



# TENANT NEWS



Staff and Committee members enjoyed a visit to the site recently at Staneyhill to get a feel firsthand of the work progressing.

## 01 | Progress at Staneyhill

The Association is progressing well with the infrastructure for its Staneyhill project, which will ultimately see around 300 new homes delivered for the Shetland community.

Staff and members of the management committee were recently invited to have a walk through the site to gain a better perspective on the size and scale of the project.

Garriock Brothers are currently installing the main spine road along with all necessary drainage, water, and other services in preparation for the start of the flat and house building phases.

In line with the Associations masterplan for the site, the 300 new homes are due to be delivered in smaller contracts over the next 10 – 15 years.

## 02 | Celebrating 50 years of providing homes, supporting communities

Join us in celebrating our 50th anniversary as Hjaltland Housing Association. Since 1975, we have been committed to providing quality, affordable housing and building strong, vibrant communities in Shetland.



From our humble beginnings to our continued growth, we are proud to have been a part of so many lives and stories.

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## 03 | Storing and charging E-Bikes/ E-Scooters

There is growing concern, nationally, over the rise in fatalities, injuries, and devastating fires from electric bikes (e-bikes) and electric scooters (e-scooters). Even if a fire is extinguished, it is common for the fire to start again, highlighting the dynamic nature of lithium-ion battery fires.

### Purchasing an E-Bike / E-Scooter and charger:

Due to the risk of fire and explosion associated with lithium-ion batteries, it's important to buy a product and charger that conforms to UK safety standards and has been tested.

### Using and charging your E-Bike / E-Scooter:

- ✗ **DO NOT** charge your Bike or Scooter, or store it, in any communal area
- ✓ Disconnect the battery and unplug your charger when the charge cycle is complete. Don't leave items on charge continuously, e.g. overnight.
- ✓ Regularly check the condition of the battery and look for dents, deformation, and signs of overheating. Stop using or charging the battery as soon as you notice any damage and replace it.
- ✓ Only use the charger supplied by the manufacturer.
- ✓ Charge your batteries in a safe place:
  - ✗ **DO NOT** charge batteries where they may prevent you from escaping in the event of a fire.
  - ✗ **DO NOT** charge batteries close to combustible materials or hazardous substances.
  - ✗ **DO NOT** charge batteries where high temperatures or sunlight are to be expected.
  - ✗ **DO NOT** cover batteries whilst charging.



## 04 | Working together to improve your area. Estate inspection visits this summer

We know that living in a well maintained environment helps us all have pride in our communities. To help ensure that our Hjaltland neighbourhoods are well maintained, we carry out estate inspections periodically. Our Housing Officers will be carrying out estate inspection visits over the summer period from now until September.

To help you prepare for the inspection, and to remind tenants of our expected standards, we note below the list of some of the things that your Housing Officer will be taking note of during their estate inspection visit.

- ◆ Over-grown/unkempt gardens
- ◆ Dog fouling
- ◆ Items left in communal areas
- ◆ Inappropriate storage of boats/caravans
- ◆ Unauthorised sheds

We understand that at this time of the year grass and weeds grow much faster, and that storage may also be an issue for some households, though hope that this helps to remind tenants of the standards expected in a Hjaltland neighbourhood.

If you wish to discuss prior to the scheme visits please call **01595 694986** or e-mail [mail@hjaltland.org](mailto:mail@hjaltland.org)

### CONTINUED FROM P1

We are looking to run competitions and activities to celebrate this milestone.

All events and activities will be publicised on the Hjaltland website, Facebook page and newsletters.

To help celebrate our 50th anniversary, we would like to take a trip down memory lane with you. Please get in touch to [mail@hjaltland.org](mailto:mail@hjaltland.org) with any stories over the last 50 years of any interactions with the Association. We would love to hear stories from customers, families and members of the community!

*"Here's to 50 more years of home, community, and belonging in Shetland"*

## 05 | IMPORTANT UPDATE: Radio Teleswitch Service (RTS) being phased out

### What it means for tenants with electric storage heating – and what you need to do next

The Radio Teleswitch Service (RTS), which has been used for decades to control off-peak electricity supply to storage heaters and water tanks, is now being phased out across the UK. If your home uses electric storage heaters, this change could affect how and when your heating and hot water works.

### What is RTS and why is it closing?

RTS is a signal-based control system that tells your electric meter when to switch to off-peak rates (like Total Heating Total Control or Economy 10). This is crucial for charging up storage heaters overnight.

However, the technology behind RTS is old and unreliable, and it's being shut down in 2025. After that, your meter may stop switching to off-peak automatically — leaving you with no hot water or heating at the expected times, or worse, higher electricity bills.

### What you should do now

To stay on top of this change and avoid disruption:

- ◆ Get a smart meter fitted as soon as possible if you don't already have one.

Smart meters don't rely on RTS signals, and they can be programmed to support time-of-use tariffs (like Economy 7 or similar alternatives). This is the most effective way to avoid problems when RTS ends.

- ◆ Contact your electricity supplier to book a free smart meter installation:

**OVO Energy 033 0175 9687**

**ScottishPower 0800 074 0072**

**British Gas 0330 808 3880**

**EDF Energy 0333 006 9950**

**E.ON Next 0808 501 5200**

### Having issues after a Smart Meter is installed?

Occasionally heating or hot water may not work properly after a smart meter is installed. This can happen if the meter is not correctly configured for your heating system.

If this happens:

- ◆ Firstly, contact your utility company immediately to report the issue and request a meter check
- ◆ You can also contact Hjalmland Housing Association for help on 01595 694986
- ◆ You can also refer yourself to Changeworks Tenant Energy Support helpline on 0800 870 8800 for free advocacy and support with your supplier.

### Questions? Concerns? Contact...

- ◆ Hjalmland Housing Association: 01595 694986
- ◆ Changeworks Tenant Energy Support helpline on 0800 870 8800 Visit: <https://www.changeworks.org.uk/tes/>

**CHECK YOUR METER**

Do you have an RTS meter for your hot water and heating?

Ask your electricity supplier if it can be replaced before the 30th June 2025

[www.shetland.gov.uk/rtts](https://www.shetland.gov.uk/rtts)

The Radio Teleswitch Service (RTS) sends a radio signal to about 5,000+ meters in Shetland

It allows older meters to switch to off peak tariffs but will be switched off in June

It may mean your heating and hot water doesn't work as normal

Contact your supplier and be ready

\*Source: Energy UK

### How could this affect you if you don't have a smart meter?

If your home still uses an RTS meter:

- ◆ Your storage heaters may not charge properly overnight
- ◆ Your water may not heat at off-peak times
- ◆ You may end up paying standard (more expensive) rates all day

## 06 | Proper disposal of large household and bulky items

### We would like to remind all tenants of the proper manner in which large household and bulky items should be disposed of.

Our communal bin stores are provided for everyday waste that fits inside the bin only.

Large items such as furniture and appliances should be disposed of at the waste management facility at Gremista, Lerwick.

You can arrange a bulky uplift from your property by contacting the Shetland Islands Council on **01595 744891**.

Alternatively, if the items are in an acceptable, reusable condition, you can contact The Shetland Home Co. on **01595 696889** to donate and arrange collection.







## 07 | New faces at Hjaltland

We were delighted to welcome two new faces to the front desk in April.

Kayla Baptie joined us from Harper Macleod LLP, previously having 5 years' experience in the legal sector and administration roles.

Lori Watt joined from RWE Technology and has over 14 years' experience working as a document controller and within other administration support roles.



## 08 | Tenant Satisfaction Survey

It's that time again where we shall shortly be completing our Tenant Satisfaction Survey with all our tenants.

**All tenants who complete a survey will be entered into a prize draw to win one of 10 x £50 vouchers for our local Tesco Superstore. This is to help celebrate Hjaltland's 50th anniversary and as a thank you.\***

We really appreciate feedback, both good and bad, from all our tenants. We see this as a way to improve the way we do things and would therefore be very grateful to each tenant who takes the time to complete the survey.

The information which we obtain from the survey also feeds into the information we send to the Scottish Housing Regulator as part of our annual return.

Of course, tenants and customers can contact us at the office on **01595 694986** if they have any questions or queries relating to housing matters or their tenancies.

\* Only one entry per household.  
\* Entries from Hjaltland staff and their immediate family members are not permitted.



## 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.**



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**INVESTORS IN PEOPLE™**  
We invest in people Platinum

Registered Office: 6 North Ness, Business Park, Lerwick, Shetland, ZE1 0LZ | Registered Housing Association, Number: HAL 127  
Financial Conduct Authority Registration, Number: 1832 R(S) | Hjaltland Housing Association Limited is a Registered Scottish Charity, Number: SC031954

**TENANT NEWS**  
SUMMER EDITION 2025

[www.hjaltland.org.uk](http://www.hjaltland.org.uk)