



Atholl Estates Induction Pack

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Welcome

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On behalf of everyone on Atholl Estates I would like to say welcome to you. I hope your career with us will be both enjoyable and rewarding.

Atholl Estates is a very diverse estate and we hope this induction pack will give you an idea of the scope of activities and business interests that we are involved in and how the estate aims to work in a co-ordinated manner and be an integrated part of the community.

Every season has its challenges and successful outcomes can only be achieved when the estate works together as one team. Each department aware of each other’s needs and everyone willing to help out where and when required. All of this help the smooth running of the business which in turn makes the visitors time at Blair Castle and on the wider estate so enjoyable.

We aim for employees to have a rewarding work environment, where one is busy and happy. We commit to making the estate a place which respects and promotes your physical and emotional health.

This pack is full of practical information and estate statistics. We hope it helps you to understand your role here, to understand how other people on the estate work and to help you answer questions which you might be asked by visitors. Most importantly we hope it will help you to enjoy your time here.

Bertie Resident Trustee



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Blair Charitable Trust

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The trustees are Sarah Troughton (chair), Robert (Bertie) Troughton (resident), Charles Dupplin and the Dickinson Trust.

The aims of the trust are:

- The maintenance, preservation and presentation to the public of historic and architecturally outstanding buildings within its ownership, notably Blair Castle (Grade A listed) and its contents.
- The promotion of estate land-based interests, whilst providing a planned and structured approach to recreation management and environmentally sensitive development.
- The protection and management of land within its ownership, encouragement of public enjoyment of the land, looking after the rural land uses of regenerative farming, sustainable forestry and field sports and promoting a harmonious balance between these uses, recreational pursuits and conservation ideals such as the promotion of biodiversity through discussion and assessment with local groups, users and national bodies.
- The provision and management of visitor facilities to a high standard and the increase of visitor understanding, thereby enhancing enjoyment.
- The Blair Charitable Trust owns the Castle, its park, the home farm and the lands generally known as the West Hand, Glen Fender and Forest Lodge.

Family Estates

- The rest of the estate is in family ownership that shares the aims of the Charitable Trust, although with less emphasis on historic buildings and more emphasis on promoting commercial opportunities.
- We aim to bring a business focus to land management, creating opportunity, maintaining and creating jobs and providing accessible, high quality rural facilities.

Public Interest

- Management of the estates will be governed by standards of responsibility for the well-being of our staff, customers, neighbouring communities and the built and natural heritage.
- We acknowledge our obligations to deliver social and environmental benefits as part of our business objectives.



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Code of Practice

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Working together

- Demonstrate a good model of an integrated approach to rural resource management.
- Play a full and active part in any partnerships whether local interest groups, government or non-government agencies.

Working with our farming and commercial tenants

- Be open and transparent in our dealings and regard the landlord/tenant relationship as a business partnership.
- Recognise landlord responsibilities and carry them out effectively.

Working with our housing tenants

- Give priority under our allocations system to applicants who are locally employed.
- Maintain rents at levels that are locally affordable.
- Ensure all arrangements are in plain English and that we are easily accessible and accountable to our tenants.
- Recognise landlord responsibilities and carry them out effectively.

Working for the environment

- Exercise good environmental stewardship.
- Recognise the value of natural and built heritage, sustainable development and show commitment to working with others to enhance these.
- On Atholl we aim to protect our natural and built environment, reducing emissions and increasing biodiversity where we can, our actions should always be mindful of this. An easy example of this is thinking about when using a vehicle, is it strictly necessary?

Working with our staff

- Acknowledge the immense value of staff and promote employee development, wellbeing and long-term benefits.
- Ensure clear lines of communication within our staffing structure to maintain clarity in roles and objectives while encouraging feedback and staff input to the direction of our business.
- Recognise exceptional personal and group achievement and performance.

Working with the community

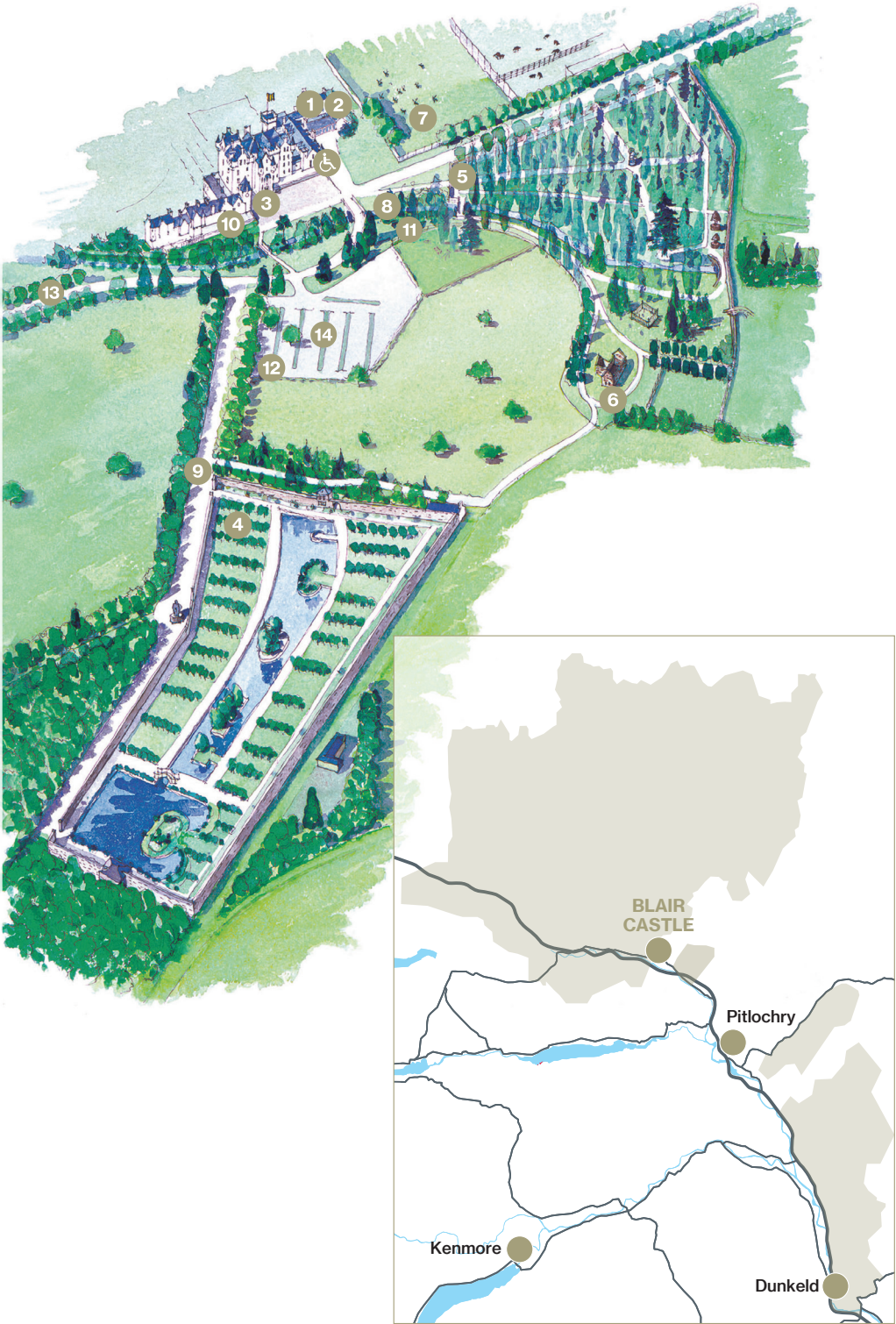
- Maintain clearly identifiable and accessible local representation.
- Play our part in and support local development initiatives.
- Be committed to informing and, where appropriate, consulting with communities in relation to land use decisions.
- Support local jobs when possible.



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The Estate

- • •
- 1 Tullibardine Restaurant**
Tea, coffee, hot and cold food and snacks.
 - 2 Banvie Hall**
Blair Castle gift shop and toilets.
 - 3 The Castle**
700 years of history within 30 rooms.
 - 4 Hercules Garden**
A 9-acre walled garden recently restored to its original Georgian design.
 - 5 Diana's Grove**
A quiet woodland containing some of Britain's tallest trees.
 - 6 St Bride's Kirk**
This ruin is the final resting place of Jacobite leader Bonnie Dundee.
 - 7 Deer Park**
A small herd of red deer with a magnificent stag.
 - 8 Adventure Playground**
Woodland adventure for kids.
 - 9 Sculpture Trail**
A collection of 18th-century and contemporary sculptures.
 - 10 Tractor Rides**
Vintage tractor and trailer rides.
 - 11 The Canon**
Coffee and cakes hut.
 - 12 Hydro Electric Power Station**
 - 13 Ticket Office**
 - 14 Car Park**
 -  **Car Park**
For visitors with disabilities.



Business profile

Atholl Estates consists of three main blocks of land; the North end, the Middle District and Dunkeld end, the larger lying mostly north and east of the River Garry near Blair Atholl, and the smaller parts lying to the east of the rivers Tay and Tummel between Dunkeld and Pitlochry.

The objectives of the Estates are to manage the land and buildings to produce a financially viable and sustainable balance between the interests of the principals, community and environment. The following statistics provide some idea of the variety and integration of the Estates activities.

Area

Total area: 120,000 acres

- Ploughable – 5,850
- Rough Grazing – 40,000
- Deer Forest – 68,500
- Woods – 11,500

Farms

Rented

10 holdings are leased under agricultural tenancies some of which have been within the same family for generations.

Total area: 25,296 acres

- Arable – 2,228
- Pasture – 1,342
- Hill – 21,726

In Hand

The Estate currently manages 2 farms in hand; Balanloan, home farm at Blair Castle, and Milton of Tulliemet – this is planned to move to a contract farmed basis. The farms both produce mixed livestock and are moving to regenerative farming practice.

Balanloan

- Arable – 502 acres / cows – 140
- Pasture – 681 acres / sheep – 1600
- Hill – 24,721 acres

Ballachallan

- Arable – 446 acres / cows – 50
- Pasture – 647 acres / sheep – 500
- Hill – 1,707 acres

Forestry

- 5,600 acres commercial woods.
- 5,900 acres of woodland planted under W.G.S. Native Pinewood Initiative. 70 miles of managed access tracks.
- 2,500 acres of new planting being planned.

Sporting & Lodges

5 Year Sporting Averages

- Stags – 275 head
- Hinds – 508 head
- Salmon – 69 fish

Salmon fishing can be booked on the River Tilt, Garry and Tummel. Loch fishing (trout) at Dowally, Broom and Rotmell, Trout fishing on Dowally Loch is available to buy through a seasonal membership from April to October.

Development

We offer a range of smaller scale, traditional premises around the estate for retail and workshop space. We also lease an 18 hole golf course and a sawmill by Dunkeld and seven telecom mast sites in various locations. More recently we have developed new workshop units adjacent to communities on the estate consisting of:

- Dunkeld – 7 units totalling 8000 sqft
- Ballinluig – 2 units totalling 2600 sqft
- Blair Atholl – 16 units totalling 21,600 sqft



Tourism

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Located in Highland Perthshire, Atholl Estates is one of Scotland’s best-known Highland estates. Its history dates back to the 13th century, but throughout the ages, it has adapted to the times.

Today it manages a wide range of operations with five main groups; tourism, agriculture, forestry, renewable energy and property. Although the estate is managed commercially, our central aim is the preservation and enhancement of its natural, built, and social environments.

Blair Castle

The castle has been open to the public since 1936. There are 30 rooms on display, other facilities include a gift shop, restaurant (110 seats), catering hut in the gardens, an audio visual display, and a children s playground. The grounds are equally impressive with Hercules Walled Garden (9.4 acres) providing peaceful enjoyment while Diana’s Grove (2 acres) contains some of the best specimen conifers in the country.

The gardens were developed by the 2nd Duke and his gardener John Wilson between 1740 - 1764. He devised various paths radiating out from the front door of the castle, with Hercules and Diana’s Grove as focal points. Visitors can follow the sculpture trail, based on these paths and include works by John Cheere, The Lettering and Commemorative Arts Trust Scottish Collection and Paul Vanstone. We are delighted to have been accepted into the RHS Partner Gardens Scheme for Scotland.

The castle is open every day from 1st April until 31st October and is open for coaches throughout winter. In recent years, events have grown and we now host seasonal foraging in the gardens, an annual Christmas market and more. Visitor numbers peaked in 1990 (170,000), more than half from overseas. Current visitor numbers average at 142,000 per season.



Blair Castle Caravan Park

The Camping and Caravan Park was opened in 1971. The Park extends to over 36 acres and is licensed to provide 169 touring and tent pitches, and 67 seasonal touring pitches. In addition, the Rally Park can take an extra 20 tent pitches and can be used as overflow 30 days over the season.

Approximately 90 fully serviced pitches are let for privately owned static holiday caravans. The Park also operates a fleet of 18 caravan holiday homes which are let, fully equipped, to visitors on a weekly or short break basis, plus 10 camping pods. A modern reception center, with shop, games room and laundry facilities opened in March 2002, other facilities available are a beauty room, Segways, play area and bike hire.

Eleven woodland lodges are adjacent to the park. They are based on Scandinavian design and provide 2x one-bedroomed units, 5x two-bedroomed units, 4x three-bedroomed units.

Holiday Accommodation

We have 11 self-catering cottages and lodges across the estate. Let out for sporting or holiday breaks. These include Forest Lodge, Kindrochet, Old Blair, Marble Lodge, Convalloch, Tulliemet House, Blairinraish East and West, Clachan Farmhouse, Clachan Cottage and Clachan Annex - plus two Shepherd Huts at Tulliemet.

Two let seasonally (Clunes Lodge and Bruar Lodge).

Total: 237 units

- Let houses and cottages – 141
- Houses under farm tenancies – 14
- Estate Staff and Retired Employees – 65
- Vacant, under renovation, etc. – 17

New for 2023, 5 eco-cabins are being built on the edge of Cally Loch, Dunkeld. The development, known as Glen Glack, will offer a different holiday accommodation type for our guests. Charlottefield is also due to come onto the market in summer 2023, in the Tulliemet area.

Weddings & Events

In recent months, Blair Castle has developed its wedding offering and streamlined packages both in the castle and across the wider estate. Small, intimate weddings in our lodges have become more popular since the pandemic, whilst traditional weddings in the castle are beginning to pick up again.

Estate Activities

A range of visitor activities are available on the estate, primarily aimed at our accommodation guests at the Lodges and Park but also available to day visitors.

Other Estate Activity

The West Atholl Rifle Club have a range about 2½ miles north of the castle. It has all normal ranges from 1,200 yards down to 200 yards. An international Scouts convention is held at Target Park every other year (the next one is in July 2024). Scout patrols are active on tasks throughout the estate during their two-week stay.

Filming across the estate has also taken off in recent years with an influx in film projects. From a fishing programme, Caravan Park competition, Star Wars and many more, the estate has welcomed film crews in the past two year.



Events

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Blair Castle International Horse Trials

Blair Castle International Horse Trials, also known as the sport of Eventing, have been held at Blair Castle since the 1970s. Over the years the trials has become established as a major family attraction and it is the largest equestrian event in Scotland.

At all levels, which at Blair are run over four days, men and woman, amateur and professional, compete side-by side on completely equal terms. The competition is an equestrian triathlon, and is one of the most challenging equestrian sports. As well as the eventing competition in the main arena, there are four additional arenas with other equestrian sport, including Highland Pony showing, affiliated Show Jumping and Pony Club Games.

In recent years, the food and drink offering has been redeveloped, showcasing some of the best Scottish produce. The shopping village of more than 200 trade stands is also a great draw for visitors. The annual event takes place on the last weekend in August.

Atholl Highlanders

Blair Castle is the regimental home of the only private army in Europe. Annually on the last bank holiday weekend in May, the Highlanders host the Atholl Gathering which involves a parade ceremony at Blair Castle on the Saturday and Highland Games in the policy fields on the Sunday. Both events are open to the public and well attended.

Atholl Estates Countryside Ranger Service and access

The Ranger Service was established in 1994 with grant support from Scottish Natural Heritage, now run in partnership with Cairngorms National Park. One full-time Ranger and one Fixed-Term Rural Range are employed at present, with the primary role of managing and enhancing public recreation. There are a total of 115 miles of managed access tracks and paths. The walking and cycling trails consist of: North End 31.5 miles, Middle District 10 miles and Dunkeld End 73.5 miles. There are 6 Munros (hills over 3,000ft).

Sustainability

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Investment in carbon sequestration and biodiversity is at the heart of what we do across the estate; increasing protection and enhancement of both to ensure the natural environment is sustained for future generations.

We aim to achieve this through a number of ways; Hydro power, Peatland Restoration, Regenerative Farming, Planting of Native Woodland and Energy Consumption Management.

More information on each topic can be found in our forward plan 2022-2025.



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Leadership & Management

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The 2022-25 Forward Plan has been written to enhance the understanding and knowledge of the estate for all who live and work here. It explains the estate’s policies and direction, what we want to achieve over the next few years and the principles that guide our decision-making.

Unforeseen events will have their impact, who could have anticipated the last three years, but the plan provides us with targets and objectives to keep our navigation true.

I commend the Forward Plan to you and hope that from reading it along with this Induction Pack that you will gain a greater understanding not only of your enterprise but also of those operating around you.

We all remain committed to openly discussing current and future estate plans. Communication is a two-way process and we are open to suggestions or questions from any member of the estate team.

The door is always open.

Andrew Bruce Wootton Chief Executive

Good Management:

Authentic & Trustworthy

We act with integrity towards each other, which includes accepting when we need help, and we follow through on our commitments.

Welcoming & Supportive

In all our interaction, with each other or with guests, we want to approach people with empathy, to feel respected, empowered and valued.

Responsible

We accept a duty of care for ourselves, our peers and guests, to maintain a healthy and safe working environment.

Inquisitive

We aspire to be clear on the ‘why’ as well as the ‘how’ and pursue learning that unlocks personal and business development.

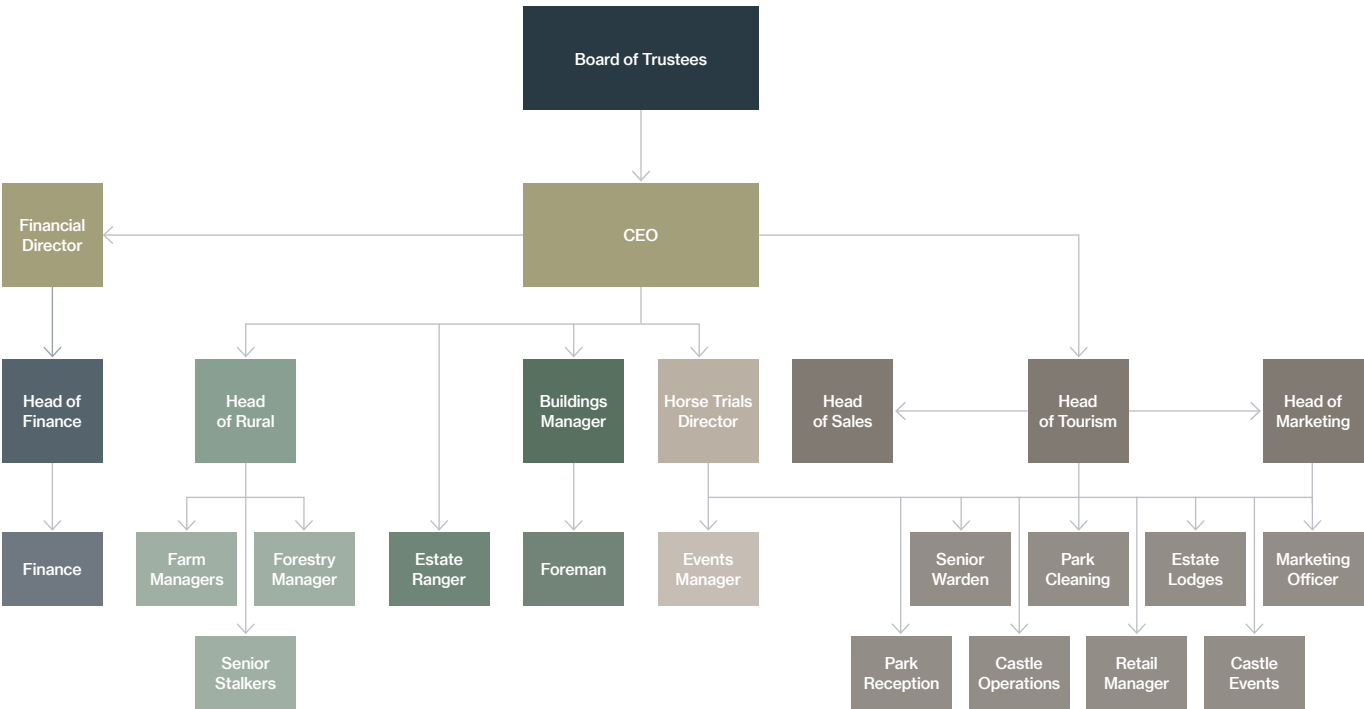
Committed to the Long Term Future

Though our contribution to the legacy of Atholl may be brief, our respect for those who have gone before inspires us to invest for those who come after.

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Management structure

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Communication

Atholl Estates aims to communicate openly with our staff, local community and the wider public both to inform and receive feedback about the work that we do. We aim to achieve this through informal daily interaction but also through a number of managed actions:

General	Purpose	When
Publication of a bi-annual newsletter	Distribute information on estate news	Winter & Summer
Website (www.atholl-estates.co.uk)	Becoming our primary shop window for customers and the general public	Ongoing
Recruitment Open Day held every winter	Mainly for recruiting seasonal roles across the castle and caravan park	January
Ranger Service events and Information Centre	Recreational access support	Ongoing
e-Newsletter	Distribution of visitor services news to customers in our database	Monthly
Social media	Provides an update of what s happening around the estate	Daily

External	Purpose	When
Attendance at local community meetings	Maintain links with local representatives and support local initiatives	Ongoing
Involvement with Local Authority policy forums	Ensure the best interests of the estate and the local area are being taken into account at regional government level	Ongoing
Personal and informal interaction with local and regional representatives	Promotion of good relations and open communication	Ongoing
Estate visits for Local Authority and Scottish Parliament representatives	Exchange of ideas and opinions, development of better mutual understanding	Ongoing
Publication of events and news in regional/local media using Audrey from our PR agency	Delivery of information about changes or news items to the general public to benefit public relations and promote the business	Ongoing

Internal	Purpose	When
Staff bulletins	Distribution of up to the minute information and news to staff via Slack and Email.	Ongoing/daily
Management meetings	To discuss and present relevant issues that can then be cascaded through departments	Quarterly
Department team meetings held at least 4 times each year and attended by senior management	To allow a two way information exchange between management and employees on issues relating to their operations	Various
Provision and annual updating of individual staff induction packs	General information on estate business and operations	April
Annual individual staff development reviews with 6 month reviews where necessary	Opportunity for every member of staff to discuss their role, objectives and development with their line manager at least once each year.	January to March
Estate visits	Opportunity for operating groups to show colleagues what they do and their contribution to the business	September to June
Memorandums	Statements of policy and important news for placing on the record	Ongoing
Microsoft Teams	Used as a meeting and communications tool when staff are working from home	Daily



People

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The estate is nothing without the people who live and work here. We want Atholl Estates to be a place where employees get training, develop their skills, desire responsibility and ultimately stay on the estate for a long time.

Atholl should be a place where visitors and the local community feel welcomed and engaged. For Employees a knowledge and learning culture will be nurtured through training funds, improved recognition of achievements and visits to high performing sector peers. While communication will continue to be carried via various traditional and contemporary mediums, we will introduce a single information platform for staff communication.



Objective based staff reviews, backed up by regular one-to-one check-ins are an important opportunity to provide feedback, recognition and discussion on personal development. We will introduce greater consistency and value to staff appraisals by the introduction of standardised meeting guides and further support for line managers with the minimum expectation that all staff receive at least one personal review annually.

Safety is a basic expectation of the workplace and the best pillars upon which to deliver safety are good training, equipment that's fit for purpose and the nurturing of a safety culture across the estate. Periodic auditing of these pillars is essential as a health-check and we intend to expand our in-house safety auditing to at least one per month per team, to augment external auditing, which will continue. We recognise that wellbeing matters to health. Wellbeing adds years to life, improves recovery from illness, is associated with positive health behaviours and with broader positive outcomes. Work can have a positive impact on our health and wellbeing.

Healthy and well-motivated employees can have an equally positive impact on the productivity and effectiveness of the business. For all these reasons, Atholl Estates are supportive of staff adopting healthy lifestyles, and has developed an employee health and wellbeing policy. The aim is to help all staff understand the interaction between health and wellbeing and work and to support and maintain the health and wellbeing of all staff. It covers our commitment to employee health, the responsibilities of managers and others for supporting and maintaining psychological health, encouraging health promotion initiatives, communicating and providing training and awareness on health issues, signposting the range of support available to staff and highlighting the organisational commitment to handling individual issues.

Safety and Wellbeing

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Atholl Estates Rules of Conduct

We recognise that if we want you to perform to the best of your ability we need to be clear about our expectations of you and describe clearly what good looks like throughout the estate. Therefore, we have created these guidelines. These supplement the comprehensive Atholl Estates Employee Handbook, a copy of which will be available in all staff rooms and staff accommodation units.

Introduction

You will act at all times with consideration for the needs of the Estates, its customers, your fellow colleagues and comply with the rules, procedures and policies of the Estates. It is important that you read and understand these Rules. If you need further guidance on any of the information please ask your line manager.

Attendance

Regular attendance at work is essential to the smooth working of the business and to the correct operation of working rotas and arrangements with your colleagues. Unauthorised absence is therefore a disciplinary offence and recurring unauthorised absence will lead to progressive disciplinary action culminating in dismissal.

The efficiency of the Estates depends on your regularly attending work. Your long-term or persistent absence, therefore, jeopardises the Estates' efficiency. In such circumstances, subject to the Estates making such investigations as they think fit, this may result in a change in your job description or, where the disability cannot be reasonably accommodated, your employment with the Estates coming to an end. The Estates reserve the right to require you to have a medical examination from a doctor of their own choice at their expense.

Time-keeping

Starting and finishing times and break times are set down on a departmental basis and may vary not only between departments but also within a department. All employees are required to report not later than their normal starting time and not to leave before their normal finishing time. Apart from loss of earnings, lateness could result in disciplinary action being taken against you.

If for any reason you are likely to be late for work, inform your supervisor in advance or, if this is not possible, explain as soon as you arrive at work why you have been delayed.

Drink and Drugs

You are not allowed to take drugs (except those prescribed by a qualified doctor) or to consume alcohol during working hours or at your place of work (except during organised Estates events where the limited social consumption of alcohol has been authorised). Similarly, you are not allowed to be under the influence of drink or drugs whilst you are on duty, including residual effects of alcohol.

A member of staff reporting to work and operating machinery or potentially hazardous equipment clearly under the influence of alcohol will have conducted gross misconduct, and the incident should immediately be brought to the attention of the General Manager. Members of staff reporting to work under the influence of alcohol for any other duty will have committed a breach of conduct leading to a written warning and, again, the incident should be brought to the General Manager's attention. For the purpose of the breach of conduct, two offences within a six month period may result in dismissal.

Gambling

Gambling at work is not permitted. Prior permission must be sought before any raffle or lottery tickets can be sold.

Private Trading, Meetings, etc.

The following activities are only permitted on Estates property with the permission of management:

- a) private trading;
- b) private collection, and
- c) posting of notices.

To participate in any of these activities could be deemed as a disciplinary offence if prior permission has not been granted.

Near Misses/Hazard Alerts

All Near Misses/Hazard Alerts, however minor, resulting from incidents or observations at site of building operations, in woodlands, farms, the castle, caravan park, stores, offices, or in/at any other workplaces, will be recorded on the prescribed form. A copy of the report will be forwarded to the relevant Head of Department and the General Manager. A further copy will also be forwarded to the Health and Safety Advisor.

The relevant Head of Department on being informed of a near miss/hazard alert within their Department will investigate the matter and where deemed necessary, implements measures to prevent a recurrence of a similar nature, and any outcome reported to the General Manager.

Personal Protective Equipment

Where deemed necessary by the Estate, personal protective equipment will be issued to employees. The Estate will ensure that adequate supplies are available and that employees wear protective equipment where necessary to ensure safe working. Personal issues will be signed for. They must fit, be properly adjusted, and kept in good order. Lost or damaged equipment will be replaced by the Estate, but any unreasonable neglect will be investigated and the appropriate action taken.

All employees who hold a supervisory position are responsible for and are authorised to insist that all persons in their charge use the appropriate protective equipment where deemed necessary.

First Aid Arrangements

All workplaces and Estate vehicles are provided with adequate First Aid boxes. It is the duty of the relevant Head of Department to ensure that all First Aid boxes in their charge are kept fully stocked.

Fire and Emergency Procedure

Any person discovering a fire shall immediately raise the alarm. If the fire is minor and it is safe to do so, then an attempt should be made to extinguish the fire. In the case of a fire within a building, the emergency services should be called, the remainder of the Estate notified, and all personnel should vacate that building and a roll call carried out. The most senior person present will carry out the roll call.

Cleanliness/Appearance

If your work entails dealing with the public, or with clients or customers of the Estates, you should ensure that your appearance and personal cleanliness are of the highest standards.

Relations with the Public

You should at all times be polite and courteous when dealing with the public or clients or customers of the Estates. You should not discuss the business of the Estates with or in front of non-Estates personnel. Prior approval from management is required before a member of staff engages in public talks, articles or broadcasts in connection with the Estates business unless to do so forms part of your job description.

Estates Property

Staff will operate Estates equipment and vehicles responsibly and with care at all times. Equipment and vehicles cannot be operated for personal use unless the prior consent of management has been obtained in advance. Equipment and vehicles must be operated in accordance with the law and for legal purposes at all times.

Personal Property

The Estates will not accept responsibility for loss of, or damage to, the personal property of employees whilst on Estates land or premises. However, should you lose or find any article, please report it to the Estates Office without delay so that efforts can be made to trace owners and/or property.

Behaviour on Atholl Estates Property

While on Estates property, within or out with work hours, you must behave in a responsible manner. Poor behaviour or reckless conduct while on Estates property reflects badly on our business and may put you or other members of staff or the public at risk. Disciplinary action may be taken in response, depending on the circumstances.



Staff benefits

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- **Atholl Estates**
Last minute fishing £5 per rod on fishing permits on the Tilt Enquire to Estate Office.
- **Atholl Gathering**
Free entry with up to 4 family members during event.
- **Blair Castle**
Free entry with up to 4 family members.
- **Blair Castle Horse Trials**
Free entry with up to 4 family members.
- **Blair Castle Shop & Larder**
20% discount (excluding books / food / alcohol)
- **Blair Castle Caravan Park**
50% discount off Laundry Tokens.
- **The Atholl Beauty Room**
10% discount (Thai style massage not included)
Contact Angie McLay until further notice - 01796 481479.
- **Praveen Kumar**
Authentic Indian Ready Meals 15% discount off all orders; until further notice use code BLAIR15 at checkout Monthly free delivery dates offer www.praveenkumar.com
- **Persie Gin**
10% online orders use code BLAIR10 at check out. Online only www.persiedistillery.com
- **ASVA cards**
You have unlimited access to our ASVA cards that are based at the Castle, Park and Estate office. These allow you free or heavily discounted access into hundreds of visitor attractions across Scotland. Please note that there are restrictions usually throughout July and August. Check the ASVA website for more information: www.asva.co.uk
- **Coach House Flowers**
10% discount when ordering over £50 excludes weddings and events.

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House Repair Guide

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The Housing (Scotland) Act 1988 as amended by Part 1, Chapter 4 of the Housing (Scotland) Act 2006 clarifies the legal responsibilities of private landlords for repairing rented properties. The complete Act is available at www.opsi.gov.uk/legislation/scotland/acts2006/20060001.htm

The 'Better Renting Scotland' website (www.betterrentingscotland.com) provides a good practice guide for landlords and tenants.

Atholl Estates strive to operate above the minimum legal standards and have produced this House Repair Guide to clarify where responsibilities lie and the procedures to follow when repairs are required.

Reporting Repairs

Emergency Repairs

Please report all works requiring emergency repair to the Estate office on 01796 481 355 option 4. Emergency repairs include but are not limited to: no heating/hot water, no electrical power (not a power cut), no water, foul drainage (blocked drains), burst pipes, locked out of the house, storm damage. Please be aware that in some emergency cases we may not be able to attend immediately.

Non-Emergency Repairs

Please report all works requiring repair to the Estate office on 01796 481 355 option 4 or via email to enquiries@atholl-estates.co.uk during normal working hours. We prefer email when possible. Those emailing in will receive a copy of the acknowledgement of work required by email. For those without an email address we will send out notification acknowledgement by post. Notification of repairs by any other means will not be registered.

An appointment will be scheduled depending on the urgency of the repair and the availability of tradesmen. We will do our best to keep you informed of any changes to planned works if, for example, a visit is delayed because work has been diverted to deal with an emergency elsewhere.

All repairs are undertaken by the estates' direct labour force or retained contractors. Please note that we will not accept responsibility for payment other than works administered through our Property Department.

Repairs – What are We Responsible For?

- Maintaining the property in wind and water-tight condition through the repair of the roofs, rhones, windows and doors.
- Providing serviceable down-pipes, drains and chimney stacks.
- Repairs to the structure of the property including internal walls, floors and ceilings (not caused by your negligence).
- Boundary walls and fences.
- Water and gas pipes, electrical wiring, sockets and switches.
- Basins, sinks, baths, toilets and showers.
- Equipment including boilers, pipes, cables and flues for heating the house and for heating water.
- Repairs to the septic tank and foul drainage system.
- Exterior locks (but not the replacement of lost keys or provision of extra keys). If we need to change the locks as a result of lost keys this will be recharged to you.



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Repairs – What are You Responsible For?

- Internal decorations/painting and minor plaster works.
- Replacement of broken bathroom furniture, i.e., toilet seats, plugs etc.
- If your property is fitted with a stove/open fire you are responsible for burning seasoned firewood or coal and ensuring daily cleaning of ash pans.
- Any damage and breakages caused by you or visitors to your house .
- Early notification of blockages to rhones and down pipes.
- Pest control.
- Keeping gardens, drives, paths and outbuildings tidy and ensuring that climbing plants do not damage building exteriors.
- Regular chimney sweeping by a reputable contractor.
- Ensuring that only materials which are biodegradable enter the septic system and in particular ensuring that no fat-based substances or cotton/heavy paper-based materials enter the foul drainage system of the property. Where blockages are found to be caused by either of these deposits, you will be responsible for bearing the cost of clearing them .

Recharging Work

We will recharge work only for those repairs which you are responsible (as detailed above) and on these occasions you are entitled to an estimate of cost (at your request) if time allows, before the repair is made. You will also be charged on occasions where the urgency of the repair has been exaggerated or the failure has been caused by negligence or misuse.

Out Of Hours

Our Property Department is available from 8.00 a.m. to 4.00 p.m. Monday to Friday on 01796 481 355 on option 4. Outside these hours emergency repairs can be notified by contacting the Estates Office at 01796 481 355 and opting for the emergency duty manager.

Complaints

If you are not satisfied with our response, please contact the Rural Manager at the Estates Office on **01796 481 355 (option 4)**.

If you are still not satisfied you should contact the CEO by letter or email abw@atholl-estates.co.uk, alternatively we would be pleased to consider any written complaint received at the Estates Office.

Our Contact Details

Estate Office
01796 481 355 / enquiries@atholl-estates.co.uk

Buildings Manager
07740 609 925 / jam@atholl-estates.co.uk

Rural Manager
07894 064 885 / jcec@atholl-estates.co.uk

CEO
07815 153 009 / abw@atholl-estates.co.uk

Atholl Estates Office

Blair Atholl, Pitlochry PH18 5TH
Tel: 01796 481 355
enquiries@atholl-estates.co.uk
www.atholl-estates.co.uk



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For more information please contact:

Atholl Estates, Estate office
Blair Atholl, Perthshire PH18 5TH

01796 481 355

www.atholl-estates.co.uk

To view the
latest staff list
and contacts,
scan the QR code
or click [here](#)

