



NEW WEBSITE



NOW LIVE!

We're delighted to announce the launch of
Atrium's new website at www.atrium-homes.co.uk

Designed by web specialists fuzzylime, the site is now much easier to navigate, and includes the latest information on our range of housing and services for tenants.

One of our main reasons for redesigning the site was to make sure it was fully responsive on all devices. You'll now receive the same experience - with no reduction in features - whether you view the site through a computer, laptop, mobile phone or tablet.

It's also simpler to navigate, with a series of simple menus and sub-menus where information and advice is easily accessible. And we've reviewed the web content, to make sure our information is relevant, clear and concise.

There's more to come too, with the development of a dedicated Tenant Portal due to be implemented in the coming months. This will give you access to your own rent account, allowing you to report a repair and manage aspects of your tenancy - all from your phone, tablet or computer.

3 NEW WEB FEATURES

- **Property Search** - browse all our available properties, or tailor your search to fit your criteria.
- **Enquiry Forms** - send an enquiry to us about homes for rent, or make a general enquiry by submitting a form on the Contact page.
- **Easy To Use Tools** - pay your rent, report a repair or find a new home.

So have a look and see how the new site can make your life easier!



Welcome

Dear Tenant

Welcome to our Winter 2019 Newsletter.

This edition is as varied as ever and highlights some of the activities the Atrium team has been involved in, over and above delivering front line services to our customers.

These include preparing for regulatory changes and Freedom of Information legislation, as well as setting up a new website and Tenant Portal to help make our services more understandable and accessible for all our customers.

The Tenant Portal will give tenants online access to their Atrium accounts 24/7 and we'll be launching it in the New Year.

This year we've been preparing for our ambitious "Homes Fit for 21st Century Living Standard" planned investment programme which will see around £15 million invested in our older housing by 2023.

Internal works on kitchen and bathroom upgrades have now started in Bellfield and Burnpark, with CCG as our main contractor, while the Energy Agency has started work in New Farm Loch to externally insulate 26 houses. We've published some photographs on our new website which show the end products and early feedback from the tenants affected is very positive.

Because it's Christmas, the staff have been planning some special activities around their normal jobs. Building on a hugely successful and enjoyable Children in Need



day, Atrium Elves will be out and about again spreading goodwill and perhaps some goodies to our customers. Last year, we managed to grab some of Santa's time in the run up to Christmas and we're working hard to see if we can arrange that again. So if you see Santa or Atrium's Elves out and about in your street, mind and say a huge HO HO HO!!!

Hope you have a fantastic Christmas.

Stephen Black
Chief Executive

Quick Reminder

Atrium is governed by a voluntary Board who oversee how the organisation is run. This includes what services we provide and how we provide them. Our Board is led by Chair Joe Keen and made up of Board members.

This is called our 'governance arrangements'.



HELLO!

Over the last few months the Board has been considering the content of our first Annual Assurance statement.

This is a new requirement of the Scottish Housing Regulator (SHR) introduced in April 2019. The intention is to make sure the Boards of Registered Social Landlords are aware of their duties under Regulatory Framework - in particular, the Standards for Governance and Financial Management, compliance with the Scottish Social Housing Charter and all other relevant legislative duties.

This statement must be based on evidence and say how 'assured' (or otherwise) the Board feels that Atrium is meeting standards set by the SHR.

The SHR will use this statement, along with other information we provide to them to determine what level of scrutiny we require. This in turn is intended to help tenants and customers hold their landlord to account.

Atrium's Assurance Statement for 2019 was approved at the Board meeting on 24th September 2019. You can see it in full on page 10.

Best wishes for Christmas and 2020.

Joe Keen
Chair, Atrium Homes

GET INVOLVED

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

Come on Board

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 (in the evenings at our office in Shortlees) which members are expected to attend. In total, members spend around four or five hours a month on Board business.

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 Shelley Hunter on 01563 528 816.



Major Home Improvements:

We've started!



After a lot of planning and preparation, work on the first properties to be brought to the “Homes Fit For 21st Century Living Standard” began on 26 September 2019.

We started on some void “pilot” properties first, before moving on to occupied properties. Using pilots allowed both ourselves and CCG to agree the required quality standard and proposed timescale for delivery of the works to the specific house types.

Phase 1 involves Bellfield and Burnpark and we have completed all the necessary “march in” activity to allow work to begin to the first occupied properties. This phase of works will mainly centre on bathroom replacement, kitchen replacement, partial internal wall insulation, and upgrade of detectors and fans. Work to these properties started on 4 November 2019 and we expect to be finished by February 2020.

In parallel, we're starting to plan for Phase 2 and Phase 3 which will affect a number of areas and house types. Full details can be found on our website at www.atrium-homes.co.uk. Check out where your property falls within the programme and what types of work we'll be carrying out in your home – then think about whether the time is right for you to do any home improvements or decoration before this date.

Update on Shortlees New Build

We're currently on site with our next development of new build houses, built by McTaggart Construction.



On completion, the development at Sunnyside Square West, Shortlees, Kilmarnock will provide a mix of 27 units for general needs and amenity housing:

3 x 4 person/3 apt	Houses - General Needs
16 x 3 person/3 apt	Houses - Older & Ambulant Disabled
2 x 2 person/2 apt	Flats - General Needs
2 x 2 person/2 apt	Flats - Amenity
2 x 3 person/3 apt	Flats - General Needs
2 x 3 person/3 apt	Flats - Amenity

Between August and October 2019, the contractor started by laying the surface water sewer pipe work, together with pouring concrete foundations and ground floor slabs. Scaffolding has been erected and timber frame kits are being built to form the envelopes to the new homes.

Temporary access arrangements are currently in place for the residents at Sunnyside Square West to help accommodate necessary improvements to the existing road. Regular updates are being given to existing residents regarding any changes in these access arrangements.

Given the tight working confines of the site - compounded with poor weather conditions turning the site to mud - McTaggart Construction has done well to keep up with the programme which predicts site handover to us late next summer.

Housing (Scotland) Act 2014 Update

We wrote to all our tenants in October 2018 advising of changes being introduced following the Housing (Scotland) Act 2014 coming into force.

From 1st November 2019, the final legislation of the Act came into force which will impact on most requests for a form of tenancy change, such as creating a joint tenancy, assignation, subletting and succession.

From 1 November 2019, new rules mean there will be a 12-month qualifying period before you can apply for permission to make any substantial changes to your

tenancy AND the 12-month qualifying period only begins on the day we receive written notification from you of any changes.

For example, if you notify us in writing of someone joining your household on 20 December 2019, the 12-month qualifying period will end on 20 December 2020. It will only be from this date that they could, for example, become a joint tenant with

you. If we already have a written record of someone being resident in your household for a 12 month period prior to your request, your request can be considered straight away.

If anyone has joined your household recently, please make sure you're keeping our records up-to-date and let us know the changes.



Enjoy Christmas Dinner on us!

New tenants signing up in November and December 2019 are benefitting from one of our latest incentives on empty properties. They'll be enjoying food for Christmas - or maybe even some gifts for the kids - thanks to £75 supermarket vouchers.

This is a one off gift, in addition to other incentive packages worth up to £500

which we've made available on selected properties. These incentives have helped incoming tenants with removal costs, furniture packs and other household items.

Moving has never been easier with Atrium, as all incoming tenants also now receive a Utility Pack containing essential household items.



Interested in Moving Home?

Our new website www.atrium-homes.co.uk has a section advertising all homes available for immediate let and also those 'coming soon', so you can keep a look out for your ideal home!

If You Receive UNIVERSAL CREDIT

Please note payment dates may alter during the Christmas and New Year period as follows:

Usual Payment date due 25 or 26 December 2019 will be **paid on 24 December 2019**.

Usual Payment date due 1 January 2020 will be **paid on 31 December 2019**.

Also at Christmas, employers often pay salaries early, which could lead to some residents receiving more money than usual in their monthly assessment period. This could either reduce your Universal Credit payments or cause them to stop. If this happens, you may need to reclaim or ask your employer not to pay you early.

REMEMBER, the best present at Christmas is peace of mind – pay your rent first.

HOW TO PAY YOUR RENT AT CHRISTMAS

Although the Atrium office and shops will be shut over Christmas, that doesn't mean you can't pay your rent. There are plenty of other ways to make a payment:



CALL US

You can phone the office on 01563 528 816 up to 24th December 2019 and pay by debit or credit card.



DIRECT DEBIT

You can pay monthly by setting up a Direct Debit. To do this call us on 01563 528 816 – please have your bank details ready before you call. We'll set up your direct debit and you'll receive a letter from our direct debit provider – allpay.net – within 7 days.



ONLINE OR PAYPOINT OUTLET

Pay via the website
www.allpayments.net/allpayments/

Or pay at any Post Office or other outlets which display the PayPoint sign using your rent payment card.



ALLPAY APP

Go to the app store and download the allpay app. To use this, you'll need your rent card and your debit/credit card. Simply follow directions to set up. Once set up, this is a quick and simple way to make rent payments. It stores the last six months' transactions, so you can always check if you've made your rent payment.

bacs BACS/FAST PAYMENT

Transfer your rent straight to our bank account: Sort code 82-65-30, Account Number 30300484. Please make sure you quote your Customer Account Number so your payment is assigned to the correct account. If you need your Account Number, please contact us at the office.

MERRY CHRISTMAS

EVERYONE!

Once again this year, we'll be sending our festive greetings to friends and colleagues by email.

We're donating the money saved on producing and posting corporate Christmas Cards to a local charity. We haven't decided which one/s yet, so if you have any suggestions, please let us know. Call us on **01563 528 816** or email **info@atrium-homes.co.uk**



ATRIUM ELVES' CHRISTMAS SPECIALS

The Atrium Elves will be out and about again this year, spreading Christmas cheer and goodwill to many of our tenants.

The Elves are here to help everyone, so if you need our assistance this Christmas with any welfare matter (benefits, food, paying the bills, etc) please get in touch. Just phone, email or pop into the office. We'll be glad to do what we can to make your Christmas merrier.

HELPING HILLHOUSE

Hillhouse is a social enterprise in Ayrshire which helps individuals and families who are struggling financially. Hillhouse offers these people practical support by supplying good quality second hand children's clothing, footwear and equipment throughout the year. They also organise a Christmas Present Project and last year gave out 2,080 presents to 1,404 children, which included pyjamas and a toy for each child.



The Atrium team is delighted to support the Christmas Present Project again this year, with staff buying pyjamas and toys to donate. And you can help too.

Hillhouse would be glad to receive:

- toys suitable from birth to 12 years
- toiletries or make-up sets for older children
- pyjamas from newborn -16 years
- good quality Christmas paper, Sellotape or Christmas cards

If you'd like to donate something, you can either bring it into the office or give us a call and the Elves will try and pick it up from you when they're out and about. Please note all donations must be brand new and unwrapped.

Thanks for supporting this!

CHRISTMAS & NEW YEAR HOLIDAYS

Atrium's offices will be closed completely over the holiday period. We will close at 12.30 on Tuesday 24th December and re-open on Friday 3rd January 2020 at 9am.

If you have any emergency repairs during this period, please phone the office on **01563 528 816** and you'll be redirected to our emergency service.



ANNUAL RETURN ON THE CHARTER 2018/2019

Atrium submitted its 5th Annual Return on the Charter in June 2019 to the Scottish Housing Regulator. The ARC Report is broken down into 5 sections: Homes & Rents; Tenant Satisfaction; Quality & Maintenance of Homes; Neighbourhoods and Value for Money.

HOMES + RENT

At 31 March 2019

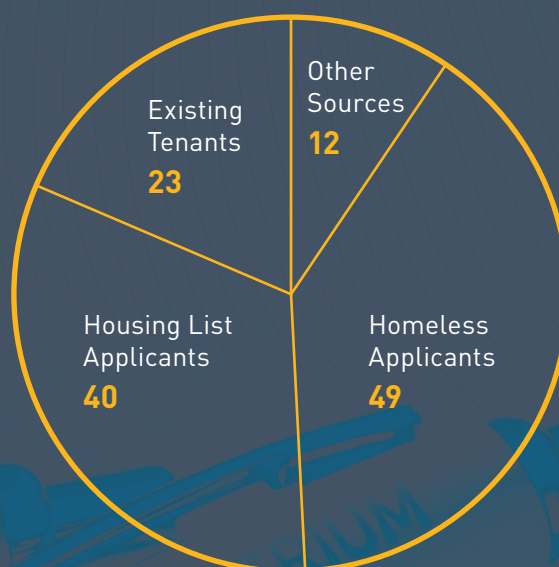
No. of homes owned by Atrium:
1,174

Total rent due for year:
£5,114,539

Increase on weekly rent:
2.70% on average from previous year

At Atrium Homes we allocate all our available properties through the Common Housing Register for East Ayrshire, known as SEARCH. Properties are allocated from 5 lists, with targets for each agreed at the start of the year - Waiting, Transfer, Homeless, Strategic Needs and Outwith the District.

**DURING 2018/19 ATRIUM HOMES
LET 124 PROPERTIES, MADE UP OF:**



The number of new applicants added to the housing list(s)

2856

The number of applicants on the housing list(s) at end of reporting year

3722

The number of suspensions from the housing list at end of reporting year

351

The number of applications cancelled from the housing list during the reporting year

1557

AVERAGE WEEKLY RENTS

Size of Home	Number Owned	Atrium	Scottish Average	Difference
1 Apartment	0	-	£70.22	-%
2 Apartment	120	£70.66	£76.10	7.1%
3 Apartment	530	£81.20	£77.70	4.5%
4 Apartment	484	£94.25	£84.44	11.6%
5 Apartment	40	£101.68	£93.49	8.8%

TENANT SATISFACTION

The figures shown here are from the Tenant Satisfaction Survey conducted in 2018 and may not reflect current satisfaction levels. Updated results will be published separately when available.

	Atrium	Scottish Average
Tenants satisfied with landlord's overall service	89.3%	90.1%
Tenants who felt their landlord was good at keeping them informed about its services and outcomes	91.1%	91.6%
Tenants satisfied with opportunities to participate in landlord's decision making	89.8%	86.5%

QUALITY + MAINTENANCE OF HOMES

We aim to provide well maintained homes for all our tenants.

	Atrium	Scottish Average
Landlord homes meeting the Scottish Housing Quality Standard	98.8%	94.1%
Average time taken to complete emergency repairs	1.9 Hours	3.6 Hours
Average time taken to complete non-emergency repairs	5.0 Days	6.6 Days
Reactive repairs completed 'right first time'	95.4%	92.5%
Appointments kept under repairs appointments system	96.8%	95.6%
Tenants satisfied with the service they received for repairs or maintenance carried out on their home	88.6%	91.7%

NEIGHBOURHOODS

For every 100 of your landlord's homes, 8.5 cases of anti-social behaviour were reported in the last year.

	Atrium	Scottish Average
Percentage of anti-social behaviour cases resolved within targets agreed locally	91.0%	87.9%

VALUE FOR MONEY

We recognise the importance of delivering value for money in all our services.

	Atrium	Scottish Average
Percentage of total rent due in the year collected by landlord	98.3%	99.1%
Percentage of rent due but not collected due to empty homes	1.1%	0.9%
Average number of days taken to re-let homes	34.8 Days	31.9 Days



Annual Assurance Statement 2019

As an organisation committed to continuous improvement, Atrium Homes has embraced the self-assurance process, and it is the judgement of the Board of Directors of Atrium Homes that we have appropriate assurance we materially comply with

- all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter
- all relevant legislative duties

This judgement extends to our wholly owned subsidiary Atrium Initiatives. This judgement is to the best of the Board's knowledge and belief, based on a range of factors including, internal review of background information and reports presented to the Boards of Atrium Homes and Atrium Initiatives on an ongoing basis, supplemented by independent reviews conducted by internal and external auditors.

This statement was considered and agreed by the Board of Directors of Atrium Homes, at its meeting held on 24th September 2019.

Signed on behalf of the Board



Joe Keen
Chair of Atrium Homes

Freedom of Information

Access to Information

We're committed to ensuring openness and transparency, and being accountable in carrying out our activities as a Registered Social Landlord in Scotland.

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities and Housing Associations (from 11 November 2019) to adopt and maintain a Guide to Information - which must comply with the Scottish Information Commissioner's Model Publication Scheme - and publish information in accordance with that scheme.

In addition to this duty to publish, organisations must respond to the requests for information they receive, and help people who want to access information.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information we hold.

Our Approach

As part of our commitment to openness and transparency, we've adopted a Guide to Information which sets out the range of information we publish. Our Guide complies with legal requirements and is consistent with the Scottish Information Commissioner's Model Publication Scheme.

Our Guide and Procedures

You can access the Guide on the new website, where you'll also find direct links to the range of documentation we publish under this Guide.

Over and above this, a wide range of information can also be found across our website. Before requesting information from us, please browse our website and the SHR's website to find out if the information you're looking for has already been published.

Glorious Gardens

The sun may not have shone as much as we wanted this summer, but that didn't stop the amazing entries to our Annual Garden Competition.

We had around 40 entries this year, all of a superb standard, and we want to congratulate everyone who got involved for their efforts.

The Garden Competition recognises those who lead by example and inspire others in the community to look after their gardens. From all the entries received, we broke votes down into three categories to make scoring as fair as possible. The judges were amazed by the range of beautiful

containers, colourful flowerbeds and stunning garden designs.

This year we presented three winners with £50 B&Q vouchers each, and three runners up with £25 vouchers each, as well as awarding the 'prized' certificate to the Best Garden Overall.

The winner of the Best Garden Overall 2019 was Mrs M, of Crusader Crescent in Stewarton. Her beautiful garden is pictured above. **Congratulations!**



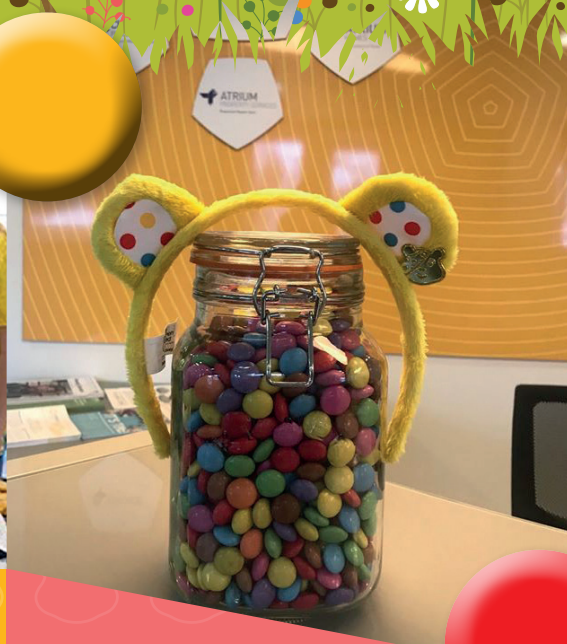
Children in Need

Atrium staff went a bit dotty on Friday 15th November to support BBC's Children in Need campaign.

There were more than a few Pudsey lookalikes on the day and competitions galore to help raise some funds. By the end of all their efforts, staff had raised just over £500 for this very worthwhile cause.

smartie winners

In the 'Guess the number of Smarties' competition, the winner was Miss M of Loreny Drive, Kilmarnock who guessed closest to the total of 1,099. Miss M won a £50 Smyth's toy shop voucher. The runner up, winning a £25, voucher was Miss A of Lauder Court, Kilmarnock.



PANICKING ABOUT HOW YOU WILL BE ABLE TO AFFORD CHRISTMAS THIS YEAR?

Are you afraid of losing your home as you've not been paying your rent?

Struggling to pay your energy bills?

Call Money Advice to arrange an Income Health Check. As long as you're engaging with us, Atrium Homes promises not to evict you from your home. So call us now.

Contact the **Money Advice Service** on
01563 528 816



Advocacy Support Helpline

Have you experienced violence or abuse?

Need guidance to find the right support for you?

Call our helpline to speak to one of our advocacy workers about your situation.

08088 010 789

Tuesdays, 11am - 2pm



DON'T LET YOUR SPENDING SNOWBALL OUT OF CONTROL THIS CHRISTMAS

We know that in the run up to Christmas, household budgets come under greater pressure. We want to help you avoid getting into debt and rent arrears.

So put your **rent first** and make sure your monthly rent and/or arrears payments are made on time.

Many people choose to ignore their rent at Christmas and then are faced with arrears in January - just when the credit card bills arrive on your doorstep too.

Please DON'T start the New Year with a financial hangover. If you're struggling to keep up with your payments, try and plan ahead now and speak to our staff to help you budget.

Our Money Advice staff can offer a range of support for tenants who are facing financial difficulties. **But don't wait until it's too late.** Contact us today on **01563 528 816**.



WARM HOME DISCOUNT

Did you know you could get £140 off your electricity bill 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 2019 and March 2020. If your supplier provides you with both gas and electricity, you might be able to get the discount on your gas bill instead. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or your Winter Fuel Payment. There are two ways to qualify for the Warm Home Discount Scheme:

- ❁ You receive the Guarantee Credit element of Pension Credit – known as the 'core group'
- ❁ You're on a low income and meet your energy supplier's criteria for the scheme – known as the 'broader group'

Please contact your electricity supplier for further information.

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

City Technical Services (UK) Ltd.
0844 579 6493

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.





WINTER WEATHER WARNING

ACT NOW TO AVOID DISASTER

Whether we like it or not, winter's on its way. Over the years many of our homes have been badly affected by frozen and burst pipes. Sadly, this resulted in extensive damage to furniture and decoration, as well as a great deal of distress for our tenants. It's therefore vital that everyone takes the necessary precautions **NOW** to minimise potential frost damage in the coming weeks and months.

To help you keep your home safe this winter, we've put together our top tips along with steps to take should the worst happen.

HOW TO DEAL WITH A FROZEN PIPE

1. Turn the water off at the main stopcock and open all your taps to drain water from the system. Remember to close the taps again when you're finished. (Make sure you know now where the stopcock is - it's usually on the ground floor, under the kitchen sink or in a downstairs toilet.) Closing the stopcock will stop the supply of mains water into the house, helping to reduce damage.
2. It's best to let the pipes thaw naturally, but you can try to thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water). NEVER use a heat gun or blow torch.
3. Check if the blockage is at the u bend at the kitchen sink (most likely, as this will be the point of entry of the water supply). You may be able to clear this by pouring hot water down it.
4. If the hot water system is frozen, turn off any water heaters.
5. If you have some water, fill available containers to ensure you have an adequate supply should the pipes freeze further. The only real remedy for frozen pipes is a significant thaw. While you should report any cases of frozen pipes to us to monitor, in most cases the contractor will NOT attend as there is little beyond the advice given here that they can do. Atrium Homes is also unable to help tenants by providing water supplies. You should try to use the facilities of neighbours, friends and family for water, toilet, etc if they're unaffected.

REMEMBER

If you fail to take reasonable care and precautions to guard your home against burst pipes etc, you could be held responsible for damage caused by frost to the structure and fittings, as well as to your own household items or decor.

HOW TO REDUCE THE RISK OF DAMAGE

KEEP YOUR HOME WARM DAY AND NIGHT

In very cold weather, you'll need to leave your heating on a low setting continuously. Most modern boilers have a frost protection thermostat which turns on automatically if the temperature drops to a level which will cause your pipes to freeze. Check this is working properly.

OPEN INTERNAL DOORS

As an added protection on cold days, open your loft trap door and also your sink cupboards to let the heat in.

CHECK PIPES REGULARLY

If you're going away for a while, ask a friend or relative to check your home regularly to make sure your pipes haven't burst or frozen.

CHECK YOUR INSURANCE

Make sure you have adequate contents insurance in place to help cover the cost of replacing damaged items if needs be. Don't miss your renewal date - check it now!

KEEP ON TOP OF MAINTENANCE

Maintenance is key during winter. For example, did you know something as simple as a dripping tap can block your pipes? So avert potential disaster by checking all your taps and putting a new washer on any which are dripping - otherwise they could freeze, causing pipes to block.

WHAT TO DO IF A PIPE BURSTS

1. Turn the water off at the main stopcock and open all your taps to drain water from the system. Remember to close the taps again when you're finished. (Make sure you know now where the stopcock is - it's usually on the ground floor, under the kitchen sink or in a downstairs toilet.) Closing the stopcock will stop the supply of mains water into the house, helping to reduce damage.
2. Turn off water heaters.
3. Find the leak and bind it tightly with a towel, placing a bowl below to catch any drips.
4. If water is lying on top of a ceiling and making it bulge, pierce the ceiling using a screwdriver to let the water escape.
5. If electric cables are wet, switch off the supply at the mains. **DO NOT TOUCH THE CABLES THEMSELVES.**

Contact our office for help, or if outside office hours, contact our emergency service (see page 13).

STORM DAMAGE: WHAT TO DO WHEN

It might not be cold, snowy weather that your home is exposed to over the winter months - there's the risk of storm damage too. Here's what to do when:

IF TILES ARE BLOWN OFF YOUR ROOF, BUT THERE'S NO WATER PENETRATION

Contact Atrium on 01563 528 816. We'll log the details of your repair, which will be classed as a Routine Repair, and a roofer will call within 7 working days. However, please remember working on roofs in bad weather is dangerous, and due to the number of calls and the weather conditions it may be more than 7 days before a roofer can get up onto your roof. Our staff will keep you advised.

IF WATER STARTS TO PENETRATE THROUGH THE ROOF

There's roofing felt under the tiles and this should prevent water coming into your house. However, if your roof does start to leak, use a bucket or container to catch any water coming into rooms and lay a plastic sheet over any possessions which are close to the leak. You should inform us immediately to update the information. We may be able to lay visqueen (heavy duty polythene) in your attic to prevent any further water penetration until it's safe to allow workmen on the roof.

IF THERE'S ANY DOUBT ABOUT WATER IN THE ELECTRICS

Turn off the electricity at the meter box and inform us immediately.

IF THERE ARE LOOSE SLATES

Loose slates can pose an immediate danger to life or property, so if you can see any slates hanging off your roof, report this to us immediately.

REMEMBER

If the damage occurs outside working hours and you consider this to be an emergency, contact the out of hours contractor on 01563 528 816 who will assess the situation.

If the damage occurs outside working hours and you consider this to be an emergency, contact the out of hours contractor on **01563 528 816** who will assess the situation.





SWITCH ON TO CHRISTMAS SAFETY



Over the last few months we've had a number of house fires. Thankfully no one was seriously hurt, but at this time of year when we're all decorating our homes the risks go up - Christmas lights and candles are two of the most common causes of house fires. So let's all remind ourselves about fire safety this festive season.

CANDLES

- Always put candles on a heat resistant surface. Be especially careful with night lights and tea lights, which get hot enough to melt plastic. TVs are NOT fire-resistant objects!
- Don't put candles near curtains or other fabrics, or furniture. And keep them out of draughts - curtains can waft into the flame.
- Don't put candles under shelves. It's easy to forget that there's a lot of heat above a burning candle. If you put a candle under a shelf or other surface, then it can burn it. Make sure there's at least three feet (one metre) between a candle and any surface above.
- Keep candles out of reach of children and pets.
- Keep candles apart. Leave at least four inches (10cm) between two burning candles.
- Take care with votive or scented candles. These kinds of candles turn to liquid to release their fragrance, so put them in a glass or metal holder.
- Don't leave candles burning. Extinguish candles before you leave a room. NEVER go to sleep with a candle still burning. And never leave a burning candle or oil burner in a child's bedroom.
- Make sure candles are completely out. Even candles that have been put out can go on smouldering and start a fire, so double check.

FAIRY LIGHTS

- Check fuses are the right type (see the box for the maximum size of fuse you should use).
- If bulbs blow, replace them.
- Don't leave fairy lights on when you go out or go to sleep.
- Don't let the bulbs touch anything that can burn easily, like paper.
- Don't overload sockets.

DECORATIONS

Decorations made of light tissue paper or cardboard burn easily. So:

- Don't attach them to lights or heaters.
- Don't put them immediately above or around the fireplace.
- Keep them away from candles.

CHIP PANS

It's not just about our decorations at this time of year - be fire aware when you're cooking too, especially with chips.

Chip pan fires cause one fifth of all accidental house fires attended by the Fire and Rescue Service in the UK each year.

If you think about what you're doing when you're deep frying: you're heating several pints of oil to extremely high temperatures. The oil can not only cause terrible burns, but it can go up in flames.

In fact, it's an ideal fuel for a fire, and difficult to put out.

If you do choose to deep fat fry your chips, make sure you do it safely. Better still, choose oven chips or use a thermostatic fryer.

Top tips to protect your family from chip pan fires:

- Never fill a chip pan more than a third full of oil.
- Consider using a thermostatically controlled deep fat fryer.
- Never leave your chip pan unattended - even if the phone or doorbell rings.
- If you've had a drink, don't be tempted to cook with a chip pan. It's just too high a risk to take.

Remember - fires start when your attention stops. Don't put yourself or your family at risk.



**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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