



## Welcome to the Spring Edition

**Welcome to our Spring edition of Rural Matters. The days are growing lighter, and you may be beginning to feel that we lift that spring often brings after the long winter months. Whether you've been with us for many years or have just moved into a new home, I'd like to thank you for being such an important part of our rural housing community.**

I know that this continues to be a challenging time for many. Ongoing global events, including the wars in Europe and the Middle East, alongside rising fuel costs and the



wider cost of living pressures, are having real impacts on households across our communities. These challenges are never far from our minds, and we remain committed to doing what we can to support you through them.

Despite these pressures, I am continually inspired by the resilience, neighbourliness and strength shown across our rural communities. This spring edition shares updates on our services, opportunities to get involved, and the ways we are working to make sure your voices are heard and your homes remain safe, affordable and well cared for.

As always, please remember that we are here to help. If you need support or would like to get involved, don't hesitate to get in touch. I hope you enjoy this edition and find it both useful and encouraging as we move into the months ahead.



Donna Birrell, CEO

## SPRING TENANT EVENT



**We would love you to join us on Tuesday 26th May, 6pm**

**at Rural Stirling Housing Association Office - Doune**

**for a cup of tea & light bites & a chat about**

- Results of our most recent tenant satisfaction survey (more details within newsletter) &
- RSHA's Annual Performance Report

## Breaking Ground at Plantation, Balmaha!



**We are delighted to announce that work has commenced on site at Balmaha.**

The project will provide 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 main contractor CCG is making good progress. The homes are scheduled for completion in Spring next year (2027).

*(from left) Councillor Rosemary Fraser, RSHA board member Margaret Vass OBE, ELLCT secretary Margaret McDonald, Betty Twaddle, Councillor Willie Ferguson and RSHA chair Fiona Both.*



# Rural Stirling Group Strategic Plan 2024 – 2027

If you want to find out more about our strategic plans and priorities our recently updated Strategic Plan is available on our website or from our office.



During 2026/2027 we will begin the process of developing a new Strategic Plan for the Rural Stirling Group which we hope to be in a position to publish by April 2027.

**Would you be interested in sharing your views or working with us to help us to develop our new plan? If so, we would be delighted to hear from you. Please contact [donna@rsha.org.uk](mailto:donna@rsha.org.uk) or contact us at the office to find out more.**



**Our AGM this year will take place at 7pm on Thursday 10 September 2026 at the Callander Youth Project Trust. We do hope that you will be able to join us.**

## Board Round Up

**The February and March Board meetings were very full meetings where lots of key decisions and discussions took place.**



Key Agenda items included updates to the Group Strategic Plan, RSHA and Venachar Business Plans and the 2026/27 Budget and update of our long-term financial projections. All of the above documents are available on our website.

The Board also looked at our performance for Quarter 3 (October, November, and December) The Board were appreciative of a good set of performance results.



## Board Recruitment

We are recruiting for new Board members. We successfully recruited new Board members as part of our recruitment campaign earlier this year but as always, we would be delighted to hear from anyone who would be keen to volunteer and get involved. We are particularly looking for a tenant member and someone with a finance background.

Please get in touch with our CEO if this is of interest [donna@rsha.org.uk](mailto:donna@rsha.org.uk)

## Annual Assurance Statement 2026

We would like to involve our tenants and get your feedback on our next Annual Assurance Statement due to be submitted in October 2026. 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 get in touch.**



## 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.



# 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 2025 and our Engagement Plan with the SHR was issued in March 2026. 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. 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.**

## SHR Serious Concerns

The SHR wrote to all RSLs in December to advise that the SHR had published two updated factsheets for tenants and landlords on raising a Serious Concern.

The new factsheets provide more information about how tenants can report Serious Concerns to the SHR.

**The updated tenant factsheet is available in our reception area of our Doune office and is available on our website.**

**The tenant Factsheet on raising a Serious Concern is available on the SHR's website [here](#) and a short video is also available [here](#).**



Scottish Housing Regulator

## Office Closure Dates for 2026

Our office will be closed on the following dates this year:

**MONDAY  
25TH  
MAY 2026**

**MONDAY  
15TH  
JUNE 2026**

**Festive Period:  
Thursday 24th December 2026 –  
Monday 4th January 2027 (inclusive)**

### Emergency Repairs

Tenants who have an emergency repair during our closure dates should call:

#### New tenants Lampson Court, Killearn:

**Joinery repairs:** McTaggart Construction (Joinery)  
07792099717

**Plumbing and heating:** James Frew (Plumbing/Heating) 01294 468113 (including gas repairs - no heating or no hot water)

**Electrical:** Alan Bryceland (Electrical) 07557856615

**Gas repairs:** (Heating and hot water): Saltire on 0330 202 0444

**All other tenants for any emergency repairs please contact**

**Property One Ltd: 0141 611 1922**

This information is also on our website Repair Service and on our office phone number 01786 841101.

Please note: An emergency repair is only a repair which if not carried out could threaten your health and safety or could cause serious damage to the building eg a gas leak, flooding, electrical faults which may be dangerous.

Please be aware that if you call out our Out of Hours Contractors to a repair that is not deemed to be an emergency you could be recharged for the cost of the repair.

# Tenant Scrutiny Update



Our Tenant Scrutiny Group have been reviewing our repairs service with the help of the Tenants Information Service.

The report on their findings and recommendations is being completed and will be published on our website. We will text you to let you know when it is available.

If you would like to join the Tenant Scrutiny Group and help us improve our services, please contact Jackie Leeds, Housing Services Manager via e-mail [jackie@rsha.org.uk](mailto:jackie@rsha.org.uk) or phone 01786 843030.

## Garden Maintenance Scheme

You may know that we no longer provide an individual garden service for people who need help with cutting their grass. We had to do this because it was no longer cost effective for us to provide the service at a competitive price.

If you know of a neighbour who may appreciate some help with cutting their grass or pruning some shrubs and you have the time, why not be a Good Neighbour and see if you can help?



## Customer Service Standards

It is important for us to provide you with the best customer service that we can.

To do this we have Customer Service Standards which set out the level of service you can expect from us. Our Customer Service Standards are available on our website under the "Your Views" section. Here are just a few of them:

### When you phone, we will:

- answer the call within 30 seconds



or

- your call will go to our voicemail system and we will call you back:
  - emergency repairs within one hour;
  - all other queries as quickly as possible but at least by the end of the next working day
- tell you which member of staff you are speaking to
- if the call is to be transferred, pass on your name and details of your enquiry to avoid you having to repeat yourself.

## When you write or email us, we will:



- reply to your letter or email within 5 working days

or

- if we cannot give a full reply within 5 days, we will let you know why and tell you when you can expect a full reply. We will aim to give a full reply as soon as we can, but within 20 working days at the most.

- give you a reply that:

- is addressed to you personally
- contains a clear and accurate explanation about the decisions that have been made
- is easy to read and understand
- contains the name, job title and contact details of the staff member sending the letter

You can help us maintain standards by letting us know when we fail to meet our expectations so that we can put things right and continue to improve what we do.

We also welcome feedback on good service.



## Asset Management Update



**Gas Safety Inspections** - As your Landlord, we are legally required to carry out the annual gas safety inspection and service to all gas appliances in your home. Our Contractor's engineers will undertake this work by following all up to date government guidelines. We appreciate that people have busy lives and it can be hard to set aside time to wait at home for an appointment, 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 to our contractor. **If we are unable to gain access to undertake these inspections, we are compelled to cap the gas supply before the end of the 12 month period.**

# Tenant Satisfaction Survey – What You Told Us

Thank you to everyone who took part in our recent Tenant Satisfaction Survey. The survey was carried out at the end of 2025 by independent consultants Research Resource, who spoke directly with tenants across all of our communities. A total of 271 tenants took part, providing us with robust feedback to help shape our services.

We are very pleased with the results, which show high levels of satisfaction across our services.

**94%** of tenants are satisfied with the overall service we provide

**93%** are satisfied with the repairs and maintenance service, a significant improvement since our last survey

**97%** feel we do a good job of keeping tenants informed

**94%** are satisfied with the quality of their home

The survey also gave us helpful feedback on how tenants prefer to receive information from us. Tenants told us that newsletters, either in paper or digital form, are the most popular way to both receive and access information about the Association. Rural Matters was identified as our most widely used communication method.

At the same time, the survey showed that while many tenants read Rural Matters fully or flick through it, some tenants do not always have the time to read every issue. As a result, we will be reviewing the content, layout and format of Rural Matters to make sure it remains clear, relevant and easy to read, while continuing to provide the information that matters most to you.

As in previous surveys, tenants told us that repairs and maintenance remain the top priority, followed by improving existing homes and keeping tenants informed. This feedback closely reflects the work we are already focusing on and helps guide our future plans.

Once again, we would like to sincerely thank everyone who took the time to share their views. Your feedback is invaluable and helps us improve the services we provide. We will continue to keep you updated on how we respond to what you've told us.

## 5 Year Investment Programme

At the May Board meeting, a proposed 5 year investment programme covering the financial years 2026/27 to 2030/31 will be presented for approval.

This programme supports planned component replacements during 2026/27 including **heating replacements at over 40 homes, window replacements at 7 homes, external door replacements at 18 homes, bathroom upgrades at over 30 homes, kitchen replacements at over 30 homes, roofing works, and external and hard landscaping improvements** across a number of sites. This will be a busy year for RSHA.

Procurement is already underway for many of these key improvements and works are being programmed to ensure they are completed at the most appropriate time of year, including in advance of winter where required.

If you have a query about when your home is next scheduled for a component replacement, please get in touch and we can let you know when we will next be improving your home. We make decisions on replacing components in your home by assessing the condition of the item, the time it has been in place and the budget priorities for that year. We will always ensure that a home is safe and, when components fail, such as windows or heating systems, they will be treated as major repairs and replaced in advance of planned works if necessary.



# RENT CONSULTATION OUTCOMES 2026/27

**A big thank you to all those who completed the rent consultation survey and attended The Tenants Event on the 14th January to give your feedback on a proposed 5.8% rent increase for the coming year.**

**The survey was issued to all tenants and 27% completed it. Of those:**

**85% disagreed with an increase of 5.8%**

**15% agreed with an increase of 5.8%**

**The feedback provided helps us to focus on the things that matter most to you and is invaluable in enabling us to review our services and plan our services for the future.**

Despite the feedback received the difficult decision was made to go ahead with the proposed 5.8%, to enable us to continue to make up for below inflation rent increases in previous years, and allow us to continue providing current services.

## YOU SAID

- You are unhappy with the reactive repairs service, specifically the quality of the work and repeat visits to complete work.
- Some homes have maintenance issues and require new windows, doors & heating.
- This rent increase is not in line with income increases. Many of you are concerned about affordability and value for money.
- Others felt the rent increase was reasonable provided the money went on maintaining and repairing homes.

## WE SAY

- We are sorry there are issues with the repairs service. We have been working very closely with our repairs contractor about ongoing issues and trust you will see an improvement in them soon.
- A Stock Condition Survey was recently carried out. The findings from this survey will be used to shape the planned maintenance programme.
- Our costs, particularly the replacement of things like doors, windows, kitchens and heating have increased dramatically. In addition below inflation rent increases in the past combined with recent years high inflation, have had a financial impact which must be addressed to ensure our business needs are met.

**If you are concerned about how you are going to pay your rent, please contact your Housing Services Officer or our Income Maximisation Officer who may be able to help you with housing costs or maximising your income.**

# RENT INCREASE



Following this year's rent increase and the rent

restructure, you will need to update your housing costs in your Universal Credit (UC) account.

This ensures you continue to receive the correct level of support. From 1 April 2026, you can sign in to your Universal Credit account and update your housing costs. A 'to do' reminder should appear in your account to guide you through the process.

All the information you need can be found in your rent increase letter. It's helpful to have this with you when completing the update. If you do not have an online account, you can contact the Universal Credit helpline on **0800 328 5644**. Please make sure you have your rent letter to hand when you call.



**If you require any assistance contact Kevin McGhee, Income Maximisation Officer on 01786 841101 or email [kevin@rsha.org.uk](mailto:kevin@rsha.org.uk).**

# Development Update

## Tyndrum

**18 Units, including 2 semi-detached bungalows, 12 semi-detached houses and 4 cottage flats**

Planning permission was granted by the National Park last year which allowed us to purchase the site for development. We hope to be on site later this year following Scottish Government funding approval.

## Other opportunities

We are currently reviewing development opportunities in other areas, including Braeval (near Aberfoyle) and Callander.



**Citizen's Advice Bureau Drop-in Sessions, are held on the first Wednesday of each month at Kirk Hall, Callander.**

**An RSHA Housing Services Officer will be in attendance at these events to help with any queries you may have.**

## Gaining Access to Meet Legislative Requirements

Our policy sets out the approach we will take in securing access for legitimate housing management and maintenance purposes, when this is likely to be required and the steps we will take if permission for access is not granted or not available when necessary. This policy ensures compliance with the law and regulatory requirements.

**A copy of this policy can be found on our website via [www.rsha.org.uk/policies-and-strategies/](http://www.rsha.org.uk/policies-and-strategies/)**



# Your Housing Services Officers

TELL US HOW WE  
CAN HELP YOU



**Dana McNulty**

**Email:** [dana@rsha.org.uk](mailto:dana@rsha.org.uk)

**Mobile:** 07881 799570

**Office:** 01786 843035



**Lesley McGregor**

**Email:** [Lesley@rsha.org.uk](mailto:Lesley@rsha.org.uk)

**Mobile:** 07464 543154

**Office:** 01786 843031



**Elaine Brotherstone  
(Temporary)**

(Elaine will be working part-time  
Tuesdays, Wednesdays and Thursdays)

**Email:** [Elaine@rsha.org.uk](mailto:Elaine@rsha.org.uk)

**Office:** 01786 841101

Callander & Doune

Tyndrum, Killin, Lochearnhead,  
Gartmore, Buchlyvie, Strathyre,  
Kippen, Gargunnoch & Deanston

Aberfoyle, Balfron, Croftamie,  
Drymen, Killearn, Kinlochard,  
Strathblane & Stronachlachar

Our Housing Services Officers have been unable to carry out the Walkabout Schedules as advertised in our previous editions. This is because of staff absences and the increased demands on the Housing Services Officers. Instead Housing Services Officers are walking around and checking everything is okay in developments when visiting for other reasons.



**MyRural**

**My Rural is our online tenant portal which allows you to access your tenancy 24/7 online. You will be able to report repairs,**

**make payments, check you rent balance, update your tenancy details and more!.**

## Need help?

**Get in touch with a staff member who can guide you through the registration process.**

**To register go to: [myrural.rsha.org.uk](http://myrural.rsha.org.uk)**

**Or click on the button on the top right of the home page of our website [www.rsha.org.uk](http://www.rsha.org.uk)**

To register you will need your National Insurance Number and a valid email address. Did you know you can also help friends or family members by applying to help them get online access to their account by being a "proxy" user. There is an option on the front page of the portal to allow you to apply for this.





**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## BOOK A FREE HOME FIRE SAFETY VISIT

Take five minutes to  
fill out our online  
booking form



#MAKE THE  
**CALL**  
HELP SAVE A LIFE  
0800 0731 999

#MakeTheCall

## FREE HOME SAFETY VISIT or a Personal Fire Plan

**A Home Fire Safety Visit is carried out by our staff for people at the highest risk of experiencing fire in the home.**

These visits aim to support people to live more safely by working with them to reduce their risk of fire.

During a visit, other risks of unintentional injury can be identified.

### **During the visit, you will be provided with:**

- identification of potential fire risks in your home
- information about bedtime routines
- help creating a robust escape plan
- advice and testing of smoke alarms

### **Where applicable, you will also be provided with:**

- onward referral to our partners for further support and advice (with your permission)
- information about the installation of smoke alarms in line with Scottish legislation

**To find out if you are eligible for a Home Fire Safety Visit, go to [firescotland.gov.uk](https://firescotland.gov.uk) or call 0800 0731 999.**

**#MakeTheCall**

## Completion of the DDYP Pavilion in Moray Park

**November 2025 marked an exciting milestone for the Doune & Deanston Youth Project (DDYP) with the completion of their first permanent building in Doune's Moray Park.**

The Pavilion is a brand-new community facility built and owned by DDYP, a registered charity that has supported local children and young people for over two decades. Designed to be welcoming, flexible and fit for the future, the building provides a permanent home for DDYP's popular After School Club and Youthie sessions, giving young people a safe, modern and inspiring space to learn, socialise and thrive. The building is available to hire for local groups, meetings, training sessions and public events.

The completion of the Pavilion would not have been possible without the generosity of many funders, local businesses and individuals. The initial idea for this project was in 2017, and without their contributions it would not have been possible. The Trustees of Doune & Deanston Youth Project would like to extend particular thanks to Rural Stirling Housing Association for their contribution through the Community Donation Fund.

**To find out more about DDYP, visit: [www.ddyp.co.uk](http://www.ddyp.co.uk)**



# Get involved



## Good Neighbour Award

Do you have a helpful neighbour? Someone you can rely on? Someone who lends you a helping hand when needed or is there to offer friendship and support? Perhaps they help with your shopping, put your bins out, clear away snow from paths or look after your pets when you are away? We can help you say "thank you" to this special person – enter them for this award. We select an overall winner from all those nominated and award a prize.

**To submit a nomination or for further information, please contact us on 01786 841101 or e-mail us at [enquiries@rsha.org.uk](mailto:enquiries@rsha.org.uk).**



**It's that time of year when we all head outdoors... If you're in need for some inspiration why not enter the RSHA annual garden competition.**

The RSHA garden competition offers prizes to the top three in each of our categories and we would love to share your gardens with you. Winners will be published in our newsletter "Rural Matters" and on our website.

**All you need to do is send in photos of your gardens and they will be entered into the competition. Let us know which category you wish to enter:**



- **Best individual garden;**
- **Best vegetable garden; or**
- **Best shared/communal garden for those of you who look after a communal or shared garden space.**

You can enter yourself or nominate a neighbour's garden.

Judging takes place in August. Winners will be announced at our AGM in September.

**Contact us in the normal ways 012786 841101 or e-mail [enquiries@rsha.org.uk](mailto:enquiries@rsha.org.uk). Let us know which category you wish to enter, your name, address and best contact number. If you need help sending in photos let us know. Good luck!**

## Become a share member of RSHA for only £1!

**If you are over the age of 16, you can become a share member of Rural Stirling Housing Association – lifetime membership costs only**

The Board is elected by the members of the Association at the Annual General Meeting (AGM). Life Membership is open to everyone who supports our objectives, in accordance with our Membership Policy, and on payment of £1. We currently have around 95 members, the majority of whom are tenants of the Association.

**Being a member entitles you to:**

- £ Take part in our AGM
- £ Elect members of the Board
- £ Stand for election
- £ Receive regular newsletters and other information about the work of the Association.



**Share members are very important to the Association. If you are interested in becoming a share member, contact the office either by phoning 01786 841101 or email [enquiries@rsha.org.uk](mailto:enquiries@rsha.org.uk).**



# Your property matters

## HOME CONTENTS INSURANCE

### ...don't forget your house contents insurance!

If the worst happens and your home is affected by burst pipes, flood or fire the Association would carry out the necessary repairs to make your home fit to live in again. This would be covered by the Association's buildings insurance. This insurance does NOT cover your belongings, your furniture, your carpets or redecoration. We strongly recommend you take out home contents insurance - this costs less than you might think. You can get cover of £10,000 for less than £30 a year.

You can choose any provider, but two schemes specialising in insurance for social housing tenants are:

**THISTLE**  
TENANT RISKS



- The Diamond Insurance offered by Thistle Tenant Risks Home Contents Insurance Scheme - a specialist insurance scheme for social housing tenants [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)
- Tenants' Content Insurance, further information can be obtained by emailing [tcischemes@marsh.com](mailto:tcischemes@marsh.com)

**For more general information about home insurance visit the Citizen's Advice Bureau Scotland website [www.citizensadvice.org.uk/scotland/consumer/insurance/types-of-insurance/householdcontents-insurance/](http://www.citizensadvice.org.uk/scotland/consumer/insurance/types-of-insurance/householdcontents-insurance/)**

## Landscape Maintenance/ Landscape Representatives



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.

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 Services Officer. Thank you.

## Community Donations Fund: Calling for Applications



**Our Community Donation Fund is now available to help and support local communities, and activities.**

We invite applications for projects aimed at benefitting:

- 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.

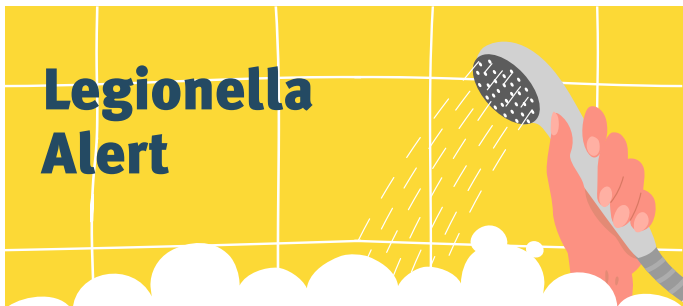
The total fund available for this year is £3,000 with a maximum single fund donation set at £1,500 The minimum donation paid is £100.

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: [www.rsha.org.uk/community-donation-fund/](http://www.rsha.org.uk/community-donation-fund/) for further details or contact a staff member.**



## 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: if you aren't using showers or taps regularly, make sure you flush them through at least once a week.
- To flush out your system 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.

## 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 home 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 ramp at the entrance to your home, a stair lift, or a shower unit in place of a bath, we can often do this through an Adaptation Grant Award from the Scottish Government.

Your application to us for such an adaptation would require to be based on specialist written advice, usually that of an Occupational Therapist. For some minor adaptations such as grabrails we do not require a referral.

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, or the fitments provided in it, please contact your Housing Services Officer who will advise you on what you need to do to make an application to have your home adapted to suit your needs.

## Flooding risk and being prepared



Climate change poses a major challenge in our management of flood risk. Increases in global temperatures and changing weather patterns indicate that climate change will cause more extreme weather events. The impacts of climate change are likely to increase the severity and frequency of storm events such as those earlier this year.

This has an immediate impact on communities across rural Stirling with many areas being at risk of flooding, which can be particularly sudden and can lead to flash floods. Tenants are asked to familiarise

themselves with flood information that can be found on the Council's website. Many communities across the Rural Stirling area have community resilience groups and action plans, we would recommend tenants familiarise themselves with these as they are likely the first to respond to emergencies. In the event of a flood at any of our homes, we will look to assist tenants where possible and will liaise with emergency services to ensure vulnerable tenants are prioritised.

With this in mind, it is also recommended that tenants, who are in areas of risk of flooding, should ensure that they have adequate contents insurance in the event of flood damage. While we will repair any damage to your home, we are not responsible for your contents.

**You can also sign up to SEPA flood alerts via <https://www.sepa.org.uk/environment/water/flooding/floodline/> for the latest information about flood risks in your area.**

# Storing personal items in loft spaces

We do not recommend storing belongings in loft spaces. These spaces are 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.

If you store items in the loft, you do so at your own risk.

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.



## CONDENSATION ADVICE This is the most common cause of dampness.

Although with spring and summer come better weather and higher temperatures, there are still actions you can take to prevent moisture related issues occurring such as surface mould resulting from condensation.

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. 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 this actually allows warm moisture-laden air to escape and permits 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.



### 4. KEEP YOUR HOME ADEQUATELY HEATED IF POSSIBLE

- Keep low background heat on all day, even in the bedrooms, kitchen and bathroom.

### 2. VENTILATE TO REMOVE MOISTURE

- 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.
- 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

- Wipe the windows (and window sills if required) of your home, as often as possible, to remove condensation. This is especially important in the bedroom; just opening the window is not enough.



### 5. ABOVE ALL REMEMBER DEALING WITH CONDENSATION IS NOT EASY!

- Carrying out as many of the above steps as often as possible will help to reduce condensation in your home.
- Please do not hesitate to contact us about condensation issues in your home. We are here to help. If you feel that your dampness is due to rising damp, penetrating damp or from a repair issue then please contact us.

# Complaints Performance

October 2025 to March 2026

**A total of 37 complaints were received for the period October 2025 to March 2026.**

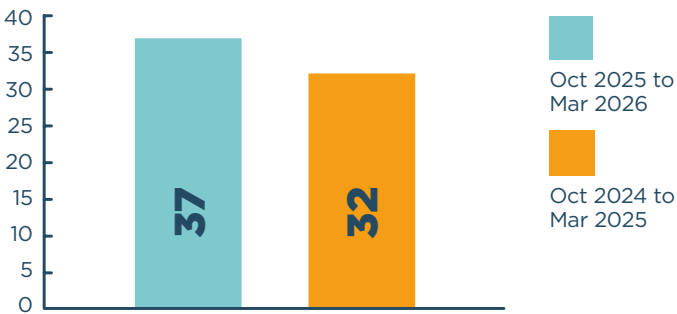
Complaints received in the quarter are broken down as follows:

**15** were Stage 1 complaints

**22** were Stage 2 complaints

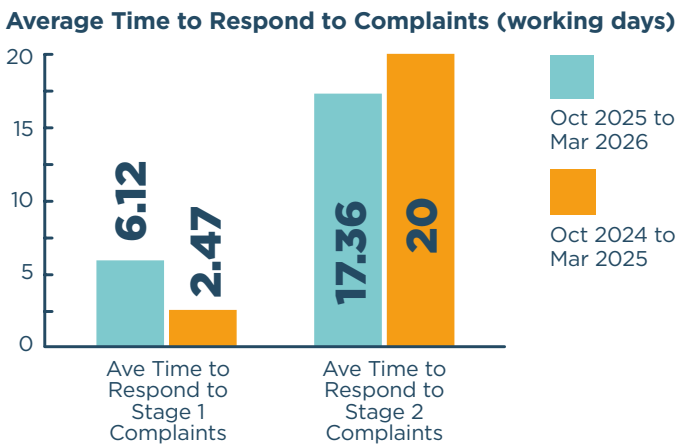
The Chart below provides a comparison between the current reporting year and 2024-25 for the number of complaints received during October 2024 to March 2025.

**Comparison October 2025 to March 2026 with October 2024 to March 2025**



## Complaint Resolution

The chart below details the average length of time taken to resolve Stage 1 and Stage 2 complaints for the quarter with a comparison to October 2024 - March 2025.



## Learning from Complaints

Through some of the complaints we receive, we have the opportunity to review our processes and learn from them. Below are examples of the themes and learning identified from October 2025 to March 2026.

**Description** - Unhappy with handling of Stage 1 complaint and escalated to Stage 2 regarding replacement flooring and confidentiality

**Learning Outcome/Action Taken** - Contractor was reminded of the importance of customer confidentiality and professional conduct and expectations

**Description** - Unhappy with rent restructure.

**Learning Outcome/Action Taken** - Staff have been reminded to ensure clarity and accuracy when discussing benefit-related matters with tenants and to review tenant facing explanatory materials on rent calculations.

**Description** - Unhappy with sale of land next to tenanted property without consultation.

**Learning Outcome/Action Taken** - Procedures should ensure impact of disposals are fully considered and staff are aware of disposals when they take place.

## Compliments

Throughout the year we receive some really nice compliments from our customers to thank us and our contractors for our help and support services.

A tenant at Ballechroisk Court, Killin recently phoned to say how happy he was with his window and door replacements. He said, ***It's made such a difference to the warmth of my home, and that the contractors were very efficient and tidied up after themselves.***



A tenant stated  
***'I would like to pass on my deepest gratitude to the lady cleaning the close of my flat in McLaren Terrace. She does a fantastic job and is always so polite and friendly. Today she went above and beyond her job by offering to help carry my shopping upstairs ... I have hip bursitis and her help (without my asking) really made my morning.'***

## Unfortunately, staff at Rural Stirling have been subjected to an increase in unacceptable and abusive behaviour in recent months.



We understand that during the current Cost of Living crisis, our tenants may be feeling under more pressure than usual, however at Rural Stirling Housing Association, we do not tolerate abusive or unacceptable behaviour. We ask that you treat staff fairly, and we expect staff to treat you fairly too as facing abuse is unacceptable.

If you treat staff in an unacceptable or abusive way, we will make you aware of this and we may place some restrictions on your contact with us.

### Examples of unacceptable behaviour include:

- Swearing and aggressive language
- Making threats in person, on the phone or via letter or email
- Violence and aggression
- Making unreasonable demands, such as asking us to complete a task in an unreasonable timescale and sending excessive emails, letters or calls about this
- Unreasonable persistence, such as repeatedly contacting the office and refusing to accept a decision

### Action we may take if your behaviour is unacceptable

- Terminate the phone call
- Call the police
- Limited contact, such as providing a single person to contact or email-only contact
- Formal warnings which may lead to court action to end your tenancy

In all cases of unacceptable behaviour, we will contact you to explain what actions we consider unacceptable and why. We will ask you to amend your behaviour and explain what actions we may take if you do not.

**Where we must act, we will tell you in writing what action we are taking and why. We may also request to meet you at our office to discuss the unacceptable actions and agree a way forward.**



## Use of CCTV and Doorbell Cameras in your Homes

We recognise that some tenants choose to use CCTV or video doorbell cameras to help them feel safer in their homes. While we understand these concerns, it is important that such devices are installed and used appropriately.

We do not regulate or enforce data protection or privacy legislation. Any concerns about privacy, personal data or the recording of individuals are matters for the Information Commissioner's Office (ICO), which oversees compliance with data protection law.

However, as your landlord, we do have responsibility for protecting the fabric of our buildings and shared spaces. CCTV or doorbell cameras must not cause damage to properties or be installed on external walls, communal doors, shared entrances or other communal areas without permission.

Where a device:

- is fixed to the building without approval
- causes damage to walls, doors or other building elements
- is installed in communal or shared areas

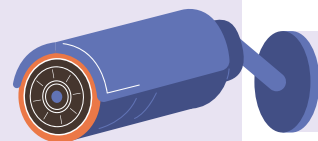
We may request that the device is removed or repositioned to prevent damage to protect the building fabric.

Tenants should also be aware that CCTV and camera devices are intended for private household use only and we do not manage, monitor or store any footage captured. Any questions or complaints relating to how footage is used, shared or recorded should be directed to the ICO.

Details for the ICO in Scotland can be found here <https://ico.org.uk/about-the-ico/who-we-are/scotland-office/>

**If you are considering installing CCTV or a doorbell camera and are unsure whether it may affect the property or require permission, please contact us in advance. We are happy to provide advice and help avoid any issues.**

*Our approach is to strike a balance between tenants feeling safe in their homes and protecting the condition of our properties and shared spaces.*



# Lisa's Greek Chicken by Lisa Addison



Lisa is an RSHA tenant and former contestant on MasterChef.



- 500g chicken breast, sliced in half
- 2 tins cherry tomatoes (Aldi)
- 2tsp garlic granules
- 1tbsp smoked paprika
- 1tsp thyme
- 1tsp onion granules
- 1/2 tsp cinnamon
- 1tbsp sugar
- Pack tenderstem broccoli, trimmed
- 500g pappardelle
- 1 lamb stock cube (can use chicken)

Heat a large frying pan to a medium heat, pop in the tin toms, garlic, paprika, thyme, onion granules 1tbsp, cinnamon and sugar, mix and then add the chicken, just fit it in the pan snugly and cover with the sauce.

Crumble in the stock cube and add 100ml of water. Bring to a boil and cook for 15mins.

While the chicken is cooking, cook the pasta to the packet instructions. After 15 mins add the broccoli and spinach to the chicken mix, cover and cook for 10/15 mins until the broccoli is cooked.

**Drain the pasta and pop into a bowl, spoon the delicious chicken mix over the top and enjoy!**



## Keeping Pets

**RSHA allow tenants to have one cat, one dog or one caged bird or animal.**

Any additional pets are at the discretion of the housing association, and you must obtain our prior written permission if you wish to keep any more than one.

You have the right to keep a pet subject to the conditions listed in section 2.6 of your tenancy agreement. If we give written permission and you fail to meet the conditions, permission to continue to keep the pet may be withdrawn.

## DO WE HAVE YOUR UP TO DATE CONTACT DETAILS?

Phone, email?

Please contact the office to let us know to keep our records up to date. Or if you are registered for My Rural you can change these by logging into your online account.



All editions of our Rural Matters newsletters are available to read in the Library section of our website.

Printed copies can be posted out if you require – let us know.



## Contact Details

Stirling Road, Doune, FK16 6AA

Tel: 01786 841101 [www.rsha.org.uk](http://www.rsha.org.uk) Email: [enquiries@rsha.org.uk](mailto: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



Rural Stirling  
Housing Association



SCAN ME