

|                                          |           |
|------------------------------------------|-----------|
| Community Engagement.....                | Pages 2-3 |
| Planned Maintenance Update .....         | Pages 4-5 |
| Developing The Young Workforce .....     | Page 6    |
| Become a Member of Shire HA .....        | Page 7    |
| Ayrshire Cancer Support Fundraising..... | Page 8    |
| Damp and Mould .....                     | Page 10   |
| Care & Repair .....                      | Page 11   |



## Craigens Road New Development

In April, a group of children from Netherthird Primary performed the sod cutting ceremony at Craigens Road, Cumnock, marking the start of Shire Housing Association's first new build project in 17 years. Guests from the local community joined the children for this landmark event.

A mix of 49 homes are being built

by Rosewood Homes including 4 two-bedroom cottage flats; 30 two-bedroom houses; 9 three-bedroom houses; 4 two-bedroom older people cottage flats; 1 two-bedroom wheelchair adapted house; and 1 three-bedroom wheelchair adapted house. The adapted housing includes special design features and access to help tenants live independently in their own homes for as long as possible.

Simon Roberts, the Chairperson of Shire Housing Association said: "The Association is delighted to be working with Rosewood Homes to

deliver 49 new affordable homes in Netherthird. Construction of the new homes will provide high quality energy efficient homes to the local community, whilst transforming a vacant brownfield site".

John Stewart from Rosewood Homes added: "Rosewood Homes are absolutely delighted to be working in partnership with Shire Housing Association. We are committed to making a lasting difference in Cumnock, creating a development that residents will be proud to call home".

# Community Engagement



**Over the last five months, we have remained strongly focused on supporting and strengthening local communities.**

Working alongside community groups, charities, schools, and local partners, the organisation has helped deliver initiatives that encourage inclusion, participation, and wellbeing. Community events have included a music project, community bus trips, making donations to local clubs and Early Childhood Centres, attending Dumfries House Tea Dance with groups, digital drop-ins, a participatory funding event where we distributed £5,000 to local groups. We have also supported projects that tackle social isolation, promote community pride, and create opportunities for residents and local organisations to work collaboratively. Through these community-focused efforts, we have continued to make a positive contribution to creating vibrant, connected, and supportive places for everyone.





# Participatory Budget Event

Shire used funds received from procurement projects to reinvest in our communities via a participatory budget event. Groups were invited to submit applications for funding in advance and then present their bids to members of the community at an event on 5 June.

The community voted on how the funds were to be allocated. 70% voted to share the £5,000 pot equally across the 8 applicants, with the groups below receiving £625 each.

- Netherthird Community Garden
- Cumnock Juniors 2019s
- Hazel's High Notes
- Glaisnock Valley Bowling Club
- The Nutty Knitters
- CAMPS
- Netherthird Toddlers groups
- Alzheimer's Scotland



# Planned Maintenance Update

We're pleased to be continuing our investment programme across our homes this year, with a range of projects planned to improve comfort, energy efficiency and the overall condition of our properties.

## New Kitchens

We have completed surveys at 39 properties identified for kitchen replacement and are working alongside Green Home Systems and Howdens to deliver the programme.

Installation works are due to begin in **July** and will continue through to **October**.

If your home is included in the programme, we would appreciate your cooperation when contacted to arrange installation dates.



## Roofing and Roofline Improvements

AC Whyte has been appointed to deliver a number of roofing and roofline improvement projects across our communities, including:

- **16 full roof covering replacements**
- **20 roofline and canopy upgrades** in Patna, replacing defective timber elements with low-maintenance uPVC
- **2 structural roof replacements** in Patna

Residents affected by these works will be contacted directly before works commence.



## Investing in Energy Efficiency

Over recent years, Shire Housing Association has made significant investment in improving the energy efficiency of our homes and we are pleased to report that we are in a strong position towards current energy efficiency standards.

This year, we are continuing that

investment by targeting homes that would benefit from further improvements, including:

- **External Wall Insulation**
- **Cavity Wall Insulation Upgrades**

These measures will help improve warmth and comfort within the home, reduce heat loss and support lower energy consumption.



## Window Replacement Programme

We are replacing older timber windows across our housing stock.

Over the next two years, we plan to replace the remaining timber window installations in our older stock to improve energy efficiency, reduce maintenance requirements and enhance the appearance and comfort of our homes.

During 2026/27, **27 properties** have been identified for replacement, with the remaining properties scheduled for the following financial year.

We have appointed **Sidey** to deliver the programme, and property surveys are currently being arranged to help us finalise the programme and installation schedule.

Residents affected by the works will be contacted directly once survey and installation dates have been confirmed.



## Smart Home Monitoring

As part of our ongoing commitment to tackling damp and mould and improving property performance, we continue to install smart environmental monitoring systems in our homes.

To date, **105 properties** have been fitted with environmental sensors and gateways.

During the current year, a further **32 properties** are planned to receive monitoring equipment, including:

- **23 planned installations**
- **9 reactive installations**

These systems help us identify potential issues earlier and support proactive intervention where a risk to tenants' health and wellbeing may exist.

## Boiler Replacement Programme

Our boiler replacement programme commenced on 1 April and we are pleased to have successfully delivered **33 new boiler installations**.

The remaining **12 properties** identified within the current programme will be targeted in due course.

We are continuing to install **Vokera boilers** as part of our replacement programme. These boilers are supplied with a **7-year manufacturer warranty**, providing reassurance that any warranty-related repairs during this period will be carried out directly by Vokera's engineering team.

Residents receiving a replacement boiler will receive further information on operating their new system and warranty arrangements at the time of installation.



## External Facade Cleaning Programme

We are currently procuring contractors to carry out external façade improvement works, including:

- **61 properties in Patna** affected by organic growth on external wall finishes

- **5 properties in Castlevue Avenue, Galston**, where previous paint coatings are to be removed from the building façade

Further details will be provided to affected residents once contractors have been appointed and programme dates have been confirmed.

# Developing The Young Workforce

As part of our commitment to Developing the Young Workforce, Keir McClounie joined the association in June 2025 and has recently completed his Modern Apprenticeship in Digital Applications Support. During his time at Shire, Keir participated in the Ayrshire Chamber of Commerce Apprenticeship Challenge, delivering education on housing to school students.

"I found my apprenticeship after completing a work experience placement at Shire through the college course I was completing at the time, which gave me an insight into the role and encouraged me to apply. One of the main benefits of my apprenticeship has been gaining valuable hands-on experience while developing professional skills and working towards a qualification. Through my qualification, I have also improved my skills across the Microsoft 365 suite, becoming more confident in using applications

such as Excel, Word, PowerPoint and Teams to support my daily work. A key achievement during my apprenticeship was completing the Apprenticeship Challenge. As part of this, I delivered a presentation to pupils at Doon Academy and later presented to other apprentices, employers and judges about the work I had carried out. This experience significantly improved my confidence, communication and presentation skills, while also helping me engage effectively with different audiences." – Keir McClounie

Claire and Keir attended Developing the Young Workforce's Ayrshire Pathway to Careers event earlier this year. This was a great opportunity for young people to find out about the opportunities available to them in the local community.



We are very pleased to welcome Niamh Rennie who joined the Shire Team in July 2026 and will be working towards her Modern Apprenticeship in Digital Applications Support.





# Become a Member of Shire Housing Association

We are a community-based membership organisation that values the active involvement of tenants and residents in shaping our future. We are committed to being accountable to our tenants and the wider community, and we strive to ensure our membership reflects the diverse communities we serve.

## Who Can Become a Member?

Membership is open to:

- Shire Housing Association tenants
- Users of our services
- Individuals who support the Association's aims and values
- Organisations that share and support our objectives

Anyone aged 16 or over can apply to become a member. Membership is for life and costs just **£1**.

## Benefits of Membership

As a member, you can:

- Attend and vote at the Annual General Meeting (AGM)
- Stand for election to the Management Board
- Help influence the future direction of the Association
- Play an active role in supporting your local community

Throughout the year, members receive copies of our Annual Report, Financial Statements and tenant newsletters, helping them stay informed about the work of the Association.

## How to Apply



Applying for membership is simple. Complete a membership application form and return it to our office along with your **£1 membership fee**.

To request an application form:

- Call **01290 421130**
- Email [info@shirehousing.com](mailto:info@shirehousing.com)
- Download a form from the Downloads section of our website



**SAVE  
THE  
DATE!**

## Join us at our AGM

Wednesday  
23 September  
2026

Our Annual General Meeting will take place on **Wednesday 23 September 2026 at 5:45pm within Cumnock's Creative Arts Hub, Bank Avenue, Cumnock, KA18 1PQ**. The event is open to all our members so why not come along and join us to find out what we've been up to and tell us what matters to you?

Whilst tenants who are not members are unable to vote in the formal section of the AGM, tenants are more than welcome to come along and enjoy the event. It's a great opportunity to meet with neighbours, have a chat with staff and get involved with your local community.



The event will start at 5:45pm with food and refreshments followed by the formal AGM.

The agenda will include the usual items such as the Chair's Report, the Auditor's Report and election of Board Members.

If you are interested in joining us at the meeting and you require transport, please contact Gemma Balfour on **01290 421130** or at [gbalfour@shirehousing.com](mailto:gbalfour@shirehousing.com).

## Become a Board Member at the AGM

We're always looking for members to join our Board to help us do the right things and continue to protect the interests of our tenants. If you have a few hours to spare each month and want to help influence what we do, then why not consider joining our Board? We'd love to hear from you.

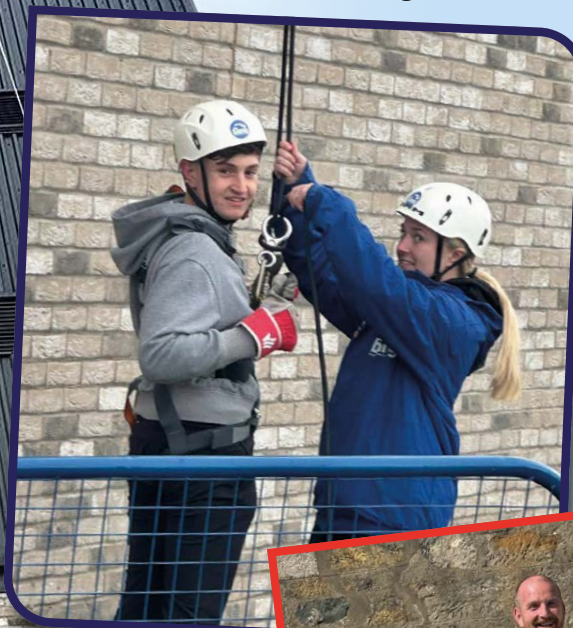
If you are interested in joining us at the meeting or becoming a member or a Board member, please contact Gemma Balfour on **01290 421130** or at [gbalfour@shirehousing.com](mailto:gbalfour@shirehousing.com).

# Ayrshire Cancer Support Fundraising

Having recently visited charity partner Ayrshire Cancer Support's centres, the staff and management team were inspired to raise awareness of what they do and how accessible this valuable service is. In addition, they were keen to support ACS financially to continue the excellent work that they do supporting those affected by cancer across Ayrshire.

On the 9<sup>th</sup> of May, Alan and Keir abseiled down the Port of Leith Distillery and between them raised a total of £740. During the month of May, a team of 10 staff and management known as The Shire Shufflers, took part in The Ayrshire 100 challenge. They pledged to cover 100 km, individually and collectively during May. Thankfully, the weather was kind and the team covered 1,168km, raising £978.65. Shire Housing Association agreed to match this and round it up to £1,000. With gift aid, the total raised from the walk was £2,221.15

Organiser of the Shire Shufflers, Diane Balfour said "we are proud to have raised a grand total of £2,961.15 for ACS in May. We are keen to find other ways to support this local charity over the coming months."



# SUMMER Savings SCHEME

The government's Great British Summer Savings scheme (GBSS) runs until 1 September 2026.

The savings include discounts on children's meals in restaurants, children's tickets for theatres, concerts and cinemas, as well as tickets for everyone for attractions like soft play, adventure centres, and theme parks, helping to reduce the cost of days out for families over the summer holidays. An attraction finder website has



HM Government

been launched which allows families to type in their postcode and find participating venues near them to make the most of summer savings.

You'll find the attraction finder at [summersavings.gov.uk](https://summersavings.gov.uk)



## Medical Adaptations

We have now received our 2026/27 grant allocation for medical adaptations.

This will allow work to commence on the adaptations already requested and approved this year. Adaptations including handrails & grab rails, wet-floor showers and stairlifts can help tenants stay safe in their own home. If your health has deteriorated and you feel that an adaptation would help you, please contact the office on 01290 421130 and we will be happy to discuss your options and provide advice on the assessment process.



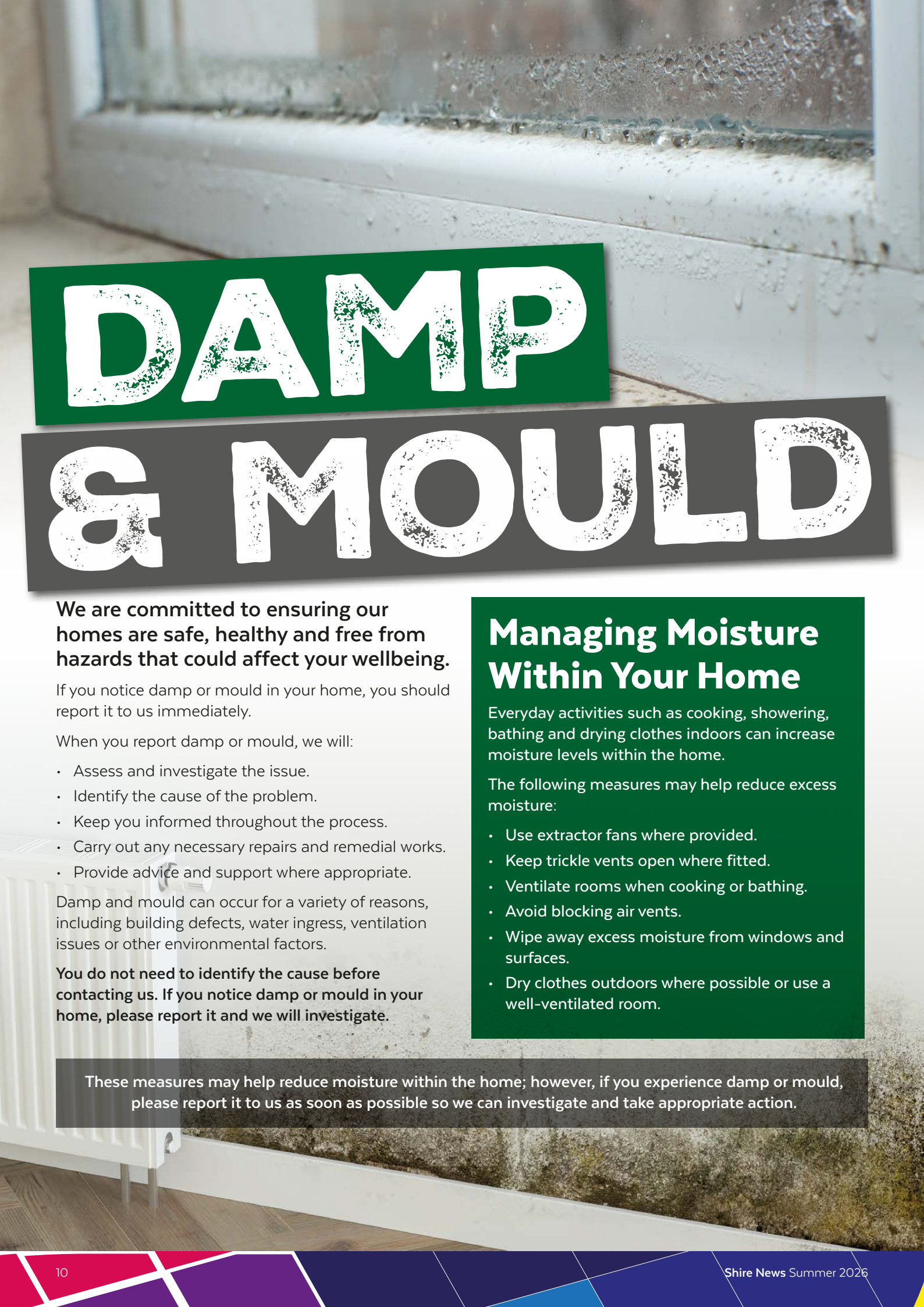
## Keeping your details up to date

To help us provide the best possible service, please let us know if any of your contact details change, including your phone number or email address. It's also important that you tell us if anyone moves into or out of your property, as this helps us keep our records accurate.

You can advise us of any changes by -

- Calling the office on 01290 421130
- Emailing [info@shirehousing.com](mailto:info@shirehousing.com)
- Updating your details via the Tenant Portal





# DAMP & MOULD

**We are committed to ensuring our homes are safe, healthy and free from hazards that could affect your wellbeing.**

If you notice damp or mould in your home, you should report it to us immediately.

When you report damp or mould, we will:

- Assess and investigate the issue.
- Identify the cause of the problem.
- Keep you informed throughout the process.
- Carry out any necessary repairs and remedial works.
- Provide advice and support where appropriate.

Damp and mould can occur for a variety of reasons, including building defects, water ingress, ventilation issues or other environmental factors.

**You do not need to identify the cause before contacting us. If you notice damp or mould in your home, please report it and we will investigate.**

## Managing Moisture Within Your Home

Everyday activities such as cooking, showering, bathing and drying clothes indoors can increase moisture levels within the home.

The following measures may help reduce excess moisture:

- Use extractor fans where provided.
- Keep trickle vents open where fitted.
- Ventilate rooms when cooking or bathing.
- Avoid blocking air vents.
- Wipe away excess moisture from windows and surfaces.
- Dry clothes outdoors where possible or use a well-ventilated room.

These measures may help reduce moisture within the home; however, if you experience damp or mould, please report it to us as soon as possible so we can investigate and take appropriate action.

# Care & Repair



**Did you know that Care & Repair East Ayrshire is here to help homeowners and private tenants aged 60 and over, or adults of any age with a disability, to live safely and independently at home?**

Our Small Repairs Service is designed to help with those everyday jobs around the home that have become difficult to manage yourself. Whether it's repairing loose steps, fixing doors or windows, replacing locks, carrying out minor plumbing repairs, fitting grab rails, or tackling other small maintenance jobs, we're here to help you stay safe and independent in your own home.

Need help getting online? Our Digital Inclusion Service offers free support with smartphones, tablets and laptops, helping you access online services, keep in touch with family and friends, stay safe from scams and build confidence using technology.

For larger jobs that fall outside our Small Repairs Service, don't forget to ask about our Trusted Trader Register. We can provide details of local contractors who have supplied references and hold appropriate public liability insurance, giving you extra confidence when choosing someone to carry out work in your home.

Did you know? Falls are one of the leading causes of injury among older people, and many happen in and around the home. Simple repairs and minor improvements can make a big difference in helping you stay safe and independent.



## Customer Service Excellence – May 2026

Following a recent external review of the '**Customer Service Excellence (CSE)**' accreditation, we are pleased to advise that we have passed the review and maintain this accreditation.

We continue to support our people and our communities. Please do not hesitate to contact our office for any assistance or guidance with matters relating to Housing and Financial support.

Thank you to our tenants, members, employees, and Board – your cooperation is invaluable and helps shape the services provided by the Association.

**CUSTOMER  
SERVICE  
EXCELLENCE**



The Government Standard

# WAYS TO PAY YOUR RENT



**CALL US ON  
01290 421130  
TO SET UP A  
DIRECT DEBIT**



**USE THE ALLPAYMENTS  
APP, WEBSITE OR CALL  
0330 041 6497  
NEW.ALLPAYMENTS.NET  
AT A PAYPOINT OR POST  
OFFICE**



**CALL THE OFFICE  
AND WE CAN EMAIL  
OR TEXT A LINK TO  
PAY USING YOUR  
DEBIT CARD**



**BY STANDING ORDER OR  
BANK TRANSFER TO  
SORT CODE 80-06-24  
ACCOUNT NUMBER  
00123707 USING YOUR  
TENANCY REFERENCE**

## My Home - Tenant Portal

**Did you know you can manage your tenancy online anytime with My Home, our convenient tenant portal?**

Using My Home, you can:

- View information about your tenancy account
- Report and track **non-emergency repairs**
- Update your communication preferences

Access the portal at <https://shire.myhome-portal.com/> or scan the QR code opposite.



### Go paper-free!

If you would prefer to receive correspondence by email rather than by post, simply select the **Paper-Free** option within the **My Tenancy** section of the portal.

### Need help registering?

To register, you will first need to enter the details below and then follow the instructions to setup a password.

- Your tenant number (this is your account reference – example NETHLAMOCR999099)
- Your surname
- Your date of birth (must match our records)
- Your postcode (postcode of your Shire property)
- Your email address (this will be used as your portal user name)

The portal uses multi-factor authentication, meaning when you logon you will receive a security code (via your email) that must also be entered.

If you have any questions or need help accessing **My Home** please contact us on **01290 421130**.