Welcome to the Christmas Edition of the community newsletter from Cunninghame Housing Association Ltd. In this issue you will meet your Area Team, find out what’s happening in your community, how you can become involved in the work of the Association and much much more.

Your Area Team...

Isabel Moreland
Area Team Leader
☎: 01294 606017
@: imoreland@chaltd.org

Elaine Smallwood
Housing Officer
☎: 01294 606042
@: esmallwood@chaltd.org

Heather Craig
Trainee Housing Officer
☎: 01294 606047
@: h craig @ chaltd.org

Collette Smith
Admin Assistant
☎: 01294 606006
@: csmith@chaltd.org

Alan Brown
Snr. Property Maintenance Officer
☎: 01294 606037
@: abrown@chaltd.org

Christmas Holiday Closure

All CHA’s offices will close on

Friday 21st December 2018 at 4.30pm
and reopen on Monday 7th January 2019 at 9am

Emergency Contact Numbers

General Trades MITIE Property Services
(Including Joinery, Electrical and Plumbing Repairs)
0845 600 8624

Gas Central Heating: O’Neil Gas Services
01292 619799

Important Information for Tenants In Our New Build Properties

If you are a tenant who has moved into one of the Association’s newly completed properties within the last 12 month period, and a defect occurs, can you please telephone the numbers detailed on your Defects Card which was issued to you as part of your handover package.
9th Annual CHA Tenants Conference

Our 9th CHA Tenants Conference was held on 4th July in the Seamill Hydro and continues to go from strength to strength. This was our second year in the new Firth Pavilion at the Seamill Hydro Hotel. The fantastic weather made the views from Conference room stunning which was fully appreciated by our tenant delegates and guests.

As in previous years the Conference was organised, planned and supported on the day by our tenants’ events and communication group. Without their assistance the Conference would not be as successful as it is. The group came up with a number of ideas for speakers and entertainment to help give a full and varied agenda.

Our resident MC, Steven Good, Director of Housing & Property Services was again in fine form. Steven is crucial to the running of the day, sticking to the agenda timings while creating a relaxed informal atmosphere which our delegates enjoy with his unique sense of humour.

In the morning there were four presentations covering a wide range of topics. Frank Sweeney, the Associations, Chief Executive opened up with the first presentation on a detailed overview of the Associations new and future development plans. Pauline Lamont, the Associations Financial Inclusion Officer gave a valuable insight into current welfare reform. She also outlined the service she offers to CHA tenants and the positive financial impact this has made to individual tenants. This year delegates were given a choice of presentation in our ‘Workshop Session’. Heather Baillie advised of the work and opportunities offered by Age Scotland for older people while Pat Kelly described the work of his Anti-Social Behaviour team taking questions from delegates in an upstairs break out room.

Naomi Breeze ended the morning on a high note with her newly written play ‘The Wee Scrutiny Show’. This was the first time Naomi had performed the play for a Housing Association, which she really enjoyed. The play cleverly demonstrated the advantages of tenant ‘Scrutiny’ both for individuals getting involved, tenants in general and for Social landlords in helping to improve Housing Services.

After a lovely buffet lunch, two final presentations were delivered. The Scrutiny theme continued with a presentation from one of our Scrutiny Group members Christine Marshall supported by Ilene Campbell, Chief Executive of the Tenants Information Service. They gave an update of the work of the group and the close working relationship with the Association. Alan Brown, Community Action Team Manager from the Scottish Fire and Rescue Service gave a presentation on essential home fire safety advice along with some shocking images when fire occurs in the home.

Our information village continues to be extremely well supported by our partner organisations. Partners such as Citrus Energy, Action on hearing loss, NAC, Age Scotland, KA Leisure, Police Scotland and Strathclyde Fire and Rescue helped to make up our 19 stands in the information village. This is one of the largest of its kind in Scotland. A new addition to the conference this year was two fun competitions, ‘shoot the teddy’ and the ‘ball target challenge’. Both proved very popular and prizes were given to our gentlemen and lady winners.
This year’s entertainment package consisted of a high energy dancing display from the popular local dance school, Street Beatz. But the highlight was our legendry singer ‘Christian’. He sang a number of old classics in his own unique style. Both were really enjoyed by delegates. The day ended with our traditional interactive bingo and raffle where lots of great prizes and vouchers were won.

Over 100 delegates attended the conference. This included 55 Cunninghame tenants, invited guests including the North Ayrshire Provost, Ian Clarkson, speakers and tenant guests from East and North Ayrshire Councils. 49 feedback forms were received our tenants. Everyone rated their overall experience of the conference as good (9) or very good (33).

Mark in your diary –

Our 10th Tenants Event on the 10th July 2019 in the Seamill Hydro, will be bigger and better than ever. We would love to see you there. Planning for this exciting free event has already started. Our tenant working group will ensure there are interesting speakers, topics, more advice and support from our information village, good food and enjoyable entertainment.

Tenants and Residents Groups

All of our six tenants and residents groups are continuing to work hard, giving up their own time to help support their local communities. They are always looking for additional committee members or tenants volunteers who can assist with one off activities. Our current 6 tenant groups operate in Ardrossan, Dalry, Vineburgh – Irvine, Kilbirnie, Longpark – Kilmarnock and Stevenston/Saltcoats. We are always looking to support new groups or individuals to become involved in a way they are happy with.

If you are interested and wish to find out more about how you can get involved please contact Ian Macpherson on 01294 606012 or imacpherson@chaltd.org

The groups recently held their public meetings where tenants and residents can come along and find out more about the work they do and give their views on any issues they have. At these meeting guest speakers have included local councillors, community police officers and environment health officers.

Many of the groups will be holding various Christmas community activities. These include 3 Children’s Christmas Parties and a community Christmas bingo night. The Vineburgh group formed part of a Christmas light up celebration in Irvine with their fantastic grotto. 160 local children met Santa in the grotto and received a present of a selection box.

Cunninghame Forum

The latest Forum meeting on the 1st October was hosted and chaired by the Longpark group. Forum members met at the Risk Management Centre based at the East Ayrshire Council Offices in London Road. This purpose built facility with very high security, monitors an extensive network of CCTV cameras across East Ayrshire 24 hours a day. The members enjoyed an interesting tour of the facility where the Police, anti-social behavior team, sheltered housing alerts and emergency repairs are all linked up and controlled from. After a hot buffet networking lunch in the Blacks Bar lounge room, the remaining agenda items were worked through which included our groups sharing best practice and an update of their recent
community work they had been involved in. They were also given a presentation of the findings of the recently completed Tenant Satisfaction survey. This was initially done in the form of the TV programme ‘Play your Cards Right’ which was enjoyed by the group.

The next Forum meeting will be hosted by the Stevenston/Saltcoats group in February 2019 in the Ardeer Community Centre. The agenda will include a presentation on the annual rent increase proposal after a visit to a local place of interest which has still to be confirmed. The remaining agenda will include update reports from all groups, a full Tenant Participation and Scrutiny Group update, the host group discussion topic and a sharing best practice session.

Our 5th Tenants Report on CHA’s Annual Performance

Volunteer tenants from across our tenant groups met on the 23rd October to revise and produce our 5th Tenants Report on CHA’s Annual Performance. The content, style and layout were reviewed in detail. Other report examples from both RSL’s and councils were compared to consider other ideas and approaches to this report. All in attendance agreed that our current basic format should remain the same with a few changes and updates. Some of the content was considered no longer to be relevant and was removed. Two additional performance figures were added due to their relevance with other minor improvements incorporated. The report was issued to all of our tenants at the end of October.

Community Events

There have been a number of recent community events organised by our tenant groups these include:

On the 8th August the Dalry Group organised a subsidised bus trip to Blackpool for the day. It was an early start and late home but the 42 people on the bus consisting of families and couples from across the local community had a fantastic time. The trip was made possible due to funds raised by the group and a discount from the bus company.

The Longpark group held a community fund raising Psychic night on the 15th August in the Blacks Bar Lounge in Kilmarnock.

The night was very successful with 50 people enjoying the many varied readings. Light snacks were available and a raffle during the night helped raise £100.00 for the Neo-Natal Unit in Crosshouse Hospital. This was presented to senior staff of the Unit on 3rd September. The group were then given a tour showing how other donations had been used. The group were delighted when the units’ publicity team put an
The Kilbirnie group held a community prize bingo night on the 27th September in the Walker Hall in Kilbirnie. The idea was to encourage community involvement and provide an informal activity which would encourage socially isolated people to meet others from the local community. Publicity, therefore concentrated on a sheltered housing complex and amenity housing. Other flyers and posters were distributed generally through letter boxes, displayed by local businesses and social media. The group were delighted that 34 people enjoyed a relaxing night playing bingo over tea, coffee and loads of cakes. They plan to build on this initial success by holding another night in the Spring. £50.00 was raised which was presented to the Garnock Valley Men’s Shed group which is based in Kilbirnie.

**Christmas Events**

Before the end of the year various parties and events were held and these included:

- **Vineburgh Groups’ Children’s Christmas Party on 9th December 1pm to 3pm in the Vineburgh Community Centre, Irvine**
- **Dairy Groups’ Children’s Christmas Party on the 9th December 2pm to 4pm in the Dalry Community Centre**
- **Our Annual Tenant Recognition Event on the 12th December in the Frank Sweeney Centre for Excellence, Glasgow Street, Ardrossan, to help thank all our tenants who have participated in various ways throughout 2018.**
- **Ardrossan Groups’ Children’s Christmas Party on 16th December 2pm to 4pm in St Marys Church Hall, Saltcoats.**

Details for all the Christmas Parties were widely distributed in the form of publicity flyers and posters round each area by group committee members.

**Conference Visits**

Our tenants have represented the Association at several conferences recently. In July, 4 tenants attended the Annual Tenants Information Service (TIS) just outside Glasgow and enjoyed a packed but informative couple of days. This was a great way of meeting and sharing experiences with other tenants from all over Scotland from both Councils and Registered Social Landlords.

In September two tenants from our Dalry group attended the East Dunbartonshire Councils Tenants Conference in Bearsden, as invited guests. The tenants enjoyed seeing how other organisations hold their Conferences and were able to pass on some of their ideas for future events.
East Ayrshire Council/East Ayrshire Tenants Federation Conferences

The Longpark group enjoyed success at the joint East Ayrshire Council/East Ayrshire Tenants Federation conference in November. They won the most inspiring group of the year award which was presented to them by the Deputy Lord Provost. The group were surprised and delighted to win which recognises the work they do and helps to promote the positives of living in the Longpark area.

Tenant Volunteers

Tenant Volunteers Wanted for our Scrutiny Group

The Cunninghame Scrutiny Group is an independent group that has now been in place for 3 years. The group is now keen to add new members to help continue the progress they have made. At present the group are looking at the Association’s Gas Safety procedures. They have completed an exercise on Customer Service Standards and made several recommendations which have been implemented by the Association.

The group work to assist the Association and makes recommendations for improvement on any areas of service they decide to look at. This gives a unique insight from a tenant’s perspective helping to evolve housing services that suits our tenant’s needs. This is a voluntary role and you will not be paid. However, all expenses incurred in carrying out the role will be reimbursed.

Would you like to:
- Help improve the services Cunninghame Housing Association provides to its tenants?
- Explore and find out what happens behind the scenes?
- Meet new like-minded people and be part of a team?

Are you able to spare one or two days or nights a month?

If so, the Scrutiny Group would love to hear from you.

Contact Ian Macpherson, who will be pleased to give you additional information and answer any questions about how you can get involved.

You can call Ian on 01294 606012, or email him at imacpherson@chaltd.org

If you are interested in becoming involved in a new local tenants group, receive our Tenant Participation Strategy, join our Interested Tenants Register or obtain more information on any aspect of sharing your views and participating individually, please contact:

Ian Macpherson
Community Participation & Engagement Officer
Cunninghame Housing Association Ltd
Marina Quay, Dock Road, Ardrossan, KA22 8DA

Tel: 01294 606012
Fax: 01294 606032
Email: imacpherson@chaltd.org
White Ribbon

The White Ribbon Campaign is the largest effort in the world of men working to end men’s violence against women. It relies on volunteer support and financial contributions from individuals and organizations. The Association recently took part in the annual White Ribbon 16 Days of Action campaign which commenced on Sunday, 25 November 2018 during which staff and the Association’s Board signed The Pledge to never to commit, excuse or remain silent about male violence against women. The initiative is supported locally by North Ayrshire Council and the Community Planning Partnership, the White Ribbon campaign is a worldwide movement which directly addresses men - so they understand the scale of the problem and become part of the solution.

Men and boys have a crucial role to play in creating a culture where male violence, abuse and harassment against women and girls are simply seen as unacceptable. It gives special focus to educating and mentoring young men about issues such as violence and gender equality. Men and boys are encouraged to wear white ribbons as a symbol of their opposition to violence against women. The campaign is also supported by organisations such as the NHS, Women’s Aid, Police and the Child Protection Committee, to name just a few.

The main aim of the campaign is to raise awareness of the suffering faced by many women and how we all have a part to play in preventing it from happening again. It is particularly important for men, women and young people to be part of this conversation so that everyone can play a role in eradicating unacceptable behaviour.

Further information can be found on the White Ribbon Scotland website at [www.whiteribbonscotland.org.uk](http://www.whiteribbonscotland.org.uk)

If you are facing violence you do not have to put up with it. There is support available please check the website for details of the support services available.

Universal Credit

By the end of 2018, all of Scotland’s jobcentres will have been rolled out to Full Service Universal Credit. This means that, for people of working age, no new claims for Housing Benefit, Child Tax Credit, Working Tax Credit, Income Support, income-related Employment & Support Allowance or income-based Jobseekers Allowance can be made (except in extremely limited circumstances). Instead, a claim for Universal Credit must be made. There has been a lot of debate over Universal Credit, and love it or loathe it, it’s here to stay. As a housing provider that strives to be more than just a landlord, we will try our best to help ease the transition onto UC. A major problem is when tenants choose to have UC housing costs paid directly to the landlord. It will take between 4 and 8 weeks for a landlord to receive housing costs after the money has been deducted from the tenant. In the meantime, tenants are still responsible for any rent due and any arrears. To try and alleviate this stress for our tenants, Cunninghame Housing Association is working in close partnership with 1st Alliance to offer an arrangement whereby the housing costs are paid directly to the landlord. It will take between 4 and 8 weeks for a landlord to receive housing costs after the money has been deducted from the tenant. In the meantime, tenants are still responsible for any rent due and any arrears. To try and alleviate this stress for our tenants, Cunninghame Housing Association is working in close partnership with 1st Alliance to offer an arrangement whereby the housing costs are paid to us on the same day the tenant receives their money. If you would like to know more about this, please contact our Financial Inclusion Officer, Pauline Lamont, on 01294 606007 or plamont@chaltd.org

Rent Arrears

The Association works closely with tenants who are having difficulty meeting their rent payments and tries to help minimise arrears and not put tenancies at risk from eviction. This is always a last resort but we have in place clear procedures which progress cases to court action and every year tenants who do not pay their rent are evicted. If you have fallen behind with your payments we can agree a repayment plan where an affordable payment on top of your rent liability can be agreed. It is important that this sum is paid in full in accordance with the agreement. Extra payments are always welcome but the agreed sum must still be made regardless of any extra payments. Anyone concerned about making payments should contact their local Area Team for advice. Don’t delay as your home may be at risk.
Hill Street, Kilmarnock - Regeneration

The site was previously owned by East Ayrshire Council and the Association acquired the site from the Council on 9 September 2016.

The Association was also responsible for the demolition of the former East Ayrshire Council properties and these demolition works were carried out between the months of May-July 2016.

Housing Mix

The site has delivered a total of 45 new houses and flats for rent.

There is a mixture of 2 & 3 bedroom general needs houses, amenity cottage flats for older and less mobile people as well as 2 houses designed specifically for those with wheelchair needs.

Current Position

New build construction works on the site at Hill Street, Kilmarnock commenced on 12 September 2016 with our main contractor Ashleigh (Scotland) Ltd.

Overall completion was achieved on 13 February 2018 when the final properties were handed back to the Association.

The official closing ceremony for this significant Kilmarnock Regeneration Project demonstrates the quality work of the Strategic Partnership comprising the Scottish Government, East Ayrshire Council and Cunninghame Housing Association and the main contractor Ashleigh (Scot). To mark the occasion Cunninghame Housing have erected a brick cairn on the site. The Official Closing Ceremony was carried out by the Leader of East Ayrshire Council Douglas Reid.

Closes and Common Areas

In order to keep the area in which you live clean, tidy and an attractive place to live we ask that you follow the instructions below ensuring that everyone has an equal share of responsibilities. This also helps reduce conflict between neighbours.

You must take your turn, along with all other tenants and owner-occupiers sharing the common parts, in keeping them clean and tidy. If tenants share a common stair, they must also take their turn in regularly cleaning, washing and keeping tidy the common stair, its windows and banisters. If everyone cannot agree on the arrangements for doing this or they fail to do the work, we will issue close cleaning rotas. These should be followed and signed off by each tenant when they take their turn of the stairs.

If all residents do not adhere to the rota, we may do it ourselves and charge for it - tenants will have to pay for any work carried out by us in this regard.

This Year CFRC assisted over 4000 people to furnish their homes, diverted over 200 tonnes from going to landfill & provided jobs for 20 local people a big thank you for your continued support.

CFRC will close on 21st December 2018 at 3:30pm & will re-open on Saturday 5th January 2019 at 10am

CHA Fund Raising Events

Every year the Association and its staff are committed to take part in various fundraising events to raise money for a local charity. A few members of our staff participated in ‘The It’s a Knockout Challenge’ in June during which we raised £833.00 for the charity ‘Marion’s Still Smiling’. The Association’s Team thoroughly enjoyed their day and came second overall at the event.
No property belonging to tenants (or anyone residing with or visiting them) should be stored in any of the common areas except in areas set aside for storage. This includes bicycles, motorcycles, prams, or similar property. Tenants must not do anything which causes inconvenience or danger (through blocking access) to anyone using the common parts. The Association ensures regular fire safety inspections are carried out and maintaining a safe exit from the block is an important part of this.

Tenants must dispose of all their household rubbish for collection in the designated areas provided by the Association. Tenants must take reasonable care to see that their rubbish is properly bagged. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. Tenants must comply with the local arrangements for the disposal of large items. Bins provided for recycling should also be used as instructed by the local Council. Brown bins in particular which are to be used for food waste should not be used for any other rubbish. Please don’t leave food out for birds. This can attract seagulls and common areas can be badly affected by droppings. Help us keep your block a place to be proud of.

**Dog Fouling**

It is an offence for any person who is responsible for a dog, not to remove and dispose of appropriately any excrement after the animal has fouled.

You must clean up after your dog has fouled ANY public open space. This includes pavements, footpaths, roads, parks, recreational pitches, cycle ways, communal land, back greens, stair closes and any open land that the public has access to.

Any fouling should be picked up and disposed of in a responsible manner by either depositing in the nearest litterbin or placed in your domestic waste at home.

We have been experiencing a number of problems where dogs are being exercised in common areas and dog fouling is occurring. Common areas are not to be used to exercise animals. Our grass cutting service will be commencing soon and dog fouling can interfere with this maintenance programme. Be a responsible dog owner and exercise your dog away from common areas and clean up after your pet. If the Association requires to arrange for our Contractor to clear up areas due to dog fouling and can establish the person responsible then they may be re-charged for the costs incurred.

**Keeping us updated**

You may not realise the importance of the Association holding current, up to date phone numbers and any emergency contacts for you. Have you thought about how we might contact you if there was for instance, a burst within your property, possibly affecting your own home, and those of your neighbours? Your belongings and those of others might be damaged more than necessary because we are unable to access your house as we have no contact numbers for you and have to leave the repair until you return. It is in your own best interest that we have contact details for yourself, any keyholder or anyone who is authorised by you to act on your behalf. We would also suggest that, where possible, someone holds a spare set of keys for you should you either lose your keys or to allow access to your home should there be an emergency and you are unable to be contacted by the Association. People often forget when they change their phone numbers to notify the Association and are surprised to find when an emergency occurs that it is the old phone number we have on record. Please include us in your list of contacts to advise of your current numbers, and should you be among those tenants whose phones do not accept incoming calls advise us of an alternative number for you.

**Verbal Abuse**

Staff at the Association have recently been subjected to verbal abuse from some of our tenants. It should be noted that this type of behaviour is not considered acceptable and tenants should refrain from being abusive to staff. The Association acknowledges that on occasion there is a need to discuss potentially difficult situations however, staff are employed to carry out a job role and will try and assist tenants to resolve situations. The Association reserve the right to refuse to interview/discuss matters with tenants who persist to be verbally abusive.
Currently 3 out of 4 Scots believe their home isn’t at risk from fire. But there are many dangers around the home. Most house fires start by accident and most accidents can be prevented. Make fire safety part of your regular housekeeping routine.

It’s not rocket science, but is mostly common sense. Here are some handy tips to start off with:

- Take care when cooking with hot oil and think about using a thermostat controlled deep-fat fryer.
- Never leave lit candles unattended.
- Make sure that cigarettes are stubbed out and disposed of carefully.
- Never smoke in bed.
- Keep clothing away from heating appliances.
- Keep matches and lighters away from children.
- Take special care when you are tired or when you’ve been drinking. Half of all deaths in domestic fires happen between 10pm and 8am.
- Take care in the kitchen. Accidents while cooking account for 59% of fires in the home.
- Have a clear escape plan and practice it.
- (Refer to advice contained in your landlord’s fire safety information).
- Have a smoke alarm fitted. This will give you time to get to safety.

Some of these tips may seem quite obvious, however, if they were actually put into practice more often there would be far fewer house fires in Scotland.

You can book a Home Fire Safety Visit now by texting Home to 80800 or by logging on to the website: www.dontgivefireahome.com

External Decorations

At this time of year, we know that many tenants like to decorate the fronts of their houses with Christmas lights and ornaments. It is good to see so many people getting into the Christmas spirit and making such an effort. CHA has no objection to these decorations as long as they are attached to the house securely, without damaging the fabric and that any electrical connections are safe. We would also ask that any of the decorations that you put up are removed from the outside of your home within a reasonable timescale, and certainly by the end of January.

SFHA Diamond Insurance Scheme

Have you ever thought how you would replace your possessions damaged or lost after events such as fire, flood or theft? Imagine the scene – you could come...
home one day and find that your home has been flooded. Most, if not all, of your contents could be ruined. Could you afford to replace everything? Without insurance the answer is probably no.

We know that for many affording good insurance from the ‘High Street’ is just not possible. The SFHA Diamond Insurance Scheme can offer tenants and owner-occupiers the option of insuring their belongings against a number of perils, including theft, fire and storm damage, in an easy and affordable way. Premiums are attractively priced and the SFHA Diamond Insurance Scheme offers a number of payment options.

For more information call 0345 671 8172

The SFHA Diamond Insurance Scheme is a product name arranged by Thistle Tenant Risks on behalf of the Scottish Federation of Housing Associations and administered by the RSA group.

**Paying Your Rent**

We understand that Christmas is an expensive time of year and puts extra pressure on budgets but it is important that you pay your rent to us. Payment of rent has to be your number one priority – if you don’t pay your rent you are at risk of losing your home and being evicted. If you are having difficulties in paying your rent or your circumstances, have changed, you need to contact your Housing Officer immediately.

**Money Matters**

Whether you are struggling to manage debt or simply want a helping hand to balance your books, North Ayrshire Council’s Money Matters Team can provide important advice on a wide range of issues. Money Matters provide free, impartial and confidential advice on finances, benefits, debt repayment and managing money.

The Money Matters Team can assist you with:

- Benefit entitlements, maximising income and helping with complicated forms
- Debt advice, helping to deal with creditors, assisting with court action and bankruptcy applications
- Financial awareness, helping to find affordable products and credit, advice on budgeting and long term support
- Fuel efficiency, advising on social tariffs and fuel debt

“Money Matters” can also help you to set up an account with 1st Alliance Credit Union.

1st Alliance is a financial co-operative owned by savers. Rather than speculating on the stock market, money lodged with the Credit Union is put back into the community – offering a range of affordable loans to people working and living in the area.

Repayments on 1st Alliance Loans are far better value than most High Street loans. You can expect to spend much less repaying a loan with 1st Alliance than a High Street lender. For example, a weekly repayment on a £300 loan with 1st Alliance would be around £9 less than average repayments to other High Street lenders.

**Contacts for CHA tenants:-**

**North Ayrshire Money Matters**

Tel: 01294 310456

**1st Alliance Credit Union**

Tel: 01294 557123

**Details Of Support Agencies In Your Area**

**North Ayrshire Council**

Social Services Group Headquarters
Tel: 01294 317700

**Welfare Rights & Debt Advice Service**

Bridgegate House, Irvine, KA12 8BD

welfarerightsdebtadvice@north-ayrshire.gov.uk

Tel: 01294 310456

**Community Housing Advocacy Project (CHAP)**

The Michael Lynch Centre for Enterprise
71 Princes Street, Ardrossan  KA22 7DG

chap.org.uk or chap.at-the-door.org.uk

Tel: 01294 475636

**Other Useful Contacts:**

- **In Court Advice Service**
  Kilmarnock Sheriff Court
  St. Marnock Street, Kilmarnock
  incourtadvice@east-ayrshire.gov.uk
  Tel: 01563 549367

- **Citizens Advice Direct**
  Tel: 0808 800 9060

- **Stepchange Debt Charity**
  Stepchange Debt Charity, 33 Bothwell Street, Glasgow, G2 6NL
  Tel: 0808 138 1111

- **National Debtline**
  advice@nationaldebtline.co.uk
  Tel: 0808 808 4000

- **North Ayrshire Council**
  Homeless Advice Team
  Gait House, 31 Bank Street, Irvine KA12 OLL
  Tel: 01294 312950

**Beat Bogus Callers**

1. Keep front and back doors locked.
2. Fit a door chain or bar, and use it.
3. Only let callers in if they have an appointment.
4. Always ask for ID and check it carefully.
5. Don’t keep large sums of money at home.
6. Call 999 and ask for the police if you feel scared or threatened.
Looking to Furnish Your Home on a budget?
Free uplift of unwanted re-useable furniture.

Visit Ayrshire’s Premier Furniture Re-use Store (next to Tesco Irvine)
A local charity covering all of Ayrshire and saving furniture from landfill

Freephone: 0800 221 8083
Website: www.cfrc.ltd.org

CFRC is a Scottish Registered Charity Number SC041863

Can Citrus Energy Save YOU Money on YOUR Gas & Electricity Bills?
CALL US NOW
0800 221 8089