



Ayr Housing Aid Centre



WELCOME

We are excited to launch our very first newsletter which will be a quarterly publication.

We hope you will find it interesting; our aim is to provide up to date information about the Centre and our services.

WHO SAYS THERE IS NO SUCH THING AS A FREE BREAKFAST !!!!!!

Thank You to **Jacqui Gregory** – Tenure Sustainment Officer who won us our breakfast in conjunction with West FM and Braehead Foods. Both staff and Management Committee really enjoyed this wee treat.

SERVICE USER / PARTNER AGENCY FEEDBACK AND COMMENTS...

Please contact us on

**01292 288111 or
ayr_hac@hotmail.com**

STAFF NEWS

Since February 2013 Jacqui Gregory has been linking with South Ayrshire Council tenants to advise on Size Criteria (Bedroom Tax). John Mulholland CEO said "This has been a very important area of work identifying exemptions, appeals and submitting (DHP) discretionary housing payments applications."

The Centre welcomed Clare Lewis to the Tenure Sustainment Team in August 2013.

John Mulholland, CEO stated "Demand for our services have increased considerably over the past year and I expect this trend to continue. Staff has responded well in meeting demand, maintaining high quality services across the board."

COMMITTEE NEWS

The Committee, in consultation with the staff, set the strategic and policy direction for our services.

Financial year 2014/15 will be a 15 month contract period to align with our contract with South Ayrshire Council.

The Committee are moving towards an advanced stage in preparing our Annual Report for 2012/13 our AGM (Annual General Meeting) will be held on 20th November, 1pm at Holmston House, Ayr.

Committee members and staff enjoyed a Training and Information Day on Friday 14th June 2013. **Alex Anderson, Chairperson said "The Committee puts considerable value on these days which are very useful and informative."**

CARE INSPECTORATE

Our Tenure Sustainment Service was inspected on 3rd July 2013 as an unannounced visit. The previous inspection gave an overall grade 5, VERY GOOD in all areas.

July 2013 Inspection result:

5 – Very Good for quality and support

6 – Excellent for quality of staffing

6- Excellent for quality of Leadership and Management

The link to view the full Report is available on our website www.ayrhousingaidcentre.com

Alex Anderson, Chairperson said “This is a wonderful achievement for the Centre and I would congratulate all the staff. This highlights the quality of service the Centre provides.”



OTHER NEWS

The Staff at the Centre would like to congratulate John Mulholland, CEO on the safe arrival of his first Grandson, Finn David John Mulholland born 6th September 2013.



Please contact Sarah Bone, Education & Engagement Officer for any further information on this publication.

SERVICE NEWS

The Centre has provided housing advice and related services since 1987.

Since July 2012 we provide :-

- Advice, Information and Advocacy
- Tenure Sustainment
- Education and Engagement
- First Home

If you wish more information about our services please contact us :-

Tel : 01292 288111, find us on Facebook

visit our website - ayrhousingaidcentre.com,

or E-mail us - ayr_hac@hotmail.com

SOUTH AYRSHIRE SENIORS FORUM (SASF)

A big thank you to staff at South Ayrshire Seniors Forum (SASF) for allowing us the opportunity to participate in their series of Roadshows held across South Ayrshire « Walk in our Shoes ». These events were very well attended by older people within the local areas which gave the Centre an opportunity to meet with them and make them aware of the services available. Well Done, it was a huge success.

SASF contact details :-



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www.sasf.co.uk