

Tenants Newsletter

The newsletter for Council
tenants in South Ayrshire
Winter 2025



*Our Newsletter
has changed...*

Instead of receiving the newsletter three times a year you will receive it twice a year. So, look for the next edition in Summer 2026!

You can stay up to date in between these times by checking out our Facebook page.

 **South Ayrshire Council
Housing Services**



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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

Christmas & New Year Opening Times for Customer Service

During the festive period you can contact Customer Services on 0300 123 0900. Our operating hours are listed below:

Thursday 25th & Friday 26th December: CLOSED

Monday 29th to Wednesday 31st December: 9:00am - 4:45pm

Thursday 1st & Friday 2nd January 2026: CLOSED

**Please note that Customer Services are operating a limited telephone service only during this period, as many other Council services are closed or only providing an emergency service.*

During the festive period you can report emergencies 24/7 using the contact numbers available here www.south-ayrshire.gov.uk/emergencies. Payments can also be made online at any time at www.south-ayrshire.gov.uk/pay or by using our automated payment line, call 0300 123 0900, and select option 1, then option 2.

WINNER WINNER!

SUMMER 2025 EDITION WINNERS

Where's Ernie - Helen Smith, Prestwick
Spot the Difference - Jane Compton, Ayr



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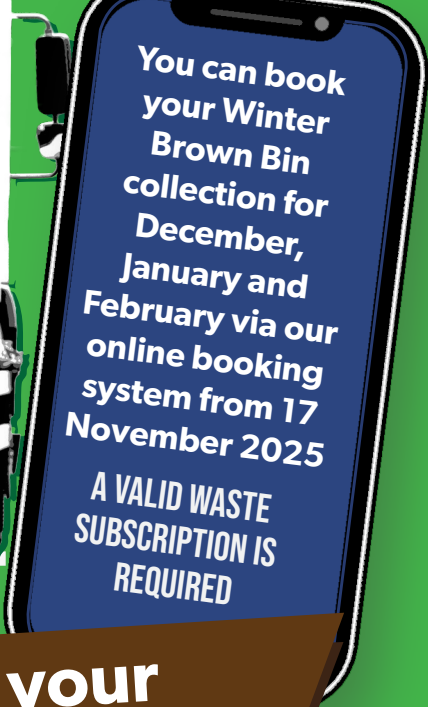
ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸੁਣਨ ਵਾਲੇ ਰਾਹੀਂ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵੱਲ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਡੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie w alfabecie Braille'a, w druku powiększonym lub w formacie 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.

As a Council tenant you have a duty to report any defects or safety concerns within any communal areas surrounding your property. Help us to keep you and your neighbours safe by reporting any concerns to 0300 123 0900.



Festive Waste Collections

There will be no collection of any waste on Thursday 25 December or Thursday 1 January. Residents should check the website or social media to find out when their waste will be collected.

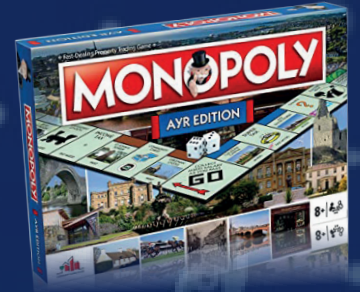
Don't forget to book your Winter Brown Bin collection

south-ayrshire.gov.uk/garden-waste



Help Santa find his Elves!

Find all of Santa's Elves hidden throughout the Winter Edition for your chance to win your very own Ayr Edition Monopoly Board Game. **To be in with a chance of winning just send your entries in to us using the Freepost Label on the last page of the newsletter at Where's Ernie.** PREFER TO EMAIL YOUR ENTRY? Take a photo of your entry form and send it to: tp@south-ayrshire.gov.uk Entries should be received no later than the 31st March 2026.









Name:

Address:

Town:

Telephone:

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HOUSING SERVICES NEWS

Rent Non – Charging Fortnight 2025

Remember there is a non-charging rental fortnight from Thursday 11th December 2025 until Wednesday 24th December. This means that as long as you are up to date with your rent, you don't need to make a payment for this period.

If you pay by Direct Debit or monthly Standing Order your payments should be made as normal as payments are calculated over the year.

If you get help towards paying your rent as part of your Universal Credit payment, this is also calculated over the year, and you should continue to make your normal monthly rent payment.

If your rent is not up to date, you must continue to pay during the non-charging fortnight to help you catch up with your payments and reduce your rent arrears.

If you are struggling to pay your rent it is important that you contact us right way. Your Housing Officer can offer advice and information to help you manage your rent payments.

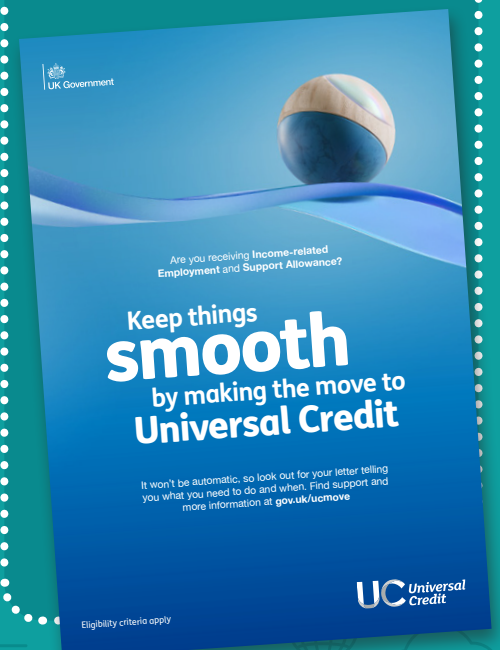
You can view your rent balance and pay rent online by scanning the QR code below:



Move to Universal Credit – Let's Keep things smooth

Are you receiving Income-Related Employment and Support Allowance? It won't be automatic, so look out for your letter from the Department of Work and Pensions, telling you what you need to do and when. Find support and more information at [gov.uk/ucmove](https://www.gov.uk/ucmove)

Please also contact your Housing Officer for advice and assistance. Contact us on 0300 123 0900 and select option 2, then option 1, ask for Housing and select option 2.



HOUSING SERVICES NEWS

Performance Edition 2024/25

Available now is our Performance Edition 2024/25. The edition provides information on how we have performed as a landlord from 1st April 2024 to the 31st March 2025.

Unlike this newsletter, the Performance Edition is only posted or emailed to tenants who have previously indicated that they would like to receive a copy on an annual basis.

If you would like to receive a copy of the Performance Edition on an annual basis then visit <https://forms.office.com/e/fYcY9n4vBw>, or by scanning the QR Code below, or call our Tenant Participation Team on 01292 612968.



OUR PERFORMANCE
2024/25
1ST APRIL 2024 - 31ST MARCH 2025
SOUTH AYRSHIRE COUNCIL
HOUSING SERVICES

south
AYRSHIRE
COUNCIL
Comhairle Siorrachd Àir a Deas
Making a Difference Every Day

INSIDE ...

- KEY FACTS ABOUT SOUTH AYRSHIRE COUNCIL Page 3
- TENANT PARTICIPATION UPDATE Page 6
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TENANT CHECKED
Developed in Partnership with Involved Tenants

You can view the current and previous Our Performance Editions of the newsletter at <https://www.south-ayrshire.gov.uk/article/27513/Housing-performance>

HOUSING SERVICES NEWS

Tenant Participation Strategy 2025-2030



various meetings with officers. This included reviewing the previous strategy to identify what worked well and what actions and outcomes we achieved, working on the new strategy actions, devising the consultation process, and drafting and editing the new refreshed strategy document. The refreshed Tenant Participation Strategy for 2025 – 2030 was given approval at the Council’s Cabinet meeting in August 2025.

communities in which they live.

Our Involved Tenants encourage you as a Council tenant to take the time to read over the strategy and find out more about how you can become involved in your Housing Service. You can even take part from the comfort of your own home.

You can find the Tenant Participation Strategy 2025 – 2030 online at www.south-ayrshire.gov.uk/tenant-participation or by scanning the QR code below:

Over the past year our Involved Tenants have been part of the Tenant Participation Strategy Working Group to review the previous Tenant Participation Strategy and work on introducing our refreshed strategy for 2025 – 2030.

Tenants as part of the working group attended

The Strategy underlines the Council’s commitment to ensuring opportunities for involvement are open to all tenants and service users, with appropriate support where required. The Strategy is about providing tenants with opportunities to become involved in Housing Services along with the neighbourhoods and



If you would prefer a printed copy posted to you, please email tp@south-ayrshire.gov.uk or by completing the form below, pop your completed form in an envelope and use the FREEPOST label on the back page of this newsletter to send it to our team.

I would like to request a copy of the **Tenant Participation Strategy 2025 – 2030**

Name.....

Address

Town.....

Postcode.....

HOUSING SERVICES NEWS

Christmas & New Year Working Hours for Housing Service

Housing Services will close at 4.45pm on Wednesday 24 December 2025 and will re-open on Monday 5 January 2026 at 8.45am. If you are homeless and need help with temporary accommodation during this period, please contact the Homeless Standby Service on 0808 100 3151.

If you need to report an emergency housing repair during this period, please

contact 0300 123 0900.

Making Payments

To make a payment to your rent account, please call our Telephone Payment Service on 0300 123 0900. This service is available 24 hours a day, 7 days a week. Remember to have your 13-digit payment reference number ready when you call, this can be found on your rent payment card. Alternatively, you can make

payments online <https://www.south-ayrshire.gov.uk/pay>

View your Rent Balance

You can now view your rent balance using our new 'View my housing rent' service. To do this visit www.south-ayrshire.gov.uk/view-my-housing-rent If you have a My South Ayrshire account you can link this service by visiting my.south-ayrshire.gov.uk/login-register

Tenant Led Assessment – Letting Standard

Following on from our Involved Tenants carrying out the Tenant Led Assessment on our Letting Standard, the group have concluded the assessment and have published their final report.

The initial report included 22 recommendations for the Housing Service and Property Maintenance to consider.

Following the publication, the group stated “We are delighted to confirm that most of our recommendations were taken on board and have been implemented by the Service and where they have not been able to take on our recommendations, they have provided justifiable

reasons as to why these could not be implemented or suggested alternative solutions. We believe this piece of work has created positive changes for not just tenants but also for the Council and has shown how Involved Tenants can work in partnership with the Housing Service to review and improve services and ensure that tenants have a say in any changes to how the services are delivered”.

As part of this work, we have refreshed the Letting Standard leaflet to make it clearer and easier to understand. This updated leaflet will be given to everyone moving into a

new home or transferring to another tenancy.

You can read the initial report and the final report online at <https://www.south-ayrshire.gov.uk/article/27554/Tenant-led-assessments> or by scanning the QR code.



Meet the Team - Special Edition

Celebrating 40 Years

- FIONA MCKAY -

In this special edition of Meet the Team, we are delighted to celebrate an incredible milestone—40 years of service by one of our Housing Service colleagues!

Fiona McKay is celebrating 40 years' service with the Council and the Housing Service. Fiona is currently a Housing Options Officer working as part of the Housing Options and Support team based within our Kyle Street office in Ayr.



Fiona began her career with the Council back in 1985, starting on a temporary seasonal contract in the admin section of the Community Programmes Service, which at the time managed grass cutting and maintenance of gardens and communal areas. Before the season ended, Fiona successfully interviewed for a permanent post as a Typist within the Housing Service at Riverside House in Ayr.

Fiona recalls:

"I remember receiving the call after the interview—they asked if I could start the next day! I wanted to give notice to my manager first, so we agreed I would move over at the start of the following week."

When Fiona worked as part of the "typing pool" of staff it was a

time before desktop computers and printers! Back then in larger offices, many shorthand-typists would work together in a "typing pool," where they were on call to type documents for various people in the organisation. Also, at that time you were provided stationary for your job, and this is where Fiona was issued with the ruler that you can see in the photo that she has kept and used for the 40 years! Unfortunately, the stapler issued at the same time had to be replaced a few years back.

Reflecting on those early days, Fiona said:

"In 1985/86, the service managed over 30,000 properties compared to just over 8,000 now. When a letter had to go out to all those properties, it was quite a task! I had to create a template, run it through the lithograph, and turn the handle for every single copy—over 30,000 turns to complete the task!"

After a few years as a Typist, Fiona moved one floor down in Riverside House to join the Repairs Admin Team, taking calls from tenants reporting repairs or requiring assistance. Everything back then was all manually written down and repairs job lines were written and handed to the Maintenance manager who would then allocate the jobs to the repair's operatives.

Fiona reflecting on her time within the Repairs team *"It was always funny when you asked*

tenants what type of heating they had—most just said ‘central’ rather than gas or electric. Central heating was the new thing back then!”

After gaining several years’ experience within Repairs, Fiona then moved onto a new role within the Allocations Team again still based within Riverside House but on another floor. Fiona’s role in allocations entailed working on the allocations of our properties, offering tenants on the waiting or transfer list properties, manually updating records, and providing advice and support to tenants.

Fiona reflecting on her time within the Allocations team *“It was still all manually done back then, points were allocated and updated on the records twice per year. When a property became vacant the top 3 tenants with the most points were all discussed with the then Director of Housing and Housing Manager and it was then agreed who was most in need and then they were provided the first refusal. I also really enjoyed training new team members over the years and assisting the teams based in Prestwick and Troon”*

In 2002, Fiona transitioned into the Homelessness Team, where she has dedicated the past 23 years as a Housing Options Officer. This meant a change of work location from Riverside House to the Kyle Street office. Her current role

involves supporting tenants and customers experiencing homelessness, conducting interviews, and making referrals to appropriate agencies for additional support. Fiona is also responsible for assessing cases and providing decisions on homelessness status, ensuring that individuals or families receive the guidance and assistance they need during challenging times.

Looking back on her remarkable 40-year career, Fiona shared: *“I never imagined when I started as a typist that I would spend my entire career within the Housing Service, but I have thoroughly enjoyed the journey. There have been many ups and downs along the way, with significant changes in policies, procedures, and national legislation that I’ve had to adapt to. I’ve also seen the office culture evolve over the years, things like very formal dress codes and only being provided with a new pen when you returned the old one is a thing of the past. It’s been incredible to witness these changes over time.”* Fiona also reflected on how proud she feels to have followed in her father’s footsteps, as he too dedicated his entire career to working for the Council.

To commend Fiona’s 40 years’ service, she was invited to attend the Council’s Outstanding People Awards Ceremony in November 2025 where she was presented with an award

to recognise her service to the Council.



We would like to extend our heartfelt thanks to Fiona for an incredible 40 years of service within the Housing Service and sharing her story with us. Throughout her career, Fiona has shown unwavering commitment to supporting tenants and customers, from her early days in Allocations to over two decades in the Homelessness Team. Her knowledge, compassion, and dedication have made a lasting impact on colleagues and the communities she has served. Fiona’s contribution is truly remarkable, and we are grateful for everything she has done and continues to do to make a difference.



Specialist Employability Support Delivery 2025/26



Thriving Communities provide Specialist Employability Support (SES) to residents of South Ayrshire who have barriers to work due to Additional Support Needs (ASN), Disability and/or long-term health conditions. Undernoted is a list of our Specialist Employability Support groups (Stage 1 - Stage 3) running throughout localities in South Ayrshire.

Monday

Supported Employment Drop In | Troon Municipal Buildings | **10AM - 12PM** |

Cookery Group | Carrick Opportunities Centre, Girvan | **10AM - 12PM** |

Walking Group | Grain Exchange, Ayr | **10AM - 12PM** |

Social Wellbeing Group | Grain Exchange, Ayr | **1PM - 3PM** |

Tuesday

Cooking Group | Prestwick Community Centre | **9.30AM - 12PM** |

Dynamic Youth Award | Carrick Opportunities Centre, Girvan | **11AM - 12PM** |

Supported Employment Drop In | The Wallace Tower, Ayr | **2PM - 4PM** |

Wednesday

Creative Group | Grain Exchange | **10AM - 12PM** |

Supported Employment Drop in | Carrick Opportunities Centre, Girvan | **10AM - 11.30AM** | (first Wednesday of every month)

Thursday

Gardening Group | Fullarton Woods, Troon | **10am - 12pm** |

Digital Skills | Carrick Youth Hub, Maybole | **1PM - 3pm** |





Look out for new activities being added!



 Thriving Communities - Employability

 Thrivcom_empsac

 ThrivCom_EmpSAC

Pathways to Potential

Pathways to Potential is incorporated throughout Stage 1 to ensure individuals are ready to move on to the next stage of the employability pipeline. This includes a range of enhanced groups and 1:1 support such as, Dynamic Youth/Youth Achievement Award, Travel Training, Health & Wellbeing, Lifeskills, Personal Development, SALUS support, Vocational Profiling and Professional Bio.



STAGE 2 & 3

Stage 2 & 3 of our Specialist Employability Support is a structured programme designed to support individuals towards the next step in their employment journey such as: Further Education, Tailored Job, or employment opportunities, including flexible employment through our EVOLVE programme.

Stages 2 & 3 include Outdoor Activities, Accredited Training and an element of supported Work Placement.



How to find out more information...



Award Winning COMMUNITIES FUN DAY 2026

Save the date!

The Award Winning Communities Fun Day will take place on Saturday 16th May 2026 within Ayr Academy and Riverside Sports Arena, Ayr. Follow our Eventbrite page <https://CFD2026.eventbrite.co.uk> for more information and updates.





**THRIVING
COMMUNITIES**

EMPLOYABILITY

Thriving Communities Employability deliver a range of flexible employability programmes that help support young people and adults progress to further education, training or employment.

Support is person-centred and tailored to each individual's needs.

Support can include:

- One-to-one support
- Engager activities through group work
- Confidence building
- Personal development
- Accredited learning and training
- Application and interview techniques
- Specialist Employment Support (SES)
- Work placements
- Vocational tasters
- Pre and Modern Apprenticeships



01292 612301



The Wallace Tower, High St, Ayr



www.thrivingcommunitiesouthayrshire.co.uk



SUCCESSFUL SCREENING EVENT AT GIRVAN COMMUNITY HOSPITAL

More than 230 people were screened for heart conditions at an event hosted earlier this month by the South Ayrshire Health and Social Care Partnership, NHS Ayrshire & Arran and the Pumping Marvellous Foundation.



A team of experienced medical and nursing staff provided free screening from 10am until 3pm at Girvan Community Hospital. Staff from Pumping Marvellous, the largest patient-led heart failure charity in the UK, was also on hand for information and advice.

Throughout the day, the team screened 238 people:

- The team performed 238 heart rhythm checks and provided reassurance. No abnormalities were identified.
- The team performed 45 NT-proBNP (heart hormone) tests to assess for heart failure. Heart failure was ruled out in 39 patients, with six people referred on for further investigation and follow up.
- Raised blood pressure was identified in 121 of those who attended (87 not medicated, 34 medicated). Information and advice was given on self-monitoring.
- 28 people completed CPR training.
- 51 people received a functional MOT.
- 52 people received their flu vaccine.

Dr Crawford McGuffie, NHS Ayrshire & Arran's Medical Director, said:

"This is the second screening event we have held in Ayrshire, the last taking place in Kilmarnock in 2024. We were delighted to see such a fantastic turn out yet again for this latest event in Girvan, particularly given the challenging weather conditions. I would like to thank Pumping Marvellous who have teamed up with us again to bring this event to our communities. And a big thank you to everyone from the Girvan and South Carrick communities who joined us on the day."

Stewart Marshall, Interim Head of Community Health and Care Services added,

"In South Ayrshire we are working hard to help bring services back into our communities to help empower people to take control of their health and wellbeing. I was delighted to make it along to the event to support, I was blown away by the positive attitude and the real buzz at the event. A huge thank you to everyone who helped bring this event together, particularly all the staff who supported making this event a success."

The first patient referred for a follow-up, as a result of this event, has been seen at Crosshouse Cardiac Day Unit where a heart impairment was identified, prognostic medications have since been prescribed for the patient to treat this condition.

KIDS CORNER



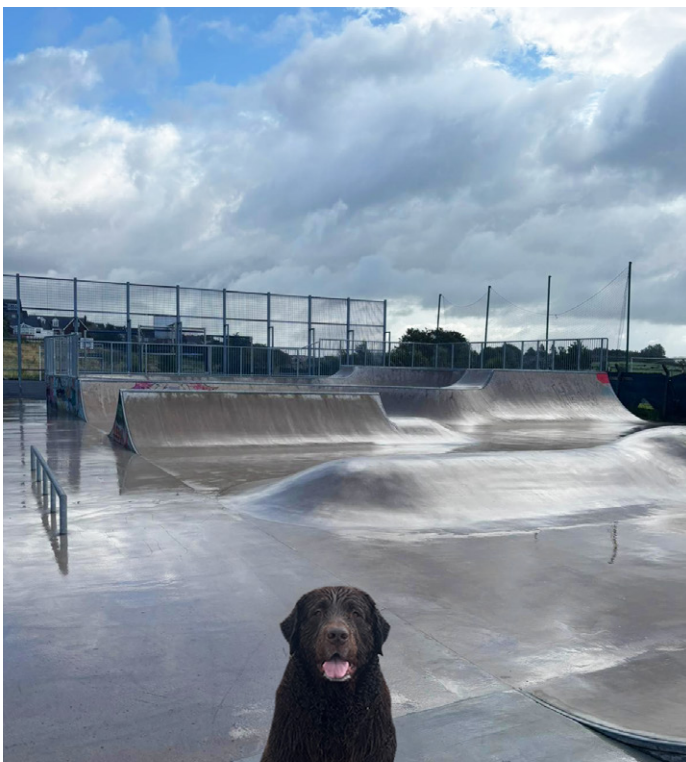
SPOT THE DIFFERENCE!

Can you spot all 4 differences on the picture below?

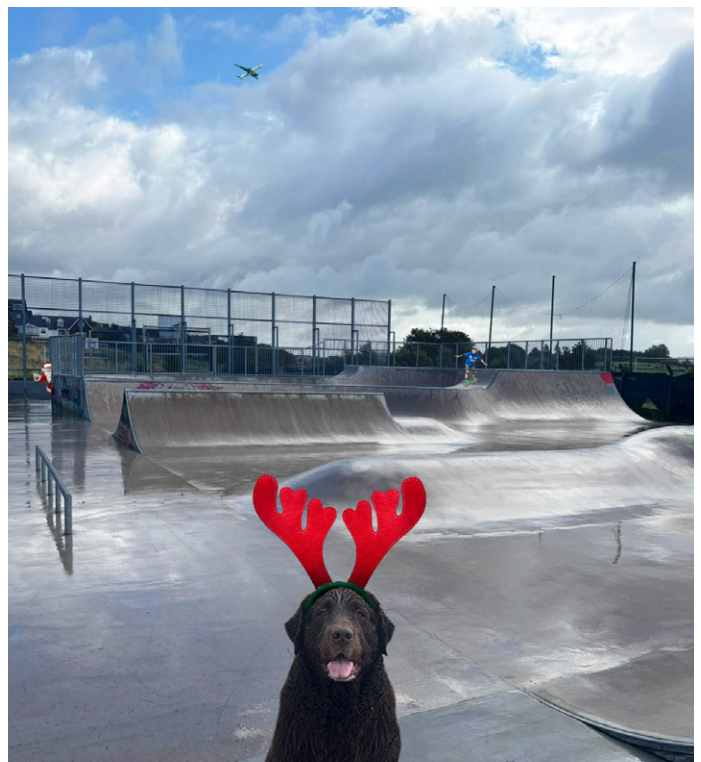
For your chance to win a copy of *'The Whit of Whiteley's Wood'* children's book, circle the differences in the Spot the Difference photo, complete your details, cut out the freepost information on the back page of the newsletter and pop all your entries in the one envelope.



Original Photo



Spot the Difference



Name _____

Address _____

Town _____

Postcode _____

Tel No _____

PREFER TO EMAIL YOUR ENTRY?

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

All entries should be received no later than 31st March 2026



Fire Safety for tenants with hearing loss

One in five of the Scottish population are deaf and may not be woken up by a conventional fire alarm system in their home.

Under new legislation, every home in Scotland must have a standard interlinked fire alarm systems fitted to alert people to any potential danger. The legislation specifies the type, and required location of these.

Specialist fire alarm accessories / alerts are available for those who may not hear a standard alarm.

This includes flashing strobe lights, vibrating pads, vibrating pager alerts and mobile phone alerts, which will alert a person should there be a fire. This ensures that deaf people and those with hearing loss have the same protection from fire as everyone else.

Who is responsible for providing specialist fire alerts / accessories?

Under the Equality Act 2010, tenants (local authority, housing association and private) can ask their landlord to make specific changes to the property that are needed to avoid the disabled person being at a disadvantage. Appropriate fire alarm alerts / accessories for people who have deafness or hearing loss fit into that category.

The local authority is responsible for installing specialist fire alarm alerts / accessories for deaf or hard of hearing tenants. The tenant does not cover the costs, although some tenants may wish to pay for an upgrade or additional specialist equipment.

The South Ayrshire Sensory Team are available for advice, support or information for people with vision loss and / or hearing loss and for people who are Deaf.

Contact the team today:

- **Telephone: 01292 616637**
- **Text: 07977 540721**
- **Email: Sensory@south-ayrshire.gov.uk**



For more information about fire safety for tenants with hearing loss scan the QR Code.



Scan me



Chartered Institute of Housing (CIH) Scotland Awards 2025

The CIH Scotland Awards recognise the creativity, passion and innovation of housing organisations and individuals across the sector in Scotland.

We are delighted to share that our Housing First service was shortlisted as a finalist in the category 'Housing-led approaches to ending homelessness'. This award celebrates projects, initiatives, and organisations working to prevent or relieve homelessness in their communities—a testament to the incredible impact our team is making.

In addition, our very first Housing Modern Apprentice, Amy Cooper, was shortlisted as a finalist for 'Apprentice of the Year'. This award recognises the outstanding contribution of apprentices across the housing sector in various areas and specialisms. Amy's achievement highlights the value of supporting career development within Housing.



Several of our employees and teams across Housing Services were recognised for their hard work, innovation, and commitment at the Council's annual 'The Outstanding People Awards 2025'.

These awards recognise those members of staff or teams who go the extra mile to deliver a truly outstanding service to customers, service users and colleagues throughout South Ayrshire.

Each year, staff and teams across the Council are nominated under a range of categories to celebrate their exceptional contributions. This year, employees and teams from Housing were proudly recognised across several categories for their dedication and hard work.

Finalists attended the Outstanding People Awards Ceremony on Wednesday, 26 November 2025, at Ayr Town Hall, where the winners were announced. The event highlighted the incredible efforts of our Housing teams in delivering outstanding services to our communities.

Congratulations to all nominees, finalists, and winners—you truly make a difference every day!

Outstanding Team - Bronze Awards

Ayr Housing Management Team
Housing Strategy & Regeneration
Housing First
Housing Support Workers
Property Maintenance
Housing Asset Team

**Outstanding Customer Service
- Bronze Awards**

Housing Options and Support Team
Your Choice - Social Letting Service

**Outstanding Improvement
& Innovation
- Bronze Award**

Your Choice - Social Letting Service

Outstanding Employee - Bronze Awards

Gordon Campbell,
Policy Officer, Tenant Participation
Robert McCormack,
Housing First Support Officer
Leon Waugh,
Accommodation Assistant
Fiona Skedd,
Anti-social Behaviour Officer
Dionne Davidson,
Housing Assistant, Gas Safety



TOPA

THE OUTSTANDING PEOPLE AWARDS
2025

**Outstanding Supervisor
- Bronze Awards**

Jeanette Nixon
Team Leader, Housing Services
Pauline Draper
Co-ordinator, Resettlement and Support
Angela Dalziel
Sheltered Housing Support Officer

**Outstanding Trainee - Finalists and
Silver Award Winners**

Amy Cooper
Modern Apprentice,
Housing Strategy & Regeneration
Courtney Mitchell
Clerical Assistant, Housing Services

**Outstanding Customer Focus - Finalists
and Silver Award Winners**

Housing Modernisation
Communities Fun Day 2025

40 Years Service Award

Fiona McKay
Housing Options Officer

SHELTERED HOUSING NEWS

CROSNE STREET, MAYBOLE

The tenants at Crosne Street attended and enjoyed a visit from PC McGarva from Police Scotland. The visit was to make tenants aware of current scams and how to prevent falling victim to scams over the telephone, online and in person.



DEFIBRILLATORS NOW OPERATIONAL IN SHELTERED HOUSING

We're pleased to announce that all defibrillators across our sheltered housing schemes are now fully installed, tested, and ready for use in case of emergency.

This is an important step in ensuring the safety and wellbeing of our tenants. Each device is easily accessible and clearly marked, and staff have been briefed on their locations and usage.

What you need to know:

- Defibrillators are available 24/7.
- They are designed to be used by anyone – clear instructions are provided on the device.
- In an emergency, always call 999 first, then follow the guidance on the defibrillator.

Thank you to everyone involved in getting these life-saving devices up and running!

Some of our tenants even took part in the training! Snapped in action are tenants from Dundonald Sheltered Housing Unit.



ST MEDDANS COURT, TROON

Tenants of St Meddans Court Sheltered Housing Unit in Troon recently enjoyed a lively and uplifting drumming session that brought rhythm, laughter, and a sense of community to their day. The session encouraged tenants to explore percussion instruments and create music together. For many, it was a chance to try something new and discover the therapeutic benefits of rhythm. Drumming is widely recognised as a powerful way to reduce stress, improve mood, and promote social connection—and this event was no exception.



MUSEUMS & GALLERIES

This winter we've got lots of new and unseen exhibitions on across our venues in South Ayrshire. To explore our busy calendar of events and exhibitions please visit: south-ayrshire.gov.uk/galleries or X: [@samuseums](https://twitter.com/samuseums)

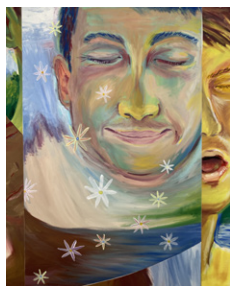
ROZELLE HOUSE MUSEUM AND GALLERIES

Rozelle Park, Monument Road, Ayr KA7 4NQ

Monday to Saturday: 10am - 5pm, Sunday: 12noon - 5pm

Sean McGlashin

Saturday 6th December 2025 -
Sunday 1st March 2026



Painting 'Rapture' by Sean McGlashin

In gallery 1 of Rozelle House there is an exciting new exhibition of works by local artist

Sean McGlashin. Originally from Pennsylvania, but living in South Ayrshire for over 25 years, Sean has had an impressive career as both an artist and curator. We will be showing a collection of works that span his career and includes vibrant and colourful still life, landscape, figurative and abstract works.

Hold Utopia - Paintings by Chris Hugh MacKenzie

Saturday 6th December 2025 -
Sunday 1st March 2026



Painting 'Our lives in the bay of mist', 2024 by Chris Hugh MacKenzie

Rozelle House is delighted to host Ayrshire artist and college lecturer Chris Hugh MacKenzie, exhibiting a collection of recent paintings in

gallery 2 of Rozelle House. The exhibition entitled 'Hold Utopia', brings together a series of works exploring themes of architecture, memory, voyage and change.

In gallery 3, we will be showing some of **South Ayrshire Councils Collection** co-selected and curated by the exhibiting artists mentioned above. **Saturday 6th December 2025 - Sunday 1st March 2026**

Tiny Tam returns to Rozelle Saturday 6th December 2025 - Wednesday 31st December

Come and see the handcrafted houses of Tiny Tam, the Rozelle House Christmas Mouse, and all his woodland pals, for a fun and free activity trail around Rozelle House museum and gallery. Will you help, by finding all the miniature houses hidden around the museum, so that Tam can send his Christmas invites? There will also be some self-led Christmas themed crafts available in our garden gallery for all to enjoy!



THE MCKECHNIE INSTITUTE

Dalrymple Street, Girvan, KA26 9AE

Tuesday, Thursday & Friday: 1pm - 4pm,
Wednesday: 1.30pm - 4.30pm,
Saturday: 10am - 4pm

'Our Freedom Now' exhibition at The McKechnie Institute Saturday 22nd November 2025 - Saturday 17th January 2026

This exhibition is the result of a UK-wide project led by Future Arts Centres, reflecting on what Freedom means 80 years after the end of World War 2. Following a series of workshops, it features visual, written, and recorded responses to the question 'What does freedom mean to you?'. We're also excited to announce it will include a brand-new piece of music led by Simon Lamb, performed and composed by Primary 6-7 pupils from Sacred Heart Primary School, and informed by collaboration with The Girvan & District Great War Project.

Victorian Christmas Trail at The McKechnie Institute Saturday 29th November 2025 - Tuesday 31st December 2025

This Christmas at the McKechnie Institute come and join in on a fun and free activity trail featuring handcrafted miniature Victorian buildings related to the History of Girvan and the locally renowned McKechnie Brothers. This trail involves finding all the miniature houses hidden around the museum; fun for all the family this winter.

Why not also try some of our free self-led Christmas themed crafts available in our engagement space, available during opening hours!

Thinking About New Years Resolutions?

Why don't you try volunteering?

It provides you the chance to make new friends and gain experience while also helping out in your local community!

Start making a difference today by going to volunteer.scot to find a volunteer role to suit you and give back in 2026!

If you are between 11-25, sign-up to The Saltire Awards at saltireawards.scot and get recognised for your volunteering hours!

If you need any assistance finding an opportunity, VASA is here to help:

email volunteer@vasa.scot or phone [01292 432661](tel:01292432661)



Happy New Year



Identifying & Preventing **DAMP & CONDENSATION** *within your home*

When damp and condensation mould are in our homes, we usually see a damp, brown stain or condensation and black mould. Moisture naturally builds in our homes from our daily activities such as breathing, sweating, cooking, washing and drying clothes, showering and taking a bath.

Condensation is caused when warm moist air meets cold surfaces. It happens mainly in winter when the building is cold and windows are not open as much. Reducing the moisture content in the air can help prevent condensation.

We have produced a handy guide for tenants to assist with Identifying and Preventing Damp & Condensation within your home. Covering the following areas:

- *What is condensation and what can cause condensation?*
- *How to get rid of mould*
- *What can cause dampness?*
- *How you can prevent dampness*
- *How to let us know of any issues of dampness*

It's important to identify condensation and dampness and try to treat the issue as early as possible.

A number of properties have a Positive Input Ventilation System in place. These systems assist to reduce condensation and mould by introducing fresh, filtered air into the home, pushing out moist stagnant air. A maintenance programme is in place to ensure these systems are operating safely and efficiently. We will notify you in writing when this compliance check is due to take place at your property. If the appointment is not suitable, please be sure to re-arrange to a time you will be able to allow access.



You can find our handy guide on our website at <https://www.south-ayrshire.gov.uk/article/27511/Housing-documents-and-forms> or by scanning the QR Code.



If you have any concerns in respect of dampness or condensation issues within your Council home, please contact **South Ayrshire Council Property Maintenance Services** on **0300 123 0900** to arrange for a suitable assessment of your home environment to be promptly undertaken.

NewBuild Updates

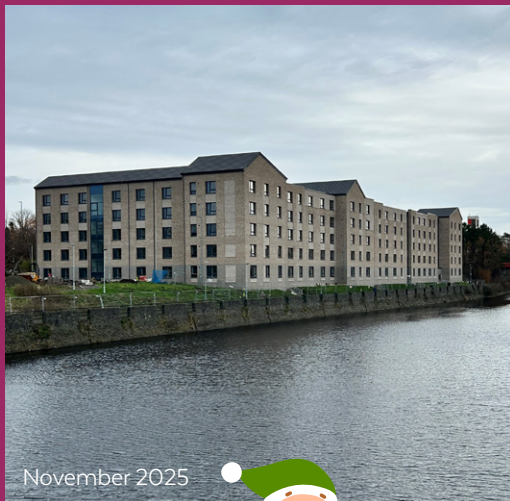
Riverside Place Ayr

The final works on the first phase of the Riverside Place, Ayr development is nearing completion with tenants expected to move into the new properties in February 2026.

The final completion of the properties was on hold during the demolition of the last remaining tower block which took place during October and November 2025.

Currently under construction are 40 one-bedroom flats, 30 two-bedroom flats, and 5 wheelchair user flats (made up of 1 one-bedroom flat and 4 two-bedroom flats).

As part of a previous consultation, a number of former residents of the riverside tower blocks expressed an interest in returning to Riverside Place on completion of the new build development. The Housing Service has been in contact with those tenants to find out if they want to move back to the site.



November 2025



Your community information service

Freephone: **0800 432 0510**

Lines open Monday to Friday 9am - 5pm

Visit us in Ayr:

53 Sandgate, Ayr, KA7 18A

Open Monday to Friday 9am-12.30pm & 1pm-4pm

Visit us 24/7 at:

www.connectsouthayrshire.org

Whatever you are looking for in South Ayrshire, the Connect South Ayrshire team are here to help find you an answer.

- ▶ Public Services
- ▶ Advice and support
- ▶ Groups and activities
- ▶ Volunteering
- ▶ Crisis numbers
- ▶ Digital support
- ▶ Free hearing aid batteries

Start Well Live Well Age Well

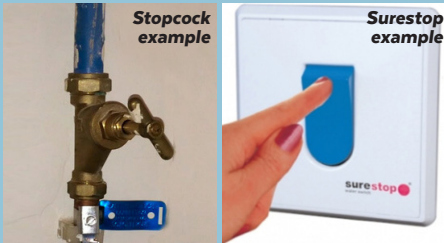
Winter Safety In & Around Your Home

During the winter months, we all try to keep ourselves warm at home. However, it's essential that we make sure our homes are healthy, safe and protected. Follow our top tips to ensure you remember this winter for all the right reasons.

PREVENTING BURST PIPES

Burst pipes can cause significant and costly damage to your home and possessions. To avoid this:

- Check your water stopcock or surestop switch is working – and make sure you know where your stopcock or surestart switch is located.



- Keep your home warm whenever possible, even when it is unoccupied.
- Make sure there are no draughts from outside, especially near water pipes.
- Keep windows closed in unheated parts of your home.
- Ensure you know where – and how – to switch off your electricity, gas and heating safely.

HEAT YOUR HOME SAFELY

We check the safety of your gas appliances every year, but if you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, call the free National Gas emergency line immediately on 0800 111 999.

If you use a portable heater to boost the heat in your home, make sure you keep it clean and well maintained. If you have stored the heater away over the Spring and Summer months, make sure you thoroughly clean off any dust before use.

To keep yourself and your family safe, we also recommend you have a carbon monoxide detector in your home.

If your electricity is out in your area, call 105 for emergency services

STAY UPDATED ON WEATHER FORECASTS

During the winter months we advise you to keep updated on the weather forecasts. You can do this by watching the local news, listening to local radio broadcasts, reading the newspaper or online.

The Met Office has a handy mobile application that is free to download. The app provides detailed weather forecasts and severe weather warnings for the United Kingdom.

To find out more or download the application, visit your device's app store or visit www.metoffice.gov.uk

Please test Fire Alarms, Carbon Monoxide Detectors or Heat detectors on a regular basis

To find out the locations of these items or report emergencies to the Council call 0300 123 0900



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 31st March 2026.



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

PREVIOUS EDITION:

Ernie enjoyed his visit to check out the skate park in Maybole even though it was a rainy day!

Well done to Helen Smith from Prestwick who was the lucky winner of the Summer 2025 edition, correctly guessing that Ernie was visiting the skate park in Maybole.

Where's Ernie? Entry Form

Can you guess where Ernie has been visiting?

- A. Girvan Train Station
- B. Prestwick Train Station
- C. Maybole Train Station

Name:

Address:

Town:..... Tel:



Freepost Plus RUHE-GUAT-BLHB
Housing Policy & Strategy Team
South Ayrshire Council
County Buildings
Wellington Square
Ayr
KA7 1DR

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