

Putting our Tenants and Our Communities First



Argyll Community Housing Association



Putting Our Tenants and Our Communities First



ACHA's housing stock in Oban, Lorn and the Isles and background

- ACHA owns 1,280 properties in Oban, Lorn and the isles
- Oban and surrounding villages plus islands, Mull, Iona, Coll, Tiree, Luing and Lismore
- ACHA's operating base in Oban, Lorn and the Isles is Menzies House in Oban
- ACHA owns 336 properties on Islay, Jura, Colonsay and Gigha
- Islay - 326 properties, Jura – 7 properties, Colonsay – 2 properties and Gigha -1 property
- ACHA's operating base is in Jamieson Street, Bowmore ²

Putting Our Tenants and Our Communities First



ACHA's housing stock in Oban, Lorn and the Isles and background (continued)

- Since the housing stock transfer in 2006 ACHA has invested £26.5million in its stock in Oban, Lorn and the Isles and around £12.3million in its stock on Islay, Jura, Colonsay and Gigha. This includes the completed new build properties on Islay.

Putting Our Tenants and Our Communities First



Services ACHA provides in Oban, Lorn and the Isles

- Repairs and maintenance
- Cyclical maintenance
- Allocations
- Estate management
- Welfare rights
- Arrears management and guidance
- Community grants

Putting Our Tenants and Our Communities First



Services ACHA provides in Oban, Lorn and the Isles continued

- Capital investment
- New build housing
- Tenant participation
- Factoring
- Owner occupier engagement for grants
- Grounds maintenance

Initiatives for 2015/2016

- Roof and roughcast, and application of external insulated render has started on Islay for over 140 properties. Similar work has just been completed in Mull and Dunbeg in April 2015
- External insulation work to properties in the Oban area, including Bonawe, North Connel, Dalmally and Taynuilt
- Discussions with the Local Authority and the NHS about the development of a progressive care centre on Tiree

Putting Our Tenants and Our Communities First



Initiatives for 2015/2016 (continued)

- Small programme of completions for kitchen and bathroom renewal
- Heating, rewire, window and door completions in the remaining properties requiring it

Putting Our Tenants and Our Communities First



Examples of community work

- Liaison with the Carers Centre over provision of adapted new build properties for families with disabled members
- Liaison with Coll community over new build properties on the island
- Welfare rights project being rolled out which will involve speaking to local community groups about the service
- 2 industrial washing machines and 2 dryers installed in Dunmar Court, Oban

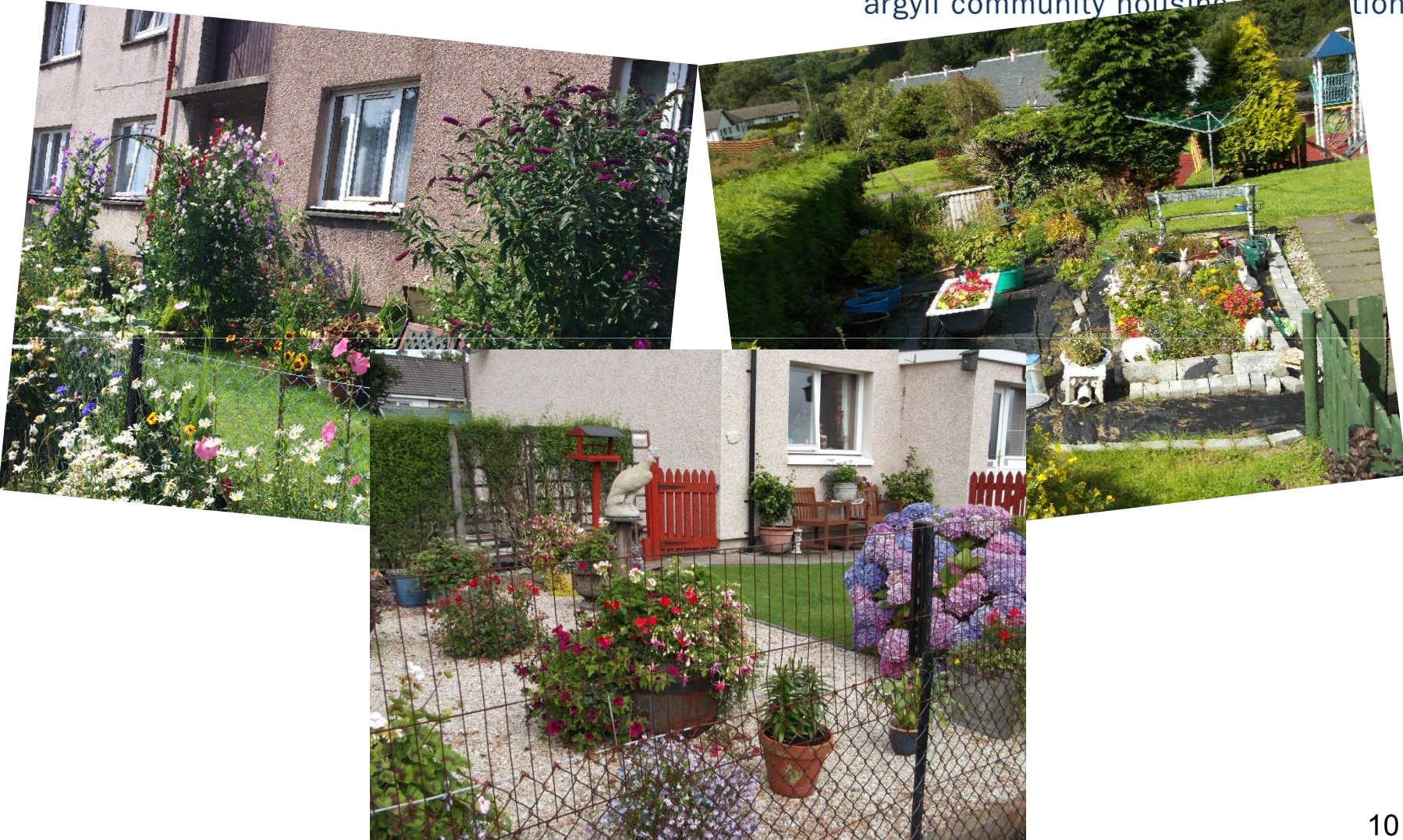
Putting Our Tenants and Our Communities First



Examples of community work

- Catalina Avenue, Oban, Bonawe and St Oran's Place Connel Local Lettings Initiatives
- Garden in Bloom competition run in Oban, Dunbeg, Taynuilt, Dalmally/Lochawe, North Connel/Appin, Coll, Tiree, Mull and South Lorn
- Community Action Fund donations to Oban Youth Café, Royal British Legion (Oban), Oban Winter Festival, Curam Thiriodh, Soroba Young Family Group Nursery, Glenorchy & Innishail Community Orchard, Ross of Mull & Iona Community Transport

Putting Our Tenants and Our Communities First



Putting Our Tenants and Our Communities First



ACHA's new build programme in Oban, Lorn and the Isles

Completed

- Catalina Avenue, Oban 40 units
- Port Ellen, Islay 8 units
- Bonawe 2 units
- St Oran's Place, Connel 8 units
- Croft Avenue, Oban 8 units
- Scott Terrace, Dalmally 8 units

Putting Our Tenants and Our Communities First



Putting Our Tenants and Our Communities First



ACHA's new build programme in Oban, Lorn and the Isles

On site

- Bowmore, Islay (named “Sealladh na Mara” by local school children) 20 units

Due to start shortly

- Glenshellach, Oban 17 units
- St Oran's Place, Connel 10 units
- Bowmore, Islay 10 units

Putting Our Tenants and Our Communities First



ACHA's priorities

- To modernise all our homes to meet the Scottish Housing Quality Standard
- To build new homes to meet housing need
- To provide services that are relevant to our tenants and others who use our services
- To improve services

Putting Our Tenants and Our Communities First



ACHA's priorities (continued)

- To improve tenant satisfaction
- To consult and use the findings to improve what we do
- Try to get it right first time
- To communicate properly and in a relevance to our tenants
- To develop active tenant participation and involvement

Putting Our Tenants and Our Communities First



Over to you