

TENANT NEWS

01 | Christmas Catch-Up!



Each year in December we invite the members of our Tenant Focus Group along to our office for festive tea and home bakes to thank them for all their input throughout the year.

We appreciate the time our focus group members give up in order to help make decisions which affect all tenants.

It is so important to our organisation to get feedback and engagement from our tenants so that we can provide the best possible service to all our customers.

If you wish to join our Tenant Focus Group or receive further information, please contact Estelle by emailing estelle@hjaltland.org or phone **01595 694986**.



CHRISTMAS OPENING HOURS

DECEMBER

Tuesday 23rd 9am-5pm
Wednesday 24th **CLOSED**
Thursday 25th **CLOSED**
Friday 26th **CLOSED**
Monday 29th **CLOSED**
Tuesday 30th **CLOSED**
Wednesday 31st **CLOSED**

JANUARY

Thursday 1st **CLOSED**
Friday 2nd **CLOSED**
Monday 5th 9am-5pm

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02 | Christmas Office Closure Arrangements

Our office will close for the festive period at 5.00pm on Tuesday 23rd December 2025 and will re-open as normal at 9.00 am on Monday 5th January 2026.

If during this time you have an emergency repair please contact our out of hours repairs service **01595 692387**.

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An emergency arises where there is danger to life or limb or serious damage to property. We aim to undertake emergency repairs within 6 hours and the following are emergencies:

- ✓ A failure in the mains electrical supply, other than a power cut
- ✓ A dangerous electrical fault
- ✓ A burst water pipe or water tank
- ✓ A blocked drain, if there is serious leakage
- ✓ A blocked or totally unusable WC
- ✓ A property that is insecure, with a broken window or a damaged door, following an event such as a break-in or possibly storm damage
- ✓ A tenant is locked in or locked out if the person is elderly, disabled, has other special needs or has children in the household

The Association will also complete the following repairs, although these will not be prioritised to be completed within 6 hours of being reported.

- ✓ A non-vulnerable tenant who is locked out of their home
- ✓ A containable leak from the heating or hot water system
- ✓ No heating or hot water

Please remember that it is important to ensure that you cover your rent during this time. For those of you who pay by direct debit we will take the monthly payment on the 5th January so it is important that you ensure there are funds in your account.

There are a lot of demands on our money at this time but please ensure that you leave enough to pay your rent.

03 | Dolly Parton's Imagination Library

We joined up with Dolly Parton's Imagination Library in August 2020 to offer under 5's who live in Hjaltland properties free books every month until their 5th birthday.

We were delighted to sign up our 100th recipient back in October. Alina Halcrow will receive a book every month until her 5th birthday.

Do you have a child under 5 and haven't yet signed up for your free books? If so, please contact us at the office on **01595 694986** for an application form. It's quick and easy to do and your child will receive a brand new book delivered every month until they turn 5. *What are you waiting for?*

Alina with her big brother and sister Oscar and Freya who have also been receiving a free book every month.



04 | 2026 Management Committee Dates

Hjaltland Management Committee will meet monthly on the following dates:

- | | |
|-----------------|--------------------|
| ◆ 19th February | ◆ 27th August |
| ◆ 26th March | – AGM is same date |
| ◆ 28th May | ◆ 29th October |
| ◆ 20th June | ◆ 17th December |

Become a member of Hjaltland. This entitles you to vote at the AGM (Annual General Meeting). This also means that you can be voted onto the Committee or you can nominate someone to become a Committee member.

If you are interested, all you need to do is complete a form and pay £1. The forms are available at our office or on our website www.hjaltland.org under the 'get involved' section.



The Association would like to take this opportunity to wish all tenants a very

Merry Christmas & a Happy New Year

05 | Communal Space Zero Tolerance

Items stored in communal areas may present a hazard as they could prevent people from leaving the building safely in the event of a fire. This is why we have a zero-tolerance approach to items left in communal areas.

Communal areas include stairways, landings, hallways, and any other spaces that you share with other tenants. They also include service or meter cupboards in your building.



These items are not permitted within communal space:

- ✗ Bicycles including E-Bike & E-Scooters
- ✗ Prams / Buggies
- ✗ Mobility Scooters
- ✗ Plants
- ✗ Floor Coverings
- ✗ Furniture
- ✗ Shoes or Clothing
- ✗ Waste
- ✗ Gas Cylinders
- ✗ Other Household Items

Note: This list is not exhaustive.

If you wish to report items, contact us
01595 694986

06 | Communal Parking



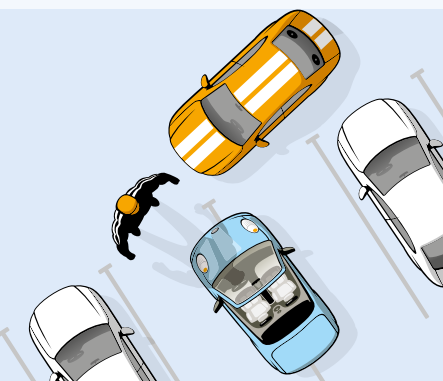
We kindly ask tenants and their visitors to be respectful when using the communal car parks in their housing schemes, especially during the festive season when friends and family may be visiting more.

We understand that people can become used to having a particular car space, however, we remind tenants and their visitors that there are no designated car spaces in communal car parking areas.

We have been advised on situations where spaces have been treated as reserved, or where cars have been parked in a way that inconveniences others.

To help keep things running smoothly for all residents, please:

- ✓ **Avoid being territorial** about individual spaces, as none are designated.
- ✓ **Be mindful and courteous** in interactions with other car park users.
- ✓ **Park considerately**, ensuring you are within the lines and not blocking other vehicles or access routes.



Your cooperation helps maintain a safe and respectful environment for everyone.

Thank you for your understanding and for being considerate neighbours.

07 | New Face at Hjaltland

We are delighted to welcome Maurice Williamson to our team.

Maurice joined us back in September as our new Maintenance and Estate Technician so you may see him out and about, carrying out work on our properties and schemes.

Maurice has vast experience in the building industry having worked as a time served joiner throughout the Isles for over 10 years.





08 | Satisfaction Survey

We would like to say a massive thank-you to all the tenants who took the time to respond to our recent satisfaction survey.

In total, we heard the views and opinions from 355 tenants – this information is really important in us understanding not only what we do well, but also areas where tenants think we can improve. As part of our 50th Anniversary celebrations, we held a prize-draw for all those who took part, with 10 lucky tenants receiving a £50 gift voucher for a local shop of their choice. A full breakdown of the results can be found in the 'News' section of our website.

Cheryl Stewart was one of the lucky winners and chose her voucher to come from the Scalloway Meat Company.



09 | Rent Consultation

We would ask all tenants to keep an eye out for our rent consultation exercise, which will take place towards the end of January 2026.

Everyone will receive an opportunity to comment on what is being proposed as a rent increase from 1st April 2026. If we have a record of your email address on file, you will receive this information electronically. For all other tenants, this will be coming via Royal Mail.

10 | Changes to Lunchtime Opening Hours



Our reception is now closed between 1pm - 2pm every Tuesday and Wednesday.

Please bear this in mind if you are contacting or visiting the office these days. Other weekdays, the reception will be open 9am – 5pm.

Get involved with our Tenant Focus Group



Hjaltland Housing Association understands the importance of customer feedback, both positive and negative, in helping us improve the services we deliver. We are always looking for new members to join our Tenant Focus Group to help review our services, approve our policies and have a genuine voice in our decision making. If you have never done anything like this before, don't worry - this is a friendly, informal group where new ideas and new members are always welcome.

- ◆ You will have an opportunity to expand your existing skills
- ◆ You can decide how much or little time you want to spend helping us
- ◆ You will have guidance from a professional team
- ◆ We will try to make it easy for you to select the services you want to scrutinise

If you would like to find out more about the Tenant Focus Group, please contact the office.