

Tenants Newsletter

The newsletter for Council
tenants in South Ayrshire
Autumn 2021

FALL INTO
Autumn

**INSIDE
THIS
ISSUE**

Secession House
Garden Project
Page 6

Museums &
Galleries
Page 10 & 11

First Time Buyers:
LIFT Scheme
Page 14

**KIDS
CORNER**
Page 18 & 19

Useful Contacts

South Ayrshire Council
Customer Services
0300 123 0900

Environmental Health
01292 618222

Trading Standards
0300 123 0900

Housing Enquiries & Repairs
(Emergency or Routine)
0300 123 0900

Waste Enquires &
Special Uplifts
0300 123 0900

Scottish Water
0800 077 8778

Scottish Power (Emergency)
0800 092 9290

GAS (Emergency)
0800 111 999

Police
101 (Non Emergency)
999 (Emergency)

Power Cut
105

NHS 24
111

Emergency Homeless
0808 100 3151
(Out of Hours)

Ayr Hospital
01292 610 555

Girvan Community Hospital
01465 712 571

Crosshouse Hospital
01563 521 133

South Ayrshire Council have launched a monthly online newsletter to keep you up to date with all Council news.



South Ayrshire Council Live

View the latest version of
the newsletter below

Visit: <https://www.south-ayrshire.gov.uk/south-ayrshire-council-live/> to find out more.



WINNER! WINNER!

Well done to **Andrew Calderwood**
from **Symington** who was the winner
of the **Where's Molly competition**
and received £50 shopping vouchers.

Well done also to **Abi Young from**
Troon who was the lucky winner of
the **Spot the Difference Competition.**

This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸੁਣਨ ਵਾਲੇ ਰਾਹੀਂ ਵੱਖ ਵੱਖ ਢੰਗਾਂ ਵਿੱਚ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਅਨੁਵਾਦ ਹੋਰ ਬੋਲੀਆਂ ਵਿੱਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਡੀ ਗਈ ਹੈ।

Niniesze informacje mogą zostać udostępnione na życzenie w alfabecie Braille'a, w druku powiększonym lub w formie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

Household Waste Recycling Centre Booking System

South Ayrshire Council are introducing a new booking system for the Household Waste Recycling Centres located at Ayr, Troon, Girvan and Maybole.

The recycling centres are for the exclusive use of residents of South Ayrshire to help them recycle excess household waste. However, increasingly they are being overwhelmed by commercial users and people who live in other local authority areas. This means that the sites can become full very quickly, resulting in disappointment and frustration for South Ayrshire residents.

To stop this from happening South Ayrshire Council want to make sure that only South Ayrshire residents can access the centres. They are therefore introducing a new online booking system to ensure that everyone has the same opportunity to make use of the facilities.

This new system has the added advantage of helping to reduce queuing times around the centres and traffic flow issues.

The booking system is quick and easy to use. Residents only need to register a few details, including proof of South Ayrshire residency, to reserve an available slot of their choice. Residents who don't have digital access will be able to make a booking over the phone by calling 0300 123 0900.

The booking system will go live soon.

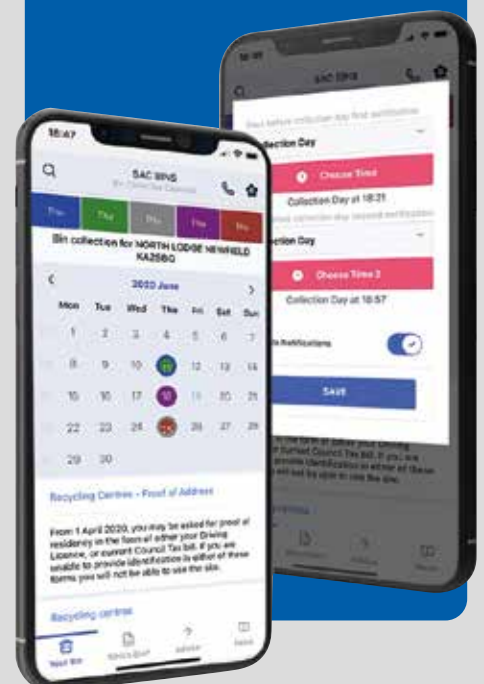
To find out more information about the upcoming booking system visit <https://beta.south-ayrshire.gov.uk/article/30011/Household-Waste-Recycling-Centres-Booking-System-FAQs>

Never miss a bin collection with the new South Ayrshire Council MyBins App



**South Ayrshire Council
MyBins**

You can download the app today on your device from the Apple App Store or Google Play Store, just search 'SAC MyBins'.





Ayr Housing Aid Centre SCIO

Providing Free Independent Housing Information, Advice, Advocacy and Engagement Services across South Ayrshire.

**We are here to help.
Get in touch today....**



**Please call or text/whatsapp 07549 603895
or e-mail us at advice@ayrhousingaidcentre.com
if you or someone you know needs our help.**

The coronavirus pandemic has made this last year very tough in a lot of ways. Many households are struggling to get by because of a financial impact. The good news is that there are organisations available to help!

If you are struggling with rent arrears or need advice with budgeting and managing your household bills you can contact Ayr Housing Aid Centre. They will provide a fully National Standards Type III Accredited, free

and independent housing information, advice and advocacy service.



facebook.com/ayrhac



SHELTERED HOUSING NEWS

KEEPING BUSY AT ST. MEDDAN'S



St. Meddan's Court, Troon have been keeping themselves busy the past few months. Firstly, Debbie and Scott entertained the tenants of St. Meddan's, Troon with an outdoor concert. Everyone had a great time in the sun and thoroughly enjoyed the music. Then the staff helped run a Music and Movement Session, where the tenants were encouraged to come along, sing and dance for 30 minutes.

TEDDY BEARS WHO LUNCH!

Some of the tenants at Logan Drive, Troon, gathered their teddy bears and headed outside for some fun in the sun to enjoy their picnic together.



Teddy Bear Tea



Lunch Fun!



CHAIR EXERCISE AT NEWTON PARK COURT



A group of tenants at Newton Park Court, Ayr, attend a weekly chair exercise programme in the garden aimed at getting mobility back into joints in the hands and feet. Some of the movement includes exercises that stimulate the right and left side of the brain which is good for memory. After the class, tenants can stay and enjoy a socially distanced chat with refreshments. A daily ten-minute stroll around the complex also happens each day and tenants can join whenever they choose.



SECESSION HOUSE GARDEN PROJECT



Secession House is homeless temporary accommodation based in Troon. There is a small garden at the front of the building leading to the main entrance and a larger garden at the rear of the building. The gardens were overgrown and in need of some attention. The staff decided they would spend some of their time tidying up the front garden to improve the entrance to the building.

One of the people staying in Secession House decided to go out and help as it was a nice day. This soon led to several other people coming out to help.

Once the garden was tidy they thought it would look better with some new plants and stones to keep the weeds down. A post was put on Troon's local 'Bartering and Free Stuff' Facebook page asking for donations and some of the local residents decided to help out.

A lady called Susan from Troon's gardening Facebook page came along with pots and plants. Two other locals helped out with more plants and garden tools. David, the minister at Troon Old Parish Church, came along with a collection from his congregation which enabled staff to purchase decorative stones.

The front garden was looking so good, they decided to do the same with the back garden. Bushes and trees were trimmed and the planters filled with vegetables and flowers. Fences were painted and everything looks good enough to sit out and enjoy the good weather. Everyone's hard work was rewarded with a BBQ and soft drinks.

A big thank you to everyone involved and to the people of Troon who made it all possible.

There is a similar project currently underway at Viewfield Gate, Ayr, and those involved are thoroughly enjoying the project.





Action shots of the project underway at Seccession House



GET SOCIAL WITH US!

To keep up-to-date with all the latest news and online events from our library service, follow us on Twitter and Facebook @salibraries.

LIBRARIES

We are delighted to announce that our libraries have reopened. We have really missed our library members and would like to offer a warm welcome back to all our customers.

We thank you in advance for your patience in using our services during the initial period where we are introducing systems and processes that are new to us and to you.

Our Connect and Collect service is still available please contact your local library to have a chat about your requirements.

For the latest service updates, temporary library opening hours and telephone numbers please visit our website www.south-ayrshire.gov.uk/libraries

PC Access & Printing

Our Public Access PCs are now available to book. Booking is essential and can be made up to 7 days in advance, a library card and PIN is required. To book please contact your local library or visit our website.

 Subject to change at any time due to updates in Government COVID-19 Restrictions.

Fancy a Movie Night? Explore More At Home

Borrow the latest blockbusters for a week free of charge. Adults can borrow 2 DVDs per week, young adults 12-16 years can also use this service but will be limited to 1 DVD per week. DVDs are available for loan from Alloway, Carnegie (Ayr), Forehill, Girvan, Maybole, Prestwick and Troon libraries and The Marr Educational Resources Centre.

Instant Access To eBooks, Audiobooks, Newspapers and magazines

Always available online access to the latest ebooks, audiobooks, newspapers and magazines. Check out up to 6 ebooks or audiobooks and enjoy unlimited access to your favourite newspapers and magazines.

Visit the 'What's on in libraries' section of our website for dates, times and booking information of our online events.

Armchair Online Chats

Put the kettle on, get comfy and join us online for free, relaxing and informative Armchair Chats.

Live Online Quiz - Let's get Quizzical!

Think you've got what it takes to be a quiz master? Join us online every month for our live virtual Facebook quiz. Different theme every month.



Bookbug Sessions

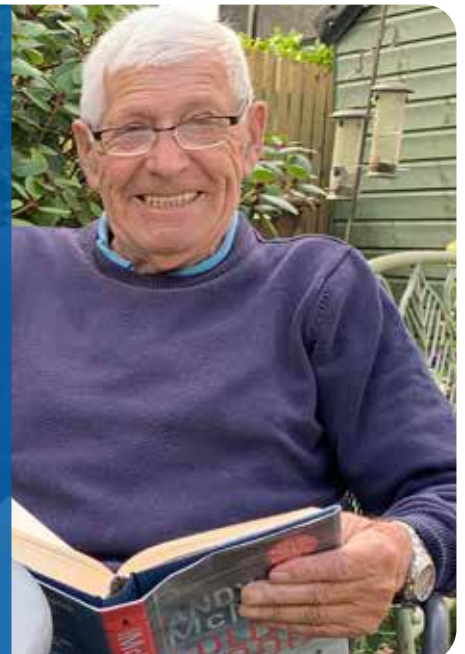
Let the library come to you with our online weekly Bookbug Sessions.

You can watch the sessions on our Facebook page every Tuesday morning at 11am or enjoy them later on South Ayrshire Council's YouTube channel - search for the Bookbug Playlist.

Shared Reading & Creative Writing with Open Book

Cosy up with a cuppa and join Open Book and South Ayrshire Libraries online for shared reading and creative writing sessions. We'll be looking at poems and stories with different themes each month, and writing together in these gentle, guided sessions. You can join for free, no experience is necessary, and sessions are suitable for ages 16+.

Sessions are monthly on the following Tuesdays from 3pm - 4.30pm: 4th September, 12th October & 9th November



 Subject to change at any time due to updates in Government COVID-19 Restrictions.

MUSEUMS AND GALLERIES

ROZELLE HOUSE. AYR.

2021 is recognised as the centenary of the birth of Joan Eardley, one of the most original and admired British artists of her generation.

We are delighted to be working with our neighbours in Dumfries and Galloway to host an exhibition of their Eardley collections with photographs by Audrey Walker, towards the end of the year and into 2022.



We also have on permanent display a selection of Alexander Goudie's paintings recounting the tale of Tam o' Shanter and his trusty steed, Meg.

Wander through the Burns related artefacts which were once displayed in the museum at the Tam o' Shanter Inn on Ayr High Street.

McKECHNIE INSTITUTE. GIRVAN.

Girvan's cultural hub features a permanent display of artefacts highlighting the town's heritage. Take a wander through time with a visit to the Victorian apartment rooms and the displays on Girvan's social and natural history - there's lots to explore.



**Before you visit our museums - pre-book your visit by calling 01292 445 447
Visitor numbers may still be limited due to Covid restrictions so advance booking
is recommended, but we can book you in on arrival if there is space in the gallery.**

Entry to all our exhibitions is free.

**For opening hours and to find out what's on at Rozelle House
and the McKechnie Institute visit our website:**

<https://beta.south-ayrshire.gov.uk/museums-and-galleries>

 **Subject to change at any time due to updates in Government COVID-19 Restrictions.**



The Catering Team at Belleisle Café

In this article we send Gordon Campbell, Tenant Participation Officer to follow different Council employees for the day and let you know what their job is all about!

Read Gordon's latest report below:

With the coronavirus restrictions easing it was great to find out that I would be able to return to following a team or employee for the day and of course be able to bring this article back for our readers.

With the nice August weather providing plenty of sunshine, I was delighted that this article would be focussing on the Catering Team at Belleisle Café within the Golf Course Club House.

I arrived at the Café ready to start my day at 9am to a lovely smell of homemade scones just out the oven. My stomach was rumbling already! The team Michelle, Marie

and Catriona were already busy preparing the soup, cooking breakfast items and serving customers.

It was the first time I had been in the Café since the Clubhouse, Café and Shop was built in 2016. It has a modern feel to it with a lovely outdoor seating area providing a perfect view of the first hole on the golf course.

I was introduced to Catriona who I was working alongside for the day. Catriona showed me around the café, provided me with an overview of the tasks that I would be helping with and went over the procedures that we needed to ensure the smooth running of the service to customers.

My main task for the day was to assist with serving the customers. This included greeting them on arrival, taking orders, delivering

food and drinks to the tables and making sure the tables were cleared and wiped down ensuring it was clean and ready for the next customer.

The café offers main meals, breakfasts until 12 noon and lighter snacks such as homemade soup, sandwiches and of course scones and cakes.



I had a lot to learn and quickly as the café soon started to get busy with customers. My first task was to take an order from a customer that had just arrived. Pen and order pad at the ready I set off thinking this should be the easy part. Order completed and back with Catriona, who helped me to get the coffee ready while the food was being prepared.

My order pad was all over the place and in no order of food and drinks, so Catriona gave me a helpful tip to separate drinks and food on the order pad. This would help me when preparing the drinks and alerting the kitchen staff of food orders.

On preparing the order I had my first experience of using the coffee machine to try and produce a barista style latte and by the end of the day I still hadn't mastered it and needed to call on the master of coffee making, Catriona, on many an occasion to assist. I was more a hinderance than a helper with the coffees!

One thing I did manage to master was clearing tables of used plates and cutlery and ensuring the table was fully cleaned ready for the next customer. I really enjoyed speaking with the customers and hopefully I provided a good service to them. A few customers were asking if I was the new start so that provided me the opportunity to ask if it was that obvious this was my first day! When I had the time, I would explain why I was assisting and of course promote the Tenants Newsletter.

The outdoor tables were proving popular due to the sunshine and the beautiful surroundings. Before I knew it, it was time for a break after the mid-morning & lunchtime

rush. I enjoyed the all-day special of a nice barista style coffee and breakfast roll with sausage, which is amazing value at only £3.

Refreshed and ready to go it was back to service. The tip of separating the orders into food and drinks was certainly helping but on a couple of occasions, I forgot to write the table number on the order form which obviously caused a little confusion having to remember what table the order was to go to. I did manage to get a handle on how to work the till and find the items to process the payment smoothly.

After the last orders were taken at 3:15pm it was time to start replenishing the soft drinks cabinet. I then moved onto replenishing the condiments on the tables, master of coffee Catriona made a start on cleaning down the coffee machine, while the wonderful cooks Marie and Michelle started tidying and cleaning up the kitchen area making sure everything was ready to go the next morning.

My last job was to help clear and clean the final tables after the customers had left and help with a couple of cleaning duties.

I truly enjoyed my time with the team, apparently I was a grafter!

As you know I love getting involved and helping where I can. It was great to find out more about this hidden gem within Belleisle and I certainly will be popping in again in my own time to enjoy the all-day deal of a roll and a hot drink for £3 or enjoying the homemade soup.

The café is open to all members of the public so next time you are in Belleisle whether that is walking, golfing, at the play area with the children or just enjoying the lovely surroundings be sure to stop past the café for a refreshment or a bite to eat. Currently the Café is open 7 days per week from 9.00am - 4.00pm with last orders for food at 3:15pm (Subject to change)

I hope you have enjoyed reading all about my day and I look forward to hopefully bringing you my next "a day in the life of" adventure in the Winter edition of the newsletter.

Gordon



Get a LIFT onto the property ladder in South Ayrshire

The LIFT (Low-cost Initiative for First-Time Buyers) scheme helps first-time buyers, and other priority groups including current social renters, get onto the property ladder with Scottish Government support.



“If it wasn’t for LIFT, I would not have been able to purchase a property as I found it difficult to save a large amount of money for a deposit. I’m so grateful for LIFT and would definitely recommend it to others.” – Tracy, LIFT scheme buyer

The Scottish Government contributes between 10% and 40% towards the property price and gets the same percentage back when it is sold. Alternatively, buyers can increase their share if they wish to at any point in future.

You can purchase any size of property as long as you meet the financial criteria and the property is large enough to avoid overcrowding. To be eligible, properties must be:

- Advertised for sale publicly e.g. on a website.
- Priced within the maximum price threshold for the area.

LIFT example:

A family of three with a household income of £29,000 per annum and savings of £3,000 bought a four-bedroom property in South Ayrshire with the help of LIFT.

Property price: £120,000

Buyer contribution (deposit plus mortgage): £72,500

Scottish Government contribution: £47,500

In this example, the Scottish Government contributes 40% of the price and will get the same percentage back when the property is sold, unless the buyer decides to increase their share.

In South Ayrshire, the current maximum price thresholds are:

2 apartment **£55,000**
(1 bedroom)

3 apartment **£70,000**
(2 bedroom)

4 apartment **£85,000**
(3 bedroom)

5 apartment **£125,000**
(4 bedroom)

6 apartment **£180,000**
(5 bedroom)

In addition to first-time buyers, LIFT is open to:

- Social renters.
- People with a disability who can demonstrate a housing need.
- Members of the armed forces and veterans who have left within the past two years.
- Widows, widowers and other partners of those who have lost their life while serving in the armed forces within the last two years.
- People aged over 60 who can demonstrate a housing need (not required to take a mortgage).

For more information, visit www.linkhousing.org.uk/lift-tenants or text ‘LIFT’ to 66777.

Eligibility criteria apply. Always seek independent financial advice.



Summer Holiday Fun in South Ayrshire Communities!

Throughout the summer holidays, our Thriving Communities staff have delivered a fantastic range of activities such as beach sports, Parent and Child Together sessions, Pop Up Sports, and arts and craft programmes, to young people and families as part of the 'Get Into Summer' programme.

Thanks to our officers, families have also been able to enjoy trips and visits across Ayrshire.

We've had some great feedback from young people and their families about the sessions with more than 5000 people taking part in activities throughout the summer.

If you enjoyed taking part in the summer activities why not join us at our weekly sessions starting in September?



CLD Family Day, Girvan

Kyle Academy Summer Camp



Cycling at Dolphin House



CLD* Golf Project



Swimming at the Citadel



Early Years Athletics

For more information, please keep an eye on our website and follow us on social media.

www.activesouthayrshire.co.uk/as/community-programme/

 **ActiveSouthAyrshire**

*CLD = Community Learning & Development

New Build Updates

Ladyland Road, Maybole

The project to build 14 properties was completed in May ahead of the initial programme completion date. The development consists of 8 one-bedroom flats, 4 one-bedroom bungalows and 2 two-bedroom semi-detached houses.

6 properties were completed in April with tenants moving in to their new homes.

The remaining 8 properties were completed in May.



Waggon Road, Ayr

The first block (C) was completed by our contractor and handed over to the Housing Service in June with tenants moving into the properties. The first block consists of 7 one-bedroom flats and 2 two-bedroom amenity flats.

Work is well underway on block (B) with the external part of the construction complete and the scaffolding removed.

The focus is now on completing the internal fit-out of the properties with the completion of block (B) scheduled by the end of October 2021. Work has started on the final block (A) with work progressing as scheduled with completion of the site by the end of March 2022.

Montgomerie Street, Tarbolton

Following demolition of the former Tarbolton Primary School in March the initial main construction works started at the beginning of July with site preparation, drainage and substructure works being undertaken. The development will consist of a mix of cottage flats, wheelchair accessible housing and terraced family accommodation.



Fort Street, Ayr

Work is underway and progressing well with the external part of the construction currently taking place. The development consists of 12 properties, 4 one-bedroom bungalows and 8 one-bedroom flats which are due to be completed by December 2021.



Main Street, Prestwick

Work is progressing well on the site of the former Prestwick Police Station with the external part of the construction nearing completion. This development consists of 11 properties comprising of 8 one-bedroom & 3 two-bedroom flats which are due to be completed by December 2021.



Watch out for the progress of our developments in our next newsletter or for more regular updates follow our Facebook Page - South Ayrshire Council Housing Services.

KIDS CORNER

SPOT THE DIFFERENCE!

Name

Address

Town.....

Postcode

Tel No.....

PREFER TO EMAIL YOUR ENTRY?

Take a photo of your entry form and send it to: tp@south-ayrshire.gov.uk

Can you spot all 5 differences on the picture of Molly below?

For your chance to win a copy of 'The Whit of Whiteley's Wood' children's book, circle all the 5 differences in the photo on the right, complete your details in the section above, cut out the freepost information at the back of the newsletter and pop all your competition entries in the one envelope.

All entries should be received no later than 31st October 2021



Original Photo



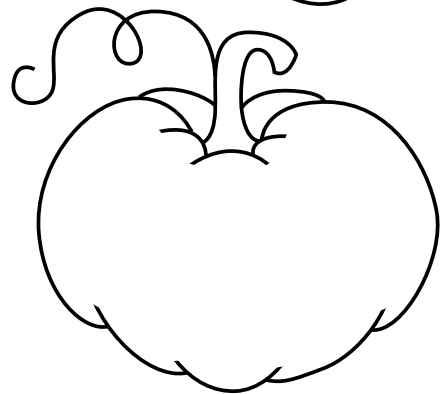
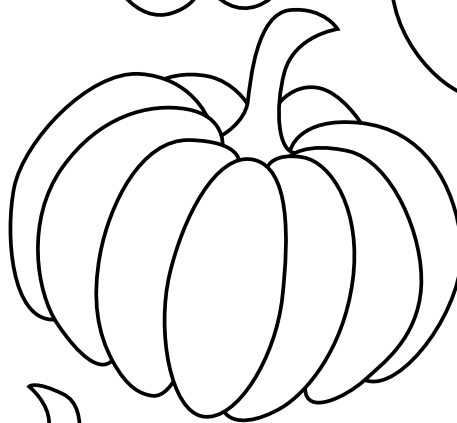
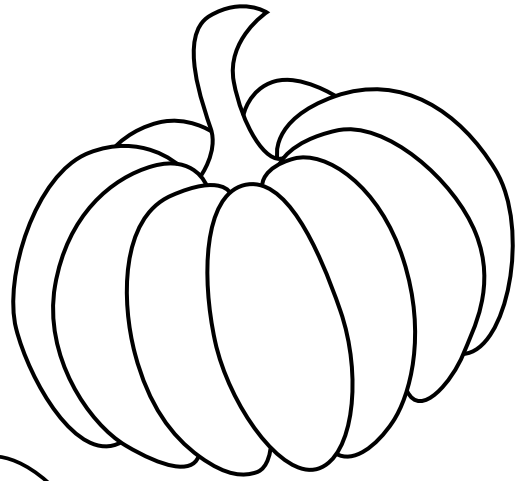
Spot The Difference





COLOUR ME IN!

**DRAW
HALLOWEEN
FACES ON THE
PUMPKINS!**



HOUSING SERVICES NEWS

Expansion Of The Property Maintenance Service - Heating System Installation

The Council's Property Maintenance service has recently added yet another 'string' to its bow! From 17th July 2021, Property Maintenance services will take over the Council's reactive heating installation contract, which was previously delivered by James Frew Ltd.

This means that going forward should a Council Housing tenant's central heating system break down and require replacement, the new heating installation (Gas, Electric, or any other type) will be carried out by our very own in-house team of fully qualified Property

Maintenance heating installers. The Council believe this change in service delivery will benefit our tenants in the following ways:

- **More streamlined service delivery**

With Property Maintenance being the main Contractor for repairs and maintenance to Council houses, extending their responsibilities to cover the installation of central heating systems will enhance their ability to plan and deliver any multi-trade support required during the replacement heating process. This will result in less visits being required to a tenant's property during the process and should improve overall timescales for completing the works.

- **Enhanced levels of communication**

With all works being undertaken in-house, greater levels of communication will exist between the Housing Service and Property Maintenance, which will ensure affected tenants will be well informed about the status and progress of their heating installation.

- **Tenant confidence**

Greater comfort for our tenants knowing that the vast majority of their reactive repairs and maintenance needs will be carried out for them by our dedicated in-house Council operatives, who they can readily recognise and trust.

Tenant Participation Update

Tenant Participation meetings have continued to be held online using the Microsoft Teams Platform with our informal fortnightly Coffee & Chat sessions continuing to prove popular among tenants.

With restrictions starting to ease as this edition goes to print the team will be looking into resuming face to face meetings and events. Details of these will be published on our Facebook Page and on

our website at <https://beta.south-ayrshire.gov.uk/tenant-participation>

The team organised and held a successful outdoor coffee and chat session in August with Involved Tenants at Belleisle Park in Ayr. This was an opportunity to meet in person rather than online which has been the case for over a year! Involved Tenant Arline Lawrie said 'It has been great that Tenant Participation meetings have continued online during the pandemic and the online coffee



and chat sessions have really helped us all to keep in touch, chat and discuss Tenant Participation opportunities however, it was great to be able to meet officers and other Involved Tenants in person for the first time in over a year".

Scottish Government Consultation

- Review Of The Scottish Social Housing Charter

In June 2021, the Scottish Government sought views on the Scottish Social Housing Charter. The Charter applies to Scottish social landlords and does not cover private-sector landlords. The Scottish Government were looking for responses to help them to make changes to the Charter which will encourage social landlords to continue building on the improvements they have made so far delivering the high quality services that tenants and other customers want and expect.

The Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and other customers through their housing activities. It also requires Ministers to review the Charter standards and outcomes from time to time with the last review being undertaken in 2016.

The Charter sets the outcomes and standards that all social landlords should be achieving for their tenants and other customers through their housing activities. The standards and outcomes do not add any new duties on social landlords; rather they describe what a good social landlord should be achieving for its tenants and other customers.

Its purpose is to:

- Give tenants, homeless people and other customers a clear understanding of what they should expect from a social landlord
- Give landlords a clear understanding of what they should be delivering through their housing activities

- Provide the basis for the Scottish Housing Regulator to monitor, assess and report on the performance of social landlords, and if necessary to require compliance with the Charter, and, through the Regulator's reports.

- Give landlords the information they need to achieve continuous improvements in their performance and in the value for money they provide

- Give tenants and other customers information on how their landlord is performing in relation to other landlords, so that they can actively engage with their landlord in discussions about performance.

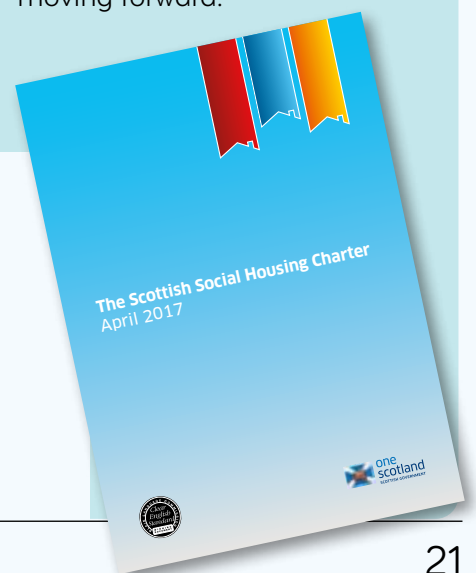
The consultation was set out in three parts which; asked about the impact of the current Charter, asked about the current standards and outcomes and further asked whether anything should be added to the Charter and why.

Involved Tenants and officers were able to attend virtual consultation events hosted by the Tenant Participation Advisory Service (TPAS) and Tenant Information

Services (TIS) on behalf of the Scottish Government. This allowed the Scottish Government to gather views on the Charter based on more in-depth conversation with tenants and staff including shared experiences. Local sessions were also held with Involved Tenants.

The consultation ran until the 9th September and now the Scottish Government will review the feedback received and develop an updated version of the Charter and ask the Scottish Parliament to consider the changes and approve a revised Charter from 1st April 2022.

We will keep you informed of the outcome from the consultation and any changes to the Charter moving forward.



PERFORMANCE EDITION

Involved Tenants and officers are currently working on the Annual Performance edition of the newsletter that will be published in October.

Unlike this newsletter the Performance Edition is only posted out to tenants who have previously indicated that they would like to receive a copy in the post.

If you would like to receive a copy of the Performance Edition by post or email then either complete the cut out Performance Edition Request Form below and return it to the team using the freepost cut-out form found on the back page of the newsletter or contact the Tenant Participation Team by phone on 01292 612968.



PERFORMANCE EDITION REQUEST FORM

I would like to receive the Performance Report on an annual basis by: **Email / Post**

Please complete the following details -

Name: _____

Address: _____

Town: _____

Postcode: _____

E-mail Address*: _____

*please only include your email address if you wish to receive the performance report by e-mail



THE GRAIN EXCHANGE



Autumn at The Grain Exchange will see creative markets every Saturday from our regular team of Hand Made in Ayr, Ayr Crafts and Ayrshire Collective.

Mid-week, we've got some arty activities and filmshows, inspired by Scotland's Year of Coast and Waters and featuring works from South Ayrshire Council's Fine Art collection.



Keep up to date with what's coming up by visiting us online.

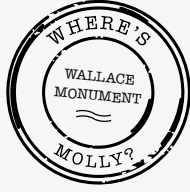
Instagram: @thegrainexchange

Facebook: @thegrainexchangeayr

Twitter: @grain_exchange

Web: www.thegrainexchange.co.uk

 **Subject to change at any time due to updates in Government COVID-19 Restrictions.**



WHERE'S MOLLY?



Previous Newsletter Picture

Molly was visiting Wallace's Monument at Barnweill Hill for the spring edition of the Tenants Newsletter. Well done to Andrew Calderwood from Symington who was the winner of the spring edition competition.

Unfortunately, this turned out to be Molly's final outing for the newsletter as she sadly passed away peacefully in May following a short illness. Molly always loved her adventures across South Ayrshire with her favourite adventure being a visit to the beach.

Molly had planned to retire from her 'Where's Molly' role last year and introduce you all to her furry friend Ernie who would be taking over as our new Tenant Participation adventurer. However, due to the pandemic and the varying restrictions Molly's handover to Ernie was delayed. Look out for Ernie introducing himself to you all in the winter edition.



The winner will receive **£50** shopping vouchers of their choice!

HOW TO ENTER THE COMPETITION -

Postal - Use the cut out entry form, attach the Freepost label to an envelope and pop in the postbox. **E-mail** - tp@south-ayrshire.gov.uk - Take a picture of the entry form and email it to us. **Online** - Visit www.south-ayrshire.gov.uk/tp and complete the online entry form. All entries should be received no later than Sunday 31st October 2021.

Where's Molly? Entry Form

In memory of our Molly and her love for adventures on our local beaches can you guess which beach she was visiting on this occasion back in 2015?

- A. Girvan Beach
- B. Prestwick Beach
- C. Ayr Beach

Name:

Address:

Town:.....Tel:.....



Freepost Plus RUCL-RUSR-LJBT
South Ayrshire Council
Housing Policy & Strategy Team
Riverside House
21 River Terrace
Ayr
KA8 0AU



All correct entries will be included in the prize draw and the winner will be notified after the draw.