✗ Foil/glitter wrapping paper (Non-recyclable bin)
- ✗ Hardback books (reuse should be encouraged)
- ✗ Laminated paper (Non-recyclable bin)
- ✗ Padded envelopes (Non-recyclable bin)
- ✗ Plastic Bags and wrappers (Non-recyclable bin)
- ✗ Tissues/napkins (Heavily soiled, can go in food container)
- ✗ Wet paper (Home composted or Non-recyclable bin)

BROWN BIN

GARDEN WASTE

(Collected Every 4 weeks)

✓ DO

- ✓ Bark
- ✓ Branches and twigs
- ✓ Flowers and plants
- ✓ Grass cuttings
- ✓ Hedge trimmings
- ✓ Leaves
- ✓ Shrub pruning's
- ✓ Weeds and dead plants

✗ DONT

- ✗ Blocks of wood (typically accepted as 'Wood Waste' at Recycling Centres)
- ✗ Bricks or stones (typically accepted as 'Rubble' at Recycling Centres)
- ✗ Garden furniture (Donation to charity or Recycling Centres for reuse, recycling or disposal)
- ✗ Hosepipes (Donation to charity or Recycling Centres for reuse, recycling or disposal)
- ✗ Large quantities of soil (typically accepted as 'Garden Waste' at Recycling Centres)
- ✗ Large root balls (typically accepted as 'Garden Waste' at Recycling Centres)
- ✗ Old garden tools (Donation to charity or Recycling Centres for reuse, recycling or disposal)
- ✗ Plant pots and trays (non-recyclable bin)
- ✗ Plastic bags (non-recyclable bin)
- ✗ Rubble (typically accepted as 'Rubble' at Recycling Centres)
- ✗ Turfs of grass (typically accepted as 'Garden' Recycling Centres)

Please note: that brown bins are not collected during the winter months of December, January and February. You can still arrange a free, individual collection during these months (1 per month) using the online brown bin winter collection form

BLUE BIN

METAL, PLASTICS & CARTONS

(Collected Every 4 weeks)

✓ DO

- ✓ Aerosols cans
- ✓ Bottle/Jar Lids
- ✓ Rinsed Tins and cans from food and drink packaging (labels included)
- ✓ Empty Plastic Bottles - including tops from: food and drink products
- ✓ Rinsed Plastic food trays (all colours)
- ✓ Rinsed Plastic food tubs and pots
- ✓ Tablet and medicine bottles
- ✓ Empty plastic containers -Toiletries/cleaning/beauty products
- ✓ All rinsed where possible
- ✓ Food and drink cartons (commonly manufactured by Tetra Pak, Elopak and SIG Combibloc) used for milk, fruit juices, smoothies, chopped tomatoes, passata, soup, pulses, custard (rinsed where possible)

✗ DONT

- ✗ Bubble wrap (non-recyclable bin)
- ✗ Cartridges e.g. ink (refill or return to producer)
- ✗ Compostable packaging (food waste)
- ✗ Hard plastics including CD/DVD boxes, coat hangers and plant pots (Reuse online or non-recyclable bin)
- ✗ Hard plastic including garden furniture and toys (Donation to charity or HWRC for reuse, recycling or disposal)
- ✗ Plastic bags and film i.e. shopping bags, bags for life, bread bags and cling films (recycled at supermarkets where this service is available or disposed in non-recyclable bin)
- ✗ Plastic netting
- ✗ Polystyrene - rigid or expanded (non-recyclable bin)
- ✗ Toothpaste tubes (non-recyclable bin)
- ✗ Wrappers e.g. biscuit and crisp wrappers. (non-recyclable bin)
- ✗ Dried baby formula packs (Non-recyclable bin)
- ✗ Pouches (Non-recyclable bin)
- ✗ Stacked Crisps tubes (Non-recyclable bin)

COMMUNITY STARS!

Panrock Court's Master Chef - David Brown

This new feature of our newsletter recognises people in the community that go the extra mile for others just to simply put a smile on people's faces. Join Kyle McKay, Tenant Participation Assistant, in speaking to members of our community that are a shining light.



This edition we are focusing on a resident of Panrock Court Sheltered Housing Unit in Troon, David Brown - known to some as the Master Chef of Panrock Court. David, a former world travelled chef, provides excellent homemade meals to the residents of Panrock for their social gatherings. Residents and people attending the unit can pay £4, just enough to cover costs, for a main meal and dessert all cooked fresh by David. These meals bring people together and ensure that some residents will get a proper meal that day.

I recently had the pleasure of having something to eat at Panrock Court

and I must say it was excellent. I realised how much David cared for the residents and how much the residents appreciated him. When I spoke with some of the residents at Panrock one of them jokingly said that they didn't want another unit to poach David when this article came out! All the residents were very complementary of the effort David goes to with one resident saying "Even when he's not cooking, he's in the kitchen preparing, he's fabulous". One of the women I spoke to wasn't a resident but often comes to visit friends and said "I come here every Friday and even though I'm not a resident he is

nothing but kind to me and always offers me a coffee and food".

David originally wanted to be a translator learning German, French and Latin but then started cooking and enjoyed the food he was making so thought 'why not?'. He started as a chef in England and then moved across Europe in a career that lasted almost 50 years. He had worked in Austria, Greece, Netherlands and Russia, before finally moving to a job in Sheltand and then retiring to Troon. Once retired, he travelled more visiting Croatia, Belgium and Slovenia and taking up rock-climbing where he



Growing their own vegetables

Unfortunately lost the use of his leg after a boulder fell on it. David has lived in Panrock Court for the past year and loves it there. After moving in, David quickly volunteered his services in the kitchen offering to cook the tenants some food.

When I visited, it was clear to see the fantastic community spirit in the unit and David's cooking plays a big part in this. He takes all the residents into consideration and caters for everyone. "Some of the residents don't want a tough steak that they will have trouble cutting up and chewing, if I'm cooking something like that, I'll seal it then braise it and they can even cut it with a spoon". It wasn't just the way he cooked the food he took into consideration but other things like allergies, cholesterol issues, gluten intolerances and diabetics too. He explained, "When somebody new comes along I ask them, 'what can't you have?' and then work from there". "There's a woman that comes along that can't have any creamy sauces, so if I'm making a creamy whiskey based sauce, I make sure that there is a gravy alternative for her".

David takes the time to cater for everyone that comes along to the unit and makes them feel

welcomed. Once a month he cooks a themed meal on a different country of the world. So far he has done Scotland, England, Ireland, France and Russia.

David can spend up to 5 hours at a time in the kitchen preparing everybody's food and takes everybody's specific needs into consideration. However, the residents are more than happy to pitch in.



Preparing the food



Home made Cheesecake

"Some of the residents will sit and help peel and chop the vegetables, it's great as they can sit and chat while they do it, it brings them together too". He also gave a special mention to Christine who has been growing vegetables to help keep the costs down.

It's not just the cooking that David does. He also goes to Morrisons for all his supplies as he knows what he wants but the Support Workers will sometimes pick up the odd thing for him.

Just by spending a short time in the unit you could really tell how much the residents appreciate the work that David does to bring people together with his food. You could also tell how much David cared for the people that come in. From all of us here at Tenant Participation and the Residents of Panrock Court we just want to say a massive thank you to David for all the hard work he puts in to keep the small community at the sheltered housing unit going.

If you know someone in your local community that always goes that bit further to help other people and works hard for their local community, then please contact the Tenant Participation team on 01292 473469 or email tp@south-ayrshire.gov.uk.



Residents enjoying their meal



Name

Address

Town.....

Postcode.....

Tel No.....

Original Photo



Spot The Difference



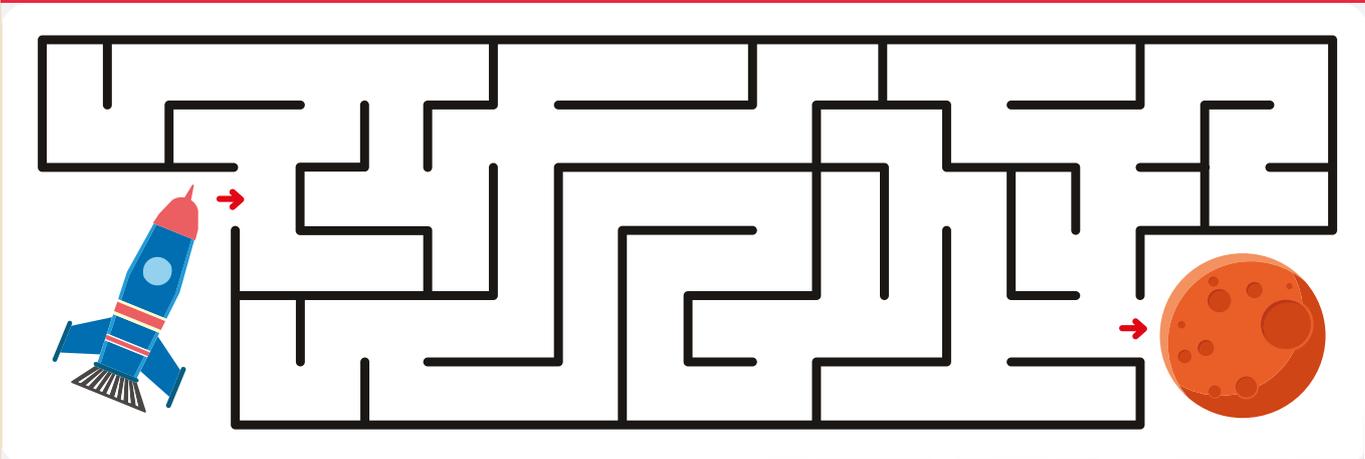
Can you spot all 6 differences on the picture of Molly on the right ?

For your chance to win a £30 shopping voucher of your choice, circle all the 6 differences in the photo on the right, complete your details in the section

above, cut out the freepost information at the back of the newsletter and pop all your competition entries in the one envelope.

Competition closes on 25th October 2019

JUST FOR FUN! Can you land the spaceship on the moon?



Ex-Local Authority Buy Backs

South Ayrshire Council's Corporate and Housing Policy Team are continually seeking opportunities to buy back ex-local authority properties to improve them and return them to mainstream housing stock providing warm, energy-efficient, affordable housing for those in need.

Since 2014 the Team have successfully purchased 74 properties across South Ayrshire. Many of these properties have been empty for six months or more and therefore make a positive addition toward our empty homes targets. This joint working between initiatives has resulted in winning the award for Outstanding Project at the Scottish Empty Homes

Champions of the Year Awards in Stirling in November 2018.

These acquisitions or "buy backs" as they are commonly known not only improve the condition of housing stock in the area, but also alleviates pressure on waiting lists as we continue to increase the number of affordable homes available in the area.

The Council works in partnership with the Scottish Government who provide incentives for increasing stock by offering subsidy for each unit purchased. This comes from the Affordable Housing Supply Programme which also provides subsidy for new build housing.



If you would like any more information on the Council's "buy back" scheme please contact the Corporate and Housing Policy Team.

**Call - 01292 616014
Email - emptyhomes@south-ayrshire.gov.uk**

fair start scotland

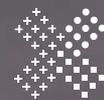
Find the right job with our support

Are you unemployed, have a disability or health condition then we may be able to help you.

Fair Start Scotland is a flexible employment support service to help you get ready for work.

We can help you:

- **improve your employability skills**
- **with your jobsearch**
- **complete application forms**
- **update your CV to make it specific to a particular job**



StartScotland

For more information

**Call 0800 049 7061, or email
info@startscotland.scot or visit
www.startscotland.scot**

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**Fairer
Scotland**
Scottish
Government



WHERE'S MOLLY?

Can you guess where Molly has been visiting for the Autumn edition? You could be our next winner!

The winner will now receive **£50 worth** of shopping vouchers of their choice!



Molly was visiting the village of Monkton for the spring edition. She enjoyed her walk around the village and watching some aircraft taking off and landing at the airport.

Well done to Kathleen Wright from Ayr, who was the winner of the spring edition competition.

Can you guess where Molly has been visiting for the Autumn Edition?



Use our NEW cut out entry form below and pop it in an envelope and post (free) to:

Cut out the Freepost label and stick it on the front of your envelope with your competition entries inside.

Or complete you entry online at www.south-ayrshire/tp
You can also email your entry to tp@south-ayrshire.gov.uk remembering to include your name, address, contact details as well as your answer.

All entries should be received no later than 25th October 2019.
Correct entries will be included in the prize draw and the winner will be notified after the draw.

Where's Molly? Entry Form

For the Autumn 2019 edition, Molly has been visiting:

- A. Girvan B. Coylton C. Prestwick

Name:

Address:

Town:

Tel:

Freepost Plus RTHS-ELUU-ETUG
South Ayrshire Council Housing Policy & Strategy Team
2 The Cross, Prestwick, KA9 1AN

