



Tomintoul
Affordable Housing
The Dream

What the community and the King were told

Communities Housing Trust acting as Housing Management agents for marketing and allocation on behalf of Tomintoul & Glenlivet Development Trust

Tomintoul & Glenlivet Development Trust

PROPERTIES FOR SALE & LET

Tomintoul, Ballindalloch, AB37 9HA/HW/AF

- 2 X THREE BEDROOM SEMI-DETACHED HOMES TO LET FOR £480 •
- 6 X TWO BEDROOM SEMI-DETACHED HOMES TO LET* - RENTS FROM £450 •
- 4 X THREE BEDROOM DETACHED HOMES* - PRICES FROM £140,000** •
- HIGHLY INSULATED & ECONOMICAL TO RUN •
- SOLAR PV PANELS & ELECTRIC CAR CHARGING POINTS •
- APPLICATIONS WITH LOCAL CONNECTIONS PRIORITISED •

*Rents of the houses have kitchen fittings and included in the rental and are split as follows: £180 for the kitchen, £180 for the living area, £120 for the bedroom. **Prices are estimates only and are subject to change without notice. Please contact the agent for more details.

APPLY NOW!
Due for completion
Summer 2023



ALPHA
PROPERTY

To apply:

- visit our website and download a form
- contact CHT to request a copy by post
- scan the QR code to visit our website

www.chtrust.co.uk • housingmanagementteam@chtrust.co.uk • 01463 233 770
7 Ardross Terrace, Inverness, IV3 5NQ

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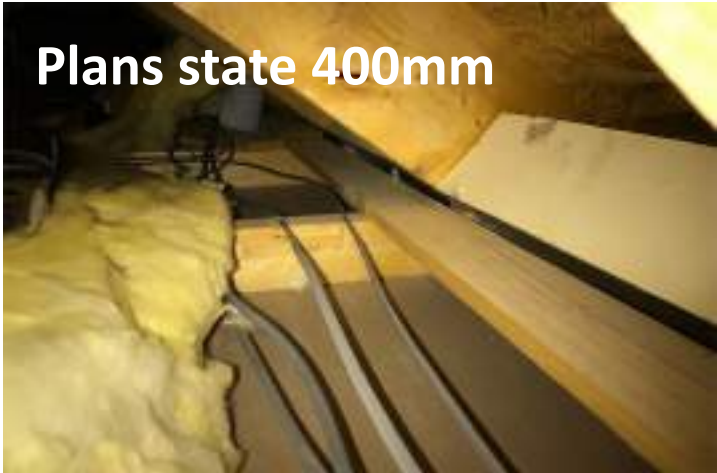
Highly
insulated
and
economical
to run

They will be
**Silver
Active
Standard**
homes





Pipes not insulated



100mm Insulation installed



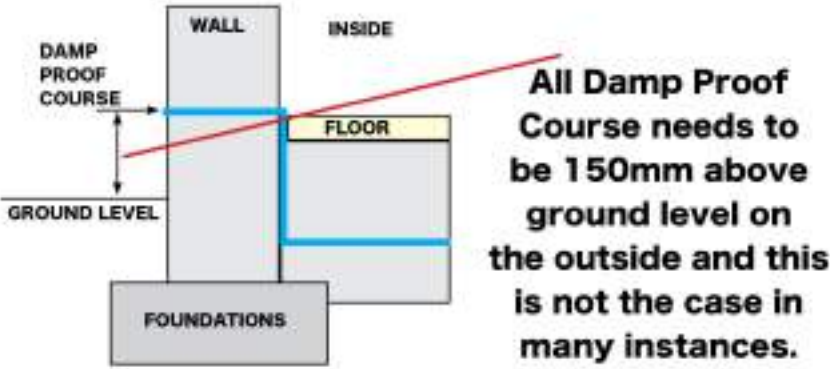
Front doors don't pass regulations



Mother and child electrocuted



No FREE electricity

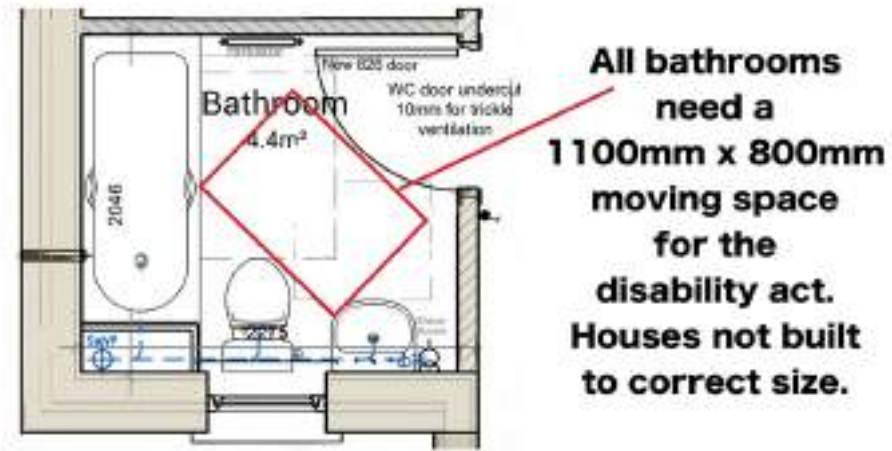


Damp proof course too low

The Reality



Completion Certificate a year after people moved in!



Bathrooms don't pass regulations



Footpaths without bollards



Lamp post in middle of pavement



Roofs on some houses need replaced



All Patio doors badly fitted or not fit for purpose

Our Aims As Residents

- a) To live in a home built to the specifications that were **advertised**
- b) For that home to be **safe** and built to the **correct standards**
- c) For the Tomintoul and Glenlivet Development Trust (TGDT), who commissioned the development, to **work with us** to achieve this aim.

Main Structural/Design Defects

- The roofs on at least 6 of the properties are not as per the regulations
- Some properties had no loft insulation. Some only had 100mm when the regulations stipulate at least 300mm and building warrant 400mm. This has led to increased heating costs in one of the coldest villages in the UK
- Some insulation has been added but this was installed in a rough manner blocking the ventilation for solar inverters creating a fire risk
- Copper pipes are not lagged in the houses and could burn your hand or freeze, and is inconsistent with the detail in the building warrant and SAP/EPC.
- Thermal images of one property shows missing or poorly fitting insulation and no wall dwangs
- Residents are getting no benefit from exporting excess electricity to the grid

Main Structural/Design Defects

- Gable restraint straps missing that are specified on the building warrant
- Front doors should be 800mm but are only 740mm with high thresholds that are not fit for purpose
- Accessible patio doors should be 800mm but are 775mm with high thresholds, again not fit for purpose
- Patio doors are badly fitted, defective, falling apart, don't close or lock properly
- 25% of glazing in a tested property is missing the compulsory E coating making them not fit for purpose

Main Structural/Design Defects

- The houses have been built lower into the ground than as per the building warrant so there is not a 150mm minimum ground clearance for the damp proof course/radon membrane
- Building standards accessibility not met in the bathrooms, dimensionally or structurally
- Specified humidistat extractor have not been fitted
- Specified acoustic wall vents have not been fitted
- Solar inverter needs air cooling through blocked eaves and missing ridge vents
- Houses are missing a detailed and definitive pack of documentation for equipment and all warranties
- Non completion of lamp post, footpath barriers and kerbing
- The CNPA approved landscape plan has not been delivered

Solar Panels, Heat Pump, Car Charger & Controller



Each house is fitted with a modern Eco heating system – 4 parts working to make the bills less. **These items don't talk** as they are incompatible so the heating is expensive and there is no benefit from the solar panels. At certain times of the day you should be able to use electrical items for free but that is not the case.

The Sunamp Controller has not been installed correctly

The electricity meters were all fitted to the wrong houses so bills are incorrect 18 months on.

Electrical Safety

DOMESTIC ELECTRICAL INSTALLATION CERTIFICATE
Small installations up to 100 A single phase supply
Issued in accordance with BS 7671:2018 - Requirements for Domestic Installations

303573 DCNH

PART 1: DETAILS OF THE CONTRACTOR, CLIENT AND INSTALLATION

DETAILS OF THE CONTRACTOR	DETAILS OF THE CLIENT	DETAILS OF THE INSTALLATION
Registered No: 601654 Trading Name: JM ELECTRICAL Address: CALLUNA, ARDARA VIEW ELGIN Phone No: 1330 8400	Contract Reference Number (CRM): Name: ALPHA PROJECTS Address: DN17 6, BARKLOW PARK WEST PLINERS INDUSTRIAL ESTATE CAMDRE Phone No: 01333 322834	Occupier: Address: 4 CULTE DRIVE PITFARLO TUNNEL Phone No: 01333 322834

PART 2: DETAILS OF THE ELECTRICAL WORK COVERED BY THIS INSTALLATION CERTIFICATE

Date work completed: 28/10/22
The installation is: ☒ New
An addition: ☐
An alteration: ☐
Replacement of a consumer unit: ☐
Description and extent of the installation covered by this certificate: Whole Installation
When necessary, continue on a separate number of pages. (Page 1 of 1)

PART 3: NEXT INSPECTION OF THE ELECTRICAL INSTALLATION

I (REGISTRAR) state that this installation is for the inspection and testing after its installation and is subject to a further inspection at: 10 months after completion.

PART 4: DECLARATION FOR THE ELECTRICAL INSTALLATION WORK

DESIGN, CONSTRUCTION, INSPECTION & TESTING

I, being the person responsible for the design, construction, inspection and testing of the electrical installation, particulars of which are described in PART 2, having been visited personally and having seen and verified the design and construction of the installation, hereby declare that the safety of the installation is not impaired, having been visited personally and having seen and verified the design, construction, inspection and testing of the installation, hereby declare that the safety of the installation is not impaired, having been visited personally and having seen and verified the design, construction, inspection and testing of the installation, hereby declare that the safety of the installation is not impaired.

Details on attached pages (1) (Regulation 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000)

Handwritten: ALAN LAMBLE
Signature: ALAN LAMBLE
Date: 28/10/22

REMOVED BY QUALIFIED SUPERVISOR

Handwritten: J. PITCHER
Signature: J. PITCHER
Date: 30-10-22

This certificate is valid for the installation described in the accompanying particulars and is subject to the provisions of the Electricity Regulations 2015. The certificate is not valid if the certificate number has been removed or altered.

We warrant that the installation described in the accompanying particulars is in accordance with the provisions of the Electricity Regulations 2015. The certificate is not valid if the certificate number has been removed or altered.

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Please see the 'Notes for Customers' | Page 2 of 2



Cables still hanging out the walls!

- Signed off October 2022
- Heating installed November 2022
- Solar installed December 2022
- Eddi manufactured January 2023

Snagging

- Why did the Trust leave the snagging to the tenants? As owners of 8 houses, they should take control of this and check each house professionally to make sure these houses are a properly built community asset
- House No 4 Cults: 175 items on their snagging list, 35 items fixed in 22 months
- House No 8 Cults: 147 items on their snagging list, 5 items fixed in 22 months
- House No 6 Cults: 120 items on their snagging list, 0 items fixed in 22 months

Communication

- TGDT and CHT are not listening to the residents concerns
- **Over 2500** communications have been made about the issues and concerns with minimal response from CHT and TGDT.
- In the first meeting to raise the issues Tilly Smith apologised and said she knew little about the problems, even having been copied in to every email sent regarding just one of the houses No4 Cults. In the last meeting to call the EGM the board and Tilly still didn't know much about what has gone on and this is 9 months later.
- We feel the TGDT should be pushing the CHT to get the residents houses fixed and should also be paying for an independent surveyor to find the problems and report after the work is carried out that it has been completed to a high standard. This work should go in tandem with the bought properties.

Who is responsible for what?

- Negotiate and agree building contract – **CHT**. The building company are not even NHBC registered
- Appoint and supervision of consultants, design team and clerk of works – **CHT**. Clerk of works has missed lots of structural issues during and at end of job
- Oversee the implementation and satisfactory completion of works – **CHT**. Not implemented well, corners cut, and completion of major structural issues and snagging is now 17 months after hand over
- Monitor progress – **CHT**. How often did you attend site as the surveyors who have looked at the houses that the residents have asked are shocked at the errors

Who is responsible for what?

- Liaise with architect and contractor to ensure that relevant authorities have made necessary inspections and all the necessary completion certificates are available for handover – **CHT**. Did the authorities inspect the major structural and building regulations compliance issues and pass them? How did these pass the completion certificate?
- Liaise with TGDT and the contractor, during defects liability period and up to the issue of the certificate of completion of making good defects, to ensure that all defects are addressed – **CHT**. Can you do this please?
- Liaise with the Contractor and Clerk of Works on inspection of property for final list of defects and issue to contractors – **CHT and TGDT**. Can all the residents please see the final list of defects to make sure you have everything as all that has been fixed so far in the last 22 months are a minimal number of points in some of the houses

Remember our simple AIMS

- a) To live in a home built to the specifications that were **advertised**
- b) For that home to be **safe** and built to the **correct standards**
- c) For the Tomintoul and Glenlivet Development Trust (TGDT), who commissioned the development, to **work with us** to achieve this aim.

**Having listened to our concerns,
will you help us achieve our AIMS?**

Questions?