



TENANT NEWS

01 | Tenant-Led Inspections: Making a Difference Together

Our tenant-led inspections of vacant properties are helping to ensure that homes are ready for new residents and meet the high standards our communities deserve.

By taking part, tenants have the opportunity to look at empty properties before they are re-let, providing valuable feedback on the quality of repairs, cleanliness, and overall condition. Your views help us identify what's working well and where improvements can be made, ensuring every new tenant has the best possible start in their new home.

Getting involved is a great way to have your voice heard, influence the services we provide, and make a real difference for current and future residents. No specialist experience is needed—just a willingness to share your observations and work alongside our housing team.

If you've ever wanted to play a more active role in improving our homes and services, we'd love to hear from you.



Tenant focus group member Rebecca Duncan and Housing Officer Anya Cheatle carrying out an inspection recently.

It is a rewarding way to contribute to your community and help shape the standards we all expect.

Together, we can continue to improve our homes and create better experiences for everyone.

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02 | NEW Housing Legislation

There are two new significant pieces of legislation due to be enacted in Scotland in the coming months, which will have an impact on all social housing tenants.

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Domestic Abuse (Protection) (Scotland) Act 2021

This legislation comes into effect as of 1st August 2026 and will provide landlords with a power to take action to evict a tenant or remove their interest in the case of a joint tenancy where a tenant has engaged in domestic abuse. All tenants will receive further information on this before the commencement of the Act. The Association is an active member of the Shetland Violence Against Women, Children and Young People Partnership and is committed to supporting victims of domestic abuse whilst holding perpetrators to account. We are happy to offer advice and support to anyone who may be affected by this and would encourage anyone with concerns to visit www.safersheland.com for more information.



03 | Staneyhill Update

The infrastructure project is progressing well with the handover of the terrace area nearly complete and the road kerbs being installed prior to laying tarmac later in the year.

The main services such as drainage, water, district heating, and telecoms are all being installed up through the site and the planting within the green corridor is almost complete.

The Association recently appointed DITT Construction to commence with the first phase of housing which will see thirty-two new properties built over the next two years.

04 | New Starts!

We are delighted to welcome 2 new faces to the team here at Hjaltland.

Managing damp and mould at home

Investigation and Commencement of Repair (Scotland) Regulations 2026

This legislation places more definitive timescales for landlords taking action to resolve cases of damp and mould. The Association already has in place a very robust procedure for this, with existing practice well within the parameters of the new legislation. Any tenant who has concerns about possible damp in their home should contact our team straight away and we will take this forward accordingly. Please remember advice on damp and mould is available on our website.



**Hjaltland
Leaflet**



**Report Damp
& Mould**



**Damp & Mould
Information**



Annette Stickle joins us at the front desk as our new Housing Administration Assistant. Annette has over 10 years experience in housing having previously worked for the local authority.



Joining us as Health and Safety Assistant is **Julie Craigie** who has worked in administration and finance for the last 30+ years.



05 | Sanblister Place, Virkie - Improvement Works Underway

External improvement works are now underway at Sanblister Place, Virkie.

The project includes the replacement of existing harling/render which will improve the durability and appearance of the properties.

Works started slightly ahead of schedule in early May and are expected to continue throughout the summer. Residents have been kept informed throughout the process, with Hjaltsland staff and contractors working closely with tenants and owners to minimise disruption where possible.

We would like to thank residents for their patience and cooperation while these important improvements are completed.

06 | The Compass Centre

The Compass Centre, previously known as Shetland Rape Crisis, recently celebrated its tenth anniversary, having been established back in February 2016. The service provides free, inclusive and confidential support and information to anyone (13+), of any gender, in Shetland affected by any form of sexual violence.

"We can support you after a recent incident or if you experienced sexual violence in the past, whether as an adult or as a child. The Compass Centre is a safe, comfortable space where you can be you."

This includes survivors, as well as family, friends and supporters. Support is readily available by phoning **01595 747 174** or **www.compasscentre.org**



www.hjaltsland.org.uk

07 | Ongoing Planned Maintenance

The Planned Maintenance team have been very busy over the 2025/26 financial year, with the Association investing over £1.5million in maintaining our properties & upgrading our older stock over the period. Some of the projects completed over the year include:

- ✓ Replacing rotten "Sullom Blocks" at our Stucca scheme
- ✓ Retrofitting whole-house insulation at our Thistle Court scheme
- ✓ Replacing kitchens in our Hillock, Glenfarquhar, Quoys Road & Vagaland schemes
- ✓ Full external painting at our Aestbrek, Gremmasgaet, Observatory, Skerpalea & Wista schemes
- ✓ Installing Drimaster ventilation units in our sheltered properties
- ✓ Servicing the heating & ventilation systems at various schemes
- ✓ Carrying out 5-year electrical safety inspections & upgrading consumer units at various schemes



One of the new kitchens at Hillock
THISTLE COURT
INSULATION RETROFIT
*"Much warmer.
Lovely home now."*

One of our Senior Technical Officers, Andy Walterson, inspecting the finish at Stucca



Quotes from tenants
STUCCA BLOCKWORK
"The workmen were fantastic & we're very satisfied with the finished work"

Hjaltsland Housing is dedicated to making our properties & schemes attractive places to live & as energy efficient as we possibly can. With this in mind, we aim to start the following projects over the 2026/27 financial year:

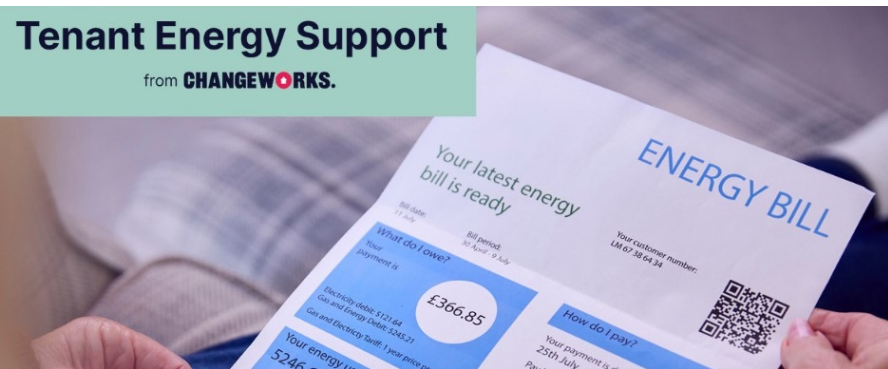
- ◆ Re-harling of the external walls at our Sanblister Place scheme
- ◆ Kitchen replacements at various schemes
- ◆ Full external painting at various schemes
- ◆ Continuation of the retrofitting whole house insulation at Thistle Court
- ◆ Carrying out 5-year electrical safety inspections & upgrading consumer units at various schemes





Tenant Energy Support

from **CHANGWORKS.**



08 | Free Energy Advice and Support for Hjaltland Tenants

Did you know that as a Hjaltland Housing Association tenant, you can access free and independent energy advice through the Changeworks Tenant Energy Service?

Whether you are worried about rising fuel bills, struggling to understand your energy costs, or simply looking for ways to keep your home warmer and reduce energy use, Changeworks can help.

Their experienced energy advisors can provide:

- ✓ Help to reduce energy bills
- ✓ Advice on heating your home efficiently
- ✓ Support with energy debt or billing issues
- ✓ Information about grants and financial support
- ✓ Help understanding smart meters and energy tariffs
- ✓ Practical tips to stay warm and save energy

The service is completely free, confidential and independent.

How to Get Support

You can refer yourself directly to the Changeworks Tenant Energy Service online: www.changeworks.org.uk/tes-advice/

Or speak to an advisor by calling: **Freephone 0800 870 8800**
Monday to Friday, 9am – 5pm

You can also email Changeworks at warmth@changeworks.org.uk, or fill out our form to request a call back.

If you would like support but are unsure where to start, please contact Hjaltland Housing Association and we will be happy to help point you in the right direction.

Keeping your home warm and affordable matters — don't miss out on the free support available to you.

09 | Working Together to Prevent Rats and Other Pests

Keeping refuse bins clean is an important responsibility for all tenants. Overflowing or dirty bins can quickly attract rats, mice, and other vermin, creating health risks for residents and causing unpleasant smells in the surrounding area. By taking a few simple steps, tenants can help keep their homes and neighbourhoods clean and safe.

Tenants should ensure that all rubbish is securely bagged before being placed in the bin. Bin lids should always be kept closed to prevent animals from gaining access to food waste. Regular cleaning of refuse bins also helps remove odours and leftover waste that may attract pests.

When bins are not properly maintained, vermin can spread rapidly throughout a community. Rats and other pests can damage property, contaminate areas with bacteria, and create an unhealthy living environment for everyone. Keeping bins clean and tidy is therefore not only a personal responsibility but also a way of protecting neighbours and the wider community.

Hjaltland have attached fittings to block the gaps at the back of some bin boxes to prevent rats and pests from gaining access.

By working together and taking care of refuse bins, tenants can help prevent pest problems, improve hygiene, and maintain a cleaner and more pleasant environment for all residents.



Hjaltland Housing Association Ltd
6 North Ness Business Park, Lerwick, Shetland, ZE1 0LZ
Telephone 01595 694986 Email mail@hjaltland.org
Out of office hours emergency repairs 01595 692387



INVESTORS IN PEOPLE™
We invest in people Platinum

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