

Tenants Newsletter

The newsletter for Council
tenants in South Ayrshire
Spring 2024



Award Winning COMMUNITIES FUN DAY

Saturday 11th May 2024



11am - 5pm
Ayr Academy /
Riverside Sports
Arena, Ayr

More information on pages 14 & 15



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CHARITY PARTNER

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CORNER

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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

INFORMATION & ADVICE HUB

Our Information and Advice Hub is here to help you with a range of services including:

- **Help to claim the benefits you are entitled to.**
- **Help to manage your money including budgeting and debt services.**
- **Help with the cost of living.**
- **Employment Rights.**
- **Financial Crisis.**

Get advice first by contacting us via our web page www.south-ayrshire.gov.uk/information-and-advice-hub or by calling **0300 123 0900.**

BE A COVER STAR!

For your chance to design the front cover of our next edition and be in with the chance of winning a £25 Scotland Loves Local gift voucher, simply take a photo of your Autumn themed drawing and send it to tp@south-ayrshire.gov.uk no later than **1st July 2024**.

WINNER WINNER!

WINTER 2023 EDITION WINNERS

Well done to **Sarah Jane Madden**, from **Ayr** who was the winner of the 'Where's Ernie' competition!

Leah Stewart from **Dailly** won the 'Find the Elves' competition!

And well done to **Hugh Hayes**, from **Prestwick** who was the lucky winner of the Kids Corner '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 ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿੱਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਲੋਂ ਗਈ ਹੈ।

Niniejsze 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.

Ця інформація може бути перекладена іншими мовами та надана в іншому форматі за запитом.

www.south-ayrshire.gov.uk/housing/

#MAKETHECALL

This year, the Scottish Fire and Rescue Service (SFRS) are asking for assistance from communities to help stop preventable deaths in house fires. SFRS are appealing to family, friends and carers of Scotland's most isolated and vulnerable people to make a short phone call to help save a life.

Sadly, in the last 12 months 42 people in Scotland have died because of fire, with more than half of them over the age of 50. SFRS say that intelligence gathered from fire investigations has shown that people who are over the age 50, smoke and either have mobility issues, live alone, or use medical oxygen, are more likely to be injured or killed by a fire in the home.

However, you can help put firefighters and SFRS specialists in touch with anyone you think is vulnerable by **calling 0800 0731 999, texting "FIRE" to 80800** or visiting www.firescotland.gov.uk to complete an online form.

Once a call, text or form has been received SFRS will arrange for a trained member of staff to visit the vulnerable person to carry out a Home

Fire Safety Visit where they will identify key fire risks and offer solutions and assistance. If you are concerned about a family member or friend please Make the Call today – you could ultimately save a life.

Remember SFRS offer everyone in Scotland a free home fire safety visit – trained

staff will take you through a questionnaire and help you sort out a fire escape plan.

Please note – if you are a family member or carer you can refer someone directly for a visit from the service, however if you are a neighbour or friend then you must secure their consent before completing a referral.

BOOK A FREE HOME FIRE SAFETY VISIT

#MAKETHECALL
0800 0731 999

Or text " **FIRE**" to **80800** from your mobile phone or fill out our online booking form

#MAKE THE
CALL
HELP SAVE A LIFE



HOUSING SERVICES NEWS

Rent Setting Consultation & Results

Results courtesy of Michael Alexander – Service Lead, Housing Services

Firstly, I would like to thank all tenants who took the time to respond to the Rent Setting Consultation that was carried out by the Council during November and December last year.

We followed the same format for the consultation that was used in 2020. The Rent Setting Consultation Newsletter was developed in consultation with tenants' representatives, and this was posted to all tenants in November 2023.

The newsletter provided information on the Housing Revenue Account (HRA) and how rental income is used by the Council to fund the

running of the Housing Service and the funding needed for capital investment in the housing stock and to support the Council house new build programme to increase the supply of affordable housing for rent. Each household was able to vote online or to return their completed voting form in the freepost envelope provided.

Tenants were able to register their vote on their preferred option for future rent setting, along with providing their feedback on preferred ways to contact the Housing Service.

397 valid votes were registered. Although the response rate

was 5%, it was an increase on 367 responses received in the last rent setting consultation in 2020. The Council has a statutory duty to consult with tenants on rent setting, and I would encourage all tenants to take part in future consultations and to take the opportunity to feedback their views to the Council.

Congratulations to **Renata Galka** from Tarbolton who was our lucky winner of **£100 Love2Shop Local Gift Voucher**

The options and results from the tenant consultation

Rent Setting Options	Number of Votes	% of Vote
Option 1 - Increase rents by 4.5% each year for 3 years	305	76.8%
Option 2 - Increase rents by 4.75% each year for 3 years	53	13.4%
Option 3 - Increase rents by 5% each year for 3 years	39	9.8%

The consultation results were included in a report considered and approved at a Special Meeting of South Ayrshire Council on 17 January 2024. Council approved Option 1, to increase rents by 4.5% each year for the next 3 years.

Preferred Ways to Contact the Housing Service

Each household was asked to select their 2 top preferred ways to make contact with the Housing Service. This feedback will help inform considerations around how best to organise our Housing teams and any future considerations and proposals around shaping the model of service delivery for Housing Services.

From the overall number of votes cast, the results are as follows:

Contact Options	Number of Votes
By Phone	290
By Phone Appointment	49
Digital contact using email, online enquiry forms or online service requests	100
A face-to-face appointment in your home	115
A face-to-face appointment in a Council building	142
No Options Chosen	9

I would encourage any tenant who is struggling to make their rent payments to contact our Housing Service. Officers will be able to provide information and advice and consider if any further help is available. Please call 0300 123 0900 and ask for the Housing Revenue, Arrears and Support Team.

Regards

Michael Alexander

Service Lead, Housing Services

HOUSING SERVICES NEWS

Riverside Place, Ayr – Affordable Housing Proposals – Consultation Results

The Council recently consulted tenants on the options for affordable housing proposals at Riverside Place, Ayr.

A consultation newsletter was developed in consultation with tenant representatives, and this was posted to all South Ayrshire Council tenants. The consultation was open from 9 February – 26 February 2024. Each household was entitled to register their vote for their preferred option, either online or by a postal vote, and to make a comment in relation to the options. 852 valid votes were registered, which was a response rate of 10.8%. This is the highest response rate received in any tenant consultation previously undertaken by the Council.

The results from the consultation responses were as follows:

Options	Number of Votes	% of Vote
Option 1 - Demolish the remaining block and build new housing	622	73%
Option 2 - Keep and refurbish the remaining block	230	27%

In addition to registering a vote, 408 respondents made a comment on the consultation options.

The voting results and comments were considered by Elected Members at a Special Meeting of South Ayrshire Council on Wednesday 6 March 2024. The Council agreed Option 1 - to demolish the remaining block and build new housing on the site.

The timescales for demolishing the last remaining tower block will be dependent on the ongoing negotiations with the telecommunications operator who has leased the roof area for a mast until October 2025.

South Ayrshire Council's Portfolio Holder for Buildings, Housing and Environment, Councillor Martin Kilbride, said: ***“With work already well underway at Riverside Place following the demolition of two of the three tower blocks, it’s good to finally have a decision over the future of the final block. This decision will allow for even more new homes to be built on the site, adding to our housing portfolio for Council tenants. We’ll keep local residents and the wider public informed of progress on the works.”***



We need access to keep your home safe!

Gas Safety

The Council as a landlord has a legal requirement to ensure that all gas appliances and flues in your home are checked and certified as being “safe” every year.

To meet this legal requirement the Council must access all its homes with gas appliances to carry out a service and safety check every year. At the same time the Engineer also checks that your smoke detectors are working.

When the annual gas safety check in your property is due, our contractor, PH Jones, will write to you to offer an appointment for the work to be carried out. If the date or time does not suit, then please call the number on the letter to arrange a convenient date and time that does.

When our contractor PH Jones visits your property for its Annual Gas Safety Check they will:

- Service and clean your gas boiler and gas fire
- Check all smoke detectors are working properly

Electrical Safety

In March 2022, new legislation was introduced by the Scottish Government to ensure that Social Landlords carry out an Electrical Installation Condition Report (EICR) in Council homes at least every five years. This electrical safety check allows the electrician to inspect all electrical installations and fittings within your home to ensure they are safe and remain in good working order. It is important that these tests are carried out to identify any issues and have these resolved.

During the visit, the electrician will also inspect the fire detection equipment within your home to ensure these are in working order and meet the current legislative requirements. We will notify you when your next electrical safety check is due to be carried out at your property. You will be provided with further details regarding the electrician’s visit, and details of how to contact to arrange an appointment.

Most tenants provide access to have these important safety checks carried out, however, a small number of people do not allow access to their property. In line with legislation, the Council is entitled to force entry in such circumstances and this is also a provision of the Council’s tenancy agreement. The Council will have no choice but to force entry and change the locks to the properties of tenants who have refused to allow entry. Please remember that these essential checks are carried out to ensure the safety of you and those around you!

If the Council are required to force entry to your home, you will be charged for the costs of this action and also renewing the locks, this will be a minimum of £61.97. Please avoid this unnecessary expense by allowing entry to the Operatives when they are scheduled to attend. It is easy, and can be arranged at a time that suits you.

How to Contact Us

Phone: 0300 123 0900

Gas Safety Enquiries

Email: Gas@south-ayrshire.gov.uk

Electrical Safety Check Enquiries

Email: Housing.Compliance@south-ayrshire.gov.uk

South Ayrshire Council Sets

2024/25 BUDGET

South Ayrshire Council have agreed a budget for 2024/25 which focuses on generating income and protecting our vital services.

We're pleased to let residents know that, following a review of a number of options, Council Tax has been frozen for the next financial year. This means that the cost for each band will remain the same rate for 2024/25.

We want to make sure South Ayrshire is an attractive destination to live, work and visit, and for our residents to take pride in living in the region. We're therefore proposing a capital investment programme of £408m for our towns and villages over the next 12 years. This includes additional investment of £22m for

Ayr Town Centre, and £2m each for Maybole, Troon and Prestwick over the coming years.

We want to make sure that everyone benefits from high quality education and is supported to learn and fulfil their potential, so we're investing £2.6m in education to help improve attainment across our schools. We're also allocating additional funding to our free school meals programme, and to ongoing works at the new Girvan Primary School and Maybole Community Campus.

A key priority is making sure that everyone can access the care they need, so we're investing £100m in the South Ayrshire Health and Social Care Partnership (HSCP) – a 9.1% increase on previous

years. £22m of funding will also be allocated to the re-development of the former Hourstons Department Store for HSCP service users and staff.

We want to make sure our residents have every opportunity for play, sport and recreation. A range of upgrades will be made to the gym facilities at Troon Swimming Pool to extend the existing fitness suite, including the provision of a bespoke studio space along-with refurbishment of the changing accommodation and reception area. Belleisle Golf Course will also receive additional funding as part of a programme of enhancements across our golfing estate.

Sustainability, climate change and biodiversity are cross



GET

cutting themes in our [Council Plan 2023-2028](#), and this year we're introducing our fourth carbon budget. We're continuing work to refresh our Sustainable Development and Climate Change Strategy, introducing new targets and strengthening our actions and decision-making processes. Our Neighbourhood Services 'Hit Squads' will also be introduced on a permanent basis, helping to transform areas in need of TLC from Barassie to Ballantrae.

As part of the Council's plans to generate more income, in July this year we'll be introducing a £50 charge for garden waste collections (based on servicing one bin per household). More information about this service will be available for residents soon.

Part of this year's budget was considering a programme of activities designed to address savings targets over the next two years. These proposals are now available to view in our budget book [here](#), and will be put forward for consultation in due course.

South Ayrshire Council to introduce Charges for Collecting Garden Waste

From Monday 15 July 2024, households that would like to continue to have their brown bin emptied must apply and pay for a garden waste permit.

The permit will cost £50 per brown bin and will be valid for 12 months, starting from the day that payment is made. Residents who have more than one brown bin should purchase a permit for each one they would like to be emptied.

Once a permit has been purchased, a permit sticker will be posted to residents, who should attach this to the back of the brown bin.

Garden waste will continue to be collected in brown bins with no charge, and as per normal collection schedules, until Sunday 14 July.

Our Waste Management team is currently working to implement the new system, and we'll let residents know when they can apply for a permit.



Exciting news! South Ayrshire Council has subscribed to HomeSwapper, the UK's largest online home-swapping platform. Tenants using the HomeSwapper service for a mutual exchange (also known as a home swap) will have the opportunity to swap their home with another council or housing association anywhere in the UK – greatly expanding housing options for South Ayrshire Council tenants. **This service is completely free for South Ayrshire Council tenants!**

Why swap homes?

Some tenants may wish to move to accommodation that is smaller than the home they currently live in or may need an additional bedroom because their household has increased.

Other tenants might want to live in a different town or neighbourhood to be closer to their family, friends, and support networks. A mutual exchange may give tenants an alternative means of moving to more suitable accommodation, in addition to the Council's transfer list.

How to register with HomeSwapper

To register with HomeSwapper please follow the following steps.

You can access HomeSwapper via your mobile, tablet or pc. Apps are available to download for both iOS and Android users. For those who choose not to sign up with HomeSwapper, there is more information on how to find a match on our mutual exchange webpage: www.south-ayrshire.gov.uk/mutualexchanges-homeswaps

1 Go to www.homeswapper.co.uk and choose the **Register** option at the top of the page

Enter your first name, last name and email address (if you have one!)

Then create a password for your HomeSwapper account – something you'll remember!

2 You'll be asked to fill out more details, including date of birth and gender (if you want to say)

Then you'll be asked how serious you are about swapping – think carefully about this and choose an option

If you're interested in **MultiSwaps**, tick the box here to let people know

3 Now choose your **display name** – this is the name other swappers will know you as

Click on the blue circle to upload a picture of yourself, so other swappers know who you are

4 Now you'll be asked about the **number of people** in your household – don't forget to include yourself in this number!

5 Next you'll need to enter information about where you want to move to and the distance from that location – **a minimum of 3 miles will show more results!**

You can add as many locations as you want here, or if you're happy to move anywhere, just tick this box

6 Now it's time to think about the home you want: **the type of home you're looking for**, the number of bedrooms, how much rent you're happy to pay and the features that you need

Click on the options you want and remember - **be open minded** here and select only what you need!

7 You can now let other swappers know about **the home you've got**

Enter your address and then the name of your landlord – just start typing their name and you'll see them appear. If they're partnered with us, the site will be **free to use!**

Now enter the amount of bedrooms you have, how much rent you pay and the features your home has

8 Finally, add some lovely pictures of your home to show swappers what a great place they could be moving into

Click on the **'Add a photo'** button and start uploading them

Your account is now active!



How to get the best out of your HomeSwapper advert?

Your advert is the first impression a potential swapper will have of your home, so it is important that you make it great! The property description in the 'additional information from tenant' section on your advert is where you will have the chance to explain why somebody would want to swap tenancies with you.

We want nothing more than to see you have a successful HomeSwapper journey. One of the key things that can help is how your advert looks – and there is nothing better for this than including great photos of your home!

South Ayrshire Council provides a Scottish Secure Tenancy (SST) which is the social housing tenancy provided in Scotland. In a small number of cases a Short Scottish Secure Tenancy (SSST) is provided. Those who have been allocated a short tenancy will have been notified of this and will have signed an agreement. If you are unsure and want to find out what type of tenancy you have, you can check your tenancy agreement for details, or contact our Housing Options Team.

To find out what council tax band you are, please visit www.south-ayrshire.gov.uk/council-tax or call 0300 123 900 and ask to speak to council tax.

For more help and how to videos and guides, visit HomeSwapper website: www.homeswapper.me/help-centre/

Online access

If you do not have access to the internet our local Libraries offer the use of computers and the internet through their library card scheme. Membership is free to anyone of any age who lives, works, or studies within South Ayrshire.

For more information pop into your local library or call the main help desk at Carnegie Library on 01292 286385. www.south-ayrshire.gov.uk/libraries

Looking for help or have questions about a mutual exchange?

To discuss your eligibility for mutual exchange, please contact our Housing Options Team using the contact information below.

Our Officers can provide advice and guidance to ensure the best chance of an exchange for you.

0300 123 0900 or email: HousingOptionsTeam@south-ayrshire.gov.uk

International Ayr Show Charity Partner



Former Sergeant and RAF
Benevolent Fund Ambassador
Bob Greig

The RAF Benevolent Fund is the Royal Air Force's leading welfare charity, with a rich history dating back to 1919 when it was established. Since then, the Fund has been committed to providing financial, practical, and emotional support to RAF personnel, veterans and

their families, recognising the unique challenges and sacrifices they have made to help keep our nation safe. The Fund provides grants for essential living, benefits advice and help with unexpected expenses for the RAF Family, in addition to practical assistance to

address specific needs, such as mobility aids, home adaptations, or respite care. The Fund also offers services such as listening and counselling, mental health support, and assistance in coping with the emotional challenges that can arise from military life.

The Fund gave me my independence back

“Some would be surprised to know that I think of myself as a very lucky man. I survived a parachute accident which should have killed me but for several happy coincidences on that fateful day.

I was taking part in a routine training jump, something I had done many times before as a parachute jump instructor in the RAF. I was the last to jump from the helicopter at 6,000 feet, but when I did my main chute failed to open, followed by my reserve.

When I hit the ground, I knew instantly I was paralysed but I also knew how lucky I was to be alive. I landed not far from the landing zone, in the only

ploughed field which meant I had a softer landing. I had also chosen to wear different boots that day, which had a solid rubber strip in the sole which absorbed the impact. In addition to that, one of the jumpers was a trained medic and on one of his last training jumps so was carrying a full medic kit with him. We also had the helicopter close by which was able to land in the field and then fly me to the nearest hospital, giving me quick access to medical care. I also had the great fortune to find the RAF Benevolent Fund by my side, and they have been a constant companion ever since. The accident left me with a spinal chord injury and shattered and dislocated my lower

jaw. I underwent months of rehabilitation, and will be a lifelong wheelchair user.

All of my life since has been enabled and empowered by the support I have received from the RAF Benevolent Fund. In the early days of my treatment, they made a grant to ensure I was financially stable. They then provided a home for me which meets my needs now and will meet my needs into the future; I have my independence thanks to them. They are always there, from my time in intensive care, to now.”

Bob Greig

Former Sergeant and RAF Benevolent Fund Ambassador

The RAF Benevolent Fund are proud to be partnering with South Ayrshire Council at the International Ayr Show.

Festival of Flight
6th & 7th September 2024



For more information visit rafbf.org and to donate scan the QR code below.

Award Winning
COMMUNITIES
FUN DAY

Saturday 11th May 2024. 11am - 5pm.

Ayr Academy / Riverside Sports Arena, Ayr.

Come and join us for an action packed event with something for everyone!
Tickets and all attractions are free!

About the day...

We are delighted to announce that our award-winning Communities Fun Day will return on Saturday 11th May 2024 at the **NEW** venue within Riverside Sports Arena and Ayr Academy, Ayr.

This hugely popular **FREE** event for those living or working in South Ayrshire is not to be missed. The Communities Fun Day is a great opportunity for residents of South Ayrshire to come along and speak with various Council departments, service providers, community groups, external agencies and have a great family day out!

There will be lots of activities available on the day such as, sport taster sessions, funfair rides, a display of vintage and modern vehicles and a few other exciting activities still to be announced.



Info Zone

An opportunity to find out information and chat with staff from a range of Council services, service providers, community groups, external agencies, and charities.

SAVE THE DATE

FREE EVENT

Free Shuttle Bus & Car Parking Available

Free shuttle bus from Ayr Bus Station to the event, and return, provided by Stagecoach. For those who plan to drive to the event there will be free parking within the University of West of Scotland car park. For more information regarding transport and parking for the event, please visit www.south-ayrshire.gov.uk/article/61304/Communities-Fun-Day>Returns-for-2024



Stagecoach

UWS

UNIVERSITY OF THE WEST of SCOTLAND



Book your tickets now!

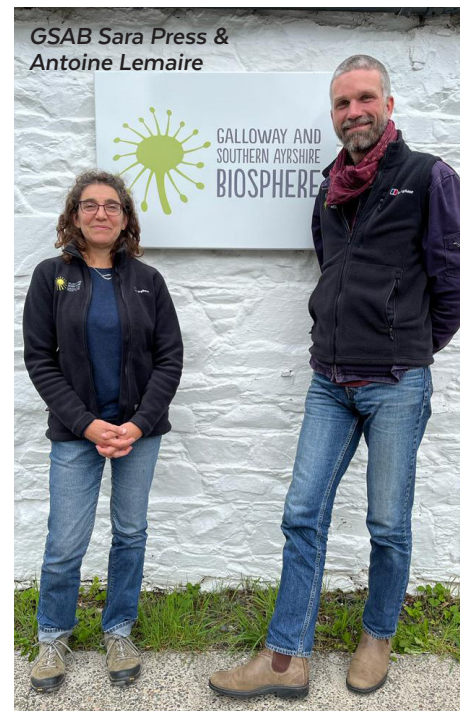
Book your free tickets now to avoid disappointment **BOOK NOW** by calling our team on 01292 319275 or by visiting www.eventbrite.co.uk/e/south-ayrshire-council-communities-fun-day-2024-tickets-873358106607

FUN ZONE

Kids Teacups • Canoeing Taster Sessions
Inflatable Zone



Galloway & Southern Ayrshire UNESCO Biosphere and South Ayrshire Council launch small-scale tree planting grant.



The Galloway and Southern Ayrshire UNESCO Biosphere (also known as the GSA Biosphere, or GSAB for short) has an array of projects underway across South Ayrshire in 2024. It's shaping up to be a busy year for the team, following an exceptional last twelve months which saw a visit from the UK's Ambassador to UNESCO and the announcement of an expanded Biosphere boundary. The region grew from 5,200km² to 9,700km² and now includes Alloway, plus twelve miles of the marine environment, up to and including Ailsa Craig.

One of the Biosphere's newest initiatives is the South Ayrshire Small-Scale Tree-Planting Grant, a partnership programme with South Ayrshire Council.

Grants worth up to £1,000 are available to individuals, local organisations and community groups, and to 100% of material costs such as plants, shelters, tree guards and fencing materials may be funded (with possible covered labour costs for non-profits). The scheme aims to increase the amount of broadleaf tree cover in South Ayrshire, and improve green spaces for the benefit of people and nature.

Small-scale tree-planting can be suitable for both public and private land, as long as it measures less than 0.25 hectares. Also aimed at boosting numbers of native trees, the Biosphere team is asking anyone interested in establishing a Community Tree Nursery to get in touch, whatever stage of planning you may be at.





You may have heard that the Biosphere made National Geographic's prestigious 'Cool List for 2024'. Many of the activities and outdoor attractions which make this UNESCO region so special work closely with the Biosphere to promote sustainability through learning, networking, and marketing. Businesses that would like to connect are invited to become Proud Supporters (www.gsabiosphere.org.uk/get-involved/) and apply for the Biosphere Certification Mark (www.gsabiosphere.org.uk/the-biosphere-certification-mark-2/), a trademarked accreditation

for environmentally-friendly enterprise. Application is free and open year-round to businesses of all sizes.

Individuals, schools, and community organisations are all also eligible to sign up as Proud Supporters, which is a great way of keeping up to date with news and events, courses and workshops. In the first months of 2024 one of the Biosphere's most popular workshops was 'Sense of Place', which brings together residents of a village or town to explore what they cherish most about where they live. Communities participating in Sense of Place help create

a destination page for the Biosphere's website (details below), with Pinmore and Pinwherry among the latest locations in South Ayrshire to book a workshop. 'The Pins', as Biosphere Communities, can work with the Biosphere in developing local walks, outdoor interpretation, and nature-based activity for all ages.

More information about the Galloway and Southern Ayrshire UNESCO Biosphere is at www.gsabiosphere.org.uk or send an email to request further details on any of the projects above, to info@gsabiosphere.org.uk.

New Build Updates

Mainholm Housing Project

Work is now 73 weeks through the 124-week build programme and is currently running generally on programme against the Construction Programme.

Phase 1 and 2 have been completed and handed over, with Plots 26 to 39 handed over on 14th February. Progress on the site has been good despite the recent bad weather conditions and the extent of progress made can be viewed from the photographs which also show completed plots 35 to 39.



Progress photos: February 2024

St Ninians, Prestwick

The building work at St Ninians, Prestwick, has just recently started. The site will consist of 2, 3 and 4 bed family houses, 2 bed cottage flats and within the mix 6 wheelchair accessible units, (which include 2 x 2 bed bungalows and 4 x 3 bed units). The layout plan for St Ninians, Prestwick, is below and we can't wait to see it progress over the next few editions.



Riverside Housing Project

Over the past 14 weeks the work at Riverside, Ayr has come up against some challenges, from a spell of bad weather to discovering and resolving an uncharted well on site, meaning the project is running 3 weeks behind its 96-week build programme. Progress with the formation of the new SuDS (Sustainable Drainage System) basin and steelwork erection can be seen from the photos.



Financial Advice and Information on Rent Arrears

Are you struggling to meet your Council house rent payments?

Did you know your Housing Officer can offer advice and information on how to manage your rent payments? If you need help, we may be able to offer advice on a range of financial help or support, such as discretionary housing payments or ways to maximise your income.

- [Discretionary Housing Payments](#)
- [Scottish Welfare Fund](#)
- [Maximise Your Income](#)

If you have fallen into arrears with your rent, your Housing Officer can also discuss and agree an affordable repayment plan and make referrals to other support providers on your behalf.

- [Rent Debt Repayment Plan](#)
- [Budgeting Advice](#)
- [Debt Advice](#)



Case Study

Ms D works part time and her earnings vary from week to week. Ms D also has some health conditions preventing her from working any additional hours. She was struggling to meet her rent payments and budget her money. Ms D receives some help with her rent from Universal Credit but this does not cover the full rent due.

After having missed a rent payment Ms D received a rent arrears reminder letter and contacted her Housing Officer to discuss her situation. Ms D was worried she would not be able to meet her ongoing rent payments. The increase in the day-to-day cost of living was also impacting on Ms D's finances.

How were we able to assist Ms D?

- **Completed Income & expenditure Assessment**
- **Assisted in making a claim for Discretionary Housing Payment due to financial hardship**
- **Provided a food voucher**
- **Signposted for assistance in applying for a disability payment due to health conditions**
- **Referral to the Fuel Bank for financial assistance for utilities**

How did this help Ms D?

- **Ms D was able to manage rent payments and budget her money**
- **Ms D received Discretionary Housing Payment award of £137.37 each month for 6 months**
- **A Food parcel provided immediate assistance**
- **An application has been made for a disability payment due to health conditions**
- **Ms D received two payments of £49 to assist with utility costs**

Don't delay contact your housing officer today on 0300 123 0900 (Option 2 then option 1 and ask for Housing then press option 2) **or email HRAST@south-ayrshire.gov.uk**

KIDS CORNER

Can you spot all 5 differences on the picture below?

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



SPOT THE DIFFERENCE!

Original Photo



Spot the difference



PREFER TO EMAIL YOUR ENTRY?

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

All entries should be received no later than 1st July 2024

Name _____

Address _____

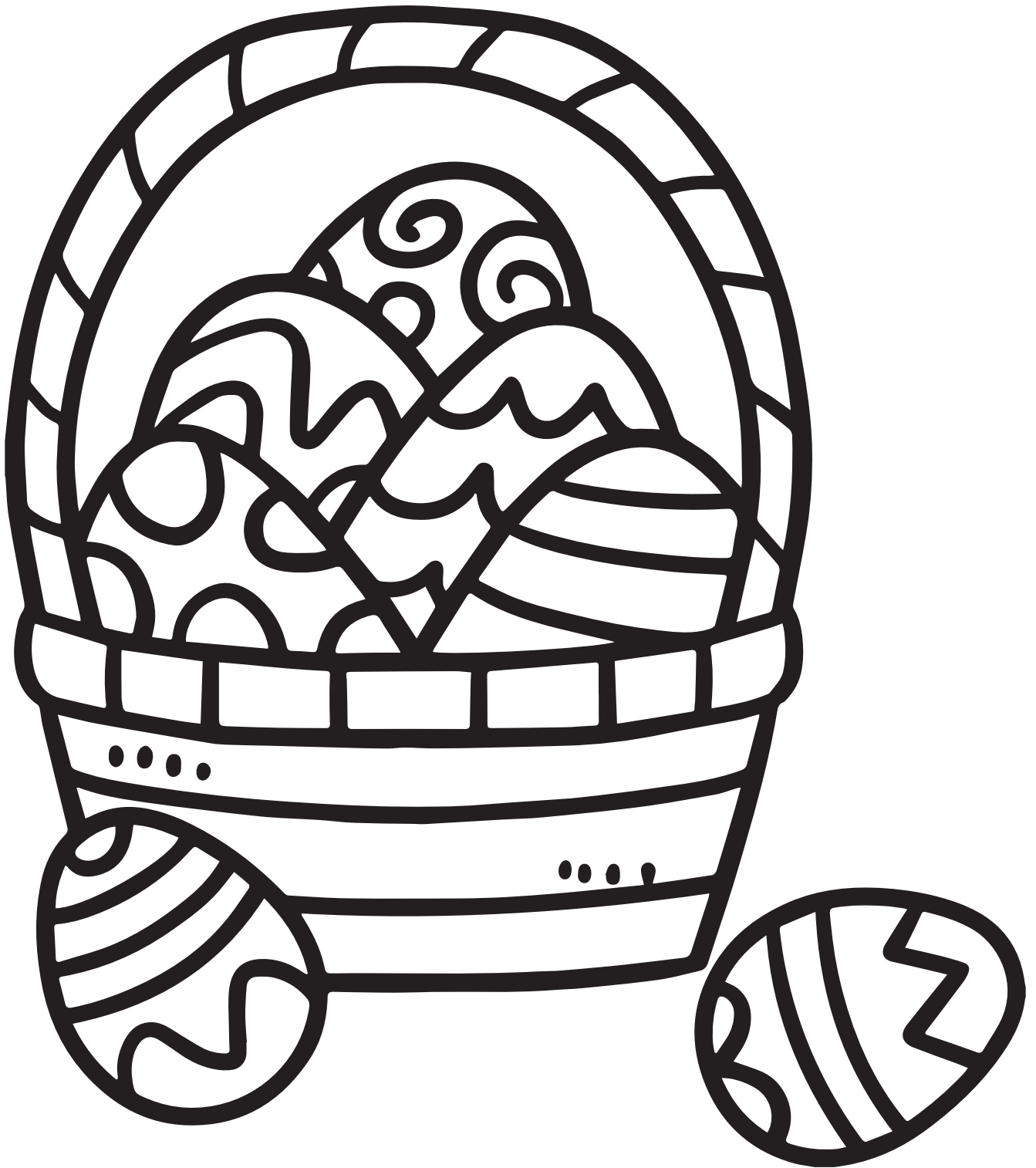
Town _____

Postcode _____

Tel No _____



COLOUR
ME IN!



It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

The Council's home contents scheme is designed to help protect your contents and belongings against loss or damage from specific events such as fire, theft or escape of water.

- 
- 
- 
-))) Pay premiums alongside your rent.
 -))) Covers loss or damage caused by theft or attempted theft of contents in sheds, outbuildings and garages that form part of your home (up to £3,000).
 -))) **Tenant's liability** – We will pay up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant. There is no cover available if your home is unoccupied for more than 60 days in a row.
 -))) **Extended Accidental Damage** is available for an additional premium – this extension covers accidental damage to contents while they are in your home.
Excludes damage caused by wear and tear.

These are just some of the features, limits and exclusions of the Policy. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.

For more information contact
South Ayrshire Council on
0300 123 0900

Underwritten by Great Lakes Insurance UK Limited

'Walking is man's best medicine'

Hippocrates. As stated by Doc Mike Evans,

'If exercise is medicine, what is the dose?'

It can be as simple as a 30 minute walk a day to reap endless benefits such as:

- **Enhancement of cardiovascular (lungs & heart) fitness.**
- **Increase bone density.**
- **Improve balance and proprioception.**
- **Boost muscle power.**
- **Build on endurance.**

Across South Ayrshire there are various walking groups for all levels that can be easily accessed, to save you finding motivation or to navigate new routes on your own.

Why not begin with attending a Health Walk.

Health walks are free, low level and guided by a trained Walk Leader. These safe spaces welcome a wide range of people including those with a long term health condition, a disability, social isolation, or those who could benefit from more physical activity. Lasting 30-60 minutes, Health Walks are the perfect opportunity to meet new people, get fit and have a wee chat.

That is us just touching on the physical benefits of walking. Walking and particularly health walk groups has a huge positive impact on our social and mental well being also.

For a full list of our South Ayrshire health walks see here www.pathsforall.org.uk/walk-project/south-ayrshire-walking-development.

If your community or group could benefit from more info on being a Health Walk provider please get in touch with Lindsay Johnson, the health walk development officer for South Ayrshire. Email - Lindsay.Johnson@south-ayrshire.gov.uk Contact number - 07709 394667

We are always looking for volunteers to support existing health walks and we are delighted to support the set up of new Health Walk groups.



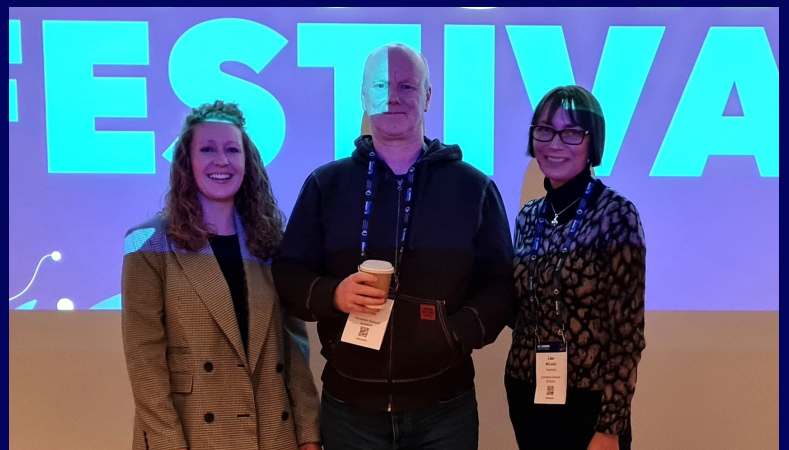
SCOTLAND'S HOUSING FESTIVAL

Chartered Institute of Housing held their annual Housing Festival at SEC Centre, Glasgow on 5th and 6th March 2024. Known as the biggest housing event of the year, housing professionals are encouraged to attend for an opportunity to get involved with top-level debates, engage with influential innovators and share best practice within the housing sector.

Delighted to be invited as a guest speaker, our SAC Rapid Rehousing Transitional Plan (RRTP) Officer Suzie McIloney, joined members of The Change Team and Wheatley Group for a breakout session on homelessness. The session provided an opportunity for other housing professionals to listen to and talk to those working in and experiencing the homelessness system and hear their thoughts and insight into our homelessness crisis and crucially what we must do next.

Increasing our focus on preventing homelessness was highlighted as a high priority in our Rapid Rehousing Plan.

We remain committed to the principle that, wherever possible, homelessness should be stopped before the situation reaches the point of crisis.



Suzie McIloney, our RRTP officer, with 2 members of The Change Team

LIBRARIES

Events & Activities

Join us for Tea and Talk – Free, drop in events

Sip on a warm cuppa, tuck into some treats, and have a good blether. It's the perfect opportunity to unwind, catch up, and share stories. Whether you're a regular library visitor or it's your first time stepping in, you are warmly welcomed to be a part of our Tea and Talk community.

Alloway Library

First Thursday of the month, 1.30 - 3pm

Carnegie Library

First Thursday of the month, 11am - 12 noon

Forehill Library

First Wednesday, 2 - 3pm

Girvan Library

Every Wednesday, 2 - 4pm

Maybole Library

Second Wednesday of the month, 10 - 11am

John Rodie Library, Mossblown

Second Thursday of the month, 10am - 11am

Tarbolton Library

Every Thursday, 10 - 11am

Community Spanish Classes

at Girvan Library

Free, drop in events

Every Monday, 5.30pm - 6.45pm

Every Tuesday, 10.30am - 11.30am

Every Wednesday, 2.30pm - 3.30pm

Free weekly Community Spanish Lessons.

Come along to a friendly, welcoming class where you can learn the wonderfully expressive Spanish language. Suitable for beginners and those with a little knowledge.

Drop in Digital Sessions for PressReader and Libby

Did you know you can download eBooks, audiobooks, magazines and newspapers with your South Ayrshire library card on your phone or tablet?

Alloway Library

Every Friday, 5.30pm - 6.30pm

8th March, 5th April, 3rd May, 31st May, 28th June, 26th July, 23rd August, 18th October, 15th November, 13th December 2024

Girvan Library

Every Saturday, 10am - 1pm

9th March, 13th April, 11th May, 15th June, 13th July, 10th August, 14th September, 12th October, 16th November, 14th December 2024

John Rodie Library, Mossblown

Anytime during library opening hours.

Monday 2.30pm - 7pm

Tuesday 2pm - 5pm

Thursday 10am - 1pm and 2pm - 4.30pm

Friday 2pm - 5pm

Gizmos and Gadgets

Come along to our free, drop in family friendly sessions. We will have a variety of techy gizmos and gadgets to have a go of.

Alloway Library

Monday 8 April, 2.30pm - 4pm

Forehill Library

Friday 12 April, 1.30pm - 3.30pm

Girvan Library Saturday 4 May, 2pm - 3pm

Troon Library Saturday 8 June, 10-11am

Retro Gaming

at Carnegie Library, Ayr - Free, drop in family friendly events

Tuesday 23 April, 4.30pm - 6.30pm

For future dates please check

www.south-ayrshire.gov.uk/libraries

Visit our online events calendar or follow us on social media to find out more.

To explore our busy calendar of events and activities visit:

Web: south-ayrshire.gov.uk/libraries X: @salibraries Facebook: @salibraries

MUSEUMS AND GALLERIES

To explore our busy calendar of events and exhibitions please visit: south-ayrshire.gov.uk/galleries or X: [@samuseums](https://twitter.com/samuseums)

We've got some exciting exhibitions coming up across South Ayrshire in Spring and Early Summer.

ROZELLE HOUSE MUSEUM AND GALLERIES

Rozelle Park, Monument Road
Ayr KA7 4NQ

**Opening Hours: Monday to Saturday: 10am - 5pm
Sunday: 12noon - 5pm
Entry is free**

WILLIAM GILLIES: MODERNISM AND NATION A TOURING EXHIBITION FROM THE ROYAL SCOTTISH ACADEMY

2 March - 16 June 2024



*"Two Jugs, Flowers and Conch Shell"
by William Gillies*

McKECHNIE INSTITUTE

Dalrymple Street, Girvan
KA26 9AE

**Opening Hours: Tuesday,
Thursday and Friday: 1pm
- 4pm Wednesday: 1.30pm -
4.30pm
Saturday: 10.30am - 4pm**

DISCOVER, EXPLORE, CREATE...The Curious Club at the McKechnie Institute!

This new after school and Saturday club is aimed at those wanting to take part in creative activities as well as learning about the McKechnie collection and exhibitions. Dive into the treasure trove of our museum collection and take part in the just for fun scavenger hunt.

Take a tour guided by our knowledgeable staff who will share intriguing stories and fascinating facts about the artworks and artefacts on display.

SHELTERED HOUSING NEWS

Tabletop Gardening

The residents of Sandhill Gardens, Troon, enjoying some Tabletop Gardening which took place throughout the winter and was in conjunction with a group from Alzheimer's Scotland.



McMillian Coffee Morning

The tenants of Whitletts Court, Ayr, held their first ever McMillian Coffee Morning in September and raised an amazing £528 for the charity. It was a fun filled morning enjoyed by all. The tenants would like to thank everyone who donated to the event.





THE GRAIN EXCHANGE & CUTTY-SARK CENTRE

The Grain Exchange

Spring at The Grain Exchange will see creative markets with guest market provider Wynn Makers Market on the 3rd Saturday of each month, alongside our own individually curated days. We will also be joined by Coastal Artisans Market.

Coastal Artisans Creative Market Saturday 4 May

Ayrshire College HND Photography Student Show Tuesday 7 - Friday 17 May



Ayrshire Farmers Market



Wynn Makers Market

The Cutty-Sark Centre

The Cutty Sark Centre will be working in partnership with many groups to bring you a diverse and exciting array of interesting exhibitions and events. See below for details.

The Blackheart Market
Saturday 20 &
Sunday 21 April

Gaelic Language Festival
Tuesday 23 April -
Wednesday 25 May

Ayrshire Farmers Market
Saturday 4 May

Coastal Artisans Creative Market Saturday 4 May

Ayr Philatelic Society
Exhibition 10 - 17 May



Wynn Makers Market



Black Heart Market

Opening hours for both venues:

Monday:

Closed

Tuesday - Friday:

12.30pm - 4pm

Saturday:

10.00am - 4.30pm

Sunday:

12.30pm - 4pm

Unless otherwise stated.

Where to find us:

The Grain Exchange,
77- 81 High Street, Ayr KA7 1LU

The Cutty-Sark Centre,
40 High Street, Ayr KA7 1PA

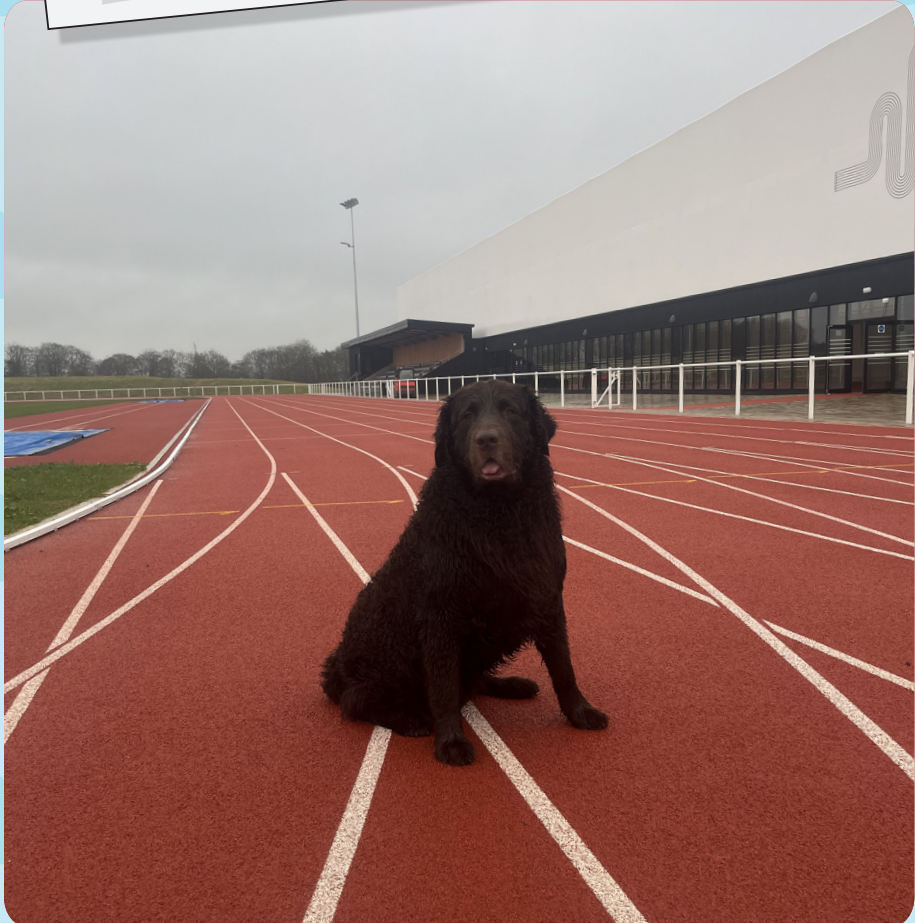
For our busy calendar of markets and events, or keep up to date with what's on, visit us online:

- @thegrainexchange
- @thegrainexchangeayr
- @grain_exchange
- thegrainexchange.co.uk/
- destinationsouthayrshire.co.uk/cutty-sark-centre/

WHERE'S ERNIE?

Can you guess where Ernie has been visiting in this edition?

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/tenant-participation and complete the online entry form.
All entries should be received no later than 1st July 2024.



The Winner will receive a **£50 Love To Shop Local Voucher**

PREVIOUS EDITION:
 In the last edition Ernie enjoyed a wonder around Coylton, stopping off at the War Memorial for the 'Where's Ernie' photo
 Congratulations to **Sarah Jane Madden**, from **Ayr**, who correctly guessed where Ernie had been adventuring for the last edition.

Can you guess where Ernie has been for his latest adventure?

Where's Ernie? Entry Form

Can you guess where Ernie has been visiting?

- A.** Somerset Park, Ayr
- B.** Riverside Sports Arena, Ayr
- C.** Fullarton Golf Course, Troon

Name:

Address:

Town:..... Tel:



Freeport 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.