

## Welcome to the Spring Edition

**Welcome to our Spring edition of Rural Matters. We have another very full issue for you which 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.**

In March we marked the two-year anniversary of the first lockdown and from last month all legal restrictions have now been replaced with guidance.

Some experts believe Covid is now endemic, whilst others are taking a more cautious approach retaining the worldwide pandemic classification. The virus is still mutating into variant strains and widespread immunity will likely take a long time to achieve. However, once enough people have developed immunity through vaccination or infection, the virus will become endemic. In other words, Covid is expected to become a recurring disease like the flu. When this will happen is hard to predict however we do have a duty of care to protect all of our people and that includes our tenants and other service users.

We do therefore need to remain vigilant and continue to observe the hygiene and health and safety protocols that we have become used to. One of the benefits and opportunities to emerge from the pandemic has been new and more efficient ways of working. Our team will continue to work on a hybrid basis mostly from home with occasional office-based working and our office opening hours have been altered to accommodate this. We would like to thank all of our tenants for your patience and the feedback that you have provided that has helped us to shape how we can best provide you with our help and support. It is now very much business as usual with a few wee tweaks here and there!













### Masterchef contestant and RSHA tenant Lisa Addison shares her inspiring story

**We are sure there are a lot of BBC Masterchef fans out there who have watched this year's competition and have been delighted to see one of our own take part - Lisa Addison - who lives in Killearn. We are delighted to be able to share her inspirational story with you.**

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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 2021 and our Engagement Plan with the SHR was issued in March 2022. **Our Regulatory Status is Compliant.** This means that the SHR is satisfied that we comply with all the standards of Governance and Financial Management. In 2022 the SHR will be engaging with us about our development plans and future growth.

The details of our Engagement Plan can be viewed on our website [www.rsha.org.uk](http://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.

## Annual Assurance Statement 2022

We would like to involve our tenants and get your feedback on our next Annual Assurance Statement due to be submitted in October 2022.

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.



## Extended telephone service

We introduced an extended telephone service between 8am and 9am and 5pm and 6pm on Thursdays on a pilot basis for four weeks from Thursday 13th January. This was introduced in response to tenant feedback. All tenants were notified by SMS text, information was posted on our website and the pilot extension to telephone hours on a Thursday was publicised in the winter edition of Rural Matters. All contact was logged during the four-week trial. The trial period came to an end on Thursday 3rd February. We reviewed the response to the service and there was very little demand.

**Given the lack of demand and staff resources required to provide the service we feel that there is no need to extend this service on a permanent basis.**



## 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.



HOUSING ONLINE

## 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 their tenant profiles.

**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 March Board was another very full meeting where lots of key decisions and discussions took place. Key agenda items included:



- **Strategic Plan, Strategic Delivery Plan and Business Plan:** The Board approved final versions of all of these documents. All of these documents are available on our website.
- **Equality Diversity and Human Rights Strategy 2022-2025 and Policy Statement:** The Board approved these documents, and they can also be found on our website.
- **Budget for 2022/2023 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 2021) Performance Report. Our Board did note that there has been an increase in arrears and the need to prioritise and focus on arrears performance.



## Collecting Equality Information

The SHR has published guidance to support social landlords to meet regulatory requirements with respect to the collection of equality information. We need to comply with the new guidance from April 2022.

Having good information about individual needs including equality information is essential to enable us to ensure that we can address those needs. We are currently developing an Equality Data Collection Framework. We will be collecting information from our Board members, our staff, our existing tenants and applicants and people who want to work with us. We will always explain why we are collecting equality information, help you to understand what information is to be collected and how the information will be used.

## CLIMATE EMERGENCY

Spring may have sprung but the warmest Easter on record and the recent devastating storms are a stark reminder of the devastating impacts of climate change. We have partnered with Keep Scotland Beautiful to deliver Climate Change Workshops for our Board and Staff. These sessions were held online and focused on the basics of climate change: what is causing it, why it is a problem, and importantly, what can be done. The Board session was held in April, and we offered an opportunity to our tenants to get involved with this session promoting this in our winter edition of Rural Matters and through our website and SMS texts. I am delighted that we had tenants joining this session and thank them for their support.

For more information on Climate Change please visit [www.netzeronation.scot/about/campaigns/climate-emergency](http://www.netzeronation.scot/about/campaigns/climate-emergency)

## Investors in People (IIP)

IIP accreditation provides assurance that we invest in training and development for our staff, to keep them engaged and motivated. Successful accreditation with the IIP standard is a sign of a great employer, an outperforming place to work and a clear commitment to sustainability. I am delighted that we have achieved IIP Silver recognition!



**INVESTORS  
IN PEOPLE** | Silver

This is a great achievement for us, and we are delighted to share our good news.

## Congratulations



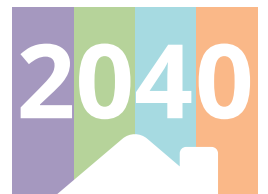
We would like to share with all of our readers a recent success of one of our Board members. Fiona Boath our Joint Vice Chair has somehow found the time (despite all her volunteering activities) to successfully complete an IIP Leadership Course.

**Well done Fiona!**

## NEW DEAL for Tenants

A draft strategy for the rented sector in Scotland has been published by the Scottish Government. This follows the Scottish Government's previously published strategy 'Housing to 2040', which sets out a long-term housing vision for Scotland. 'Housing to 2040' aims for everyone living in Scotland to have access to a safe, warm, affordable, high quality and energy efficient home by 2040 and looks to improve accessibility, affordability and standards across the rented sector. The recently published draft strategy aims to ensure all tenants, whether living in private or social rented homes, can access secure and stable tenancies with affordable choices - whilst also benefiting from good quality homes and professional levels of service and rights.

### Housing to



The consultation draft can be found here [www.gov.scot/publications/new-deal-tenants-draft-strategy-consultation-paper/](http://www.gov.scot/publications/new-deal-tenants-draft-strategy-consultation-paper/)

## Board Recruitment

We are recruiting for new Board members. We successfully recruited 4 new Board members as part of our recruitment campaign last year and 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 or someone with digital/IT or health and safety skills and experience.

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



## RISE in energy costs

April's energy price rises will see more than 40% of households in large parts of Scotland fall into fuel poverty.



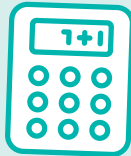
Revised figures announced by the Scottish Government show that a further 211,000 households are likely to be living in fuel poverty in the coming months, an increase of 43% on 2019 figures.

Tenants who will be spending more than 10% of their income on energy - after housing costs have been deducted is the official definition of being fuel poor.

**A further 11 local authority areas will see more than two in every five homes falling into official fuel poverty.**

**If you feel that you are struggling with your energy bills, please contact the office and our Income Maximisation Officer Kevin McGhee will help you and will do referrals for you if required.**

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



# ADULT

# DISABILITY

# PAYMENT

**the new benefit replacing personal independence payment in Scotland.**

**Adult Disability Payment is a benefit for disabled working-age adults who live in Scotland. It's to help with the extra costs of being disabled or having a long-term health condition.**

It's paid by Social Security Scotland.

Adult Disability Payment is replacing Personal Independence Payment (PIP) in Scotland.

To get Adult Disability Payment, you must have a long-term physical or mental health condition or disability, or be terminally ill.

**In most cases, you must also:**

- be between 16 years old and State Pension age, and
- live in Scotland.

**A long-term condition or disability is one that:**

- has lasted 13 weeks or more, and
- is expected to last a further 39 weeks or more.

**You can also get Adult Disability Payment by moving over from PIP.**

**You cannot get Adult Disability Payment at the same time as:**

- Armed Forces Independence Payment
- Attendance Allowance
- Child Disability Payment
- Disability Living Allowance (DLA)
- PIP.



Adult Disability Payment is made up of 2 parts called components - a daily living component and a mobility component. Each component is paid at a different rate.

You can get 1 or both components, depending on your daily living and mobility needs. You only need to make 1 application.

As of the 29 August 2022 you will have to claim adult disability payment if you live in Scotland as you will no longer be able to claim Personal Independence Payment. If you are already on PIP you will eventually be moved to the new benefit and do not have to do anything until you are contacted. If you have any queries contact Kevin McGhee who can advise you on this.

# Complaints and Significant Performance Failures:

## Update from Scottish Housing Regulator (SHR)

The SHR has reviewed the information it provides about complaints and significant performance failures and has published two factsheets:

- **Complaints about a regulated body**
- **Significant Performance Failures – Information for social landlord tenants.**

The factsheets are available to download from the following link:

[www.housingregulator.gov.scot/about-us/news/housing-regulator-publishes-factsheets-on-complaints-and-significant-performance-failures](http://www.housingregulator.gov.scot/about-us/news/housing-regulator-publishes-factsheets-on-complaints-and-significant-performance-failures)

The factsheets give information to tenants about making a complaint about a social landlord, and about how to contact the Regulator about a significant performance failure by their landlord.



A significant performance failure is a serious concern about a landlord that significantly affects a number of tenants. Telling the Regulator about a significant performance failure provides a way for tenants to raise serious concerns which may put tenants' interests at risk.



## Complaints Performance



### Quarter 3: October to December 2021

Total number of complaints received

12

Types of complaints:

- 7 Stage 1 complaints
- 5 Stage 2 complaints
- Breakdown of type of complaint:
  - Reactive Repairs: 5
  - Developer: 3
  - Landscaping: 1
  - Void Management: 1
  - Arrears Management: 1
  - Factoring: 1



100% of all Stage 1 complaints were responded to in full within SPSO target 5 working days

80% of Stage 2 complaints were responded to in full within SPSO target 20 working days

### Quarter 4 – January to March 2022

Total number of complaints received

14

Types of complaints:

- 8 Stage 1 complaints
- 6 Stage 2 complaints
- Breakdown of type of complaint:
  - Planned Works: 4
  - Reactive Repairs: 5
  - Developer: 2
  - Factoring: 2
  - Tenancy Management: 1



100% of all Stage 1 complaints were responded to in full within SPSO target 5 working days

85.7% of Stage 2 complaints were responded to in full within SPSO target 20 working days



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:**

- ensuring there is Housing staff cover to deal with issues when there are staff absences; and
- better management of SPSO timescales to improve response times.

**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](http://www.rsha.org.uk)
- Email [enquiries@rsha.org.uk](mailto: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.



# CALLING ALL GARDENERS!

Do you have green fingers?  
Does your garden brighten your street?  
Do your neighbours stop and admire it?

Then why not enter the 2022 RSHA Garden Competition – prizes are given for Best Individual, Best Vegetable and Best Communal or Shared Garden. Contact your Housing Officer or the office to enter. You can also nominate a neighbour's garden. **Good luck!**



## Your Housing Officers

TELL US HOW WE  
CAN HELP YOU



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).



**Gillian Lynas**

Gillian works part time, all day  
Monday & Tuesday and till  
1.00pm on Wednesday.

**Tel:** 01786 843034

**Mob:** 07341 730601

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



**Lesley McGregor**

**Tel:** 01786 843031

**Mob:** 07464 543154

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



**Dana McNulty**

From 1st June 2022

**Tel:** 01786 843035

**Mob:** 07881799570

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

# Staffing Update

A few changes to note since our winter issue:

## GOODBYE!

To **Peter McGregor**, temporary Housing Officer and **John Mallon** Housing Officer who have both moved on to new housing roles and we wish them the best of luck.



John Mallon

**Congratulations** to **Lesley McGregor** who was appointed Housing Officer at the start of 2022 and more recently **Dana McNulty** who will take up her new position of Housing Officer from 1st June 2022. Hello to new starts **Joe Salcedas**, Housing Services Adviser and **Pam Tait**, temporary Housing Services Adviser who will be supporting the Housing Officers and who will be working with us until the return of Rebekah Hawkins, Housing Officer later this year.



Lesley McGregor



Joe Salcedas



Pam Tait

For full details of how to contact Housing Staff please refer to page 6 of this newsletter or check our website [www.rsha.org.uk/housing-officers-and-estate-walkabouts/](http://www.rsha.org.uk/housing-officers-and-estate-walkabouts/).



## COMMUNITY Donations Fund

Rural Stirling HA has a fund available to help and support local communities, and activities and invites applications for projects aimed at benefiting:

- The Association's tenants or prospective tenants; or
- The wider development of services, facilities, or provisions for the disadvantaged in local communities.

For further details and an application pack, call the office or email [susan@rsha.org.uk](mailto:susan@rsha.org.uk) Applications are being invited for 2022/23 financial year.

## Good Neighbour Award Scheme:



We will be running our Good Neighbour Award Scheme again this year and are looking for entrants. The scheme will be judged late summer 2022.



Is there someone or a family whom you would particularly like to highlight for their "neighbourliness" and generosity of spirit which has helped you through a particularly difficult time or who is always there to help out? We award an overall winner prize.

**If so, we want to know.**

**For further details on how to apply please check our website:**

[www.rsha.org.uk/good-neighbour-award-scheme/](http://www.rsha.org.uk/good-neighbour-award-scheme/)

## 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, we can often do this through an Adaptation Grant Award from Scottish Government.

Your application for such an adaptation would require to be based on specialist written advice, usually that of an Occupational Therapist or your GP.

**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 Officer who will advise you what you need to do to make an application to have your home adapted to suit your needs.



# Development Update



## Burngreen Phase 2, Kippen

Work in Kippen is continuing with Dawn Homes. We will have 9 units for rent within the private development:

- 6 x 4apt Semi-detached Houses
- 2 x 4apt End Terrace Houses
- 1 x 2apt Mid Terrace House

Due to an initial delay relating to utility works, the intention is to achieve a site completion for Autumn 2022.

▲ Burngreen Phase 2, Kippen

## 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: work continues with partners and contractor in order to achieve a site start in 2022.

## Gartness Road, Drymen

30 units: We are currently awaiting the result of an adjudication relating to land value. This is expected by the summer of this year with site start following should the outcome be positive.

## Lampson Road, Killearn

11 units: We achieved planning permission in October last year after a challenging process. We have been out for Tender to establish a cost for the project and appoint a contractor. If this exercise goes as planned, a site start is expected in Summer 2022.

## Buchanan Crescent, Croftamie

14 Units: Planning Application was submitted in Autumn 2021.

## Strathblane

We have recently received funding approval from Scottish Government for the delivery of 4 new homes which are part of a larger private development. Works are expected to commence this Summer.



# Asset management Update



**At the March Board meeting an updated 3-year investment programme was approved for the financial years 2022 – 25.**

This programme supports planned major repairs that are proposed, but also includes a **substantial electric storage heating upgrade to 8 properties in Kippen, 22 in Lochearnhead, 36 in the Aberfoyle area and 15 in Tyndrum**, which we are carrying out in partnership with Changeworks and with the help of a 50% Scottish Government grant. This will be a busy year for the Property Services team.

Such a demanding programme will require regular communication to keep tenants updated. The programme also includes the remaining kitchen replacements along with some window/door, fencing 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

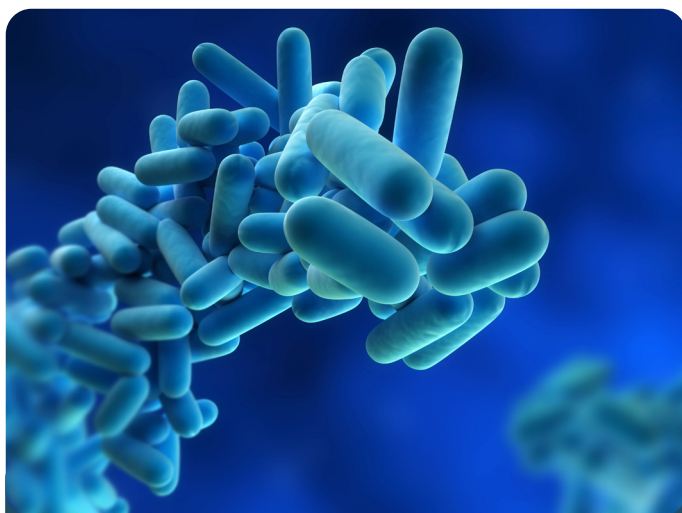
As your Landlord, we are legally required to carry out the annual gas safety inspection and service to all gas appliances in your home. This is an **essential utility inspection** that we have to undertake within 12 months of your last inspection, and we would ask that you continue to allow access to Saltire.

## Electrical Safety

RSHA also has a legally bound duty to ensure the electrical safety of the homes we provide. We are working with our Electrical Contractors, Stirling Electrical and Neil Hart Electrical, to ensure that all of our properties have an up-to-date Electrical Installation Condition Report (EICR). An EICR is carried out to ensure the property is electrically safe for tenants. It helps us to identify the following: Integrity and degradation of the wiring, and damage to electrical accessories including sockets and switches.

Our partner contractors Stirling Electrical and Neil Hart Electrical are based locally and currently provide electrical services to the Association for other work.

During the recent Fire Safety upgrades, our contractors had trouble in getting access to tenant's homes, with people 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 the legal requirements are met, with any associated costs of doing so be recharged to the tenant.



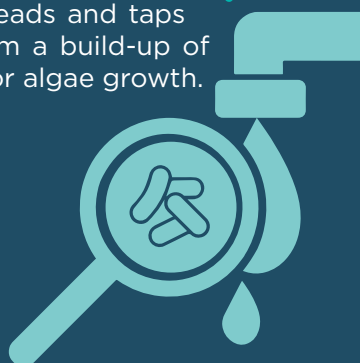
## Legionella Alert

**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.





## 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. All 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](http://www.firescotland.gov.uk/your-safety/for-householders/in-an-emergency.aspx)

# FUEL SAVINGS

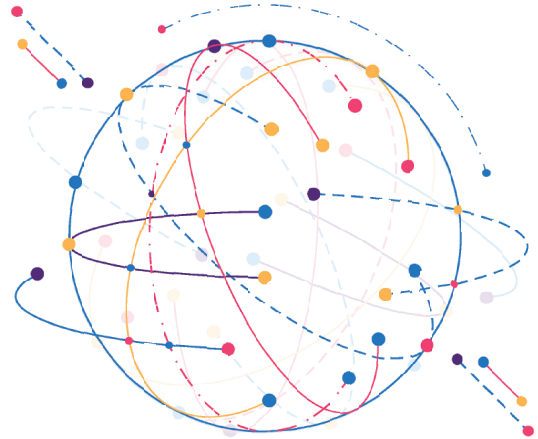
With the increase in fuel costs following these five simple rules could save you money:

- 1 Turn the heating down by 1 degree - **£80**
- 2 Turning lights off in unoccupied rooms - **£14**
- 3 Using a 30C wash instead of 40C / 60C - **£9**
- 4 Avoid using standby mode - **£30**
- 5 Unplug inactive electrical items - **£30**



## Cheaper Broadband Packages STAY CONNECTED

The cost of living crisis is prompting people to take a closer look at their finances to find possible ways to reduce their outgoings and one way is to look at your broadband package.



Those on a low income or Universal Credit or other means-tested legacy benefits from the Department of Works and Pensions (DWP) or HM Revenue and Customs (HMRC) may be eligible for £15 monthly broadband packages available from BT and Virgin Media.

The regulator, Ofcom says it has found that the packages - sometimes known as 'social tariffs' - are currently available to around 4.2 million households in receipt of Universal Credit, but only 55,000 homes - have taken advantage of the deals so far. Ofcom said, as a result, millions of lower-income households were missing out on an average annual broadband saving of £144 each.

For more information Log on to BT at: [www.bt.com/exp/broadband/home-essentials](http://www.bt.com/exp/broadband/home-essentials) Or Virgin Media at [www.virginmedia.com/broadband/low-income-families](http://www.virginmedia.com/broadband/low-income-families)

## Call Recording



You are probably very well aware of call recording and have come across it when phoning other organisations. Call recording is when conversations taking place over the phone line are stored in a digital audio file format. This file can then be retrieved and listened to when required.

**We are introducing call recording for two main reasons: crime prevention and detection, and training and quality.**

**We have a zero tolerance policy for abuse and aggression directed at our staff. Any call that becomes aggressive or abusive will be terminated.**

Good communication is critical to the success of our business. We strive to improve the quality of service we provide, call recording can provide us with a system to monitor call quality to ensure all our customers are consistently handled in a courteous manner.





## TELEPHONE SCAMS

### What should I do if I get a scam call?

Older people are often a target for scammers, so it's important to be aware of phone scams and how to handle them. Fortunately, there are things you can do to protect yourself:

- **Don't reveal personal details.** Never give your personal or financial information (such as your bank account details or your PIN) over the phone, even if the caller claims to be from your bank.
- **Hang up.** If you feel harassed or intimidated, or if the caller talks over you without giving you a chance to speak, end the call. It may feel rude to hang up on someone, but you have the right not to be pressurised into anything.
- **Ring the organisation.** If you're unsure whether the caller is genuine, you can always ring the company or bank they claim to be from. Make sure you find the number yourself and don't use the one provided by the caller.
- **Don't be rushed.** Scammers will try to rush you into providing your personal details. They may say they have time-limited offer or claim your bank account is at risk if you don't give them the information they need right away.

### How can I avoid phone scams and cold calls?

You can block or prevent some cold calls.



You can register with the Telephone Preference Service at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or phone on 0345 070 0707. It's free and it allows you to opt out of any unsolicited live telesales calls. This should reduce the number of cold calls you receive, but may not block scammers.



MasterChef

Lisa was initially inspired when at the start of lockdown- back in March 2020 - restrictions stopped her from running her domestic cleaning company. With time on her hands, and having just finished watching the Masterchef final in April 2020 - she was fired with passion and the desire to fulfil a dream and decided to enter. Lisa sent in an application for Masterchef right away. She continued to practice and spent the following 12 months cooking and baking at every opportunity: she thought she wasn't ready and had things to learn, and then suddenly she was invited to become a participant.

The reaction from friends and family has been very special. Lisa was not able to let many in on her secret - only those very close and 3 of her four children knew - partly due to the amount of time she had to spend away from home. The most amazing bit for her, was sitting down recently with her 8 year old and showing him her press release photo, the reaction on his face will live with her forever, he was so so shocked and so so thrilled!

Since Masterchef Lisa has been working on launching lisa@home, a pizza and food delivery business, which she hopes will go live by the end of May. She has also been heavily involved in raising awareness for Franks Fund, a charity set up by parents of a young boy whom they lost at the age of 14 to bone cancer. This struck a chord as Lisa is a proud mum of 4. Lisa raised £1,005 and this was matched by Ooni (a pizza oven company).

Lisa commented "Rural Stirling Housing has also been extremely supportive, both Donna Birrell and her amazing housing officer Gillian Lynas."



I'm doing food demos and involved in talks about supper clubs at local venues. All I want to do is encourage people, I want kids to look at me and hear my back story and know that

anything is possible. I was very lucky to have been chosen to go on the show. I'm absolutely proof anything is possible if you take the risk and work hard.

For more information on Franks Fund please visit [www.bcrf.org.uk/get-involved/tribute-funds/franks-fund](http://www.bcrf.org.uk/get-involved/tribute-funds/franks-fund)

# Contact Details

**Stirling Road, Doune, FK16 6AA**

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**(Normal working hours are 9am – 5pm Mon to Thur and 9am – 4pm Fri)**

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