

Tenants Newsletter

The newsletter for Council
tenants in South Ayrshire
Winter 2024



*Our Newsletter
is changing...*

Instead of receiving the
newsletter three times a year
you will receive it twice a year.
So, look for the next edition
in Summer 2025!

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

 **South Ayrshire Council
Housing Services**

THE MOST
Magical
TIME OF THE YEAR

..... *INSIDE THIS ISSUE*

**POWER OF
ATTORNEY**

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WELFARE FUND**

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CORNER**

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Useful Contacts

South Ayrshire Council
Customer Services
0300 123 0900

Environmental Health
01292 618222

Trading Standards
0300 123 0900

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

Waste Enquires &
Special Uplifts
0300 123 0900

Scottish Water
0800 077 8778

Scottish Power (Emergency)
0800 092 9290

GAS (Emergency)
0800 111 999

Police
101 (Non Emergency)
999 (Emergency)

Power Cut
105

NHS 24
111

Emergency Homeless
0808 100 3151
(Out of Hours)

Ayr Hospital
01292 610 555

Girvan Community Hospital
01465 712 571

Crosshouse Hospital
01563 521 133

INFORMATION & ADVICE HUB

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

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

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

BE A COVER STAR!

For your chance to design the front cover of our next edition and be in with the chance of winning a £25 Scotland Loves Local gift voucher, simply take a photo of your seasonal themed drawing and send it to **tp@south-ayrshire.gov.uk** no later than **30th April 2025.**

WINNER WINNER!

AUTUMN 2024 EDITION WINNERS

Well done to **Kerrie Gollogly** from Ayr who was the winner of the 'Where's Ernie' competition!

And well done to **Alexander Currie** from Maybole who was the lucky winner of the Kids Corner 'Spot the Difference' Competition.

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

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے ابھریے 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 ਛੱਪ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿੱਚ 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 formie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

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

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

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.

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:

Wednesday 25th & Thursday 26th December: **CLOSED**

Friday 27th December: **9:00am - 4:00pm**

Monday 30th & Tuesday 31st December: **9:00am - 4.45pm**

Wednesday 1st & Thursday 2nd January 2025: **CLOSED**

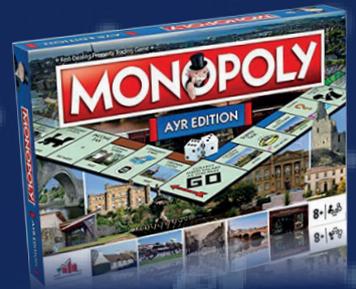
Friday 3rd January 2025: **9.00am - 4.00pm**

**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.

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 30th April 2025.



Name:
Address:
Town:
Telephone:

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Award Winning COMMUNITIES FUN DAY

Saturday 17th May 2025

Riverside Sports Arena & Ayr Academy, University Avenue, Ayr

Our Award-Winning Communities Fun Day will take place on Saturday 17th May 2025. Sign up to our mailing list to be notified when tickets are able to be reserved. You don't want to miss one of the best free days out in South Ayrshire. Scan the QR Code or visit <https://forms.office.com/e/41bL93wpK4>



Vehicle Display



Fun Day Climbing Wall



Fun Day Train Ride



Lunch Hall



Inflatable Zone



ARE YOU STRUGGLING TO MEET YOUR COUNCIL HOUSE RENT PAYMENTS?

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

**Discretionary
Housing
Payments**

**Scottish
Welfare
Fund**

**Maximise
Your
Income**

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

**Rent Debt
Repayment
Plan**

**Budgeting
Advice**

**Debt
Advice**

Contact us on 0300 123 0900 and select Option 2 then Option 1 and ask for Housing and then select option 2.

HomeSwapper®

Are you thinking about a Mutual Exchange?

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

To ensure you are prepared for moving, you should consider the following before taking the next step towards a mutual exchange:

- What are you looking to achieve through a mutual exchange? (Change in property size, location, proximity to schools, further education establishments, employment, family / friends / supports, social activities, shops, travel links)
- How will you manage and fund the costs of moving home (removal and decorating costs)?
- Have you considered any increase in living costs such as rent charge, council tax, fuel costs, travel costs?
- A mutual exchange may not be progressed if you have tenancy related debt: outstanding rent arrears, former tenant arrears, court expenses or rechargeable repairs
- Is your home and garden in a good condition?
- Have you reported all outstanding repairs issues within your current home?

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

Our Officers can provide advice and guidance to ensure the best chance of an exchange for you. Call 0300 123 0900 or email: HousingOptionsTeam@south-ayrshire.gov.uk

How to register with HomeSwapper

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

Our informative leaflet can be found here: https://www.south-ayrshire.gov.uk/media/11291/SAC-Mutual-Exchange-leaflet/pdf/49405_SAC_Mutual_Exchange_ONLINE_LEAFLET.pdf?m=1715795514547 or scan the QR Code here:



New to HomeSwapper?

To help you get started with HomeSwapper, we're hosting a workshop for tenants in partnership with Ayrshire Housing.

The interactive workshop will guide you through creating a profile, searching for swaps, building your profile, and tips on how to get the best out of HomeSwapper. Our team will be on hand to answer any questions and provide one-on-one assistance.

Workshop information will be available soon.

Don't miss out on this opportunity to help find your ideal swap.

Looking for help or have questions about a mutual exchange?

To discuss your eligibility for mutual exchange, please contact our Housing Options Team using the contact information provided on page 6.



Ayrshire housing

Ayrshire Housing (Registered Social Landlord) have also joined HomeSwapper which means there could be more properties that match what you are looking for in a move.



HOUSING SERVICES NEWS

Rent Non - Charging Fortnight 2024

Remember there is a non-charging rental fortnight from Thursday 12th December 2024 until Wednesday 25th 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.

Contact us on 0300 123 0900 and select Option 2 then Option 1 and ask for Housing and then select option 2.

Performance Edition 2023/24

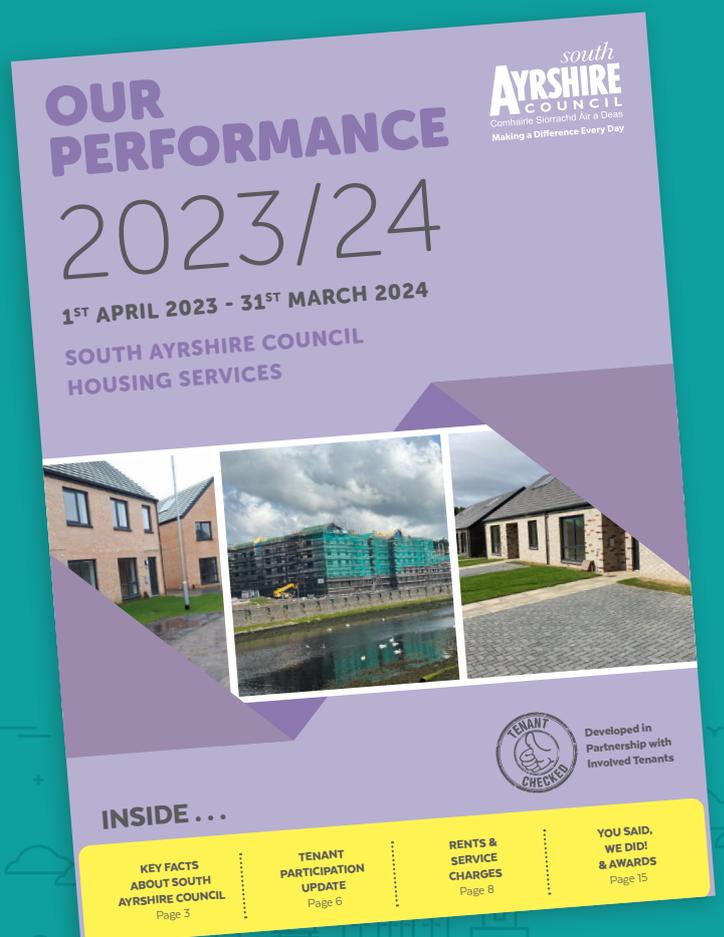
Available now is our Performance Edition 2023/24. The edition provides information on how we have performed as a landlord from 1st April 2023 to the 31st March 2024.

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, visit <https://forms.office.com/e/fYcY9n4vBw>, scan the QR Code below, or call our Tenant Participation Team on 01292 612968.

You can view the current and previous Our



Performance Edition's of the newsletter online at www.south-ayrshire.gov.uk/article/27513/Housing-performance



Tenant Participation (TP) Update

Scrutiny Training

A number of Involved Tenants took part in the refresher Tenant Scrutiny Training that took place over two days in October. This training provided the Involved Tenants with the knowledge and understanding of how to evaluate Council services using the information provided from tenant satisfaction surveys such as the repairs survey returns.

Housing Online Project

Involved Tenants have been helping to test the forthcoming Housing online system. They have been working with staff to make sure the processes are easy to understand and follow for tenants and customers.

The project will see the introduction of more accessible online functions for tenants and those applying for housing and will also help to reduce time spent by officers processing information.

As part of the new system, you will be able to apply online for housing, check your rent records and make payments, and provide us with supporting documents electronically along with some other features. Every household will receive more information and instructions on how to sign up for the new system once it is ready to go live in 2025.

During the testing session tenants were able to input requests into the system, which allowed staff to test the background environment and behind the scenes processes.

Tenants Monitoring Group

At the recent meeting of the Tenants Monitoring Group, Involved Tenants were provided with an overview of the processes and procedures that our Anti-Social Behaviour Team follow when investigating reports. The group regularly receives overviews of different areas of the service, providing Involved Tenants with

a greater understanding of internal processes and procedures throughout the service area.

The group were also recently involved in approving our Annual Assurance Statement for 2024 that is required by the Scottish Housing Regulator.

Tenant Participation Strategy 2025 - 2030

A working group including involved tenants and our Tenant Participation Team are currently working on updating and refreshing our Tenant Participation Strategy for 2025 - 2030. Early in 2025 we will be carrying out a consultation with tenants from across South Ayrshire on the draft updated strategy before it is submitted to the Council's Leadership Panel for consideration. If you would like to be included in the upcoming consultation, please visit <https://forms.office.com/e/i8Mnz84hB2> or call our team on 01292 612968 to be added to the consultation list.



POWER OF ATTORNEY

In Scotland each year thousands of people will lose capacity to make decisions, whether due to a Stroke, Dementia, other progressive condition or accident.



A power of attorney allows you to nominate a trusted person to support you with financial and welfare decision making if you are no longer able to make these decisions.



If you would like support around decision making, or more advice and information contact 01292 293822 or you can email POAStatutoryMHOTeam@south-ayrshire.gov.uk

In South Ayrshire we are keen to encourage residents to plan for the future, A Power of Attorney can be an important part of this future planning. The Health & Social Care Partnership has a POA service available to encourage South Ayrshire residents to consider putting a POA in place.



SCAN



mypowerofattorney.org.uk



south ayrshire
health & social care
partnership

POWER OF ATTORNEY

What is it?:



A power of attorney is a legal document that allows someone to make decisions on your behalf if you become unable to do so and to support you to manage your finances.



Why do I need it?

Having a Power of Attorney can give you peace of mind as you know you have the support of a trusted person to make decisions when you are unable to.

When do I need it?



It is never too early to put a Power of Attorney in place, illness or accidents can happen to any of us. Future planning can reduce stress and worry for you and your family.



If you would like more information or for a list of local solicitors please contact

01292 293822



The Scottish Welfare Fund



Scottish Government
Riaghaltas na h-Alba

A discretionary fund that may be able to help. Are you or your family in a crisis?

Are you at risk when setting up or staying in your own home?

Help may be available from the Scottish Welfare Fund

Respect for, and dignity of, applicants for assistance

Under the Scottish Welfare Fund, two types of grant are available through local councils. They can help people who are on a low income and are having difficulty because of an exceptional situation or in meeting one-off expenses.

- **Crisis Grants may be provided to qualifying individuals who are facing a disaster or emergency situation, and where there is an immediate threat to the health or safety of that individual or their family.**

- **Community Care Grants may be provided where a qualifying individual needs help to establish or maintain a settled home. For example, individuals who are leaving prison, hospital, residential care, or another institution, or those who are homeless or otherwise living an unsettled way of life.**

If you are a professional representing a client or service user in need, you can apply to the Scottish Welfare Fund on their behalf with their consent.

How can a Crisis Grant help you?

If you're facing a crisis at home such as a fire or flood, or in an emergency situation such as running out of food, a Crisis Grant could help.

Crisis grants can be made in a variety of ways, such as financial help to buy food or pay for heating, or items such as a cooker or furniture following a disaster.



How can a Community Care Grant help you?

If you're about to leave care to live on your own in the community such as after being in hospital or prison, or face going into care because you don't have the things you need to continue living at home or have been homeless, or living an unsettled life and need help to start a settled home, a Community Care Grant could help.

A Community Care Grant may also be able to help if you're struggling to provide a safe and secure home for your family. For example, you might need help to get essential household items such as a cooker or washing machine.

Community Care Grants are normally provided in the form of goods, for example:

- cookers
- beds
- furniture

Other Sources of help

The Scottish Government has released the following website which provides helpful information and support for those who are struggling in the current cost crisis. The website also details all of the benefits you may be entitled to: <https://costofliving.campaign.gov.scot>

Citizens Advice Scotland also provide support and advice on things like debt and money, housing and tenancy, law and courts, and benefits. You can call Scotland's Citizen's Advice Helpline for free on 0800 028 1456, and find your local Citizens Advice Bureau here: www.cas.org.uk/bureaux?postcode

The Scottish Government also supports the Money Talk Team, delivered by the Citizens Advice Scotland network. The Money Talk Team can support an individual / family to maximise their household income by ensuring they are not paying more for essential goods and services than they need to and that they are getting all the benefits, grants and exemptions (council tax, energy) they are entitled to. They can also access impartial debt and money advice. More information is available at: www.moneytalkteam.org.uk/

Your Local Authority should also be able to refer you to other relevant organisations that are local to your area, who may also be able to provide additional assistance.

The Department for Work and Pensions may be able to offer an Advance or Hardship Payment.

The Scottish Welfare Fund Support for those in urgent need

A number of benefits have transferred over to Social Security Scotland. This includes benefits for people on low incomes, disabled people, carers, young people entering the workplace and help for people to heat their homes.

You can find out more and on how to apply at: <https://www.mygov.scot/organisations/social-security-scotland>



How to apply

You can apply online at: www.south-ayrshire.gov.uk/scottish-welfare-fund

If you are unable to make a **Crisis Grant application** online, please call 0300 123 0900.

An application for **Community Care Grant** must be made online.



You can contact your local council about applying for a Crisis Grant or Community Care Grant by visiting www.south-ayrshire.gov.uk/scottish-welfare-fund

The Scottish Welfare Fund
Delivered by local councils in partnership with the Scottish Government

Congratulations!

YOUR CHOICE LETTINGS & PROPERTY MANAGEMENT

The winners of the Chartered Institute of Housing's (CIH) Scotland Housing Awards have been announced at a special ceremony on Friday 8 November 2024.

The Council's **'Your Choice Lettings and Property Management'** scooped up the prestigious award for **'Excellence in the Private Rented Sector'**. Our Housing Policy and Strategy Team are delighted to be recognised for their hard work and innovation within the private rented sector.

8 November 2024

DoubleTree by Hilton Glasgow Central

**SCOTLAND
HOUSING
AWARDS 2024**

EXCELLENCE IN THE PRIVATE RENTED SECTOR

SPONSORED BY:



**SAFE
DEPOSITS
SCOTLAND**

WINNER



The Scotland Housing Awards recognise the remarkable teams and dedicated professionals who demonstrate a real commitment to the housing sector, delivering vital services and support to communities throughout the nation.

All 102 shortlisted entries for the Scotland Housing Awards have been included in CIH 2024 Good Practice Compendium – a vital guide to the very latest in good practice. Bringing together inspiration, ideas, and innovation, the Good Practice Compendium

helps professionals and tenants across the sector work together to create a future where everyone has a place to call home.

Established in 2021, the Your Choice Lettings and Property Management service matches private landlords and tenants. The service operates in a similar way to a commercial lettings agency, but with a focus on providing security, quality and affordability.

For more information on Your Choice Letting and Property Management please visit: www.south-ayrshire.gov.uk/your-choice-lettings



SHELTERED HOUSING NEWS

SANDHILL GARDENS, TROON

The residents from Sandhill were treated to an array of activities including face yoga, a wellness spa day, and exercise bingo. Service users were also taught how to use Vinted with Holly from VASA.



Face Yoga



Wellness spa day



Exercise Bingo



Service users learning how to use Vinted with Holly from VASA

ST MEDDANS, TROON

St Meddan's was lucky enough to have the Angela Higney Jazz Quartet perform for them in August. Michael Connelly, St Meddan's resident stand up comedian, did a five minute set warming up the crowd before Angela and the band got all our toes tapping. A wonderful day a big thank you to the Quartet, we hope you'll return soon!



A bit of stand up to warm up the crowd



Angela Higney Jazz Quartet entertaining crowds



St Meddans resident enjoying the performance



St Meddans resident stand up Michael Connelly



Angela Higney Jazz Quartet



Residents even dancing along!

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

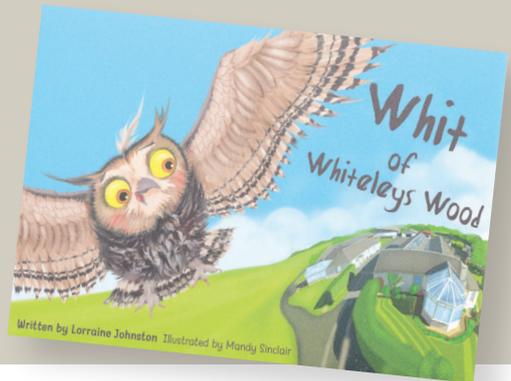


KIDS CORNER

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



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 30th April 2025

Name _____

Address _____

Town _____

Postcode _____

Tel No _____





CHRISTMAS WORDSEARCH

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

CANDY CANE

JINGLE

CAROLS

JOY

CHRISTMAS

SANTA

REINDEER

ELF

STOCKINGS

MERRY

PRESENTS

TREE



MUSEUMS & GALLERIES

We've got some exciting exhibitions coming up across South Ayrshire this autumn and winter.

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

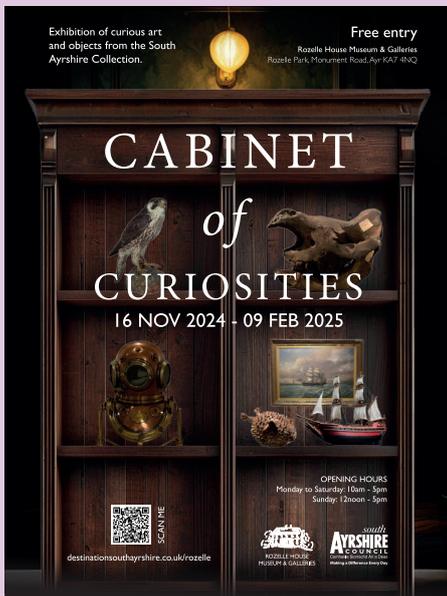
Opening Hours: Monday to Saturday: 10am - 5pm

Sunday: 12noon - 5pm

CABINET OF CURIOSITIES

16 November

- 09 February 2025



TINY TAM CHRISTMAS TRAIL AT ROZELLE HOUSE

16 November

- 05 January 2025

This Christmas, come along to Rozelle House for our amazing, new and free Tiny Tam trail (all ages), get a selfie on our new Sleigh, and feel all festive with our new Christmas decorations!

The **MCKECHNIE INSTITUTE** in Girvan will be temporarily closed to allow for essential access improvements work. We look forward to welcoming you back once the work is complete.

COME ALONG TO ROZELLE HOUSE MUSEUM AND GALLERIES TO EXPLORE YOUR CREATIVE SIDE IN OUR NEW ENGAGEMENT SPACE, OPEN TO ALL AGES.

With self-led art activities like lino printing, air dry clay, Lego, giant Jenga, or why not relax in a comfy chair while reading our selection of historic and art books.

For those seeking inspiration outdoors, we offer the opportunity to borrow a sketching bag and embark on a leisurely stroll through the picturesque estate. Discover the perfect spot amidst the scenic parklands, settle in, and capture the beauty of nature on paper with your own sketches.

No need to book in advance, just turn up!

THE HERITAGE HUB

1-3 High Street, Ayr KA7 1LU

Opening Hours:

Tuesday to Friday:

12.30pm - 4pm

Saturday: 10am - 3pm

SOMERSET ROAD TO MEMORY LANE

31 October 2024

- 31 January 2025

A small display of Ayr United history, Charity Cup, photographs original documents and memorabilia.



ENTRY IS FREE



MULTI SKILLING

Skills shortages, employee productivity, access to appropriate training and attracting new employees into local authority all present critical challenges to our services. One solution that could positively address all these challenges is the enhanced development and wider use of multiskilling.

Multiskilled operatives may have a primary single trade in which they are highly proficient and fully qualified but may also have additional skills so they could be assigned tasks along with their traditional trade descriptions.

Our Property Maintenance team are now starting to look at this way of working and have already spoken to several stakeholders, including Involved Tenants and Unions, on how this would work in the department, new job descriptions have been created along with a matrix on how this will work and all the training requirements of this project.

We do have several stakeholders still to discuss this with and we are hoping to have this carried out shortly after which a paper would be prepared for cabinet approval.



Sensory Team

Supporting anyone who is Deaf or affected by hearing and/or sight loss throughout South Ayrshire.

Come and meet one of the team who can provide information and advice in relation to hearing and/or sight loss at the following places

Maybole Library

second Monday of the month 1.30-2.30pm

Girvan Community Hospital

second Monday of the month 3-4pm

Ayr – Book n Bun, Newmarket Street

first Thursday of the month 1-3pm

Prestwick – 65 Club, Main Street

third Wednesday of the month 10-11am

Troon Library

third Wednesday of the month 12-1pm



south ayrshire
health & social care
partnership

New Build Updates

Riverside Place, Ayr

Progress on site is continuing at a fast pace. Intended completion of the project looks set for September

2025. Once completed the development will feature 43, one bedroom properties and 32, two bedroom properties at the site; five of the homes will be fully accessible for wheelchair users.



Riverside Place, Ayr

Former Mainholm Academy Site, Ayr

A number of handovers of completed units including 1, 2, 3, 4 and 6 bedroom properties have taken place over the last couple of months. The site looks set for completion in the early part of 2025 with only a small number of properties remaining to be completed out of the 160 properties as part of this project.



Mainholm, Ayr

St Ninians, Prestwick

There are 42 units on site at the former St Ninians Primary School site with several units at their final construction phase. A central green will be formed to provide much needed open space in the local area. The first completions will be ready for handover in the first few months of 2025.

The site consists of 2, 3 and 4 bed family houses, 2 bed cottage flats and within the mix 6 wheelchair accessible units, (which include 2 x 2 bedroom bungalows and 4 x 3 bedroom properties).



St Ninians, Prestwick



THE GRAIN EXCHANGE & CUTTY-SARK CENTRE



The Cutty-Sark Centre

The Gaiety Creative Learning presents 'Ivor the Inventor Elf' throughout December! A fantastic show to keep little ones entertained this festive season at The Cutty Sark Centre.

Dates: Saturday 7, 14, 21 and Sunday 18, 15 and 22 December

Times: 12pm and 2pm

Tickets: £7 available from [www.thegaiety.co.uk](https://thegaiety.co.uk/events/ivor-the-inventor-elf-presented-by-gaiety-creative-learning/)

The Grain Exchange

Christmas returns to the Grain Exchange with festive markets to find that special unique hand-made gift from local makers and creators!

Dates: Saturday 7 - Sunday 22 December

THE GAIETY
CREATIVE LEARNING PRESENTS
TEL 01292 288 235
www.thegaiety.co.uk

IVOR THE INVENTOR ELF!

SCAN ME

Tickets: £7.00

THE CUTTY SARK CENTRE	SAT 7 DEC	SUN 8 DEC	12:00 PM 2:00 PM
	SAT 14 DEC	SUN 15 DEC	
	SAT 21 DEC	SUN 22 DEC	



Opening hours for both venues:

Monday:
Closed
Tuesday - Friday:
12.30pm - 4pm
Saturday - Sunday:
10.30am - 4.30pm
Unless otherwise stated.

Where to find us:

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

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

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

- @thegrainexchange
- @thegrainexchangeayr
- @grain_exchange
- thegrainexchange.co.uk/
- [destinationsouthayrshire.co.uk/cutty-sark-centre/](https://www.destinationsouthayrshire.co.uk/cutty-sark-centre/)



WHERE'S ERNIE?

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

HOW TO ENTER THE COMPETITION:

Postal - Use the cut out entry form, attach the Freepost label to an envelope and pop in the postbox.

E-mail - tp@south-ayrshire.gov.uk - Take a picture of the entry form and email it to us.

Online - Visit www.south-ayrshire.gov.uk/tenant-participation and complete the online entry form.

All entries should be received no later than 30th April 2025.



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

PREVIOUS EDITION:

Congratulations to all who guessed that Ernie was visiting Girvan Harbour.

Ernie being half Newfoundland almost couldn't resist the urge to cannon ball in.

Luckily enough, he walked along the beach to the Harbour so was happy he got to swim in the freezing sea!

Where's Ernie? Entry Form

Can you guess where Ernie has been visiting?

- A. Culzean Castle
- B. Greenan Castle
- C. Dundonald Castle

Name:

Address:

Town:..... Tel:



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



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