

YOUR HOME

THE NEWSLETTER OF ATRIUM HOMES | NO. 53 - SUMMER 2021

REPAIRS SERVICE OVERHAUL!



We're delighted to announce we're setting up new arrangements for carrying out repairs to our properties, which means an even better repairs service for you is on the way!

We're rolling out these changes over May and June, with the complete new set up in place by 1st July 2021. This will see Turner Property Services Ltd undertaking reactive repairs to tenant homes and repairs to void properties within the greater Kilmarnock area. Local contractors DM Homeshield, AL Plumbing Ltd and Milligan Electricals will provide the same services to homes and properties in the rest of East Ayrshire.

The new approach has been designed with both customer service and best value in mind. We believe the new set up, once it's established, will allow us to deliver an improved, cost effective and customer friendly repairs service for all our customers.

[Full story on page 4](#)



Before I started to write this, I had a quick look back at previous newsletters and in particular those in 2020. It's hard to believe the impact which COVID-19 has had on all our lives, as well as the activities of Atrium as a landlord.

So much has been interrupted, set back or delayed in the past 15 months. As we begin to plan for our return to office working and the re-introduction of our services, we can only hope that this time, things go smoothly and without any major setbacks.

In response to COVID-19 restrictions being relaxed, Atrium staff have started to return to office working on a more routine basis. We've begun to address the backlog of repairs which have built up since November 2020 - the last time we could carry out routine works inside occupied homes. And we're working with our contractor CCG to develop a new programme for delivering the Homes Fit for 21st Century Living Standard works, starting with those properties whose improvement works were shelved when lockdown started last year. Our aim is to deliver those improvements before moving forward to the next phase, all while trying to claw back the 15 month delay caused by the COVID-19 restrictions. We've produced an updated indicative programme to show how we think this will look - you can see this on pages 8 and 9.

For the time being, although staff will return, our office will still be closed to the public. However, we hope this will change in the coming months and we look forward to welcoming you back at some point over the summer.

In the meantime, if you haven't already signed up to our Tenant Portal, please do so here...
<https://www.atrium-homes.co.uk/account/?action=register>
 It's simple and straightforward to do, and gives you 24/7 access to your personal Atrium account to make and check rent payments, report repairs, register complaints, etc. Sometimes we run special prize draws, which are exclusive to Portal users as well, so don't miss out - Mrs P of Stewarton was delighted to be the March winner, especially as she won the equivalent of her monthly rent worth nearly £400. See page 12 for details on our next draw in June - this time, it could be you!

Best wishes,
 Stephen Black
Chief Executive

DEAR TENANT

HELL



It's a busy time for Board members just now, as we're in the middle of a Business Plan review. We last had a detailed look at this in March 2018, and took the decisions then that led to the Homes Fit for 21st Century Living Standard being introduced.

We know that the programme has been interrupted by COVID-19 restrictions, but I want to reassure you that delivery in full remains a key objective of the whole organisation.

In starting to look at the Business Plan again, we'll be considering what else we should be aiming to do over the next 3-5 years. Some of this is dictated to us by the Scottish Government - such as additional fire detection systems or additional energy efficiency measures being fitted to all our properties, but we still have some choices to make on other investments in our housing.

One area we're keen to consider is that of growing the business either by adding properties or by adding or improving on services to customers. This is one area which our customers could help us with and it's a very good reason why we'd welcome more input from tenants into our decision making processes.

This doesn't have to be done in a formal way at Board or sub-committee level. We have other routes to help us engage with customers and a very important one is our Tenant Scrutiny Group. There's more information about this on page 11 - it's easy to register; easy to get involved; and the sooner you do it, the sooner you can start influencing how Atrium works for you.

Best wishes
 Joe Keen
Chair

GET INVOLVED

To find out more about joining the Board (or a sub-committee) or how Atrium works, please phone **01563 528 816** or email info@atrium-homes.co.uk

COME ON BOARD - WE NEED YOU!

We want to strengthen our Board by appointing new members. Would you like to join us?

Board members set Atrium's overall organisational strategy and objectives, and also monitor our performance. So it's important there's a good mix of skills and experience on our Board at any one time to match our business needs.

Currently, we're very fortunate to have people from different backgrounds, who can contribute across a wide range of areas. However, we're really keen to attract more new members who have experience of our services as customers, and are committed to service excellence and continuous improvement.

Interested? Here are a few more things you might want to know:

Will I get paid for being a Board member?
 No, a Board position is voluntary, but we can offer you reasonable expenses to help you attend Board meetings or cover childcare costs.

How much time is involved?
 The Board meets roughly once a month, and allowing for time to read Board papers, members spend around four hours a month on Board business. We meet virtually, using video conferencing, and send the papers out electronically. We also provide a tablet/PC to members should they need it.

Will I receive any training?
 Yes, there's a full induction for new members, plus further training and support, depending on your individual requirements.

How do I find out more?
 For an informal chat about the role, please contact us on **01563 528 816**.

NEW ARRANGEMENTS FOR REPAIRS

Everything you need to know about the new void and reactive repairs contracts (Continued from front cover)

After a review last year, we decided the time had come to disband our in-house repairs service and appoint external contractors to carry out repairs on empty (void) properties and reactive repairs on tenant homes. Our aim in doing so is to help provide an improved, cost effective and customer friendly repairs service for all our customers.

Two areas, different contractors

We've separated all Atrium properties (vacant and occupied) into two areas and have appointed different contractors for each - but with the contingency that each provides cover for the other, if needs be.

Area 1 is the smaller of the two and covers Atrium's properties in Cumnock, Catrine, Stewarton, Galston, Fenwick, Kilmaurs and Tarbolton. Void and reactive repairs in Area 1 will be delivered by Kilmaurk companies DM Homeshield, AL Plumbing and Milligan Electrical.

Area 2 is the larger area and covers Atrium's properties in Greater Kilmarnock, which includes Crosshouse. Void and reactive repairs in Area 2 will be delivered by Turner Property Services (TPS) from their base in Irvine. The remaining staff in Atrium's in-house repair team will move across to TPS under employment protection laws, so they will still have their jobs.

Timing

The new arrangements will start in June 2021 - at the time of this newsletter going to print, the exact start date was still to be agreed and we were deep in discussions with the contractors to make sure everything that's needed to make this work properly is in place.

Reporting and Completing Repairs

You can continue to report repairs to us in the normal ways - by phone, email, via the Tenant Portal or website. We'll record them and pass instructions to the relevant contractor to carry out the repair.

The contractor may then contact you directly to get more details on the repair or to make an appointment with you to carry out the work.

An important part of the new arrangements will be quality control - making sure the repair is completed properly. As a customer, you have a crucial role to play here - if you're not happy with the quality of a repair, then let us know and we'll look into it.

The contractor has a specific responsibility to "quality control" a percentage of completed repairs - this means a supervisor will carry out inspections on a certain number of repairs, to make sure the standard is acceptable. We'll also be carrying out our own checks on a number of completed repairs.

This collective approach of the customer, contractor and Atrium working together, will help make sure repairs are done right first time, enhancing the quality of repairs and improving value for money.

HOMES FIT FOR 21ST CENTURY LIVING STANDARD (HFF21CLS)

Delayed Phase 2 Works Begin!

Although we had anticipated Phase 2 works would begin at the start of January 2021, the further lockdown imposed just prior to Christmas prevented both Atrium and the main contractor, CCG (Scotland) Ltd, from working in occupied properties.

However, we're now pleased to report, further to the lifting of restrictions, that Atrium and the contractor, have completed the joint march-in surveys at the occupied BC Commissioner properties and BC Construction flats - with the exception of a small number of 'no accesses' - in Shortlees. Doing these surveys before the works begin, means everyone knows what's to happen when the contractor arrives to start.

So we've identified the work needing done, and agreed quality standards and specific requirements with tenants (including colour choices and finishes) to around 70 properties affected under this phase. Phase 2 works will mainly consist of replacing bathrooms, kitchens, and boilers and/or heating systems, as well as upgrading detectors and fans.

We've produced COVID-19 risk assessments for our own staff to follow when carrying out any work for the organisation, including being on site and within properties. CCG has provided copies of their own risk assessments.

We anticipate works beginning in June 2021. Staff will continue to liaise with all tenants involved on the likely start date to their home and on the timescale for the works to be completed.

HFF21CLS - Updated Programme

Phase 2 works were programmed to be completed during 2020/21, and although we completed and re-let the 'pilot void' properties during that time, we couldn't start any work within occupied properties. COVID-19 restrictions imposed over the past 15 months have had a significant impact on our ability to deliver the works within the timescales set out in the 5-Phase Plan which we originally consulted you on.

We've revised the indicative programme on pages 8-9, to show how the pandemic has impacted on planned activity and in particular the knock-on effect on the phasing of works moving forward. The 'Work Programmed' column has been updated to show the estimated year(s) of completion for the specific areas and house-types across each of the 5 phases.

Although we're basically around 15 months behind programme, talks are ongoing with the contractor on how best we can pull back on this slippage to ensure the Homes Fit for 21st Century Standard is delivered as near to the original timescales as possible.

In addition to beginning works in Phase 2, we'll be contacting tenants in the New Farm Loch area over the next few months to set out some dates to undertake march-in surveys. We'll also be in touch with tenants in some of the other areas and build types that were proposed to be completed during Phase 3.



CYCLICAL WORKS PROGRAMME

Unfortunately, the lockdown also impacted on our programme of cyclical maintenance, although this type of activity started back at the end of April and has been progressing since then, including:

External Painting Work & Gutter Cleaning – Dumbreck Decorators

The contractor has resumed activity on site, and is picking up on the works that had to be suspended over the winter months or due to lockdown.

Tenants will also be contacted over the next few months where painting work is planned for the coming year and advised of the contractor's programme in their area.

Electrical Periodic Testing – Alwurk Electrical Work

The overall programme has been slightly slower than anticipated due to tenant refusal on the day, because of COVID-19 and the need for them to self-isolate. We'll continue to contact those tenants where the contractor has had no access to re-arrange a suitable time for this work to be undertaken.

Tenants will also be contacted over the coming months where Electrical Periodic Testing is due to be carried out in the current year, and advised when this is likely to take place.

LD2 Compliance Works – Magnus Electrical

The contractor has a number of properties to complete due to 'no accesses' and will conduct a final contact exercise to complete the required smoke, heat and CO alarm/detectors to these properties.

Tenants will also be contacted over the coming months where LD2 compliance works are planned to be undertaken outwith the HFF21CLS programme and when these are likely to happen.

FLY TIPPING



During lockdown we've been disappointed to see an increase in fly tipping across our estates. While most staff have worked from home during this period, we've had some out on site continuing with estate inspections - at times on their own, when restrictions were tightest, and then later carrying out joint visits with our landscape maintenance contractor John O'Connor.

We also work in partnership with East Ayrshire Council to tackle fly tipping, and can offer advice to residents on general waste management and estate management issues. Leaving waste like this does not only encourage others to do the same, but can result in a cost being passed on to residents if we have to arrange for the waste to be removed and disposed of.

Remember - if you've ordered new white goods or larger electrical items, most companies will take away your old one either free of charge or for a small fee.

For anyone unable to remove the items themselves, the services below can help:

- **East Ayrshire Council**
<https://www.east-ayrshire.gov.uk/.../Bulkyuplifts.aspx>
- **British Heart Foundation**
<https://www.bhf.org.uk/.../kilmarnock-furniture...>
- **Cunninghame Furniture Recycling**
<https://www.cfrcltd.org.uk/...>



HOUSING ALLOCATIONS

Despite the restrictions imposed during lockdown, we've continued to allocate properties since Christmas. We've introduced more virtual viewing appointments and telephone sign ups. We also issue all paperwork electronically where possible.

As part of our void processes, we're taking the opportunity to upgrade any relevant properties to the Homes Fit for 21st Century Living Standard while they're empty. This may result in properties being unavailable for longer periods, while these works are completed.

So if you're offered a property and advised it's being brought up to HFF21CLS, please be patient - it will be worth the wait in the long run! We'll keep you advised on the timescales to complete the works and get you signed up as soon as possible, once the property has undergone all the additional safety checks.

HOMES FIT FOR 21ST CENTURY LIVING STANDARD (HFF21CLS)

INDICATIVE PROGRAMME REVISED MAY 2021 (for Internal Works)

WORKS PROGRAMMED	AREA & BUILD TYPE	CORE WORKS					
		BATHROOM UPGRADE	ELECTRICAL REWIRE	ELECTRICAL SAFETY Upgrade of Fans & Detectors	ENERGY EFFICIENCY Boiler or Full Heating System	KITCHEN UPGRADE	OTHER CORE WORKS
Phase 1 Work completed 2019/20	Belbfield Brick Cavity Miller - Houses	✓	2031	✓	2031	✓	Partial Internal Wall Insulation
	Burnpark Brick Cavity Dunedin - Houses	✓	2031	✓	2031	✓	
Phase 2	Shortlees Brick Cavity Construction - 1 Bedroom Flats	✓	2040	✓	2024	✓	
Covid delay. Now starting 2021/22	Shortlees Brick Cavity Commissioner - Houses & Flats	PARTIAL	2045	✓	✓	✓	
Phase 3 Estimated to start 2021/22, ending 2022/23	New Farm Loch No Fines Concrete - Houses & Flats	✓	✓	✓	2026	✓	
	Onthank Brick Cavity Dunedin - Houses	PARTIAL	2045	✓	2029	✓	
	Crosshouse Brick Cavity - Bungalows & Flat	✓	✓	✓	✓	✓	
	Galston Brick Cavity Traditional - Houses & Flats	✓	✓	✓	2028	✓	
	Galston Swedish Timber - Houses	PARTIAL	2043	✓	✓	✓	
	Kilmarnock Central Tenement - Flats	✓	2046	✓	✓	✓	External Door Replacement
Phase 4 Estimated to start 2022/23, ending 2023/24	Shortlees Wilson Concrete - Houses	PARTIAL	2043	✓	✓	✓	
	Shortlees Atholl Steel - Flats	PARTIAL	2030	✓	✓	✓	Partial Internal Wall Insulation
	Nether Robertland, Stewarton No Fines Concrete - Houses & Flats	✓	✓	✓	2027	✓	
	Lainshaw, Stewarton Brick Cavity Traditional - Houses & Flats	✓	✓	✓	2027	✓	

Upgrade is, as listed on the schedule of works

WORKS PROGRAMMED	AREA & BUILD TYPE	CORE WORKS					
		BATHROOM UPGRADE	ELECTRICAL REWIRE	ELECTRICAL SAFETY Upgrade of Fans & Detectors	ENERGY EFFICIENCY Boiler or Full Heating System	KITCHEN UPGRADE	OTHER CORE WORKS
Phase 5 Estimated to start 2023/24, ending 2024/25	Shortlees Brick Cavity Blackburn - Houses	✓	2045	✓	2028	✓	
	Shortlees Hilcon - Houses & Flats	PARTIAL	2045	✓	✓	✓	
	Shortlees Brick Cavity Traditional - Houses & Flats	PARTIAL	2034	✓	2028	✓	
	Shortlees SSHA - Houses	✓	2036	✓	✓	✓	
	Shortlees Brick Cavity Construction - Houses & Flats	PARTIAL	2040	✓	✓	✓	
	Shortlees Brick Cavity Miller - Houses & Flats	PARTIAL	2040	✓	2025	✓	
	Shortlees BISF - House	PARTIAL	✓	✓	✓	✓	

PROPERTIES WHICH ARE NOT LOCATED DIRECTLY NEXT TO ATRIUM'S MAIN HOUSING AREAS

WORKS PROGRAMMED	AREA & BUILD TYPE	CORE WORKS					
		BATHROOM UPGRADE	ELECTRICAL REWIRE	ELECTRICAL SAFETY Upgrade of Fans & Detectors	ENERGY EFFICIENCY Boiler or Full Heating System	KITCHEN UPGRADE	OTHER CORE WORKS
Phase 2 or 3 Estimated to start 2021/22, ending 2022/23	Crosshouse Brick Cavity Construction - 1x Flat	✓	2039	✓	✓	✓	
	Cumnock Timber Kit - 1 x Bungalow	✓	✓	✓	✓	✓	
	Kilmarnock Central Brick Cavity Construction - 1 x House	✓	2030	✓	✓	✓	
	Kilmaurs Timber Kit - 1 x House	✓	2030	✓	✓	✓	
	New Farm Loch Brick Cavity Construction - 2 x Houses	✓	2038	✓	✓	✓	
	Onthank Brick Cavity Construction - 3 x Houses	✓	✓	✓	✓	✓	
	Tarbolton Brick Cavity Construction - 1 x House	✓	2030	✓	2030	✓	

Now that COVID-19 restrictions are easing, we can start working together with our customers again and using your feedback to improve our services. Here's how you can get involved and help with this.

Tenant Scrutiny Group

The Tenant Scrutiny Group has been in existence for a number of years and has helped us on a number of different projects, such as reviewing policies, rent increase consultation, setting the communications standards for HFF21CLS and improving standards on empty properties.

Usually this has been done through a series of office based meetings every couple of months. We appreciate not everyone can attend office meetings and with the success of virtual meetings (held over Zoom or Teams) in the last 12 months, we're going to look at the best way to hold these Tenant Scrutiny Group meetings in future. So getting involved couldn't be any easier - you might not even need to leave your favourite armchair to have a real voice in how Atrium does things!

If you're interested and could give up the odd hour to come along - either in person or virtually - please email your details to info@atrium-homes.co.uk. We've worked on this project with the Tenant Participation Advisory Service (TPAS). They'll continue to co-ordinate this activity alongside Atrium and Scrutiny Group representatives, and work out a plan for the projects the Group will be involved in this coming year. We look forward to seeing you...in one format or another!

Customer Satisfaction Survey

Under normal circumstances, Atrium conducts a full scale Customer Satisfaction Survey every couple of years. Our last survey was completed in 2018 by independent consultants and was carried out by doing over 400 door to door surveys.



We held off commissioning the 2020 survey due to COVID-19 and the restrictions on face to face contact. However, we've now issued a brief for our next survey to a small pool of companies, in line with our Procurement Policy. We hope that by the time fieldwork (carrying out the surveys with customers) is due to start in the Autumn, that they'll be able to do door to door surveys, though we've also asked for prices for telephone surveys, just in case.

As with previous surveys, a sample of around 400 will be carried out and we really appreciate your co-operation in this matter. Feedback from the Satisfaction Survey is used to help us plan service improvements and priorities for future years.

Tenant Portal

Feedback from previous Customer Satisfaction Surveys showed our customers wanted easy access to services at a time that suited them, so we introduced the Tenant Portal. Since we launched the Portal at the beginning of the year, we've had over 200 tenants register with us. The Portal is a great way to keep in touch with your tenancy information, allowing you to have 24/7 access to it. You can request a number of services such as:

- view your rent balance and transactions
- report a repair
- view repairs history
- pay your rent

The Portal also has its own app which is compatible with both Android and iOS devices, so you can access your myAtrium account on the go. It's already available via the App Store and Play Store - just type in myAtrium from Atrium Homes to download it.

You can set up your account via our website (select the myAtrium button, and then "Create an Account") or via the app (select "Create an Account") once you've downloaded it.

MAKE THE CALL YOU COULD SAVE A LIFE

Over the past 18 months, we've had several serious house fires across our communities. Thankfully no one was badly hurt, but it's frightening to think what the outcome could have been in any one of these fires.

The Scottish Fire and Rescue Service (SFRS) has launched a new campaign urging all Ayrshire communities to help stop preventable house fires by making a five-minute phone call to the Home Fire Safety Visit phonenumber.

The SFRS is appealing to people to 'Make the Call' and help save a life, by putting vulnerable neighbours, patients, friends and family members in touch with them.

SFRS Area Commander Ian McMeekin is the local senior officer for East, North and South Ayrshire. He says: "All too often the fires we attend in homes are completely preventable with some advice and guidance. The greatest challenge for us has always been reaching the most vulnerable people in our communities to make sure they have the potentially life-saving advice and support that they need.

Getting in touch with SFRS is easy. You can:

- Call the free phonenumber 0800 0731 999
- Text "FIRE" to 80800 from your mobile phone
- Complete the online form at <https://www.firescotland.gov.uk/your-safety/hfsv-form.aspx>
- Call your local fire station for advice

Carers, families, and friends of people who are at risk of serious injury or even death because of an accidental fire in the home, are being asked to help put local firefighters in touch with them.

The latest statistics also show that people most at risk of injury in a fire in the home are:

- Over the age of 50
- Smoke and
- Have mobility issues, live alone or use medical oxygen

"If you know someone who is over 50 and smokes and lives alone, has mobility issues or uses medical oxygen – we need you to help us reach them. Make the call to us and we can ensure that the people who may be at risk get the fire safety advice and support that they need to help them stay safe in the home during the coronavirus pandemic and beyond."

BE FIRE AWARE

- Cooking remains the number one cause of house fires and often alcohol is a contributing factor. The SFRS advises making something beforehand and have it prepared or wait until you are no longer affected by alcohol.

- The SFRS offers everyone in Scotland a free Home Fire Safety Visit. They'll help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

- You can find tips and advice on the SFRS website. You can also use an online safety checker at <https://www.firescotland.gov.uk/your-safety/online-hfsv-checker.aspx>



Membership

When you register for Atrium's Tenant Portal, you'll be asked if you wish to become a 'Member of Atrium Homes' – but what does that really mean?

- Members of Atrium Homes are entitled to attend and take part in all general meetings of the Company.
- Each member will be allowed to stand for election to the Board, and to nominate and help elect other prospective Board members. Members and other suitably qualified people may also be co-opted to the Board or its sub-committees or be appointed to fill casual vacancies on the Board.

- Members elected or appointed to the Board will have the opportunity to influence the strategies, policies and management of the organisation.

- Members will be consulted periodically on the management and operation of Atrium Homes.

Tenants already registered with the Portal were offered an introductory session on what it means to be a Member. The first of these was held virtually in May 2021 and was hosted by one of Atrium's volunteer Board members. If there is enough interest, we will repeat this session.

Virtual Roadshows

We're hosting a series of online tenant roadshows that we'd love you to attend!

At each one we'll have a dedicated team standing by to answer any questions or queries you might have. We're currently developing the topics for each session and will promote the events through all our social media channels, website and the Tenant Portal as soon as it's available. Instructions on how to join the sessions will also be made available then.

WIN A MONTH'S RENT IN OUR SUMMER SIZZLER OFFER!

We're offering all tenants the chance to win back a month's rent.

All you have to do is be registered for the Tenant Portal. Every tenant who's registered for the Tenant Portal by midnight on 30th June 2021 will be entered into a prize draw, with one lucky tenant winning back the value of their full monthly rent charge.

If you've already registered for the Portal, you'll automatically be entered into the draw. If you've not registered yet, do so now for a chance of winning!



ANNUAL GARDEN COMPETITION

it's back!



Calling all Atrium tenants! Traditionally at this time of year we hold our Annual Garden Competition to showcase the best gardens in our communities. Last year, COVID meant we couldn't hold this, but we're delighted to announce it's back on for 2021!

We know many of you take pride in your gardens and the places you live. The Garden Competition is an excellent opportunity to celebrate your homes, and the hard work and commitment you put into making sure your properties stand out in your neighbourhoods. You don't have to be a professional gardener to enter - we're simply looking for tenants with passion, enthusiasm, originality and a good eye for detail.

As usual, we're keen to make the Garden Competition open to as many of our tenants as possible - so you don't even have to enter OR have a "proper" garden to win! Our staff will be out and about

looking for outdoor spaces of all shapes and sizes where they feel tenants have made a real effort - from hanging baskets and tubs, to flower beds, vegetable patches and main gardens. So, whatever or wherever you grow, it could win you a prize!

The competition is open to all tenants, in every estate. All gardens shortlisted in the competition will be entered into a draw, with a range of prizes. We'll announce the winners by 30th August 2021. So start now and give yourself a winning chance.

Good luck!

FEELING SWAMPED?

It's part of your tenancy obligation to keep your garden and exterior of your property in a clean and tidy state. Over the summer months, our staff will be back out on site most of the working week and will take note of properties where this obligation isn't being met.

Atrium's Director of Operations, Joyce McCroskie said: "We appreciate tackling a large garden can be daunting for someone who perhaps doesn't have the right equipment or know where to start. That's why we'll do our best to help you to address the problem and turn your garden into a place you can truly enjoy."

"We know that it's been a difficult year for a lot of people and the focus may not always have been on garden upkeep. But with restrictions easing, we'll be more active on estates and looking out to support people who need it."

If you've got a problem relating to garden maintenance, please contact us for advice as soon as you can. You may want to consider registering for the Garden Maintenance scheme. To see if you're eligible, call **01563 528 816** or email info@atrium-homes.co.uk.



GARDEN WASTE

At the end of March 2021, the way you dispose of your garden waste changed, as East Ayrshire Council no longer offers a free uplift of your brown bin.

You now have 3 options to choose from when disposing of your garden waste:

1. Purchase a garden waste permit, which this year runs from the end of March to December (£30 per bin per year) which means the council will uplift your brown bin.
2. Apply for a free home composter, which is yours to keep, and you can put your garden waste in here. You can apply for a composter anytime during the 2021 garden season.

3. Take your garden waste to a recycling centre on Western Road, Kilmarnock or Garlaff, near Cumnock, and dispose of it for free.

To apply for a garden waste permit, you need to register first for an East Ayrshire customer account. You can do this here <https://our.east-ayrshire.gov.uk/>. If you don't have internet access, you can call **01563 554400** (please select Waste Management) to purchase a permit.

LOOKING AFTER YOUR GRASS

Keeping your garden neat and tidy forms part of your tenancy agreement. One of the simplest ways to do this, is to cut your grass regularly. Plus, mowing the lawn is good for you too - research shows it's great exercise, as it burns the calories, and tones up the arm and leg muscles. So getting the mower out this summer is a win-win: garden looks great, you keep fit!



FINANCIAL ASSISTANCE & SUPPORT

If you've found yourself in a financial crisis due to COVID-19, or your finances have become more confusing this year due to a change in circumstances, please contact us. We can offer you telephone appointments or email you advice and support on a range of matters, including:

- Checking your benefit entitlement and applying for relevant benefits for you.
- Helping you with form filling.
- Applying for crisis support and referring you to local support agencies, including local foodbanks.
- Providing benefit advice.

Moving forward, we'll be rolling out office appointments first and then finally home visits. Keep checking our Facebook page and website for the latest information.

HELP FOR PARENTS & CARERS

Are you aware of all the benefits you may be able to claim?
If not contact us on **01563 528 816** for a benefits health check.



BEST START GRANT

Three separate payments, payable at different stages of your child's life.



BEST START FOODS

Best Start Foods is a prepaid card that you can use to buy healthy foods for children aged under 3.



SCOTTISH CHILD PAYMENT

This is a weekly payment of £10 towards the cost of supporting your family that you can get for every child you look after who's under the age of 6.

EMERGENCY REPAIRS SERVICE

Keep these numbers next to your phone for easy reference.

EMERGENCY REPAIRS

Atrium Property Services **01563 528 816**

GAS OR HEATING EMERGENCIES

GasSure **01294 468 113**

GAS LEAKS

Scotland Gas Networks **0800 111 999**

GENERAL REPAIRS

Atrium Homes **01563 528 816**

Please only use the out of hours emergency service when it is a **REAL** emergency such as:

- Burst or leaking pipe
- Loss of power to the house
- No heating or hot water
- Storm damage which requires action to ensure the property is wind and watertight.

If the problem can wait until office hours with only minor inconvenience, it would not be classed as an emergency. If tradesmen are called out to incidents that are not emergencies or are found to have been caused by you, we will recharge the cost of the call out. The minimum cost of this is £75.



**ATRIUM
HOMES**
The Landlord of Choice

If you have any comments or questions or want to know what Atrium is doing at the moment, then please get in touch. Our contact details are:

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t. 01563 528 816 / e. info@atrium-homes.co.uk / www.atrium-homes.co.uk