



Find out more about our latest affordable homes

Page 3

Help at your fingertips

Go online for easy access to services

OUR online services give you more power at your fingertips.

Many customers pay their bills or report a repair over the phone or by speaking to our staff. Now we are giving you more choice in how you access our services.

Our online site allows you to do much more on the internet than ever before.

This includes seeing your account and balance, making payments and reporting

Continued on page 3

What's inside: meet the team – gas safety

**LOWTHER
HOMES.**

Welcome

WELCOME to the first edition of **Lowther News**.

We've introduced this newsletter to keep you updated with useful news and information as well as details of our latest developments across central Scotland.

In this issue we'll also introduce you to the team and the additional services we provide.

Please let us know what you think of it and if there's anything you would like to see in future issues.

Don't forget, we're here to help, so call us anytime on **0800 561 6666**, email us at **info@lowtherhomes.com** or visit our website: **www.lowtherhomes.com**

Gillian Lavety, Director

How to contact us:

Communications team
Lowther Homes
177 Trongate, Glasgow G1 5HF

T: **0800 561 6666**
E: **info@lowtherhomes.com**

Find us on twitter:
@lowtherhomes

Part of Wheatley Group



We're here to help

OUR team of letting agents is here to help you with any issues or enquiries.

If you need to report a repair, report any anti-social behaviour, discuss your rent or have any questions about your tenancy, they are here to help you.

The Lowther team:

Moirá Devin – Letting Manager
Theo Forrest – Letting Agent
Melanie Heffron – Letting Agent
Mark Kennedy – Letting Agent
Steven Lyon – Letting Agent
Jake Cairns – Letting Assistant

Each letting agent has their own patch which covers a variety of developments. To find out who is the agent for your area, check our website: **www.lowtherhomes.com**.

Our staff are available round the clock

com/your-letting-agent

Our staff are regularly out in their patches, visiting tenants, doing viewings and inspections, making sure the communal areas are being maintained as well as arranging move-in and check outs.

Our staff are also happy to arrange evening visits if required.

It's important to pay your rent, so if you are having any issues or are struggling to pay your rent, please get in touch.

Call us 24/7 on 0800 561 6666.

Fire can be too close for comfort



IS your close full of bags of rubbish or prams and bikes? If it is, it could be a fire hazard.

The close may be the only means of escape in a fire, so the escape route needs to be kept clear. If unwanted household items are being left in the common close, or people are using it for storage for bikes or prams this could hinder your escape.

There shouldn't be any items stored in the common

areas. Even the smallest bag of rubbish can create enough smoke to fill a building very quickly.

Lowther Homes works in partnership with the Scottish Fire and Rescue Service and they offer a FREE Home Fire Safety Visit. They can help you spot potential fire hazards and offer you advice and guidance.

Just call **0800 0731 999** to book an appointment now.

Lowther adds more new build homes to its portfolio

LOWTHER Homes continues to make more new homes available to rent and will have another 67 brand new homes ready this summer.

A total of 46 brand new flats for mid-market rent are being built by Cube in Yoker. The flats are located on the riverfront, overlooking the Clyde. The development includes 12 one-bedroom and 34 two-bedroom flats with rents starting from £420.

Another 21 new flats are also being built close to Hamilton town centre. The Silver Bells development is made up of seven different styles of two-bedroom flats with rents starting from £475.

And one of the latest tenants to move into



a brand new home is absolutely thrilled with it. Mum Nattalie McCulloch couldn't believe her luck when she landed the keys to her new home.

Nattalie and her teenage son Jack had been living in a series of cold and damp private lets with sky-high heating costs when she landed the Lowther Homes new-build apartment in Braehead.

The flat, in the Ferry Village development, is one of 24 built by Barratt Homes

West Scotland and recently bought by Lowther Homes.

Nattalie said: "I'm delighted to be lucky enough to rent one of these fabulous new homes. It's like a dream – I can't believe I live here. I loved it from the first moment I viewed the flat."

Lowther Director Gillian Lavety said: "These brand new homes are already proving really popular and are part of our plans to build or acquire hundreds of new affordable homes over the next five years and drive up standards in the private rented sector."

If you are interested in one of these new properties, or anyone you know is, call us on **0800 561 6666**, email **info@lowtherhomes.com** or speak to your letting agent.



Online services

From page 1 a repair.

Our online services launched last Autumn, and already over 100 customers have signed up to use the system.

Michael Smith, 23, signed up for our online services just after the launch last August. He said: "Before I signed up for online services I phoned in every month to make a payment. Now I can just log in and pay my rent. It's really quick and easy to use.

"If you are used to going online you'll find it really easy to use, so I would encourage other customers to sign up and use it."

If you haven't signed up already, you'll need a registration code as well as your account number. You also need to have an email address. If you don't have one it's easy to set up a free email account.

Once you have registered, you'll be able to see your account, check your balance, pay your rent, book repair appointments and much more.

We wrote to you late last year with your registration number. If you want to register, but can't find your letter, just give us a call on **0800 561 6666**.



We're listening to you

HUNDREDS of you have had your say on how we're doing through our customer survey – and we want to say a big thank you for your feedback.

Our staff will look carefully at the survey results to see how we can further develop our services.

Moira Devlin, Letting Manager, said: "The survey gives us important feedback on what we need to do to

make sure we deliver a first-class service to our customers. The feedback helps us to see what we are doing well and what we could do differently."

The survey included questions about overall satisfaction, our repairs service and what attracted you to rent with Lowther Homes.

We'll tell you more about the results in a future issue.

Money advice

If you live in Glasgow and are looking for advice on budgeting or financial products, an organisation called Epic 360 might be able to help.

Epic 360 aims to help people living in Glasgow to increase their financial capability skills. This might be help with budgeting, or support to apply for or maintain financial products such as a current account, a saving account or insurance.

To find out more visit www.epic360.co.uk or call 0141 630 4325.

Useful numbers

Lowther Homes
0800 561 6666

Police Scotland (general enquiries)
101

Emergency (fire, police or ambulance)
999

Gas emergency
0800 111 999

NHS 24
111

Crimestoppers
0800 555 111

Scottish Water for mains leakages & bursts
0800 077 8778

Traffic Scotland
0800 028 14 14

TV Licensing
0300 790 6144



Help us keep you safe

WE want to make sure you stay safe - and that's why we need to carry out important checks to your home.

Every year we need to service any gas appliances in your home - this might include the gas boiler, cooker, as well as carbon monoxide and smoke detectors.

As a responsible landlord we must comply with the Gas Safety (Installation and Use) Regulations 1998.

It's vital we get access to your home for these

checks, so please make sure you're in on the day of the appointment.

Moira Devlin, Letting Manager at Lowther Homes, said: "We want to make sure all our tenants are safe at home. That's why, as a responsible landlord, Lowther Homes has to carry out these important checks.

"It's really important we get access to tenants' homes for this vital work.

"We'll write to everyone with a date and time for these checks. If the time or date doesn't suit, please get

in touch to re-arrange. "Please help us keep you safe."

If you need to change the date or time of the appointment, talk to your letting agent or phone us free on **0800 561 6666**.

We also do other safety checks depending on the type of property you live in - for example, we check common windows in closes and high-rise blocks, as well as water tanks and lifts in high-rise blocks.



Report illegal dog fouling

ONE of the most common calls we get is about dog fouling.

If you know someone is letting their dog foul regularly, you should report it to your local authority.

If you are a dog owner,

please clean up after your dog. Grab it, bag it and bin it. Any bin will do.

Remember you can use a public bin if you can't find a dog foul bin.

It is illegal to let dogs foul - and anyone caught doing it can be fined.