



Aberdeenshire *housing partnership*



Winter 2006

TENANTS' NEWSLETTER

Welcome to the winter edition of the Tenants' Newsletter. Once again the newsletter is full of useful information:

- * An Inspector Calls.
- * Annual General Meeting and Annual Report.
- * Equality and Diversity Policy.
- * Customer Charter.
- * SCARF Winter Campaign / Beat the Freeze.
- * Tenant Consultation Policy / consultation on two policies and one strategy.

Our festive closure dates are listed on the back page of this newsletter.

Please remember to let us know your views, as they are important to us.

Colin Hawkins, Chief Executive



AN INSPECTOR CALLS



AHP will be inspected by the government housing regulator, Communities Scotland in the new year. The objective of this inspection is to give you, the service users, assurance that we are well run and providing good quality services to our tenants and other service users. Inspection Manager Ian Kerr, who will lead the inspection, explained that "getting the views and experiences of tenants, whether their experience has been good or not, is key to helping us understand how good services really are". As part of this process the inspectors may contact you to ask about the services you receive from us. Your feedback is important and we ask that you provide the information requested.

Once the Inspection is completed a report will be produced which will be available for public scrutiny.

ANNUAL GENERAL MEETING & ANNUAL REPORT



This years Annual General Meeting was held in Stonehaven. The reports of the Chair and Chief Executive noted the progress made by AHP over the past 12 months and agreed the appointment of auditors for next year.

In accordance with our Articles of Association four Board members stood down. At a Board meeting held immediately after the AGM, two members did not seek re-election, one was unsuccessful in seeking re-election and one member was re-elected onto the Board. Hazel Al-Kowarri was elected as the Chair of AHP and Bill Chapman was elected as Vice-Chair.

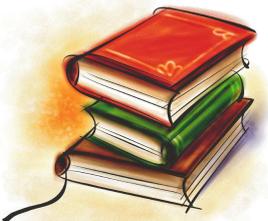
At our Board meeting at the end of October 2006 three new Board members joined our Board. We welcome, John Henderson, Mike Scott and Rab Hepburn to the Board of AHP.

If you would like a copy of the 2005/06 Annual Report once it is published, please contact us on Tel: (01467) 641200.

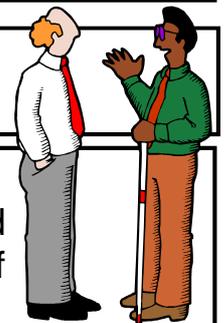


Please remember to dial the Repairs Line on 01467 641560 if you wish to report a repair. If you wish to contact a member of staff directly, please remember to use their Direct Dial number. When all lines are busy, we are handling your calls, however there is an option to leave a message.

EQUALITY AND DIVERSITY



We are committed to promoting diversity and equality in housing, employment and the provision of all our services.



Our policy says:

- We will treat all people equally regardless of: race, colour, ethnic origin, religion, cultural background, sexual orientation, gender, disability, age, marital or parental status, illness, employment status, membership of trade unions or political beliefs, or any other unjustifiable criteria.
- We will apply these principles when we build new homes, let new homes and when we employ staff members.





CUSTOMER CHARTER



“Aberdeenshire Housing Partnership is committed to providing the highest standard of service to all customers. We achieve this by being open, fair and honest in all our practices. We treat our customers as we would wish to be treated ourselves.”

OUR COMMITMENT

As our customer, we want you to know the standards of service you can expect from us, our contractors and other partners.

- Queries will be answered correctly and quickly.
- All customers will be treated fairly and equally, in a polite manner.
- We will listen to what you say, use plain language and be responsive to your query.



OUR EXPECTATIONS OF YOU

- To co-operate with staff and our contractors and other partners.
- To be courteous with staff at all times.



If you would like to receive a copy of the full Customer Charter, please call Karen Simpson on Tel: (01467) 644117.

SCARF WINTER CAMPAIGN

SCARF are running a campaign entitled “Cut Your Fuel Bills - Best Value Energy” to increase awareness of the opportunities available to help householders secure best value for fuel costs.

The campaign is designed to encourage households to make informed choices about fuel suppliers, tariffs and payment methods. See enclosed leaflets.

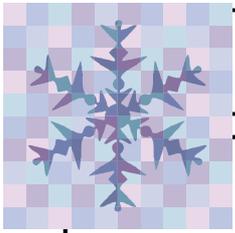
For further information and advice you can:

Phone the SCARF Energy Advice Team FREE on 0800 512012

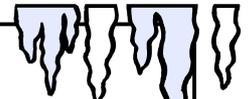
Visit the SCARF website at www.scarf.org.uk

E-mail SCARF at duty@scarf.org.uk





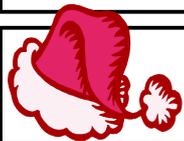
BEAT THE FREEZE



HOW TO AVOID BURST PIPES. Keep your heating on, even at a low level. This is especially important if you are going to be away from home for any length of time. If you are going on holiday, please leave a key with a neighbour or a relative and let us know who to contact in an emergency. If you don't want to leave heating on while you are away, or individual room heaters, then you should turn off the mains water supply at the main stopcock. Then switch off any water heaters and turn on all your taps until the water stops running.

WHAT IF THE WORST HAPPENS? If you do have a burst pipe, turn off the mains water supply at the stopcock. Unless you are certain that the burst pipe is only on the mains supply, you should also turn off any central heating systems or electric immersion heaters and turn on all the taps to drain your storage tank. Then phone our office (or the emergency contractor if the burst pipe happens outside normal working hours or during the holidays).

Our emergency repair number: **(01343) 545005.**



FESTIVE CLOSURE



Our Offices will be closed from:

Friday, 22nd December 2006 from 4pm

and will remain closed until:

Wednesday, 3rd January 2006 at 9am



If you have an emergency repair please phone: **(01343) 545005.**



Please visit our website at www.a-h-p.org.uk for up-to-date information.

If you require this Newsletter in an alternate format, or a community language, please let us know.

This is your newsletter. Let us know what you think of it, and let us know if you have any ideas for future editions.

Aberdeenshire Housing Partnership

A Registered Scottish Charity

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