

Putting our Tenants and Our Communities First



# Argyll Community Housing Association



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## ACHA's housing stock in Cowal and background

- ACHA owns 918 properties in Cowal, 503 in Rothesay.
- 3 Sheltered Housing complexes and 1 Travelling Persons Site
- ACHA's operating base in Cowal is Dolphin Hall, Dunoon & Union Street, Rothesay
- Since the housing stock transfer in 2006 ACHA has invested around £16.2million in its stock in Cowal, £9m in Bute

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## Services ACHA provides in Cowal

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

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## Services ACHA provides in Cowal (continued)

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

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## Initiatives for 2015/2016

- Roof and roughcast contract currently on-site with over 120 elements being upgraded in the Ardenslate, Dunoon area & Rothesay
- Focus on installing external wall insulation in Tighnabruaich and Lochgoilhead to improve energy efficiency of properties
- Small programme of completions for kitchen and bathroom renewal
- Council liaison for staff requiring accommodation
- Portavadie liaison for staff requiring accommodation

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## Initiatives for 2015/2016 (continued)

- Heating, rewire, window and door completions in the remaining properties requiring it
- Investment for 2015/16 in Cowal will be around £1.5million, £1million for Bute

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## Examples of community work

- Welfare rights project being rolled out which will involve speaking to local community groups about the service. Grant funded by the Scottish Government People and Communities Fund.
- Last month received an eviction decree from Dunoon Sheriff Court for eviction for drug dealing
- Leased a piece of ground to Light Up Bute

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## 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
- To deliver the new Energy Efficiency Standard in Social Housing



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## 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

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# Over to you