

Meeting Housing Need in Angus

We have ambitious plans to build a range of new affordable homes in Angus.



Page 10

Rent Consultation for 2011-2012

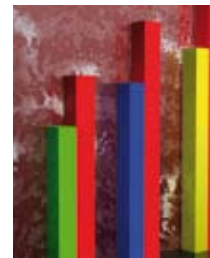
Our rent setting group has been working hard to generate options for the annual rent increase consultation.



Page 10

Our performance so far this year

Information on how we've performed so far this financial year and where we're going.



Pages 16-18

Housing news

advising | informing | involving

Due to the continuing bad weather the closing date for replies to the rent consultation has been extended to Friday 14 January 2011. Apologies for any inconvenience.

Winter 2010-2011

Welcome to the Winter edition of Housing news. From what you've told us, you generally like the new look and content.

In this edition, you'll find plenty of articles on a variety of topics although we have something of a garden theme running through this issue: you'll find some award winning tenant gardens inside!

We'd like to thank everyone for their comments and constructive feedback on the Summer edition of Housing News: keep them coming! We've tried to incorporate as much of your feedback as possible into this edition.

While all tenant and resident groups have an open invitation to contribute to Housing News, we were asked how individual tenants could submit articles on topics that affect or concern them the most. Some people asked for more articles and information on issues such as anti-social behaviour and the impact it has on individuals and communities, the number of people on the waiting list, who we allocate our houses to and the length of time it takes to get a house.

We can provide plenty of information about how we respond to anti-social behaviour and can advise you what steps you need to take to help us tackle anti-

social behaviour. We can provide you with figures and statistics about the number of people on the waiting list and which categories of the waiting list receive the most offers. However, as one tenant pointed out, this doesn't provide an insight into what it's like for someone affected by anti-social behaviour or who's waiting for a new home.

So, we'd like to send all tenants an open invitation to send us your ideas and suggestions for the topics we should cover in Housing News. You could also submit your story to us: we publish Housing News in June and December each year. We'll try and incorporate it anonymously into an article although we won't be able to look into or take action about individual cases. You need to speak to your Housing Officer about any issues.

If you'd like to get involved in future productions of Housing News in some way, you'd like to submit your thoughts about what we should include in future editions or you'd like to give us your story, get in touch. Alternatively, you may be a member of a tenant and resident group who'd like to keep your local community informed about your activities.

Remember, it's your Housing News!

contents

- | | | | | | |
|---|---------------------------------------|----|---|----|--|
| 2 | Message from the Head of Housing | 9 | Make sure you're properly licensed | 14 | Scottish social housing charter |
| 4 | News in brief | 10 | COVER STORY Meeting housing need | 16 | COVER STORY Performance matters |
| 6 | Community Warden service changes | 10 | COVER STORY Rent consultation | 19 | Prize puzzle pages |
| 8 | The true cost at the end of a tenancy | 12 | Annual garden awards | 20 | Something to say? |

from the Head of Housing



Alan McKeown

What a difference a newsletter makes. Since the summer, the Scottish Parliament has passed a new housing Act and the toughest budget announcement in post devolution history; and, we've started to build new Council housing in Angus!

The new housing Act has brought with it four major changes: an end to the right to buy for new and transferring tenants; the introduction of a Scottish housing charter; a new focus on self regulation; and an extension of the time property can be leased for.

The changes to the right to buy mean that new and transferring tenants will no longer have the right to buy their house. This means that over time the council will sell fewer houses (although we won't have the same income from sales).

The introduction of the housing charter will give tenants a nationally agreed outcomes framework which will set out what landlords will need to do to meet minimum requirements for tenants. It is expected that this will also form the basis of how regulation will be developed in the coming years. I hope that will encourage much more locally based scrutiny and

streamlined external regulation.

Finally in the bill, the length of time councils can enter into leases with housing providers has been amended. This opens up the possibility of new ways of getting housing for rent, something we'll explore in the next newsletter.

On the financial front, the recent budget has seen a fall in the national housing budget and we expect the level of funding for housing associations to fall to around 1.5 million pounds next year. Times are indeed tough and we are doing all we can to ensure we make this money go as far as possible.

Despite the national budget pressures I am delighted to say that we've just started work on the first of 85 new homes for rent across various sites in the county. I am hopeful that we can go on to build more homes and we have already begun talking to tenant representatives about how we can work together to build a longer term building programme. In the next edition, look out for more information on where the houses are being built and how they will be allocated.

Finally, please take the time to fill in you preference for this year's rent increase. Whatever you decide you can be sure your rents are being used wisely and that is why we are on target to meet the Scottish Housing Quality Standard on or before 2015 and why, for the first time in nearly 20 years, we are building homes for you.

new start



Ewan McFarlane

We'd like to welcome Ewan McFarlane to the gas maintenance section.

Ewan joins us as a Clerical Officer providing support for all gas appliances in Brechin, Carnoustie, Kirriemuir, Monifieth and Montrose. Ewan started in August 2010 and had previously been at

University studying Business Studies.

goodbye



Ron McBean

We'd like to say goodbye to Ron McBean, Housing Officer (Arrears) who's retiring after five years service within housing.

Ron plans to spend his time fishing and taking off in the caravan with the family. Ron will be missed and we would like to wish him well in his retirement.

a reminder ...

Insurance Cover

We insure your home but we're not responsible for the contents of your home. We recommend everyone takes out insurance to protect against theft or damage by fire or flood. Home contents insurance does not cost the earth: for example, by shopping around, you could find contents insurance for a 2 bedroom home with accidental damage cover for £6 per month.

Think about it carefully: could you afford to replace all your personal items without insurance?

Common Parts

Tenants and owners who share internal and external common areas are responsible for ensuring they are kept in a neat and tidy condition.



This magazine is printed on paper which is 100% re-cycled with 75% being from post consumer waste, which is in support of Local Agenda 21. When you have finished with this magazine, please recycle it.

community planning



Local Community Planning teams have been working with communities helping them to establish their priorities and assisting them to deliver on those priorities for their area.

Over the last year planning events have been held in all eight Angus wards to help establish local priorities. As well as forming a work plan for local people to action, the outcomes of these events will also be fed into local community plans.

The teams are in the process of pulling together these local community plans, which will give Angus residents a snapshot of what is to be delivered in their area over the next couple of years by Angus Council and its Community Planning partners.

The draft local community plans will be distributed amongst partners and local communities and comments would be welcomed.

To find out more, contact your local Community Planning team:

Arbroath East & Lunan/Arbroath West & Letham	01241 433250
Carnoustie & District and Monifieth & Sidlaw	01241 803111
Montrose & District and Brechin & Edzell	01356 666119
Forfar & District and Kirriemuir & Dean	01575 576941

Email communityplanning@angus.gov.uk

rent arrears

We're continuing our work to reduce rent arrears. Our arrears recovery team are on hand to help anyone having problems paying their rent.

Unfortunately, a small number of tenants won't work with us to sort out their rent arrears. They've left us with no choice but to evict them: we evicted 13 tenants last year for failing to pay their rent. So far this year, we've evicted seven tenants for non-payment.

It doesn't have to come to eviction: eviction is our last resort when you leave us with no other choice. Contact us now for help.

We can arrange to visit you at home or meet you at your local ACCESS office to discuss your options and agree a way forward.

If you have several debts and are struggling to pay, we can arrange

an appointment for you with a specialist money advice worker through the Council's Welfare Rights service. This service is free, impartial and confidential.

Contact Us

Arbroath, Carnoustie & Monifieth

Elaine Swankie or Debbie Thomson
T. 01241 435264 | 01241 435262
M. 07284 481818 | 07825 112029

Forfar & Kirriemuir

Kirsty Soutar or Linda Stewart
T. 01307 474159 | 01307 474732
M. 07799 714257 | 07827 283988

Montrose & Brechin

Gary Henderson or Sue Smith
T. 01674 664114 | 01674 664107
M. 07920 586984 | 07771 910921

your questions answered

Q. I'm still not getting a good signal since the digital switch over, why is this?

A. We were responsible for upgrading the communal aerials. If you don't have a communal aerial, you need to get your TV signal checked by an approved aerial installer who'll be able to advise you whether or not you need to upgrade your aerial, realign it or buy a booster box. You can also contact Digital UK 08456 50 50 50 for assistance and advice.

Q. Why is it taking so long to get a house, I've been waiting years?

A. There are many reasons you have to wait but put simply, demand for our homes far exceeds the number of homes that become available to let each year. If you have a query about where you are on the list, you should contact the Common Housing Register Team.

We respond to every question, compliment or complaint you have. This page is an edited summary of some of the questions, comments and complaints we've had since we last went to press. If you have a question, compliment or comment, send an e-mail to housing@angus.gov.uk. Although it may not appear on this page, it will be answered.

4 top tips!

Don't panic but get in touch with us now. We can advise you about claiming benefit and put you in touch with people who can provide you with money management and debt advice if you need it.

If you're behind with your rent, **contact us straight away**. Make us an offer to pay an extra amount on top of your weekly rent. We can set up an arrangement to pay that's affordable. At this time of year, it might be tempting to skip your rent.

Don't skip it! Christmas happens once a year but your rent account and any arrears will still be there in the New Year.

Don't ignore the problem because it won't go away. Dealing with the problem early means the problem doesn't get out of hand.

a round up of news and events across the Angus area



◀ Strathairlie Neighbourhood Association (SANA) in Arbroath dissolved in April 2010 after working tirelessly in their local community since the early 1990's. An unused grant of £5000 was returned to RB Farquhar and all outstanding debts were cleared in June. SANA's constitution stated that any remaining assets would benefit residents, tenants and all others living in their area as the committee decided. The committee agreed the remaining funds should be divided equally between the Association of Residents of Cliffburn and Hayshead (ARCH), the Bruce Road Community Flat and Timmergreens Action Group (TAG). Each group were presented with £896 from Joan Mesney, former Secretary of SANA.

The Glens United Action Group (Forfar)

Healthy Living

The group has recently started a 'winning weight' group for people in the local community. The group meets every second Thursday. Dates are advertised at the community flat and in the local paper.

Run with support from NHS Tayside, the total weight loss for the group in 6 weeks is 2 stone 7lbs. Everyone attending brings a piece of fruit that's given to the person who loses the most weight that week. The group is popular and we plan to start a smoking cessation group shortly.



Lordburn, Restenneth & Pitreuchie (LRP) Action Group (Forfar)

The action group started about 2 years ago to tackle problems with rubbish and bins left on the street creating adverse publicity about the area.

So the community got together and resolved to act and clean up the area. From then on, it has been onwards and upwards with everyone pulling together.

We are looking for residents to join LRP: speak to a member of the committee or contact Ann Hattersley on 01307 465517 if you'd like to get involved in the work of the group.

Bruce Road Community Flat, Arbroath



First Aid Training

◀ Eight committee members have successfully completed First Aid Training. The course was delivered by Volunteer Centre Angus in June 2010. Four of the successful trainees are pictured left.



Volunteer Awards

◀ Four of our volunteers were praised for 100 hours of volunteering. Two of the four present at the AGM were presented with Millennium Volunteer Awards. Congratulations to Shaun and Christopher Mitchell, Danielle Ritchie and John Woodcock Jr for their efforts and their election to the committee.

Beautiful Scotland

▼ We entered the competition which was judged on the 16th August. Even though we were not placed there were good tips and ideas given which we could use to brighten up the area. Again we need the support of the community.



▶ Timmergreens Action Group (TAG) (Arbroath) have become a Registered Tenant Organisation with Angus Council and Hillcrest Housing Association. A cheque for £200 from both landlords was presented to the committee on Tuesday 13 July. Councillor Jim Millar presented Angus Council's Certificate of Registration to chairperson, Kevin Barthorpe.

TAG are working on ideas to try to make the Timmergreens area a better, safer and more attractive place to live. TAG are planning various consultation sessions to get the views of local residents. If you would like more information about TAG, contact TAG direct on 07724 430714 or through the Arbroath local Community Planning team on 01241 433259.



Springfield sheltered housing scheme

◀ ▶ The residents of Springfield sheltered housing scheme in Forfar worked tirelessly during the summer months to tidy-up the area surrounding the scheme and overhaul and refurbish the communal garden areas.

After weeding the overgrown areas, residents extended the planted areas adding to the existing greenery. The scheme's existing garden furniture was refurbished.

As you can see from the pictures, things look 'blooming great!'



Viewmount, Forfar

▼ We recently completed a community appraisal in the Viewmount area of Forfar.

We spoke to residents about what they like and dislike about the area and how we can work together to fix Viewmount.

Our next step will be to talk to residents about the responses and develop a range of options to tackle

the problems they've identified. We'll keep all residents of the area informed about progress in the next edition of Housing News.



energy saving gadgets and advice

Free 'energy saving' gadgets worth nearly £50 are available from the Energy Saving Trust as part of a major new drive by the Scottish Government to help households lower their fuel bills during winter. The free digital electricity monitor and a stand-by plug can help households to save, on average, £47 a year on fuel bills and CO² that would fill 361 wheelie bins.

To benefit from this free offer, you must phone the Energy Saving Trust hotline on 0800 512012. They will help you to claim your free gadgets. You can't get them from the Council.

Advice is also available from the hotline to help householders switch to cheaper tariffs and to ensure people are claiming their full pension and benefit entitlement.



modernisation work: 28-48 Southesk Street, Montrose

We've finished phase one of our modernisation work at 28-48 Southesk Street, Montrose. Our aim was to modernise, extend and convert some unpopular bedsits to one-bed flats.

Our pictures give you an idea of the properties before and after the work. We've upgraded the external appearance of the properties including adding extra bin stores, new drying poles and secure fencing but we won't fully complete all external works until phase two finishes in May 2011.

We've extended the first-floor kitchens to allow us to build in a new access walkway and built extra staircases for easier access.



▲ Before



After ▶

changes to the Community Warden service

You may have noticed in your area over the last few weeks that your Community Wardens have been out and about patrolling earlier than they used to be.

A new shift pattern means Wardens are now patrolling earlier in the morning and later into the evening on certain days. The shifts are designed to tackle the issues raised again and again from tenants and residents in Angus, namely the problems of dog fouling and littering in our communities.

In a recent community safety survey, over 53% of residents polled suggested they were very or fairly worried about dog fouling in their area. Similarly, nearly half those polled mentioned that littering was a significant problem in their area.

Community Wardens have the power to issue Fixed Penalty Notices to people that drop litter or fail to clean up after their dogs. Working with our partners in Waste Management and Environmental and Consumer Protection means

areas of concern are brought to the attention of those who can assist and tackling these issues becomes a partnership responsibility.

Speaking of the new shift system and focus for the Community Wardens Service, Bob Myles, Service Manager (Community Safety) stated "By widening the time frame where Wardens are available we can more effectively target these issues for communities. For example, most dog owners walk their pets in the morning, and as such, it makes sense to have a workforce available who can tackle the issue of dog fouling at this time. In the same way, issues of litter can often be related to lunchtime periods of the day in most areas, so we work alongside our council colleagues from other departments to try to actively prevent this issue and enforce where necessary."

If you have an issue with dog fouling, littering or fly-tipping in your area, please report it to the Angus ACCESSline on 08452 777 778.



Cut out the middleman and pay by the easiest, quickest and most cost-effective way to pay



What to do: If you want to pay by direct debit, complete a Direct Debit form, available from your ACCESS offices or download a copy from our web site and we'll do the rest.

No stress: Once you have signed up, **that's it!** You need do nothing else **ever!** We do it all for you. We'll amend your instalments automatically each year or when the amount you need to pay changes. We'll give you at least 3 working days' notice before we request any amended amounts from your bank or building society account.

Flexibility: You can pay weekly or monthly. Monthly payments can be made on the 1st or 15th and weekly payments are taken on a Friday.

Protection: If there's a problem, you have the reassurance of knowing that whatever happens your money is protected.

make a smart move in 2011: join Angus Credit Union

This year, October had one of those 'special' dates in it: 10/10/10. Do you set any store by 'lucky numbers' like that, or are you more of a believer in good planning than good luck?

Here are ten good reasons 2011 is a great year to join Angus Credit Union, your local financial co-operative, offering savings and low-cost loans:



- 1. We're local:** only people who live or work in Angus are eligible to join, and the members of the credit union are also the owners. All the decision-making happens right here and you have a say in how the credit union runs. No external shareholders, no 'toxic mortgages!'
- 2. We're affordable:** if you're using a store card, credit card or doorstep lender, you're probably paying too much for your loans. Our members only pay interest on the reducing balance of their loans – no hidden costs or charges, and life insurance is included with every loan.
- 3. We're large:** we're part of a worldwide network of credit unions, providing locally owned financial services to over 86 million people in 97 countries.
- 4. We're small:** you'll get friendly, personal service from our committed staff – no call centres abroad, no waiting in long phone queues. We're happy to take small savings and make small loans; no minimum amounts apply. Our loan rates are small, too – compare 12.68% with the rate from your credit card or store card (can be 30%) or doorstep lender (can be 300%!).
- 5. We're secretive:** in an age where personal data is traded like a commodity, we respect your privacy. All your personal information is kept confidential, we'll never pass on your details to anyone else.
- 6. We're secure:** your savings are safe with us – we're a registered and regulated financial institution, and we're covered by the Financial Services Compensation Scheme.
- 7. We're realistic:** unlike some other credit providers, we won't encourage you to borrow more than you can comfortably afford. We base our lending decisions on a member's saving habits and ability to repay.
- 8. We're balanced:** good financial management means getting the balance right between saving and borrowing – we encourage healthy financial

habits, starting with our junior savers and going all the way to great-grannies!

- 9. We're innovative:** we were the first credit union to attract Lottery funding, and the first to offer a 'branch network' in partnership with Angus Council. We're always on the lookout for ways to help our members manage their money better and tell more people about the benefits of joining the credit union.
- 10. We're listening:** are you fed up with dealing with faceless financial institutions, where you have no say? We welcome new ideas and helpful feedback from our members, and will always respond.

Make a smart move this month and join Angus Credit Union.

You can download an application form from our web site, or ask for one by phone or e-mail.

Contact Angus Credit Union today

T. 01307 463388

E. office@anguscreditunion.co.uk

W. www.anguscreditunion.co.uk

Fire Safety Check Available



Tayside Fire and Rescue provides a free home fire safety check at a time suitable for you. Your local Fire Officer checks your home for any fire hazards and provides you with advice on how to minimise the risk of fire.

Contact Tayside Fire and Rescue today

Call 0300 123 9998

Text 'CHECK' to 61611

Visit the web www.taysidefire.gov.uk



the true cost at the end of a tenancy

When you leave your home, it's your responsibility to leave it clean, tidy, free from rubbish and in good repair. We replace small items such as toilet seats and make an allowance for items that get damaged over time such as pullcords and door handles: we call this 'fair wear and tear.'

Most tenants leave their properties in good condition when they leave their homes but this isn't always the case. For every property left in bad condition, the rent payer has to pick up the tab. It costs us an average £112 to clean a house and an average £142 to clear furniture left by an outgoing tenant but the price varies because of different house sizes.

Since April 2010, we've already had to spend around £66,000 cleaning and clearing properties. This figure doesn't include the £114,010 we've spent this year having to repair damage caused by ex-tenants.

If you haven't done the maths already, that's over £180,000 in the first six months of this financial year. That's your rent money diverted from other areas. If we had an extra £180,000, we'd re-invest it in your homes to expand our improvement

works like more new windows, heating systems, windows and door-entry systems.

If you damage our property, we will pursue you. We'll send you a bill and take you to Court to get back what you're due if we need to. If the damage you've caused is deliberate, we'll have no hesitation phoning the police and making a complaint against you.

When people leave our properties and they owe us money for whatever reason, they forget that we have long memories! When they re-apply for housing with us – and they do – they forget that they owe us money. We defer applications if someone owes us money, they haven't arranged to pay it back and made regular payments to clear what they owe. This means they don't get any offers of housing. We'll also let any landlord know that you



owe us money if a landlord asks us for a reference.

Private landlords ask for a deposit up front so they take money from the deposit if the property is left dirty or it needs repaired. We're not allowed to take a deposit by law. We know that social landlords across the country offer an incentive for tenants to leave their homes in good condition. This could be something like a 'golden handshake' – say £100 cash – or something more practical such as shopping vouchers.

We don't provide incentives in Angus but it's something we'd like to look at if you think it's a good idea.

What's your view? If you'd like to make a comment, please use the back page to give us your views.

What could we do with £180K?

- 36 new kitchens
- 120 door entry systems
- 60 rewires
- 45 window replacements
- 48 heating upgrades
- 45 new bathrooms
- 180 new front doors

Sadly, not all tenants leave their homes in the best of condition ...





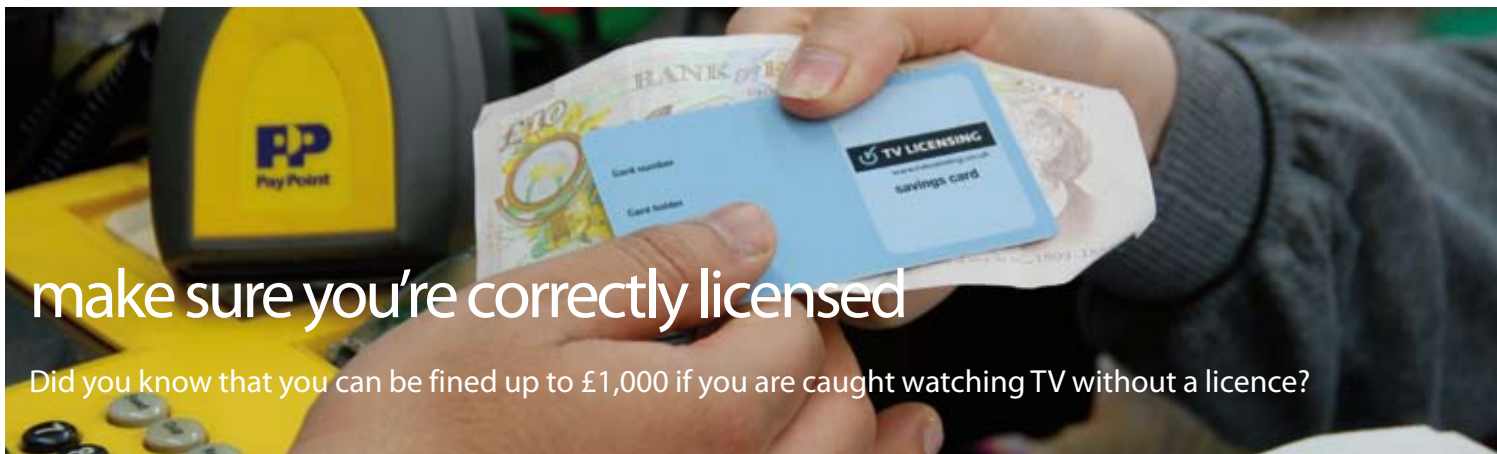
Every year in Angus and all across Scotland there are thousands of problems between neighbours. Modern life is stressful, soundproofing can be poor, parking can be tricky, and there are more noisy domestic appliances around. People work and sleep at different times and we often don't even know who our neighbours are.

Most disagreements between neighbours can be sorted out by having a chat about the situation but occasionally this isn't possible and can start to get out of hand. People may find it difficult to talk to a neighbour or tempers may flare when they do. It's in cases like this that people often need the help mediation can offer.

Mediation is a way of settling disputes informally without having to involve other agencies. It is practical, confidential, quick and free. It pro-

vides an opportunity for people to talk about the issues and then agree a way forward.

If you have a problem with a neighbour and are not sure how to handle it, Angus Community Mediation can give you practical advice and will try to help you and your neighbour resolve your difficulties. Our mediators are all trained, independent and never take sides. You can call us on 01382 459252 and we will be happy to talk things through with you.



make sure you're correctly licensed

Did you know that you can be fined up to £1,000 if you are caught watching TV without a licence?

TV Licensing is working with Angus Council to ensure you are aware of when you have a legal responsibility to have a TV Licence. Put simply, you need to be covered by a valid TV Licence to receive or record television programmes as they are being broadcast. This is the case whether you are receiving the programmes via TV or any other device, such as a mobile phone or a PC.

TV Licensing knows that some people find it hard to pay the annual fee of £142.50 for a colour TV Licence or £48 for a black and white licence in one go. For this reason, there are a number of different ways to pay for a TV Licence, including a payment card.

TV Licensing's Payment Card is designed to make buying a TV Licence easier for those who struggle to pay in one lump sum by allowing them to spread the cost

into weekly, fortnightly or monthly payments.

They are open to everyone and over one million people are making payments by cash or a debit/credit card at any one of over 21,000 PayPoint outlets nationwide. To find your nearest PayPoint visit www.paypoint.co.uk/locator.htm or call 0845 155 0404. Anyone wishing to find out more about signing up for a cash payment plan should give TV Licensing a call on 0300 790 6078.

In addition to paying at a PayPoint outlet, there are many other ways to pay. More people are choosing to pay by Direct Debit, now used by over 12 million licence fee payers, while others choose to pay via our web site, by using a debit or credit card over the phone or by putting a cheque in the post.

TV Licensing helps people who do not have English as a first language to understand their legal

obligation by providing literature in 18 different languages and offering an interpretation service over the phone in over 170 languages. To use the translation service, please call 0300 790 6044.

TV Licensing would always prefer everyone to be properly licensed rather than risk prosecution, which is why we make it as easy as possible to pay and work hard to ensure people are aware of their licensing requirements. Unfortunately some people still try to avoid paying for a TV Licence when they need one, and we will enforce the law on behalf of the honest majority who pay.

If you would like more information, or want to buy a TV Licence, please call 0300 790 6115 or visit www.tvlicensing.co.uk.



We have ambitious plans to help meet housing need in Angus

It's been over 10 years since we built new homes for rent but with help from the Scottish Government, we're investing over £1m to build ten 3 and 4 bedroom properties on the old Kinloch school site in Carnoustie with a supported housing complex of 28 cottages and two 3-bed homes at Laird Street in Monifieth.



tenants recommend rent rise of 4.8%

Under Section 25 of the Housing (Scotland) Act 2001 we have duties to consult all our tenants where we propose to increase rent or service charges you pay to the council. Greater consultation is a keystone of Best Value and became a statutory duty for local authorities under the Local Government (Scotland) Act 2003.

Angus Council tenants involved in the rent setting group are recommending an inflation matching rent rise of 4.8% for the coming year 2011/12. This rent increase will fund a record investment in Angus Council Houses of £11.6 million and see work commence on 83 new council houses in Angus.

As in previous years the rent setting group considered a range of options. The tenants are clear that there are investment needs in terms of improving existing houses

through capital investment, repairing houses, building new houses for rent in Angus and upgrading sheltered housing. As a result our tenants involved in the Group did not believe cuts in housing services should be considered and the tenants on the group thought Option 3 RPI plus 0.2% to be their favoured option.

The tenant rent setting group believe that their preferred option (Option 3) is a balanced and beneficial rent increase for both current and prospective tenants. In particular, this year we face increasing needs to invest in our houses to meet the Scottish Housing Quality Standard and also, for the first time in nearly 20 years, building over 80 new council houses in Angus. If Option 3 is agreed the average weekly rent in Angus during 2011-2012 would be £49.90, and this will,

once again, keep average rents in Angus amongst the lowest in Scotland.

The views of over 1000 tenants were taken into account following last year's consultation. The results of this year's consultation will be passed to the Councillors when the Neighbourhood Services Committee makes a final decision on rents, in February 2011.

The money from this year's increase will also continue to pay for a repairs appointment system and a new interactive way of reporting your repairs in your local ACCESS offices and online. On top of this the rent increase will fund a new Tenant Incentive Transfer Scheme which will provide financial assistance to encourage tenants to move from larger houses to smaller houses. Work will also begin on an allocation policy for the new houses.

Due to the continuing bad weather the closing date for replies to the rent consultation has been extended to Friday 14 January 2011. Apologies for any inconvenience.

◀ **Our photograph shows work underway on the demolition of the old Kinloch school site as the first stage of our house building programme.**

Our supported housing development and care centre complex will provide a safe and comfortable environment for the elderly.

We plan to complete the Carnoustie and Monifieth homes towards the end of 2011 but this is just the beginning of our 10 to 15 year plan to increase the amount of homes for rent in areas where they are needed the most.

Every home we build will be barrier free and designed as a home for life. A life time home is built to a design standard that makes it suitable for most people when they move in to their new home but also considers what may happen to people in later life. Simple adaptations can be made to a home so that someone doesn't always need to move as they get older, or should they develop a medical condition or physical disability.

We'll make sure that homes are well insulated to keep heating costs down and the affects on the environment are kept to a minimum. It's important we design homes that people want to live in both now and in the future. We're discussing where we build, the design and types of homes we build, how we will pay for them and how we'll allocate them with tenant representatives.

[Join the discussion today. Contact:](#)

Déirdre Mitchell: **01307 474740**

John Morrow: **01307 474786**

[Have your say today](#)

We'd like your views on the rent increase proposals for 2011-2012. We've included a rent increase consultation questionnaire and a postage paid envelope with this newsletter. Although it says we need your replies by 17 December, send your reply back to us by Christmas Eve given the bad weather we've recently had.

The rent increase consultation questionnaire provides three options for you to consider and explains the percentage increase in rents and what the average weekly rent would be if that option was selected. Each option outlines what additional services tenants will get should that option be selected.

You need to weigh up each option and select the one you prefer by ticking the appropriate box on the questionnaire. You can return your questionnaire to us in the postage paid envelope provided.

When we have all your views, the results will be presented to Angus Councillors at a special rent setting Council meeting in February 2011. We'll write to you after that meeting to let you know what your new rent will be when the new financial year starts on 04 April 2011.

[Join the discussion today or for more information, contact:](#)

Déirdre Mitchell: **01307 474740**

household waste and recycling

Every property has a grey bin for household waste and a green box for recyclables. The green box reduces the amount of household waste in grey bins. Some properties may have a green bin for composting garden waste and unwanted food. Use your own bins and box: not your neighbours!

All waste must be in the bin. Do not leave bags on top of the bin or beside it: we call this 'side waste.' Side waste causes litter, encourages vermin to scavenge and is a health and safety risk to our collection crews. Any side waste will not be taken away.

You must make sure that your bins and box are left at the kerb by 7am on collection day. If you don't know your collection day, contact Angus ACCESSline on 08452 777 778. You must collect your bins and box from the kerb as soon as possible after they've been emptied.

Put these items in your green box:

- cans including food and drink cans, aerosols and biscuit tins
- glass bottles and jars
- papers such as newspapers, magazines, brochures, office grade paper, junk mail, telephone directories, catalogues and white envelopes (even those with a see through window)
- plastic bottles.

It helps if you put all papers items in a carrier bag on top of, or beside, the green box, rinse out any cans or bottles and keep the lids from bottles and jars separate. If you can't fit all the items you want to recycle in your green box, put them in a carrier bag next to your box. You can squash plastic bottles flat to make room.

[We will carry out this work in 2011/12:](#)

- begin building 83 new homes
- provide 68 homes with new windows
- complete 1,697 repaints
- upgrade the heating in 250 homes
- provide new external insulation to 77 homes
- begin 44 environmental improvements
- rewire 250 homes
- provide 230 homes with new kitchens
- undertake 317 aids and adaptations to people's homes
- begin 54 sheltered housing modernisations
- install 250 door entry systems
- upgrade 5 lifts

another blooming success!

Over 70 tenants took part in our 2010 garden awards. First and second place prize winners and their guests were invited to a prize giving ceremony at the Meadowbank Inn, Arbroath on 31 August. Angus Provost Ruth Leslie Melville MBE praised the hard-working gardeners as she presented trophies, garden centre vouchers and certificates. "Once again, we have received a high standard of entries for these awards and I'd like to thank every gardener who has worked so hard to achieve success. Well-kept and colourful gardens add to the overall attractiveness of our towns and villages in Angus, but I know that such displays can only be achieved by a great deal of effort."

Arbroath



▲ 1st place

2nd place ▶

Carnoustie



▲ 1st place

2nd place ▶

Disabled Tenant



▲ 1st place

2nd place ▶

Kirriemuir



▲ 1st place

2nd place ▶

Monifieth



▲ 1st place

2nd place ▶

Montrose Tubs & Planters



▲ 1st place

2nd place ▶

Sustainable Garden



▲ 1st place

2nd place ▶

Arbroath, Camoustie & Monifieth Landward



▲ 1st place 2nd place ▶

Brechin



▲ 1st place 2nd place ▶

Forfar



▲ 1st place 2nd place ▶

Forfar & Kirriemuir Landward



▲ 1st place 2nd place ▶

Montrose



▲ 1st place 2nd place ▶

Montrose & Brechin Landward



▲ 1st place 2nd place ▶

Overall Winner



▲ Mr & Mrs Lawson, Strathmore Road, Glamis

Director's Special Award



▲ Mr James Thomson, Drumachlie Park, Brechin

Scottish social housing charter



The Scottish Parliament resumed business in September and the Local Government and Communities Committee started their line by line consideration of the draft housing Bill. This Bill originally focussed on the regulation of social housing and the right to buy (RTB) and the crucial Stage One Report was published in June this year. Much of the debate at that time was taken up with 'rogue landlords' in the private

sector and how this sector should be regulated.

The committee agreed the RTB should be scrapped for all new tenants in social housing so social landlords can improve the supply and quality of rented housing in Scotland. The committee supports the proposals to extend the time for pressured-area status from five to ten years and to give local authorities the power to specify an area as "pressured" so RTB sales in that area are suspended.

The committee supports the proposals to establish the Scottish Housing Regulator (the regulator) as an independent body with all the functions and powers outlined in the bill including its power to modernise how social housing is regulated and look after the interests of tenants, homeless people and other service users.

Ministers must consult on and then set the outcomes social landlords must achieve in a Scottish Social Housing Charter. The regula-

tor will use the Charter as a starting point when it judges a landlord's performance and will publish performance reports and set performance improvement targets for a landlord when it needs to.

You can access the Scottish Social Housing Charter web site for the most recent information about the Charter and register to join the online Charter conversation and much more. You'll also find information about the recent government hosted information road shows held in Aberdeen and Dundee.

You can spread the word about the Charter and encourage others to take part in the discussion by displaying an information poster: you can get a poster from your local Community Planning team.

Local teams will begin working on what areas the Charter should cover in Angus. If you would like to find out more about how you can become involved in developing the Charter, contact your local Community Planning team.

mutual exchange scheme (MEx)

It's been some time since we had a formal mutual exchange scheme in place and it's time to bring it back to life! Now we've reviewed our common housing register, we have complete and up to date data on everybody on the list.

A mutual exchange scheme allows existing tenants to exchange homes with each other with our permission subject to certain conditions such as having a clear rent account with no arrears. The scheme is for people that want to move but don't have any need to do so.

If you're an existing tenant and you're currently in the 'inadequate accommodation' or 'choice' categories of the housing list, this scheme is for you! Watch out for full details about MEx when the scheme launches in the New Year.

Join the discussion today. Questions or comments?

Contact:

Kenneth Stephen
Lucyna Rutkowska

01307 474768
01307 474736

incentive scheme

We're developing an incentive scheme to free-up family-sized homes by offering a cash payment to existing Council tenants willing to move to smaller properties. We'll be introducing the scheme in April 2011 and we'll be targeting tenants living in 3 or 4 bedroom homes with at least one spare bedroom.

The scheme is designed to help qualifying tenants with the costs of moving to a smaller property which, in turn, frees up homes for families needing a larger home.

Watch out for more details about the scheme when it launches in April next year. If you'd like to work with us to develop the scheme further, get in touch with us.

Join the discussion today. Questions or comments?

Contact:

Kenneth Stephen
Delilah Zidi

01307 474768
01307 474769

celebrate safely this Christmas

Christmas is a time for fun and festivities where people can relax and enjoy being with friends and family. However, did you know that you are also more likely to die in a house fire at this time of year than at any other time? Over 15% of all fire deaths in Scotland occur during December.



While you're thinking about how to make Christmas extra special for the kids, spare a thought for their safety and yours. During December we are more vulnerable to fire. We spend more time at home, we're relaxed and happy and our defences are down. Christmas lights, candles, even enjoying a glass of wine with a cigarette can be potential fire hazards.

Community Fire Safety Officer John Mowatt of the Joint Services

Team says "Christmas is a great time of year and obviously we don't want to put a dampener on people enjoying themselves, but having served in the Fire Service for many years I have witnessed first hand the devastation fire can cause. It's always so frustrating when a few simple precautions could have prevented tragedies that should never have happened."

For more information on fire safety, take a look at www.dontgivefireahome.com.

Top tips to keep you safe

- Don't leave Christmas lights switched on when you go out or go to bed
- Don't overload plug sockets
- Don't leave candles unattended and put them in proper holders
- Keep Christmas decorations, cards and wrapping paper away from candles, open fires and heaters
- Make sure smokers put their cigarettes right out
- Take extra care after drinking alcohol
- Push the button, not your luck – check your smoke alarms are working and don't be tempted to use the batteries to power any Christmas presents
- Make your plan. Get out alive – will everyone (including guests) know where door and window keys are kept?
- Don't be distracted when cooking - fire starts when your attention stops.

The risk of burst pipes and the damage that can bring to homes and belongings increases during winter

Check these things today

- report any dripping taps or running overflows to us for repair
- to protect your contents, make sure your home contents insurance is up to date
- know where your stop cock is and how to use it

The risk is greater if:

- your home is unoccupied and unheated: if you're going away over the winter months, let us know. We'll arrange to drain down your water system for free. Keep your home as warm as you can. If you are over 60, claim your winter fuel payment: call 08459 15 15 15 for more information.
- you have water pipes in your roof space
- your bathroom and kitchen face north or east

In the unlikely event that a pipe bursts:

- switch off your electricity supply
- shut off the water supply using the stop cock
- turn on all every tap to drain the water system
- warn your neighbours what's happened
- contact the ACCESSline on 08452 777 778 so repairs can be ordered

If your pipes freeze:

- contact the ACCESSline on 08452 777 778: we can advise you what to do
- never apply heat direct to a frozen pipe: the pipe may crack and burst. Aim to thaw the pipe slowly.

focus on performance

In line with our commitment to provide you with information about how we perform in each edition of Housing news, we review how we performed in the first six months of 2010 between April and September 2010.

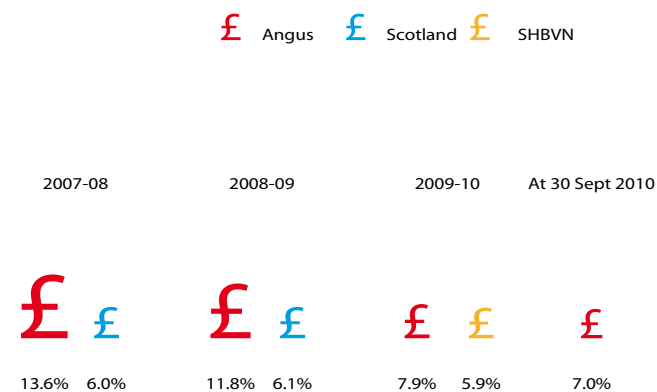
Sometimes, we don't have figures to compare our performance with every Scottish local authority with housing stock. Where we don't have figures for Scotland, we compare our performance against a small group of local authorities that share common features with Angus. We do this through a benchmarking club called the Scottish Housing Best Value Network (SHBVN). We wouldn't compare our performance with Dundee City Council because Dundee is an urban area but we would compare our performance with Perth and Kinross Council.

Across all our key performance indicators, we are steadily improving or maintaining our performance relative to other Scottish local authorities with housing stock or our benchmarking partners.

Current tenant rent arrears as a percentage of rent due

▼ Rent arrears remain a high priority with Community Housing Teams maintaining their efforts to reduce both the value of arrears and case numbers.

Performance in this area has steadily improved although the pace has started to slow in this economic climate. We will continue to apply methods which have been successful and use other innovative methods to target rent arrears. A joint project of outbound calling will begin shortly, this will ensure that tenants are aware of the stages their arrears sit at, and how we will deal with it.



Average re-let times

▼ Not low demand properties account for almost 90% of all our housing stock and, in an average year, almost 700 become available for let.

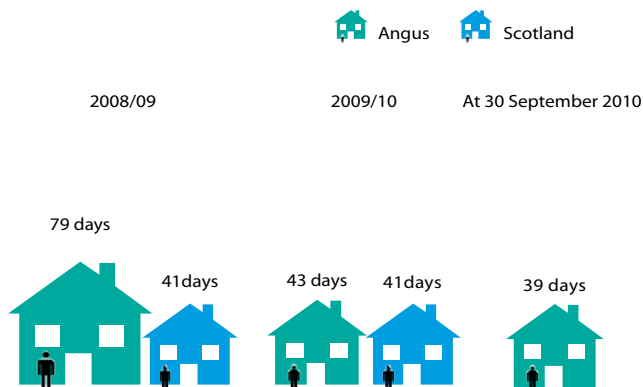
For a number of reasons mainly carrying out repairs to restore a property to a lettable condition, there is usually a period between the previous tenant leaving and a new tenant moving in.

There is also some time whilst the property is offered

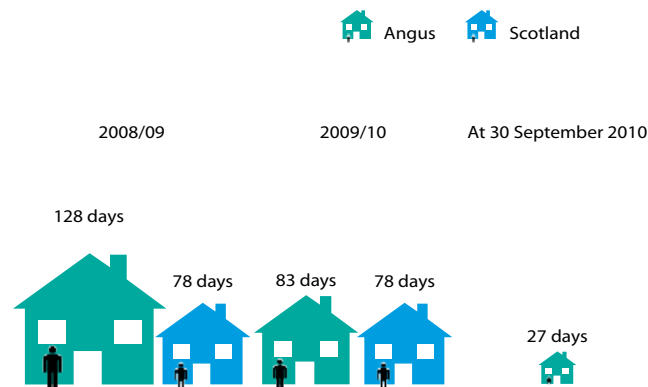
and accepted or refused as it takes an average 2.5 offers to successfully allocate vacant properties.

Low demand properties account for about 1 in 8 of our allocations and, as the name suggests, normally take slightly longer to let. However in this year to date, the unlet period for low demand is less than for not low demand.

Average re-let time for not low demand homes (in days)



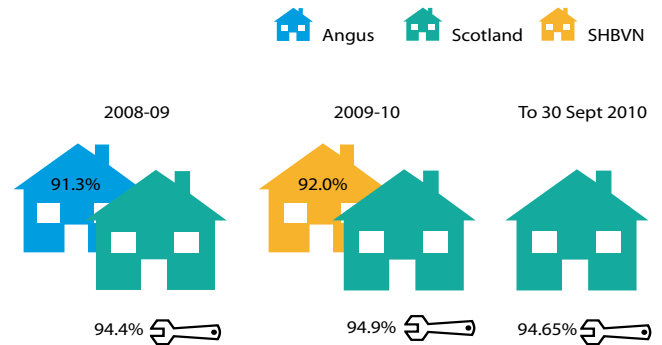
Average re-let time for low demand homes (in days)



Unplanned (response) repairs completed on time

▶ Each year we carry out around 35,000 repairs to our houses. Different repairs are given different target times to be completed - it varies from 2 hours for an emergency to 3 months for a small number of non-essential repairs.

The figures show we completed almost 95% of all repairs within target last year. We have managed to maintain a high level of performance whilst also introducing new contractors.

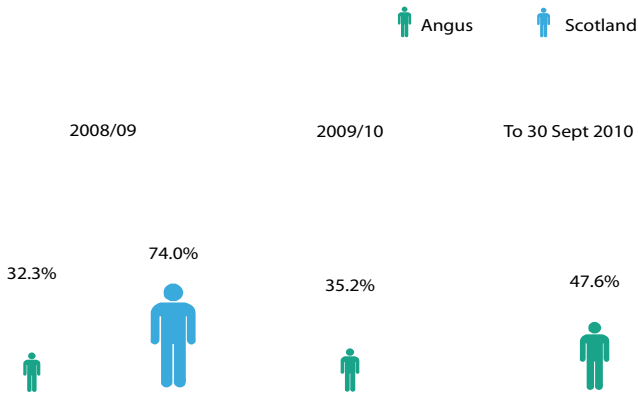


Percentage of homeless decisions given within 28 days

Percentage of homeless decisions given within 28 days

▶ Every year we receive just over 1,000 applicants claiming to be homeless. Although in the vast majority of cases this proves to be the case, we have to carry out various investigations to determine the Council's duty. These investigations can be very extensive - for example, writing to previous landlords, obtaining police and/or medical reports and confirming details with solicitors.

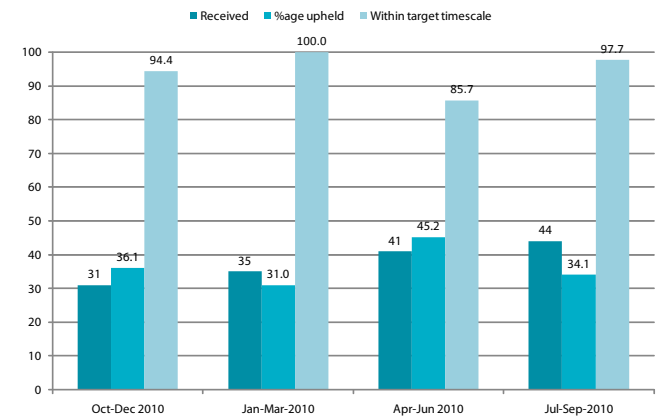
However, we feel that it is preferable to take the time required to reach the correct decision regarding our duty to homeless applicants rather than merely ensuring decisions are made within 28 days.



Appeal outcomes

▶ There's a difference between being unhappy with the service you've received and a decision that's made about you! When you're unhappy with the service, you should complain but when you think our decisions are wrong, you should appeal.

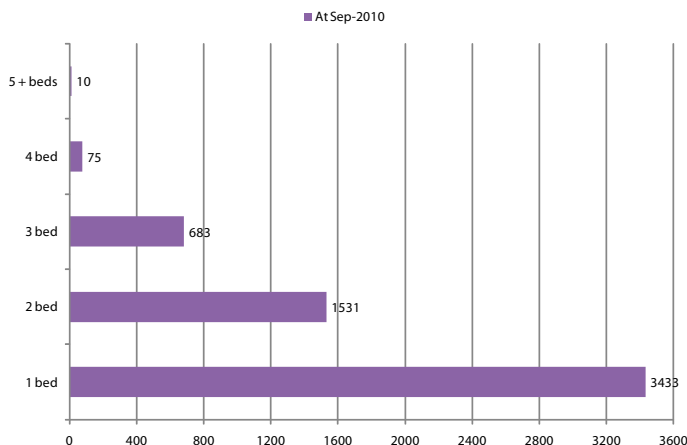
People appeal for several reasons but all appeals are considered independently by an officer that had no part in making the decision. Around 30-40% of all appeals we determine result in the appeal being upheld for whatever reason and we generally make a decision on an appeal within our 28 day target.



Number of people on the housing waiting list

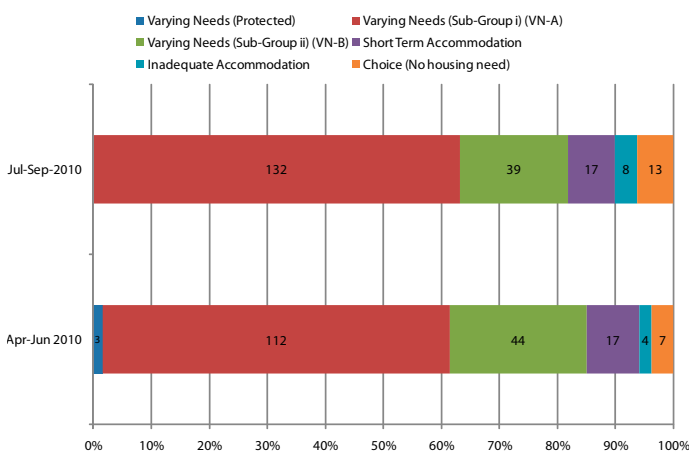
▶ Almost 60% of applicants on the list at 30 September need 1 bedroom housing while a further 27% need 2 bedrooms. It is easier to meet the demand for homes of this size because this is the size of property that turns over most frequently.

While the number of applicants looking for homes with 4 or more bedrooms is low, the number of 4 and 5 bedroom homes that become available for let in any year is very low. This means that in general terms, the more bedrooms a family needs, the longer that family will wait for suitable housing to become available.



Allocations to the groups on our waiting list

▼ Our allocation policy is designed to meet many housing needs but the biggest proportion of our homes – 63% between July and September this year – go to people without a home. This is broadly in line with the proportion of properties allocated to people affected by homelessness in previous quarters. In simple terms, this means that the Council isn't able to provide a home for everyone who wants one and it is very unlikely that someone with no housing need - someone who has all the bedrooms and facilities they need - will get an offer of housing.



Can you help us to improve performance?

As we went to press, members of our tenant scrutiny panel met with our senior managers to discuss our performance over the last six months.

We'd like to hear from any Angus Council tenant with an interest in examining how we're performing - whether we're getting better year on year and whether we're on track to meet our performance targets - who are willing to question senior managers about the performance of the services they manage.

This scrutiny process helps us to examine critically what we're doing and how we're doing it: good scrutiny from tenants should assist us to improve our performance continuously.

If you would like to join our tenant scrutiny panel or you'd like to find out more about the panel and the work it does, get in touch with us today.

Contact Jim Butler

T. 01307 474730

E. ButlerJP@angus.gov.uk

Summer solutions

Word Search

T	F	L	T	R	P	A	R	L	I	M	G	P	A	R	L	I	A	M	F
P	R	O	S	I	T	I	N	U	M	M	O	C	H	H	A	P	P	Y	I
E	M	O	S	U	C	O	N	G	R	R	H	H	O	M	C	R	P	S	R
M	F	U	P	E	R	F	O	R	M	E	A	C	A	E	E	P	H	T	P
E	M	R	E	R	O	W	E	M	A	R	F	L	T	P	R	A	C	N	D
S	E	F	A	E	E	G	P	D	S	E	S	I	E	O	P	N	O	E	A
O	I	E	P	M	A	A	P	M	U	N	N	F	O	P	H	N	M	M	E
C	C	H	E	S	E	H	E	M	M	U	S	F	I	H	E	P	M	E	H
F	O	R	R	F	O	W	H	H	M	E	I	B	F	E	A	P	U	C	F
P	S	A	L	N	W	T	O	M	F	N	E	U	I	A	D	S	N	N	I
R	S	F	E	A	T	M	O	R	G	A	N	R	Y	D	P	U	J	A	N
N	A	S	B	N	O	C	N	T	K	K	Y	N	M	R	H	M	T	H	D
C	O	N	G	R	A	T	U	L	A	T	I	O	N	S	H	M	I	N	E
S	B	R	H	E	P	E	R	F	O	R	M	A	N	C	E	E	E	E	A
P	I	I	F	I	N	D	E	R	O	A	I	L	R	A	P	R	S	A	H
O	L	U	I	R	R	E	G	E	N	E	R	A	T	I	O	N	C	A	O
T	C	E	F	I	P	E	P	A	R	L	I	A	M	E	N	T	P	O	H
I	L	S	P	T	A	S	S	O	C	I	A	T	I	O	N	L	H	I	F
E	N	O	C	N	L	T	O	P	S	P	O	T	L	I	G	H	T	A	E
I	I	N	F	E	A	T	U	R	E	S	P	E	R	F	O	R	M	A	I

Congratulations to the winners of our summer edition puzzles:

- 1st: Ms A. Wilson, Montrose
- 2nd: Mrs M. Cameron, Brechin
- 3rd: Mrs G. Nelson, Forfar

Match Puzzle

We asked you to match the actor to one of our favourite movies:

- | | |
|---------------------|-----------------------------|
| 1. Sam Waterston | L. The Killing Fields |
| 2. Gregory Peck | Z. To Kill a Mocking Bird |
| 3. Gary Oldman | V. Air Force One |
| 4. Sigourney Weaver | Q. Alien |
| 5. Russell Crowe | A. Gladiator |
| 6. Kirk Douglas | R. Spartacus |
| 7. Cher | S. The Witches of Eastwick |
| 8. Ralph Fiennes | O. Schindler's List |
| 9. Tom Hanks | D. Forrest Gump |
| 10. Kevin Costner | J. The Untouchables |
| 11. Matt Damon | X. The Bourne Identity |
| 12. Peter O'Toole | I. The Last Emperor |
| 13. Joe Pesci | T. Goodfellas |
| 14. James Dean | W. Giant |
| 15. Julia Roberts | U. Erin Brockovich |
| 16. George C. Scott | Y. Patton |
| 17. Jodie Foster | E. The Silence of the Lambs |
| 18. Tim Roth | M. Planet of the Apes |
| 19. Nathan Lane | N. The Birdcage |
| 20. Cate Blanchett | H. Elizabeth |
| 21. Ewan McGregor | B. Trainspotting |
| 22. Tom Cruise | C. Top Gun |
| 23. Jeff Bridges | P. Arlington Road |
| 24. Kathy Bates | F. Misery |
| 25. Nicole Kidman | G. Australia |
| 26. Julie Walters | K. Mama Mia! |

Sudoku

1	6	3	4	5	7	2	9	8
5	9	2	8	1	6	7	4	3
8	7	4	3	2	9	5	1	6
2	5	1	6	9	3	4	8	7
3	4	7	2	8	5	9	6	1
6	8	9	1	7	4	3	5	2
9	1	5	7	3	8	6	2	4
4	3	8	9	6	2	1	7	5
7	2	6	5	4	1	8	3	9

9	8	4	3	1	2	5	6	7
7	5	1	6	4	9	3	8	2
3	2	6	7	5	8	1	9	4
1	6	8	2	7	3	4	5	9
4	7	5	1	9	6	2	3	8
2	9	3	4	8	5	7	1	6
6	3	7	9	2	1	8	4	5
5	4	9	8	3	7	6	2	1
8	1	2	5	6	4	9	7	3

8	3	1	9	5	7	4	6	2
5	6	4	1	3	2	8	7	9
2	9	7	4	6	8	3	1	5
6	8	5	7	9	3	1	2	4
3	4	9	2	1	6	7	5	8
7	1	2	5	8	4	9	3	6
1	5	8	3	2	9	6	4	7
9	7	3	6	4	5	2	8	1
4	2	6	8	7	1	5	9	3

puzzles

We had a record number of entries to our summer prize draw so we're keeping the choice of puzzle to complete in our prize draw up to you. The only rule for entry is that you must correctly complete at least one of the prize puzzles for entry to the draw.

Word Search

You must find all the following words in the puzzle. Each word appears only once and can be in any position (top to bottom, left to right, diagonal or back to front).

I	O	I	I	P	N	L	U	C	A	L	L	O	W	A	N	C	E	I	S
A	D	M	O	W	I	N	N	I	N	G	P	P	E	O	F	K	R	O	W
S	S	L	O	O	A	N	R	L	A	F	F	O	R	D	A	B	L	E	L
I	H	W	Z	L	M	D	I	I	R	S	L	R	R	R	A	A	S	I	U
A	O	R	A	L	A	C	V	E	S	H	O	P	P	I	N	G	C	Z	R
R	P	E	A	A	E	R	S	E	K	I	C	C	M	O	D	E	O	I	P
P	P	G	F	U	N	C	R	G	R	E	E	H	L	R	N	C	M	E	P
P	R	U	F	F	U	L	W	A	I	T	D	R	A	A	D	R	O	R	A
A	E	L	A	E	I	I	C	V	N	I	I	I	O	S	L	O	D	I	R
S	V	A	D	S	D	C	T	O	Z	G	D	S	C	S	E	F	E	U	R
P	O	T	E	N	E	E	I	I	O	R	E	T	E	D	I	K	R	M	A
R	L	O	I	U	C	N	A	E	F	Z	C	M	D	D	F	R	N	E	N
M	U	R	R	L	O	S	R	A	N	S	E	A	I	I	G	O	I	I	G
D	N	S	H	O	R	I	R	R	E	T	P	S	E	R	N	W	S	R	E
R	T	N	C	V	A	N	A	W	O	F	K	R	O	W	I	S	A	R	M
R	E	R	M	E	T	G	N	O	T	A	L	U	G	E	R	O	T	I	E
M	E	S	N	O	I	T	A	I	C	O	S	S	A	E	P	W	I	K	N
A	O	F	F	A	O	R	E	G	U	L	A	T	O	E	S	H	O	O	T
R	A	F	F	O	N	Z	A	P	P	R	A	I	S	A	L	K	N	U	D
L	I	C	E	N	S	I	N	D	L	R	E	E	T	N	U	L	O	V	E

Advertised
Affordable
Allowance
Appraisal
Arrangement
Associations
Christmas
Decorations
Efficient
Kirriemuir

Licensing
Modernisation
Regulator
Rescued
Shopping
Springfield
Volunteer
Winning
Workforce
Zoom

Sudoku

A sudoku puzzle has 9 columns, 9 rows and 9 boxes of 3 by 3 squares. To solve a sudoku puzzle, you must fill in the table so that the numbers from 1 to 9 will be in each column, each row and each 3 by 3 box only once.

	2	3		6				7
			5	7				
		9						2
				9		6	5	
	3			1				
9	5		2					
6						2		
			4	1				
7				8		4	9	

If you want to enter the free prize draw, don't forget to write your name, address, a number where we can contact you and an e-mail address on the back page. You need to tear out this page and put it in an envelope marked 'Housing news prize draw' and send it to us at William Wallace House. You can do this by taking your envelope into your local ACCESS office. They will send it on to us.

Match Puzzle

Match the event from history with the year it happened.

- | | |
|--|------|
| 1. 80th birthday of Queen Elizabeth II | 2006 |
| 2. Invasion of Normandy (D-Day) | 2003 |
| 3. The Shuttle Colombia disintegrates on re-entry to Earth | 2001 |
| 4. Baden-Powell starts the boy scout movement | 1998 |
| 5. Berlin wall torn down | 1990 |
| 6. Concorde begins supersonic passenger service | 1989 |
| 7. Marilyn Monroe dies | 1976 |
| 8. First Eurovision song contest held | 1970 |
| 9. Titanic hit by an iceberg and sinks | 1964 |
| 10. Twin Towers destroyed by terrorists in New York City | 1962 |
| 11. Jesse Owens wins 4 gold medals at the Berlin Olympics | 1956 |
| 12. Petrol rationing in the UK ends | 1950 |
| 13. Highway Code first issued | 1963 |
| 14. Mickey Mouse first appears on screen | 1944 |
| 15. Apollo 13 launched | 1936 |
| 16. President J. F. Kennedy assassinated | 1931 |
| 17. American Prohibition begins | 1929 |
| 18. Panama Canal opened | 1920 |
| 19. President Bill Clinton impeached | 1914 |
| 20. 'Theory of Relativity' published by Einstein | 1912 |
| 21. Nelson Mandela released from prison | 1908 |
| 22. First 'Top of the Pops' broadcast on BBC TV | 1905 |

something to say?

We're always happy to hear your views on Housing news and we've provided space below so you can give us your views and comments.

If you want to enter one or all of the prize puzzles, remember to give us your name, address and a telephone number or e-mail address so we can contact you if your name is drawn.

Name:

Address:

Contact Number:

E-mail address:

Your comments:

You can return your comments to us through any ACCESS office

The information you have provided on the Housing Newsletter will be used by Angus Council (the "data controller" for the purposes of the Data Protection Act 1998) in order to analyse levels of customer satisfaction and to contact you only where you have agreed to become involved. The information will be held securely by the Council and will be treated as confidential except where the law requires it to be disclosed.

You have the right to make a complaint about a council service to the Scottish Public Services Ombudsman. Any such complaint must be submitted within 12 months of the day when you first had notice of the matter you wish to complain about. Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS, Tel: 0800 377 7330, Text: 0790 049 4372, Fax: 0800 377 7331 Email: ask@spsos.org.uk Website: www.scottishombudsman.org.uk

Contact the Angus ACCESSline on 08452 777 778 if you want this newsletter translated into another language or in large print, audio or Braille

contacting us

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E. housing@angus.gov.uk

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Benefit Fraud Hotline: 0800 0277373