



2020 WINTER NEWSLETTER

OFFICE CLOSURE

Albyn's Offices will be closed from 5.00pm on Wednesday 23rd December 2020.

Reopening at 9.00am on Tuesday 5th January 2021.

For emergency repairs during this period, please phone 0300 323 0990.

Customers who are experiencing an issue, or breakdown, with a gas or oil heating system, please phone Heatcare direct on 01343 842042.

WHAT ARE QR CODES

And How Do They Work?

Throughout this newsletter you will see what is called QR Codes. QR codes, are a type of square barcode which contain information such as a web address which can be "read" by smartphones.

These are mainly links to Albyn's website. You will need a smart phone or tablet to scan them, either using a QR App or your phone camera. If you do not have a smart device or access to the internet and would like copies of anything contained in the QR Codes please let a member of the corporate team know by email: corporate@albynhousing.org.uk or phoning 01349852978.



A VERY WARM WELCOME TO OUR WINTER NEWSLETTER FOR 2020.

It will not come as a surprise to hear me say that 2020 has been a very challenging year for us all, bringing much uncertainty into our lives and with it, some very real health, wellbeing, and financial concerns. I hope, sincerely, that you and your families, friends and neighbours have rallied round to help one another in these trying times.



I hope, too, that for the most part, you have felt that Albyn Housing Society has taken the necessary steps to take care of your safety and wellbeing as we have moved through the phases of lockdown and returned to full services. The team and I appreciate very much your patience and understanding as we have sought to apply the often, rapidly-changing guidance and manage the ongoing impact of COVID-19 on our services. Tenant safety and wellbeing has been at the forefront of our minds in each of our decisions and will continue as such while we head into 2021.

You may be interested to read how COVID has impacted our services and you can read about this in the coming pages including, the uptake of our hardship fund, and Tenant welfare support.

Our Board acted swiftly in response to the pandemic by passing an emergency budget that included provision for the rent increase suspension for 6 months and the creation of a hardship fund for tenants most negatively affected by COVID 19. The Board will soon be considering the continuation of this fund into 2021 and your housing officers will make you aware of any changes to the fund.

Secondly, our housing services teams made a total of 727 welfare calls to tenants whom we were most concerned about and the feedback we received from these calls, especially in the early phase of lockdown, was that the tenants felt really valued and cared for when they received a call or someone dropped off a food parcel or essential supplies. It has been a true privilege to serve you in this way and as we move into the New Year, we will be taking lessons from this experience and doing our best to apply them to our future operations.

Thirdly, since October we have resumed the full suite of housing and customer services, albeit delivered in a slightly different way than what many of you are used to. Our staff teams will continue to work from home until 31st March 2021 at the earliest in order to keep everyone as safe and well as possible.

As well as our response to COVID-19, we've also been working hard to deliver on the first year of our new business plan 2020-25. Supported by an interim Leadership Team (Page 03) and several new Board members (Page 02). We will be seeking your views on our business plan activities for the coming year. The main areas of the plan for discussion are our core services to tenants, our response to COVID-19, and some of the transformation work related to how we run the Society (Page 06).

All that remains for me to say is to wish you all the very best as we head into the festive season. It will be a different year for us all and I hope that you find ways to connect with each other while also staying safe. Please reach out to the customer services team if there is anything you feel we can help with during this time.

All the very best to you and yours.

Lisa Buchanan

<https://www.youtube.com/user/AlbynHousing>

ANNUAL GENERAL MEETING 2020: OUTCOMES

Due to the coronavirus pandemic and the restrictions placed upon public gatherings, our AGM this year was held virtually on Wednesday 16th September following the Corporate Governance Insolvency Act, introduced by the government to enable organisations to hold virtual AGMs.

We know that holding our AGM virtually may have excluded some of our tenants and members who do not have access to the internet, and so we made the decision to limit the agenda of the meeting to only the business that needed to be discussed.

Our Board Chair Maxine Smith gave her report on progress during the year, highlighting what had been a rewarding yet challenging year for Albyn.

Following this, attendees heard from Albyn's Chief Executive, Lisa Buchanan, who outlined the work being done to support tenants and staff in light of the ongoing pandemic and set out the plans for the future of Albyn.

Our Annual Report 2019-2020 summary document features the Chair of Board and Chief Executive Reports.

At the meeting two Board members stood down in accordance with the Society's Rules and both were re-elected. They were Jim Convery and Ian Fosbrooke.

Three Board members had resigned during the year, leaving us with seven Board vacancies. Our recent recruitment drive for new Board members had provided us with five candidates for Board membership who were duly elected at the AGM. They were Carl Patching, Clea Warner, Nicola Drummond, Fiona Mustarde, and Isabell McLaughlan.

The following office bearers were confirmed:

Chair: Maxine Smith

Vice Chair: Carl Patching

Company Secretary: Ian Fosbrooke

If you would like to be a member of Albyn or wish to enquire about becoming a Board Member please contact our corporate team who will be happy to help.



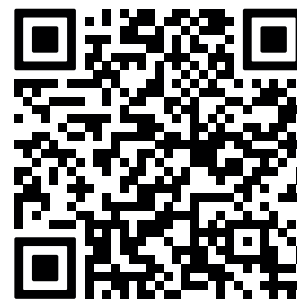
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Annual Report



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Financial Statements



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Board Members

NEW LEADERSHIP TEAM MEMBERS

Dominic Jordan has joined Albyn as Interim Director of Operations. Dominic is an experienced senior operational leader with 20 years' experience leading complex customer service operations, operational transformation, and transition initiatives. Dominic has broad industry experience gained across several sectors, including housing, and specialises in Customer Experience and Customer Service. Over the past five years Dominic has worked on several operational transformation initiatives. Prior to this Dominic led and developed several customer service operations of up to 450 FTE. He also has extensive experience in the implementation of enterprise level housing software and the delivery of change driven by this. Dominic is trained as a Change Management, Project Management and Process Improvement Practitioner holding a number of industry standard qualifications.



Laurie MacLeod joined Albyn as Interim Head of HR on 18th March, a day after the offices shut for lockdown; focussing on supporting the board, leadership team and staff through Covid-19, while introducing improvements in Albyn's people processes and practice. Working in local government, civil service & NDPBs, the NHS, and higher and further education, Laurie's values have driven her experience in the public and now third sector. With 34 years' practice first in personnel, then as a HR Business Partner and now interim Head of HR, Laurie says "it's about supporting a business where the vision and values drive behaviours and culture." A chartered member of CIPD, Laurie is trained in mediation and coaching and a licensed practitioner of psychometric tools for personal development.

Morag Beers is a General Practice Chartered Surveyor, studying at (the then) Paisley College of Technology then qualifying with the RICS in 1992. She has work for both public and private sector – including British Rail Property Board Scotland, Chester City Council; has developed McDonald's restaurants and managed Scottish & Newcastle's pub portfolio too. For 20 years, Morag was based in Amsterdam, working internationally in property management, development and investment. She came back to Scotland in 2020 with her family. Besides work, Morag teaches on a range of property topics for Glasgow Caledonian University and the RICS.



SCOTTISH HOUSING REGULATOR

How We Regulate: A Guide For Tenants and Service Users

The Scottish Housing Regulator (SHR) has published a 'How we regulate: a guide for tenants and service users.'

- Who SHR are and what SHR do,
- what you can expect from your landlord,
- how you can find out about your landlord's performance; and
- how to raise a concern about your landlord.

SHR has also produced two short videos about who we are and what we do and how to raise a concern about a social landlord.

Albyn's SHR Report: Albyn Housing Society Ltd | Scottish Housing Regulator



Scan Me
Landlord Performance



Scan Me
Who We Are



Scan Me
How to Raise Concern

REPORTING TO YOU ON THE SCOTTISH SOCIAL HOUSING CHARTER

The Charter helps to improve the quality and value of the services that social landlords provide, and does so by:

- Making it clear what our tenants and other customers can expect from us, and helping them to hold us to account,
- focusing our efforts on achieving outcomes that matter to you,
- providing the standard for the Scottish Housing Regulator to assess and report on how well we are performing. This assessment enables the Regulator, tenants and other customers to identify areas of strong performance and areas which need improvement.

TENANT CHARTER

All Registered Social Landlords have to issue an annual report to their tenants advising how they have performed in meeting this Scottish Social Housing Charter, and at the end of December you will be able to find a copy of our Tenant charter report for 2020 on our website at:

If you would like to receive a printed copy of our Tenant Charter report 2020, then please get in touch with Anne Mackay on the number below. Copies are available in various formats e.g. in large print, braille, on coloured paper but please let us know if you need the information in another format.

The style, layout, and content of this report were decided with Tenants, and we hope that you find it interesting and informative. We chose to compare our satisfaction rates with those of Grampian Housing Association and the Scottish average, where possible.

You will recently have received a survey asking if you are happy with the content of the report, and we hope that you found the time to let us know what you think. If you haven't managed to respond by now, then please do, as it is always helpful to know where we could make improvements, and it's never too late to have your say.

We would like to say THANK YOU VERY MUCH to all of the Tenants who have been involved with designing this report, we are extremely grateful for your help.

If you would like to be involved in designing the Tenant Charter report for 2021, or you have any comments to make, or require more information, then please get in touch with Anne Mackay on 01349 855976 or anne.mackay@albynhousing.org.uk



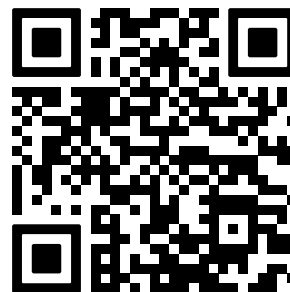
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Tenant Charter

NOTIFICATION: RENT & SERVICE CHARGE CONSULTATION 2021

Albyn is consulting during December and January with tenants on the proposals for the level of Rent increase and the basis for setting service charges which will come into effect in April 2021. The survey will be issued using text and postal contacts for those who are not able to access text messages. The survey will be published on the Albyn website – www.albynhousing.org.uk

Paper copies will be available on request and can be obtained by contacting our office by calling: 01349 852978 or email: office@albynhousing.org.uk

We would like to encourage all our tenants to get involved with this important consultation process.



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Tenant Consultations

TENANT CONSULTATIONS

Albyn is planning the following tenant consultations in the first six months of 2021 and we would like your help. If you would like to be involved in any of the listed consultations please let Anne Mackay know either by email: anne.mackay@albynhousing.org.uk or Tel: 07894568185

- Rent Policy
- Tenancy Abandonment Policy
- Alterations & Improvements by the Tenant Policy
- Anti-Social Behaviour Policy
- Down Sizing Policy
- Debt Prevention and Recovery policy
- Property Management Policy
- Asset Management Strategy
- Customer Involvement Strategy
- Business Plan
- Tenant Satisfaction

GET INVOLVED AND HAVE YOUR SAY!

Do you think that Albyn Housing Society is doing a good job, but could do better? Do you wonder how we spend our money? Or how we decide if the service we are giving you is adequate? Do you want to get involved and work alongside the Albyn management and tell us your experience as a customer and where we can make improvements? Or are you looking for voluntary work to help gain skills, experience and confidence to help you get a new job? If so then please get in touch, and meet up with other tenants and staff online. This is your chance to participate in Albyn Housing's decision-making processes in the comfort of your own home.

Online Focus Groups Now, and Coming Up

Due to the current restrictions, we are not able to hold face-to-face meetings and so have been holding some online focus groups. We are extremely grateful to the tenants who have joined us in Zoom meetings to say what they would like to see reported in the Tenant Charter report, and who have begun reviewing the Asset Management Strategy.

Over the coming months we will be looking for tenants to help us review a wide range of publications and policies and would really appreciate your help – we need to be guided by tenants who are confident online, and also those who are not. If you would like to participate in this way, but feel that you don't have the necessary skills, or equipment, then please still get in touch, as we will be able to help you to get involved. Please give Anne Mackay a call on the 0789 456 8185 or email her at anne.mackay@albynhousing.org.uk

We are currently reviewing our 'Customer Involvement strategy' and we need to know what you think. This strategy covers how we plan to develop our services for involving those customers who want a say in the decisions we make about our services, delivering good services to customers, and promoting equality and diversity. This includes how we communicate with you, how you can influence the decisions we make, and how you can have your voice heard.

A copy of the current Customer Involvement Strategy can be found on our website www.albynhousing.org.uk

So... if you have time and would like to take part in a focus group then please get in touch with Anne Mackay on 0789 456 8185 / anne.mackay@albynhousing.org.uk



WHAT YOU HAVE PARTICIPATED IN SO FAR THIS YEAR....

This year we have asked for your opinions with: the content and design of the Tenant Charter report for 2020, and currently are asking for your participation with the Rent increase for next year. We are so grateful to everyone who has taken the time to give us their views, and have been delighted with the success of the 'text' consultations sent to those of you with mobile phones. Please let us know if you change your number, or if you now have a mobile phone and would prefer to be consulted by text.

As well as the above consultations, we have ongoing surveys of our repair service, of our new tenants, and of the tenants who are lucky enough to be moving into a new build. All of this information helps us to identify what's wrong, what's right, and how we can improve - - thank you very much, and please keep these surveys coming back to us.

Customer Satisfaction Survey

In our last Bulletin to you in September, we told you that we intended to carry out an all-tenant satisfaction survey. We have now made the decision to postpone this until early next year. We apologise for changing the dates of this survey, but do not want to inundate tenants with surveys at this time of year.

CYCLICAL AND HOME IMPROVEMENT WORKS

Albyn's estate investment programme in 2020 was severely disrupted by Covid. The programme of works which we had scheduled for 2020 came to a halt in March and will only be recommencing in early 2021. This is a disappointing situation to be in, but we trust you appreciate our need to work together to ensure that our contribution to the health and well-being of our community is our priority.

The year did get off to a good start with 25 heating upgrades completed before the national lockdown. Whilst the improvement programme had to be halted, our safety and emergency works continued through the year. This includes gas and electric safety

checks and servicing; emergency repairs and replacements to boilers to ensure heat and hot water are not interrupted; heat pump servicing, chimney sweeping, and sprinkler servicing. All Albyn's direct employees and our contractors undertake these works in your home in line with Covid protocols. The estate investment programme recommenced again at the end of 2020 with our painting contract; and we are working towards recommencing the broader programme in Spring 2021.

DEVELOPMENT UPDATE

Albyn has a well-established programme of creating new homes for our communities. We are proud to be contributing to increasing the number of homes across the region.

In 2019 we completed: 194 homes across 11 development sites

In 2020 we have completed: 57 homes across 4 development sites

The development programme in 2020 was interrupted by Covid since construction sites had to close for a period causing delays for each project. This has resulted in the low number of completions for 2020.

We are currently on site in 7 locations with 223 new homes under construction all of which are currently programmed for completion before the end of 2021. There can always be delays in build programmes: bad weather, unexpected site issues and interruptions to supplies of materials are the most common cause of issues: Albyn's construction partners all work continuously to keep any programme delays to a minimum.

We are currently making preparations for further builds to commence construction in 2021. Precise numbers cannot be confirmed: but we currently have 78 homes on 8 sites where we are working towards construction commencement in early 2021. Handovers are announced on our social media channels with photos of the new builds where possible.



FIRE & SMOKE ALARM STANDARD

Keeping You Safe In Your Home

You may have recently seen adverts on tv or received a leaflet about the new rules for fire and smoke alarms in your home. The Scottish Government introduced new legislation in 2019 which states that every home should have:

- One smoke alarm installed in the room most frequently used for general daytime living purposes (normally the living room/lounge),
- one smoke alarm in every circulation space on each storey, such as hallways and landings,
- one heat alarm installed in every kitchen,
- all smoke and heat alarms to be ceiling mounted and
- all smoke and heat alarms to be interlinked.

This means that as your landlord, we may need to install additional equipment for detecting fire and giving warning in the event of a fire.

Albyn has been upgrading homes to this standard since summer 2019 as part of our planned electrical testing and gas servicing contracts, we anticipate that all of our homes will comply with the rules well before the extended deadline of February 2022.

To help us make sure your home is as safe as possible, please allow access to our contractors if requested by our Assets Management team.

FIRE ALARM BATTERY INFORMATION

Please help protect your home from fire by regularly testing your smoke alarm – we recommend doing it monthly.

Test by:

- Pressing and holding the red “test” button until you hear it bleeping,
- let go of the button. The system will bleep for a little longer.
- If the system continues to bleep without stopping, you need to replace the battery.

Always have a spare battery ready to replace the back up battery in your alarm. The replacement battery is a 9 volt PP3 6LR61square battery. Never leave yourself or your home unprotected by removing the battery to stop the alarm bleeping. If you have difficulty changing the battery, ask a friend or let us know. If you're unsure what to do, get in touch with us.



DO YOU NEED HELP WITH TECHNOLOGY?

If you need help to use the internet safely, then please get in touch and find out if we can help you to get a free digital device, data, and support.

The Scottish Government 'Connecting Scotland' scheme is able to offer support to a limited number of tenants who are:

- In a household with children, or where a child is normally resident (this includes pregnant women with no child in the household)
- or
- a care leaver up to the age of twenty-six (in line with eligibility for aftercare support)

Please get in touch with Anne on 07894 568185 for more information

If you do not meet the above criteria, but need help with technology, then please still get in touch we may be able to help.

COMMUNITY FUND

Albyn Housing has a Community Fund that provides small grants to local community groups. Grants of up to £500 are available for specific community projects that benefit the local community.

What Can The Grant Be Used For?

The grants can be used to aid any activities that help make stronger communities. For example; improvements to a town or village hall, sports equipment or childrens or pensioners parties.

How Can I Apply For a Grant?

If you want to make an application for your community project, fill out form below. If your group is in North Kessock and North, you should complete a North application form and submit to jim.banks@albynhousing.org.uk If your group is Inverness and South, you should complete a South application form and submit to elaine.wilkinson@albynhousing.org.uk.

From April 2019 to March 2020 Albyn donated £2850 to local community projects. From April 2020 to November 2020 we have donated £2750, with funds available until 31 March 2021. Full details on our community fund and who has benefited is available on our website along with how to apply:



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Community Fund

TENANT HARDSHIP FUND

We continue to support tenants most impacted by the effects of the pandemic by way of our hardship fund. Many tenants have and continue to benefit from this.

We have received 218 Applications for our fund with 190 being approved. This provided £20,425.00 of food vouchers, £4,972.00 of rent relief, and £11,440.00 towards help with household utility bills.

The fund is still available to those who need it. The criteria for making an application to the fund and details of how you can apply are available by contacting your Housing Team either by email or phone:

North – housing.north@albynhousing.org.uk 0300 323 0990

South – housing.south@albynhousing.org.uk 0300 323 0991

The fund will make awards based on the merits of each application and provide support only where you meet the specified criteria set out in the application.

It is important to stress that the fund is limited and may not be able to support all of those who may need to access it.

What does the fund support?

- Food Vouchers
- Help with energy costs
- Help with mobile and internet costs
- Help with rent payments (Note- not available to those on UC or Housing Benefit)

Rental Payments

You should continue to make rental payments on time and in full. If you are struggling financially the most important thing is that you continue to communicate with us which in turn will allow us to continue support you in the best possible way.

More guidance is available on our website by speaking with the Customer Services Team.



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Covid-19 Guidance

FROST PRECAUTIONS

Are you Insured?

You must make your own insurance arrangements. Have you insured your household contents? Some tenants still have no household insurance. Fire, floods and accidents can mean financial disaster.

Attic Spaces

Check on attic spaces, especially if water and storage tanks are there. Make sure insulation, which should cover pipes and tanks, has not been accidentally moved.

Going on Holiday

If you go away in the winter please contact the Society who can arrange to drain the cold water system on your behalf, for which you will sign a 'Recharge Form' estimated costs can be advised in advance. We will then invoice you on receipt of the Contractor's invoice.

Alternatively we can recommend one of our contract plumbers who you may wish to approach independently. If you leave the house empty for a period, e.g. holidays, it is a good idea to leave keys with a relative or neighbour and to inform the Police and Albyn Housing Society Ltd.

Keep Warm

In order to avoid burst pipes this winter try to keep your house warm day and night. Houses with no heating upstairs – leave room doors open to allow heat to circulate.

In the Event of a Burst Pipe

1. Turn off water.
2. Switch off the electricity at the mains, including the water heater.
3. Switch off central heating systems. If you have a solid fuel fire close down the damper and let the fire die out. Do not attempt to drain down the boiler unless the fire has gone out.
4. Open all taps to sinks and bath (if possible collect water in the bath for "flushing" the WC and washing).
5. Call Albyn Housing Society Ltd .

THE SOCIETY IS NOT RESPONSIBLE FOR ANY DAMAGE CAUSED TO YOUR PERSONAL BELONGINGS BY FROST DAMAGE OR BURST PIPE OR TANK.

REDUCING THE RISK OF LEGIONNAIRES' DISEASE

Legionnaires' disease is a serious lung infection caused by the Legionella bacteria. Initial symptoms usually include flu-like symptoms. The disease is caused by Legionella bacteria infecting your lungs. It is usually caught by breathing in small droplets of contaminated water. The infection isn't contagious and can't be spread directly from person to person. Legionnaires' disease can be particularly serious in people with pre-existing health conditions, as well as young children and older folk.

Most of us will have heard of the disease and associate it with large water systems in factories, hotels, hospitals and the like. Legionella is bacteria that can exist in natural and artificial water systems.

However, it is possible for Legionella bacteria to live in smaller water supply systems like those used in domestic premises.

You can do your bit to help minimise the risk

and we recommend that you all undertake the following actions:

- Flush through hot and cold water taps throughout the property on at least a weekly basis to prevent water stagnation.
- Run showers at least once per week to ensure there is regular water flow.
- Clean and disinfect shower heads every three months.
- If toilets have not been used for more than a week these should be flushed twice before use to circulate fresh water through the system.
- Where hot water storage cylinders are provided, ensure the hot water is switched on and the water is brought up to 60°C for a minimum of one hour once per week.
- Don't adjust the hot water temperature controls on the boiler or hot water cylinder or on any thermostatic mixing valves on taps. (The central heating temperature is controlled separately and you can adjust this using the room thermostat and radiator valves to suit your preferences.)



Burnside Aviemore

EXTRA HELP THAT YOU MIGHT QUALIFY FOR

There are extra payments available depending on your circumstances, and which benefits you may already receive. We have included links, and a phone number, to where you can obtain more information. Alternatively you can ask your Health visitor, Social worker, local Citizen Advice bureau, etc.

For Families With Children:

Best Start Grant Pregnancy and Baby Payment – one off payment of up to £600 from 24 weeks in pregnancy up until a baby turns 6 months for families who get certain benefits.

Best Start Grant Early Learning Payment – one off payment of £250 when a child is between two and three years and six months for families who get certain benefits.

Best Start Grant School Age Payment – one off payment of £250 when a child would normally start primary one for families who get certain benefits.

Best Start Foods – a pre-paid card from pregnancy up to when a child turns three for families on certain benefits to help buy healthy food.

The Best Start Foods provides low income families on certain benefits with £17.00 on a payment card every four weeks during pregnancy up until a child turns three. The payment doubles (to £34.00) in the first year of a child's life. The prepaid Best Start Foods card can be used to buy First infant formula, fresh milk, fruit and vegetables, pulses and eggs.

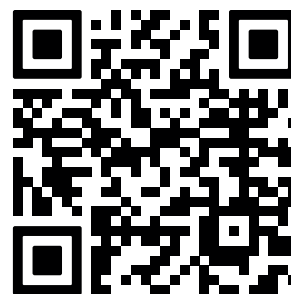
You can apply for Best Start Grant, Best Start Foods and the **new Scottish Child Payment** in one simple online form.

You can find out more on all of the above, and apply, at mygov.scot/beststart or by calling 0800 182 2222.

Scottish Child Payment

Scottish Child Payment is a new payment for families on certain benefits or tax credits to help towards the costs of looking after a child. It's £40 paid every four weeks for each child under six. It opens on Monday 15 February 2021 but applications are being accepted now to help manage demand. People can apply for Scottish Child Payment whether in work or not. You may be eligible if you, or your partner, are the parent or full-time carer of a child who will be aged under six on 15 February 2021 and if you get certain benefits or tax credits.

Applications can be made by the freephone helpline on 0800 182 2222, by post or online at:



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Scottish Child Payment



Debt and Mental Health:

No debt problems are unsolvable. It might not be easy or quick, but there's always a route. When mental health problems are involved, some special solutions apply.

MoneySavingExpert.com has produced a guide to mental health and debt:
<https://www.moneysavingexpert.com/credit-cards/mental-health-guide/>

For Carers:

Carer's Allowance Supplement – an automatic payment made twice a year to people who get Carer's Allowance through the DWP on certain dates each year.

Young Carer Grant – an annual payment of more than £300 for people 16, 17 or 18 who care for people who get a disability benefit from the DWP for an average of 16 hours a week or more.

Others:

Funeral Support Payment – money towards the costs of a funeral at a difficult time like this for people on certain benefits who are responsible for paying for a funeral.

Job Start Payment – £250 for 16 to 24 year olds who have been on certain benefits for six months or more to help with the costs of starting a job.

NEW SCOTTISH GOVERNMENT SCHEME TO HELP THOSE IMPACTED BY PANDEMIC.

A £10 million fund which offers interest-free loans to tenants who are struggling with rent arrears has opened for applications (7/12/20).

The Tenant Hardship Loan Fund is designed to help people who have had their finances or employment impacted by the coronavirus (COVID-19) pandemic and do not have other means of housing support.

The new fund is part of a range of support and interventions in response to the pandemic. By giving tenants access to loans to cover a maximum of nine months worth of rent arrears and long repayment terms, it provides another option for people who have lost out financially due to the pandemic, but who can't claim support from other means, such as welfare benefits. Please see the Scottish Government website for further information:



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Increased support
for tenants

EMERGENCY FOOD PROVISION

There are a number of food banks across Highland. To receive help from one of these food banks, you need to be referred by one of the food bank's partner agencies, like your GP, health visitor, or social worker. If you prefer you could make an appointment at your local Citizens Advice Bureau.

Once you receive a referral, you will be given a voucher to take along to your local food bank. You will be provided with a three-day food supply, along with recipes to help you make the most of this food.

You will find lots of information online about the help that is available, but if you are unable to do this then please see below:

Highland Food Bank, Badenoch and Strathspey, St Andrews

Phone 07563 737 274 or 01463 717630

Church Hall, Grampian Road, Aviemore

Phone 01463 717 630 or 07875 332 696

Highland Food Bank, 1 Glebe Street, Inverness

Phone 01463 717 630 or 07875 332 696

Highland Food Bank, 7 Academy Street, Nairn

Phone 07782 551854

Highland Food Bank, Dingwall Free Church Hall, Dingwall

Phone 01463 717630 or 07884 869021

Highland Food Bank, Capstone Centre, Obsdale Road, Alness

Phone 01862 328 006 or 01463 717630



You do not need referrals for the Local Food Banks, and Community Larders listed below and will be able to find opening times and availability on your local Community Noticeboard.

North & South areas

- Newstart Highland Food Hub

North area

- Kessock Kindness North Kessock Larder
- Moo Food – Muir of Ord & surrounding area
- Food for Families – Inverness & Easter Ross
- KALM Community Food Stop – Ardgay & Creich
- Black Isle Cares – Fortrose & possibly Rosemarkie
- Beauly Community Council Food Larder
- Sutherland Care Forum – East & Central Sutherland
- A Helping Hand in the Highlands – Inverness, Nairn & Alness
- Assynt Reliance Group – Lochinver
- Kinlochbervie, Durness, Scourie - Durness and Kinlochbervie Church of Scotland
- Scourie Community Larder
- Thurso Community Development Trust

South area

- Grantown Here to Help/Grantown Community Food Table – Grantown & surrounding area
- Badenoch & Strathspey
- Community Transport
- The Libertie Project – Hill & Crown area Inverness
- Crown & City Community Cupboard, Inverness
- Inverness Women's Aid
- Inverness Foodstuff
- Food for Families – Inverness & Easter Ross
- A Helping Hand in the Highlands – Inverness, Nairn & Alness

Help from Albyn Housing

Your Housing Officer will also be able to help provide a small parcel of tinned & packet food if you are unable to reach any of the above. Please note that the offices are closed from 5:00p.m. on the 23rd of December 2020 until 9:00a.m. on Monday 4th Jan 2021, so this won't be available during this time.

Do you need help to pay your gas or electricity bills?

Our trained advisers can help you to:

- > Save energy and reduce your bills
- > Switch energy supplier (which can save you money)
- > Make the most of heating, lighting and thermostats in your home
- > Find out about funding to keep your house warmer
- > Access financial help that's available to you



Call **Inverness, Badenoch and Strathspey Citizens Advice Bureau** on **01463 252298** or email **ibscab1@gmail.com** to find out how we can help.

Scottish Charity No. SC003951 and Company Limited by Guarantee No. SC180118

WARM HOME DISCOUNT SCHEME

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

For more information visit <https://www.gov.uk/the-warm-home-discount-scheme>



Website

Email : office@albynhousing.org.uk
Web : www.albynhousing.org.uk



Phone Number

General Enquiries: 01349 852978
Customer Services North: 0300 323 0990
Customer Services North : 0300 323 0990



Address

Invergordon Office

(Invergordon area and the north):
98-104 High Street, Invergordon,
Ross-shire IV18 0DL

Inverness Office

(Inverness area and the south):
68 MacLennan crescent, Inverness
IV3 8DN