

TENANT NEWS

01 | Appointment for Chief Executive



Our Chief Executive Bryan Leask has been appointed as a Member of the Scottish Fuel Poverty Advisory Panel.

The Panel scrutinises Scottish Ministers' progress towards delivering Scotland's 2040 fuel poverty targets and how effectively its policies and programmes are tackling the four drivers of fuel poverty - poor energy efficiency of the home; low household income; high fuel costs; and how energy is used in the home.

The Panel also helps the Scottish Government work on short, medium and long-term fuel poverty issues and potential solutions, including how support can best be provided to those in, or entering, fuel poverty.

Bryan has a strong and longstanding interest in energy efficiency and fuel poverty, having previously qualified as a Domestic Energy Assessor. He has held a number of influential advisory roles, including as a committee member of Energywatch Scotland, and more recently as a member of several Scottish Government working groups and taskforces, including the Zero Energy Social Housing Taskforce, the Scottish Government's New Build Heat Standard Working Group and Energy Standard Review Working Group.

Bryan also currently serves as Executive Officer/Secretary to the Rural and Islands Housing Association Forum and chairs the Scottish Rural and Islands Fuel Poverty Action Group. Bryan's involvement in these national groups ensure our voice is heard at a strategic and legislation-making level.



02 | Staneyhill update

Work is progressing well on the infrastructure for the Association's Staneyhill development with the majority of rock excavation now complete.

Formation of the road platforms is continuing with connections into the existing Staneyhill and Wista roads being formed.

The planting within the green corridor area is almost complete along with the construction of attenuation ponds and informal footpaths. It is anticipated the first phase of housing along the terrace will commence this spring with completion expected in 2028.

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03 | Reporting noise nuisance - WE NEED EVIDENCE

We all want to live in a quiet, peaceful neighbourhood however there will be times when noise becomes a nuisance from our surroundings and neighbours; this can be from dogs barking excessively to loud music and parties being held within the area.

We encourage tenants to contact us to report this type of behaviour when they are being affected by it. However, it is important that tenants provide us with evidence otherwise we cannot take any action against the perpetrators. Hearsay is not enough.

We recommend using 'The noise app', details of which you can find below, or you can contact us for further information;

The noise app

Report Noise Nuisance.



Users of this app record any noise nuisance in real time when it happens and this is reported directly back to SIC's Anti-Social behaviour department who then collate this evidence.

With regards to complaints, we operate a multi-agency approach where we liaise with the Police and Shetland Island's Councils Environmental Health and Anti-Social Behaviour departments. We can also refer to Relationships Scotland as mediation can be a very effective way for tenants to work through disputes together.

Further advice if you are being affected by noise nuisance can be located at;
Noise - Shetland Islands Council



04 | Rent increase

Following the proposed 5.6% rent increase, rent notification letters were sent out to all tenants at the end of February, with the new rent rates taking effect as of 1st April 2026.

Please remember:

- ✓ If you pay your rent by **Standing Order**, you will need to contact your bank to inform them of the new amount and the date the change is due (1st April).
- ✓ If you receive **Universal Credit**, you must update the housing element in your online portal, but **only after** 1st April 2026.
- ✓ If you are in receipt of **Housing Benefit**, you must inform Shetlands Islands Council as soon as possible.
- ✓ For tenants who pay via **Direct Debit**, you do not need to do anything as we will update the amount automatically.

The feedback we received, from just over 50 tenants, confirms that households continue to wrestle with the cost of living – energy demands in particular, are a source of worry. Our key message is to urge tenants to reach out to us for support, whether this be for advice in relation to energy, heating systems, benefit advice or a repair you have reported that is beyond the completion date. We can't control things like energy costs or threshold entitlements for welfare support payments, but we are here to help and may just have the information you need to make a difference for you and your household.

05 | Planned maintenance and upgrades

2025/2026 was another busy year for the Asset Management team, spending approximately £2M between planned and routine maintenance, upgrading and maintaining its homes throughout Shetland.

PLANNED WORKS FOR THE YEAR:

Kitchen replacements at

- ✓ Hulsidale
- ✓ Grostane
- ✓ Swarthoull
- ✓ 4 Harbour Street Flats

Full external paint works at

- ✓ Stura
- ✓ Arheim
- ✓ Lingaro
- ✓ Vagaland
- ✓ Anderson Buildings
- ✓ Gibblestone Road

Full Electrical Inspections are carried out every 5 years. This year's schemes are;

- ✓ Saand View
- ✓ Norrendal
- ✓ Setters Hill Estate
- ✓ Brough View
- ✓ Houlland Lea
- ✓ Goodlad Crescent
- ✓ Nederdale
- ✓ Cairnfield Road
- ✓ Stocketgaet
- ✓ Quoy's Road
- ✓ Sundhamar
- ✓ Grodians
- ✓ Hill Grind
- ✓ Burnbank
- ✓ Wista
- ✓ Lyndhurst Place
- ✓ Kirkhus
- ✓ Lowries
- ✓ Undirhoull

Works completed this past year include new kitchen installations, energy improvements, electrical safety checks, boiler and ventilation servicing and various painting works.

This coming year we plan to continue the high level of investment in our existing properties with more kitchen renewals, ventilation servicing, as well as the usual painting and electrical inspections and safety checks.

06 | John Hartson Gambling Recovery Workshop

Lerwick Town Hall Thursday 23rd April, 7pm ALL WELCOME, NO TICKET REQUIRED

The John Hartson Gambling Recovery Workshop (JHGRW), is a powerful initiative. This is far more than a workshop—it's an experience that opens eyes, starts vital conversations, and creates a genuine cultural shift around gambling harm.

At the heart of JHGRW is something truly unique: the combination of lived experience, clinical expertise, and raw honesty. Led by former professional footballer John Hartson, alongside Senior Specialist therapist Tony Marini and Sarah Hartson, these sessions bring real stories to life—stories that resonate, educate, and inspire change. Every workshop is grounded in compassion, understanding, and practical support.



Why is JHGRW so impactful?
This isn't theory. This is real life, real recovery, and real transformation.

Lived Experience Meets Clinical Expertise:

Hear powerful, honest accounts from those who have lived through gambling harm and come out the other side—combined with professional insight that helps people truly understand addiction and recovery.

Creating Safe, Open Conversations:

From the moment the session begins, a warm, no-judgement space is created where people feel able to open up, reflect, and engage in conversations that are often avoided—but critically important.

Early Intervention That Saves Lives:

People learn how to recognise the early warning signs in themselves and others, empowering them to act before problems escalate.

Clear Pathways to Support:

Attendees are guided through the support available.

These workshops don't just raise awareness—they actively reduce stigma, strengthen mental health resilience, protect families, and improve financial wellbeing across teams and communities.

A Transformational Experience:

Workshops delivered by the JHGRW team are consistently described as powerful, emotional, and deeply human. The courage shown by participants and speakers alike creates an environment where real change begins. These are the kinds of conversations that protect livelihoods, support families, and quite literally save lives.

07 | How to operate your home

Our technical staff will be happy to make an appointment to explain the features of any such equipment and make sure that you know how to get the very best from the systems we've installed in your home.

If you would like a technical induction, call **01595 694986** now! See below for technical advice on each component or system.



Dimplex Quantum Heating



Nibe F470 Exhaust Air Heat Pump



Titon Ventilation Unit



Tenant Energy Support Service

08 | Could you be missing out on financial support?

You might be eligible for benefits or grants without realising it. A quick way to check is by using the Government approved **Turn2us Benefits Calculator** www.benefits-calculator.turn2us.org.uk — it's free, confidential, and helps you understand what support you could receive.



If the results show you *don't* qualify, or if you find the process confusing, or you're not digital, Jennifer Laurenson our **Financial Inclusion Officer** is available to assist you, explain your options, and help you explore other forms of support.

No question is too small — reach out and we'll help you take the next step.

You can contact Jennifer on **01595 694986** or email Jennifer@hjaltland.org





09 | CCTV & Video Doorbells

Video doorbells and CCTV are becoming very popular, with the technology now being cheaper and more readily available. To make our position clear on the installation and use of video camera doorbells, we've developed and published a new CCTV and Video Doorbell policy, which can be found on our website.



CCTV and Video Doorbell Factsheet

CCTV and Video doorbells add an extra layer of security to a home. We want our tenants to feel safe inside their homes. Tenants who intend to affix an external viewing CCTV or video doorbell to the property must apply to Hjaltland Housing Association for permission in writing before installation.

When you vacate your property the CCTV or video doorbell must be removed, or you will be recharged the cost of Hjaltland Housing Association removing it. Any damage caused to our property by the installation or removal of the CCTV or video doorbell must be made good otherwise you will be recharged.

If you do install CCTV or video doorbell you should be aware of this advice, which is on the information Commissioners website,

"If your CCTV captures images beyond your property boundary such as your neighbour's property or public streets and footpaths then your use of the system is subject to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. This does not mean you are breaking the law, but it does mean that as the CCTV user you are a data controller so you will need to comply with your legal obligations under the data protection laws."

Any dispute over video doorbell cameras counts as a civil matter to be settled without the need of our intervention. It is up to the person who initiates the dispute, to prove any wrongdoing. We will provide ICO advice to the complainant.



Antisocial behaviour - Shetland Islands Council



The Alteration Improvement Form



Further guidance regarding the use of CCTV and video doorbell cameras can be found on the ICO website

10 | Contents Insurance - IT'S IMPORTANT!

Many housing association tenants believe that their landlord's insurance will cover everything inside their home. However, this is not the case.

While Hjaltland Housing Association will insure the building itself—such as the structure, roof, and communal areas—we do not cover tenants' personal belongings. That's why having contents insurance is so important.

Contents insurance protects your personal items, including furniture, clothing, electrical goods, and other valuables, against risks such as fire, flooding, burst pipes, theft, or vandalism. Accidents can happen at any time, and they are not always your fault, for example, a fire in a neighbouring flat or a water leak from upstairs could cause serious damage to your home and belongings. Without insurance, you may have to replace everything at your own expense.

Even smaller incidents, such as accidental damage to a television or carpet, can be costly. Contents insurance can provide peace of mind by ensuring you are financially protected if the unexpected happens.

Many insurers offer affordable policies specifically designed for housing association tenants, with flexible payment options. Considering the potential cost of replacing all your belongings, contents insurance is a small but valuable investment in protecting your home and your future security.

Taking out contents insurance means that if disaster strikes—whether from inside your home or from a neighbour's property—you won't be left facing the financial burden alone.



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Financial Conduct Authority Registration, Number: 1832 R(S) | Hjaltland Housing Association Limited is a Registered Scottish Charity, Number: SC031954