

Welcome to the Spring Edition

Welcome to our Spring edition of Rural Matters. The last couple of months have been very eventful with political upheaval, a new First Minister for Scotland, Humza Yousaf, and Paul McLennan, announced as the new Housing Minister.

Our Spring issue is packed full of lots of information which I hope you can find the time to read and enjoy. We also have lots of links to other great sources of support and information on our website.

I hope you are all enjoying lighter nights and better weather and making the most of getting outside. Do remember however that unseasonably warm or cold and wet weather is a stark reminder of the impacts of climate change. For more information on Climate Change please visit www.netzeronation.scot/about/campaigns/climate-emergency



Hiking Hero

Doune tenant, Fiona Rayner, recently completed the West Highland Way over 5 days.

She managed to raise the fantastic amount of **£2,285** for Ronald McDonald House Glasgow, a charity close to her heart. This provides free “home away from home” accommodation for families with seriously ill children in hospital.

Well done Fiona!



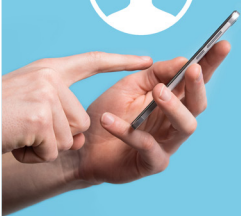
Welcome to Gerry Casey

At the end of February, we welcomed a new member of staff to our Senior Team. **Gerry Casey has been appointed Deputy CEO/Director of Finance and Corporate Services and we are delighted to have Gerry on board.**

We also said goodbye and good luck to John Cannell, Clerk of Works who moved to a new job in early 2023.



Keeping us updated



We are aware that your contact details may change, it is important for RSHA to have updated contact details for our tenants to ensure that we can get in touch for matters relating to your tenancy and repairs etc.

Please contact your Housing Officer if your contact details have changed so that we can update our systems.

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Scottish Housing Regulator Engagement Plan

All Registered Social Landlords (RSLs) must submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR). This provides assurance that we are complying with the relevant requirements of the SHR's Regulatory Framework. We submitted our Annual Assurance Statement to the SHR in October 2022 and our **Engagement Plan** with the SHR was issued in March 2023. Our Regulatory Status is **Compliant**. This means that the SHR is satisfied that we comply with all the standards of Governance and Financial Management.

The details of our Engagement Plan can be viewed on our website www.rsha.org.uk. If you would like more information or to discuss the Assurance Statement or Engagement Plan in more detail, please do not hesitate to contact us.



Scottish LGBTI+ Rainbow Mark

As part of our commitment to equality and inclusion RSHA have signed up to the **Scottish LGBTI+ Rainbow Mark** scheme. This allows us to display the Rainbow Mark at our office. The aim of the scheme is to make places more welcoming in Scotland and to increase inclusion.

More information can be found here www.equality-network.org/rainbowmark/

Annual Assurance Statement Visit



Each year the SHR selects a number of Registered Social Landlords (RSLs) who receive an Annual Assurance Statement Visit. This is carried out by the SHR and the purpose of the visit is to find out more about our approach to the Annual Assurance Statement and how we involve our governing body and tenants in this process. We expect to receive a written report following the visit, details of which we will make available in a future edition of Rural Matters and on our website.

Annual Assurance Statement 2023

We would like to involve our tenants and get your feedback on our next Annual Assurance Statement due to be submitted in October 2023.

Would you be willing to be involved in a small Working Group of Staff and Board members or could you take some time to give us your views? If this is of interest to you, please contact us.



Near Me

Please remember we can offer the **Near Me** appointment system for routine appointments. This is a virtual meeting room that can be easily accessed and saves time and expense of coming to our office or having a member of staff visit you in your own home.

Details of how to use Near Me can be found on our website.



My Home

We are currently developing the My Home tenant portal area of our website where tenants can do more online for example: check rent accounts, pay rent, update account details and your tenant profile.

Is this something that you are interested in? Would you like to be part of a focus/interest group that we could consult as we take this initiative forward? If so, please let us know.



Board Roundup



The February and March Board meetings were very full meetings where lots of key discussions and decisions took place. Key agenda items included:

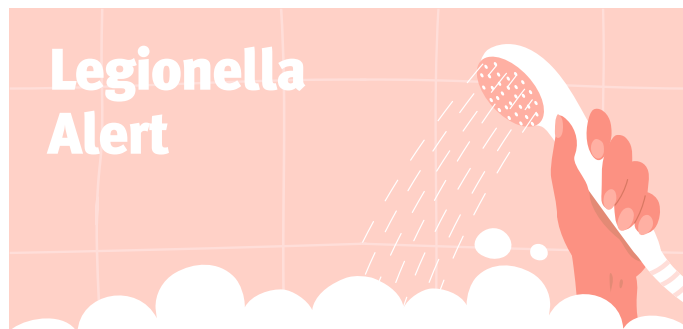
- **Strategic Plan, Strategic Delivery Plan and Business Plan:** The Board approved final versions of all of these documents which are now available on our website.
- **Budget for 2023/2024 and updated 30-year Financial Projections:** The Board approved the budget for the forthcoming financial year and were presented with the details of the financial assumptions made in the business plan and the impact of changes to these assumptions.
- **Quarterly Performance:** The Board were presented with the Quarter 3 (October – November – December 2022) Performance Report.

Board Recruitment

We are recruiting for new Board members. We would be delighted to hear from anyone who would be keen to volunteer and get involved.

Please get in touch with our CEO if this is of interest donna@rsha.org.uk

Legionella Alert



Legionella is a type of bacteria found naturally in freshwater environments, like lochs and streams. It can become a health concern when it grows and spreads in human-made water systems like showerheads, taps, hot water tanks and heaters.

Catching Legionnaires disease in your home is rare but if you have been away from home for more than a week there are a few steps you can take to minimise the risk such as:

- Flushing out your water system eg If you aren't using showers or taps regularly, make sure you flush them through at least once a week.
- To flush out your water you need to run the water in all showers, baths, wash basins, sinks and taps continuously for at least 2-3 minutes, beginning with the sink taps. You must do both hot and cold taps.
- When turning taps on, turn them on slowly so that you don't splash water, as this might release water droplets into the air.
- Flush toilets with the lid down following a period of non-use.
- When flushing showers, remove the shower head and lower the hose into the bath. If you are unable to remove the head, wrap it in a towel or facecloth to make sure there is no spray that you could inhale. Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth.



Scottish Housing Regulator

National Panel of Tenants and Service Users

Take our survey, help us improve services...

Would you like to help improve social landlord services in Scotland?

The latest National Panel survey is now available to all tenants and service users!

The Panel is one of the ways that the Scottish Housing Regulator can hear what tenants and service users think and make sure it focuses on the important things. Members receive occasional surveys and invites to take part in other feedback exercises. Participation is always optional and you can leave at any time.

We want to include a diverse range of people on the Panel, including those who are not involved in other ways of giving views on landlord services. Members include **council and housing association tenants**, people who have used **homeless services**, homeowners who receive social landlord **factoring or common repairs**, and people living on social rented **Gypsy/Traveller sites**.

Take part... Online at www.bit.ly/shr-panel

Call 0800 433 7212 Get a printed copy on natpan@engagescotland.co.uk or call 0800 433 7212

Scottish Adult and Child Disability Payment

The above have now replaced Personal Independence Payment and Child Disability Allowance. If you feel that you want to claim either of these benefits then you should contact Social Security Scotland on Freephone: 0800 182 2222 and complete part one over the phone and ask them to send the form by post. Once you receive the form if you need assistance contact Kevin, our Income Maximisation Officer.

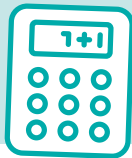
Cost of living and fuel poverty

We understand that people are struggling to make ends meet at this time. We have managed to get funding from the Scottish Government to help with fuel poverty. If you are struggling to top up your pre-payment meter or you are struggling to pay fuel debt on a dry meter then contact the office and speak to Kevin, our Income Maximisation Officer who will be able to assist you with this.



Universal credit

If you are in receipt of legacy benefits such as Employment & Support Allowance, the UK Government are going to start migrating you over to Universal Credit. It is very important that when you are asked to claim Universal Credit that you do so otherwise you may lose out on money. If you have any questions about this, or you require assistance to claim contact Kevin our Income Maximisation Officer who can help you.



For more information or assistance please contact Kevin McGhee, Income Maximisation Officer, kevin@rsha.org.uk, mobile **07464 543155**, or phone the office on **01786 841101**.

2023 Tenant Satisfaction Survey

Every three years, we employ a market research company to carry out an extensive customer satisfaction survey with our tenants. In February this year, 43% of our tenants took part in the survey. A big thank you to all those involved.

We look at the results of the survey to see where we need to improve and create an action plan to help us do this.

We would like you to join us at the Woodside Hotel, 5pm on 24th May (see article about this event on page 10) for a coffee, cake & chat about what you think should be in the action plan.

We will then share the action plan with you in the summer edition of Rural Matters.

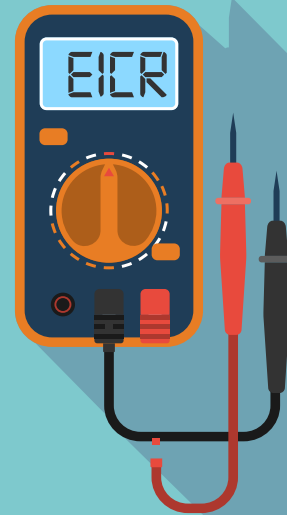
In the meantime, here are some of the headline results of the 2023 surveys with comparisons to 2019. If you would like to see the survey results in full, please contact Jackie Leeds, Housing Services Manager on 01786 841101 or jackie@rsha.org.uk

Scottish Housing Regulator indicators	2019	2023	2019/2023 change
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Rural Stirling Housing Association as your landlord? (/ % very/ fairly satisfied)	90%	91%	→ 1%
How good or poor do you feel Rural Stirling Housing Association is at keeping you informed about their services and decisions?	94%	95%	→ 1%
How satisfied or dissatisfied are you with the opportunities given to you to participate in decision making processes? (/ %very/fairly satisfied)	91%	98%	↑ 7%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Rural Stirling HA? (/ %very/ fairly satisfied)	83%	82%	→ -1%
Overall, how satisfied or dissatisfied are you with the quality of your home? (/ % very/ fairly satisfied)	91%	89%	→ -2%
Taking into account the accommodation and services Rural Stirling HA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it ... (/ % very good value/ fairly good value)	76%	91%	↑ 15%
Overall, how satisfied or dissatisfied are you with Rural Stirling HA's contribution to the management of the neighbourhood you live in?	91%	96%	→ 5%

Delivering Good Customer Services



Electrical Safety



Here at Rural Stirling we always aim to provide the best service we can and to help us do this and communicate exactly what this means we have just reviewed our Customer Service Standards and wish to share them with you.

You can view our updated standards on our website **Customer Service Standards 2023** .

If you would prefer a printed copy or an emailed copy, please contact us and let us know.

Our standards let you know what we aim to deliver, how we will deliver and what we need from you to help us to achieve our standards. The standards also let you know what to do if things go wrong. Sometimes they do and we always seek to learn from our experiences.

We have a legal duty to ensure the electrical safety of the homes we provide. An **Electrical Inspection Condition Report (EICR)** is carried out to ensure the property is electrically safe for tenants. It helps us to identify the integrity and degradation of the wiring and damage to electrical accessories including sockets and switches.

During previous electrical safety tests, our contractors had trouble getting access to tenant's homes, with some tenants not responding to letters or answering phone calls. Please facilitate these works if our contractors write or call you requesting access. We would much prefer to work with tenants to gain access, but if we have been unable to arrange access, we will have to undertake forced entry to ensure that we meet the legal requirements. Any associated costs of doing so will be recharged to the tenant.

Nominations for Good Neighbour of the Year 2023

We are looking for nominations for our **Good Neighbour of the Year 2023 Award Scheme**. Judging takes place in late Summer 2023.

The winner will be announced at our **AGM in September** and a prize is awarded to the person or family judged to be the overall winner.

We are sure you all know someone who is a good neighbour and helps out when they can – why not nominate them and give them a chance to win a prize? They may just help putting the bins out, do your shopping if you are not feeling too well, help clear paths in the winter or look after your pet when you are away...

Is there someone or a family whom you would particularly like to highlight for their “neighbourliness” and generosity of spirit who has helped out at a particularly difficult time or who is always there when you need them?

For further details on how to apply please check our website, talk to a staff member or email or phone us.

www.rsha.org.uk/good-neighbour-award-scheme/

Remember the person must be an RSHA tenant to win.





Annual Tenancy Visits with Your Housing Officer

Your Housing Officer will visit you each year so that you can get to know them and feel comfortable about engaging with them. During the visit they will go through a questionnaire to make sure we have up to date information about you and your household.

If you are not in when your Housing Officer attends to carry out the visit, we will send you a letter to rearrange. Please contact your Housing Officer directly if you would like to arrange a specific appointment date/time for this.

Your Housing Officers



All Housing Officers, are currently working on a hybrid basis during normal office hours and can be contacted by phone or email (see contact details below).

TELL US HOW WE CAN HELP YOU



Rebekah Hawkins

Aberfoyle, Balfron, Drymen, Killearn, Kinlochard, Strathblane and Stronachlachar

Tel: 01786 843034

Mob: 07881 799576

Email: rebekah@rsha.org.uk

First Thursday of the month - **Strathblane, Killearn, Balfron, Aberfoyle & Drymen**
First Thursday of every quarter - **Kinlochard & Stronachlachar**



Lesley McGregor

Callander, Buchlyvie, Gargunnoch & Gartmore

Tel: 01786 843031

Mob: 07464 543154

Email: lesley@rsha.org.uk

First Tuesday of the month - **Gargunnoch**
First Wednesday of the month - **Callander: McLaren Terrace, Finglas Gardens, Ritchie Place**
Second Tuesday of the month - **Buchlyvie and Gartmore**
Third Tuesday of the month - **Callander: Finlay Road, Duncan Drive**
Third Wednesday of the month - **Callander: Station Road, Buchanan Place, Stirling Road, Campbell Court**



Dana McNulty

Doune, Deanston, Kippen, Strathyre, Lochearnhead, Killin & Tyndrum

Tel: 01786 843035

Mob: 07881799570

Email: dana@rsha.org.uk

First Thursday of the month - **Doune, Deanston & Kippen**
Second Thursday of the month - **Tyndrum**
Third Thursday of the month - **Strathyre, Lochearnhead & Killin**



Maintaining your garden

With the weather changing, now is a good time to start thinking about making sure your garden is maintained over the summer.

You should:

- Keep the garden including footpaths and driveways in a good and tidy order, free from weeds, litter and from dog and other animal dirt.
- Cut the grass frequently.
- Cut hedges so that they do not exceed one metre in height.



Storing personal items in loft spaces

We do not recommend that tenants store belongings in the loft spaces of their homes. These spaces provide access for maintenance and should be kept clear. Lofts are also not insulated and as a result can be prone to surface moisture due to the cold and wet climate of our area. The purpose of the insulation in the loft is to keep heat in the living areas of the house, meaning the loft will be cold. Loft spaces are not habitable spaces and are not intended as storage spaces.

In addition to the risk of damage to your belongings, storing items in the loft areas can cause damage to ducting used for ventilation of the rooms below and impede air flow in the loft area which is vital to minimise moisture build up. If you choose to store items in loft spaces you do so at your own risk.

LET IT GROW!

Garden Competition



Do you have green fingers?

Does your garden brighten your street?

Do your neighbours stop to admire it?

Then why not enter the 2023 Annual Garden Competition and win a prize – categories are:

- Best Individual
- Best Vegetable
- Best Communal or Shared Garden.

Contact your Housing Officer or the office to enter. Remember you can also nominate a neighbour's garden. **Good luck!**



THISTLE
TENANT RISKS

The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants and owner occupiers wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

How can you do this?

Visit: www.thistletenants-scotland.co.uk complete the enquiry form and wait for one of our helpful Team to call you back.

Email: tenantscontents@thistleinsurance.co.uk leave your contact details and someone will call you at a convenient time.

Thistle Tenant Risks – making life a little easier!



Landscape Maintenance

Our landscaper Nurture has commenced the annual programme of regular maintenance visits to cut grass and undertake landscaping works at communal areas across the Rural Stirling estate. Following feedback from tenants, the number of grass cutting visits per year was increased across all sites as part of this contract. This was to take into account the extended growing season we have been experiencing in recent years as our autumns remain warmer for longer.

Due to our wide ranging geography, we require the assistance of tenants across all sites to monitor the upkeep of our communal areas and to allow us to act quickly when urgent action is required. To assist with this, we have landscape representatives who report any issues to our property services team. If you would be interested in helping us in this way, and become a landscape rep, please contact your Housing Officer.

Development Update

Plantation, Balmaha

22 units (10 units Social Rent, 6 shared equity, 4 Key Worker units East Loch Lomond Community Trust (ELLCT) 2 self-build plots for sale)

The unprecedented price increases across the construction industry have meant that the existing scheme is not financially viable. Work continues with funding partners and contractor in order to find a way forward. Until this is possible, the project is being paused.

Lampson Road, Killearn

11 units, including 8 cottage flats and 3 houses.

The preferred contractor has been selected and a funding application has been submitted to the Scottish Government. Site start is expected in Summer 2023.

Buchanan Crescent, Croftamie

14 units, including 8 cottage flats and 6 houses.

Planning permission was granted in October 2022. The preferred contractor has been selected and a funding application has been submitted to the Scottish Government. Site start is expected in Summer 2023.

Strathblane

Work is progressing well on the 4 cottage flats at Strathblane, with completion expected this Summer. These will be allocated through a Local Lettings Initiative.

▼ Image of Strathblane

Other opportunities

We are currently reviewing development opportunities in other areas, including Aberfoyle and Tyndrum.



Remember to test your Smoke Alarms!



All our properties are fitted with smoke alarms. This will give you an early warning by making a loud noise if fire breaks out. (We can provide a different type of alarm for tenants who have hearing difficulties – please ask your Housing Officer for details.)

Check your alarm at least once a month to make sure it is working properly. You can do this by pressing or holding the test button until the alarm sounds. Many of our properties now have mains powered alarms. These do not require battery replacement. It is also recommended that you have a fire escape plan for your home that all of the occupants are clear about. Practise this regularly – a few seconds saved can save lives.

For further information and good advice try visiting the Fire & Rescue Service website on:

www.firescotland.gov.uk/your-safety/for-householders/in-an-emergency.aspx

Adaptations to Help You Continue to Live in Your Home



We recognise that a number of our tenants may require adaptations to their homes in order to provide an enhanced quality of life. Adaptations also allow you to continue to live more comfortably in your homes for as long as possible and they also help us to create stable, sustainable and inclusive communities.

Adaptations such as handrails, stair lifts, and wet rooms can make your home more accessible and usable.

They allow tenants to cope with advancing age, disability or caring responsibilities, thereby enabling you to maximise your independence in your own home.

If you require your home to be adapted in any way, for example a handrail or ramp at the entrance to your home, a stair lift, or a shower unit in place of a bath, the Association can often do this through an Adaptation Grant Award from the Scottish Government.

Funding for such adaptations is made annually and, as this may get used up quickly, sometimes requests have to be put on a waiting list until more funding is made available.

If you have difficulty in using or dealing with any areas of your home, please contact your Housing Officer who will advise you what you need to do to make an application to have your home adapted to suit your needs.

Asset Management Update

3-year Investment Programme (Asset Management)



At the May Board meeting an updated 3-Year Investment Programme will be considered for the financial years 2023-2026. This programme supports planned major repairs that are proposed, but also includes substantial electric storage heating upgrades to 45 homes.

We propose to regularly update you on programmes which also include the remaining kitchen replacements along with some window/door and bathroom replacements. Tenants will be given plenty of advance notice of what is proposed and when these are expected to start. Watch this space in future editions.

Gas Safety Inspections

As your Landlord, we are legally required to carry out the annual gas safety inspection and service in your home. We appreciate being available for appointments can be challenging, however this is an essential utility inspection that we have to undertake within 12 months of your last inspection, and we would ask that you continue to allow access.





Complaints Performance



October 2022 to March 2023

Total number of complaints received

55

Types of complaints:

- 36 Stage 1 complaints
- 19 Stage 2 complaints
- Breakdown of type of complaint:
 - Reactive Repairs: 26
 - Defect Repairs: 4
 - Planned Works: 4
 - Landscaping: 1
 - Housing Application: 1
 - Rent Collection: 1
 - Estate Management: 1
 - Tenancy Management: 3
 - Tenant Consultation and Participation: 1
 - Tenant: 1
 - Poor Workmanship: 1
 - Developer: 6
 - Staff: 3
 - Re-charges: 2



94% of all Stage 1 complaints were responded to in full within SPSO target 5 working days

94% of Stage 2 complaints were responded to in full within SPSO target 20 working days

Stage 1

Upheld – Satisfied: 13
 Upheld - Not Satisfied: 4
 Partially Upheld – Satisfied: 1
 Partially Upheld – Dissatisfied: 2
 Not Upheld – Satisfied: 10
 Not Upheld – Dissatisfied: 5



Stage 2

Upheld – Satisfied: 12
 Upheld - Not Satisfied: 2
 Partially Upheld – Satisfied: 2
 Partially Upheld – Dissatisfied: 0
 Not Upheld – Satisfied: 1
 Not Upheld – Dissatisfied: 2



Learning from complaints helps us to improve our service and to identify areas where we are not performing so well.

Where a quick resolution is not possible, we investigate the issue thoroughly aiming to give a full explanation and decision.

As a result of complaints feedback we are focussing on:

- Improving communication with customers in all areas of our services
- Ensuring better internal communication to ensure no duplication of work or letters issued to customers
- Work with contractors to improve timescales for repairs to be done.

There are several ways you can give us feedback:

- Use the website action box on the home page of the website www.rsha.org.uk
- Email enquiries@rsha.org.uk
- Phone the office 01786 841101
- Speak to a member of staff
- Write to us

QUITE SIMPLY, WE VALUE COMPLAINTS AS IT HELPS US TO IMPROVE.
Thank you for your continued support.

Join us at the Woodside Hotel, Doune for coffee, cake & a chat!

Come along to the Woodside Hotel to meet your Housing Officer and the senior management team to chat about our performance, how it is measured and where we need to improve.

Help us set up an action plan from the results of the tenant satisfaction survey, so that we can improve the services that you are least satisfied with. The action plan will be in the summer edition of Rural Matters and we will keep you informed of our progress.

Find out more about a Joint Scrutiny Panel with other Housing Associations in your area.

Most importantly, please come along to say hello and have a chat.

If you think you will be able to join us, please let us know on 01786 841101 or at enquiries@rsha.org.uk



Wednesday,
24th May
at 5pm

COMMUNITY Donations Fund

Applications are invited for the 2023/24 Financial Year

Each year we have a small fund allocated to help and support local communities, and activities. We invite applications for projects aimed at benefiting:

- The Association's tenants or prospective tenants either directly or indirectly; or
- Rural Stirling communities more generally – particularly in respect of the development of local services, facilities, and provision for the disadvantaged.

The total fund available for this year is

£2,000

With a maximum single fund donation set at

£500

The minimum donation paid is

£100

Donations are made on a first come first served basis and all are consistent with our Charitable objectives.

If you are interested in applying visit our website or contact a staff member.

Condensation Advice

This is the most common cause of dampness.

Condensation is caused by water moisture from inside the home coming into contact with a colder surface, such as a window or wall. The water drops (or condensation) may then soak into the wallpaper or paintwork or even plasterwork and attract black mould to grow on its surface. (You can wipe the black mould away using a special fungicidal solution or a solution of water and bleach.) (Please remember to be careful when using bleach and take appropriate safety precautions as guided by the manufacturer.)

Condensation mainly occurs during the colder months and is usually found in corners and north facing walls, on or near windows, areas with little air circulation such as behind wardrobes and beds - especially when they are pushed up against external walls - black mould is frequently seen on this type of dampness.

It is very important to strike a balance between warmth and ventilation. It may appear that by opening windows that you are losing heat, but what you are actually doing is allowing warm moisture-laden air to escape and permitting cool dry air to enter your home. Dry cool air is actually cheaper to heat than warm moist air! So this actually saves you money, as well as resulting in a healthier living environment.

Take preventative action

If you feel the dampness and/or mould growth is caused by condensation:

1. Produce less moisture

- Cover pans when cooking.
- Dry clothes outdoors in warm weather.
- Ventilate tumble driers to the outside.
- Do not use paraffin or liquid petroleum ('bottled') gas heaters. They produce masses of water vapour and are very expensive to run.

2. Ventilate to remove moisture

- Always ventilate, or open a window when the kitchen and/or bathroom are in use and close other internal doors so as to prevent moisture-laden air from spreading to other parts of your home.
- Continue to ventilate for a time after a shower, a bath or cooking.
- Ventilate cupboards, wardrobes and (with blocked up fireplaces) chimney flues.
- Always open bedroom windows (for up to one hour) as soon as you rise, and throw back the sheets or duvets to air the bed and bedding.
- Clear window sills of clutter that will impede window opening.

3. Wipe away excess moisture:

Always wipe the windows (and window sills if required) of your home, every morning, to remove condensation. This is especially important in the bedroom; just opening the window is not good enough.

4. Keep your home adequately heated

If possible, keep low background heat on all day, even in the bedrooms, kitchen and bathroom.

5. Above all remember dealing with condensation is not easy and automatically assume it has come inside their home from outside; it hasn't! Only carrying out one or two of the above steps will not help your problem. You must do as many as possible every day, so that it becomes part of your living and lifestyle.

If you still feel, having read this article, that your dampness is due to rising damp, penetrating damp or from defective plumbing then you should contact us.





Lisa's Chicken Pakora Recipe

also gluten free...

We are pleased to include a new regular feature from RSHA tenant and former MasterChef contestant, Lisa. This edition Lisa Addison has shared with us her Chicken Pakora recipe:

You will need:	1 egg, beaten
2 Chicken breasts cut into long strips (<i>I do them quite thin and they go round 3 of us nicely</i>)	1/2 tsp tomato paste
300g gram flour	vegetable oil, for deep frying
1tsp garlic powder	1 large red chilli, finely sliced
1 tbsp ground cumin	12 red onion, finely sliced
1 tsp ground coriander	1 tbsp chopped fresh parsley
2 tsp ground cinnamon	4tbsp mango chutney
12 tsp salt	

Get the deep fryer on at 180° to heat up

1. Slice the chicken, set aside.
2. Beat an egg in a bowl, set aside next to the chicken.
3. Mix everything in a large bowl except the last four ingredients.
4. In a bowl put in the chutney, onion, chilli, set aside.
5. Take the chicken strips and get them into the egg, use your hands if you wanna get freaky a little. Then dip the strips into the flour mix, dunk into the fryer and fry for 3 to 4 mins, mind the strips are thin so it's a quick process.
6. Remove from fryer and put onto kitchen paper.
7. Toss the cooked chicken in the chutney mix and serve as fancy as you like, sprinkle the parsley over, smug look allowed.

Fundraising for Strathcarron Hospice

Both fundraising events together raised **£307**



Housing Officer, Lesley McGregor, has been busy fundraising for Strathcarron Hospice, a charity close to Rural Stirling Housing Association's heart.

Lesley kick started the year by walking 5k every day in January. In March, Lesley also organised an afternoon tea and raffle in the office.

Out of Hours Emergency Repairs

You may be aware that following the withdrawal of service from our previous Emergency Out of Hours Repairs contractor last year, this service has been undertaken by Logie Building Services who have been assisting Rural Stirling while we look to secure a long-term replacement. While Logie Building Services have been assisting us, they have been doing so within their existing resources so that we are able to provide a service. As a result, timescales may be compromised from time to time and we appreciate your patience during this time while we look to secure a long-term service going forward.

We hope to have this in place this Summer and will provide updates regarding this in the coming months.



Contact Details

Stirling Road, Doune, FK16 6AA

Tel: 01786 841101 www.rsha.org.uk Email: enquiries@rsha.org.uk

(Normal working hours are 9am – 5pm Mon to Thur and 9am – 4pm Fri)
Our office is open to the public on Tuesdays, Wednesday afternoons and Thursdays.

Registered as a Scottish Charity No. SC037849.

Rural Stirling Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2376 (s)

Registered with the Scottish Housing Regulator No. HAL232

Property Factor No. PF000330

Letting Agent Registration No's LARN 1907004 & LARN 1904083



Rural Stirling
Housing Association



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