Owners Newsletter November 2024

Welcome to your most recent Factoring newsletter where you will find important information and updates

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Telephone 0131 510 8540

To report a communal repair	Option 4
Any other enquiry	Option 6

You can still contact us on our website, Facebook and Twitter.





If you would like a paper copy of this newsletter, please let us know.

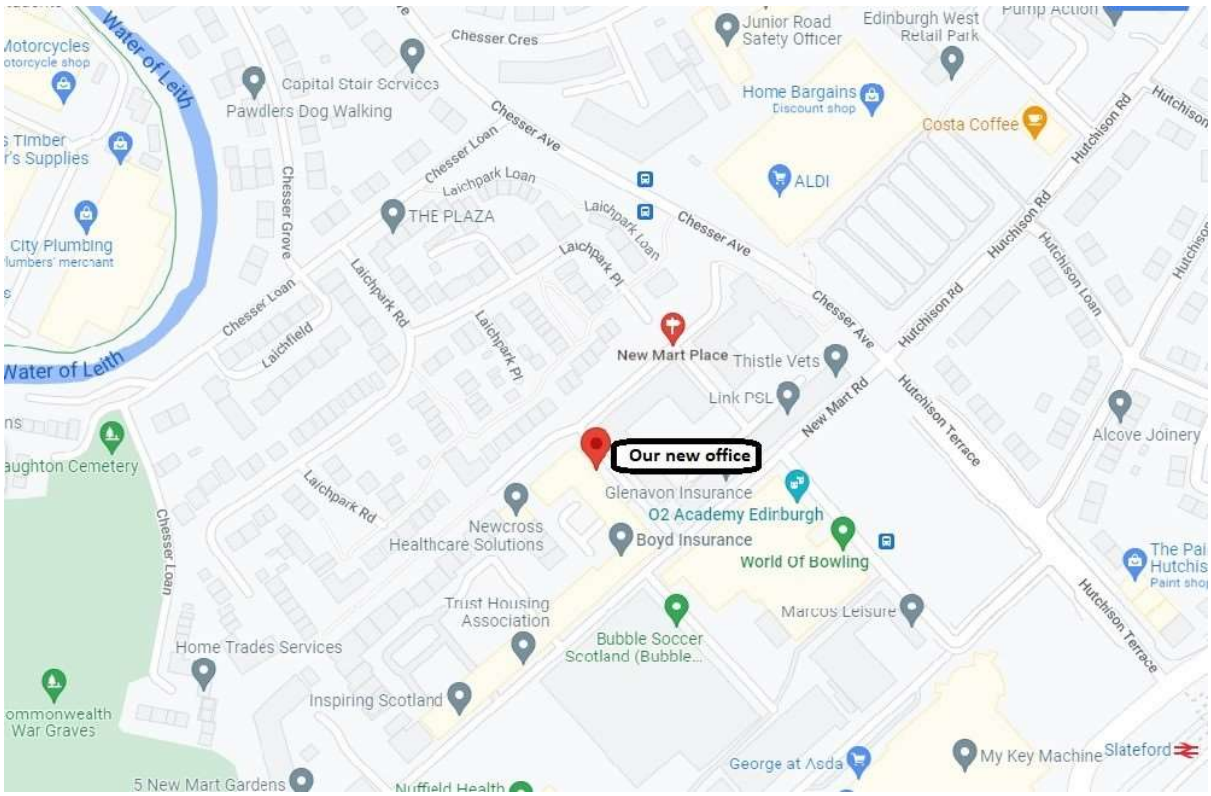
A reminder of our location

Our office is situated at 5 New Mart Place, Edinburgh, EH14 1RW.

Bus services to the new office are:

- 4, 44, 34, X27

For those driving to the office, there is ample off-street parking available.



Our opening hours are
Monday to Thursday:
9am to 12.30pm and 1.30pm to 5pm

Friday:
9am to 12.30pm and 1.30pm to 3.30pm

The office is closed for staff training until 11am every Wednesday.

Please contact us if you would like to arrange an in person appointment.

Change to our main repairs contractor

This year we have changed to a new contractor for reactive maintenance repairs. We are now working with Harbour Multi-Trades.

This will only affect any repairs required to communal areas of your property.

Insurance

We have retained the same insurer for this year, Allied World. We have also retained the same brokers Arthur J Gallagher and the contact details are below.

Last year we got a sample of properties (across the stock) revalued for insurance purposes (as required in the Code of Conduct). Overall, the property values increased by 8.4%.

All excesses are now £250 (this has changed from previous year)

Claims Manager	• **Lorraine Newlands** • Email: Lorraine_newlands@ajg.com • Tel No: 01245 341218

Communal Water Storage Tank Servicing

Part of our essential maintenance programme includes checking the safety and cleanliness of communal water tanks. All tanks were risk assessed in 2021 and following on from this a number of tanks required remedial works and/or disinfection. As part of the ongoing maintenance of these tanks, they are currently being inspected twice a year. If you own one of the properties in a block containing these tanks, the cost of this will be charged to your account.

If any required remedial work are likely to cost over £50 per flat, we will write to all owners in the effected blocks with an option to vote in favour or against the work going ahead. We can only go ahead with the work where a majority of owners have voted in favour.

Where the works go ahead each owner is responsible for their share of the maintenance of the communal water tank, even if they have disconnected from the system. In cases where all properties in a stair have disconnected from the system, we can arrange to drain down and de-commission the tank to avoid further costs, however all owners need to be in agreement for this to happen.

Door Entry Systems

Door Entry Systems greatly improve the security of your common stairway, protecting you from unwanted callers. Manor Estates is keen to have door entry systems on all stairs where we have tenanted properties.

We are happy to assist with lettering your neighbours and gathering instructions to proceed to install door entry systems. The approximate costs per household is noted in the table below. Prices vary depending on the number of flats in the stair, the panel selected, the type of lock or fob entry. Manor can only go ahead if **the majority** of residents agree.





If you are interested and would like us to share information with those in your stair – get in touch by email owners@manorestates.org.uk or by telephoning 0131 510 8540 and selecting Option 6 to speak to a member of the team.

Door Entry Installation	***Approximate Cost per Flat***		
	4 in Block	**6 in Block**	**8 in Block**
Base System *Fob Reader* *Stainless Steel Panel* *Service Button Time Clock* *Privacy Switch* *Power Connections* *Door Closer* *Total Cost*	£570 per flat	£430 per flat	£370 per flat

Exact cost including cost of fitting an electric meter will be confirmed on survey of your block.

Balconies – who is responsible?

We recently checked with our solicitor TC Young on the responsibility of balconies. They have confirmed via title deeds from various properties that the responsibility for any repairs or replacements of balconies sits entirely with the owner of the flat that has access to the balcony, including the bottom side i.e the “ceiling” for the balcony below. If your title deeds do not mention balcony responsibilities, you can refer to the Tenancy Management Scheme for further clarification.

Gas safety checks and appliance servicing

It's vital that gas appliances are regularly checked. Regular maintenance can prevent gas leaks and stop carbon monoxide being released.

If you're a homeowner, it's recommended that you get all gas appliances, flues and pipework installed, regularly maintained and serviced annually by a Gas Safe registered engineer.

You'll find more information on gas safety checks and what they involve in our guide below.

What is a Gas Safe Registered engineer?

Gas Safe registered engineers are the only people legally allowed to work on gas heating systems, boilers, cookers, fires and any other gas appliance. A Gas Safe registered engineer will always carry a badge with the Gas Safe yellow triangle on it. You can check if an engineer is registered by phoning the Gas Safe Register on **0800 408 5500** or visiting the Gas Safe website.

Fire Safety

The Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006 places responsibilities on employers and any other person(s) with control of premises (dutyholders) to assess the risk of harm from fire and to put in place appropriate safety measures.



This is required for buildings with 2 or more sets of domestic premises.

Manor Estates will be arranging to rollout a programme of independent consultant Fire Risk Assessments across all our blocks next year.

The estimated cost of completing a Fire Risk Assessment to comply with the above regulations is £220 for any block/stair containing up to 12 units.

Fire safety inspections and frequency

Manor Estates carries out regular inspections of its estates and common parts including the common stairs. These are carried out annually to ensure that there are no combustible materials or items being stored on the stair that could give rise to a fire.

Preventing fire spread in your block



The close and stair is your main route of escape in a fire. Make sure there are no fire risks there – such as rubbish left on the stairs. Make sure the close and stair is kept clear. Buggies and bicycles left on landings can prevent safe escape.

The guidance in the Building Standards Technical Handbook (Domestic) clarifies that flat entrance doors that allow access directly from a dwelling from a shared or communal corridor should achieve: -

- at least 30 minutes fire resistance in buildings that do not have a storey at a height of more than 18 m above the ground,
- at least 60 minutes fire resistance in buildings that do have a storey at a height of more than 18 m above the ground both with additional requirements for smoke leakage.

USEFUL INFO

Homeowners can find impartial advice on repairs, maintenance, the appointment of a property factor and other useful information at http://www.underoneroof.scot/

Repairs that we are unable to carry out

These are mainly repairs required within your home, for instance if you have gas central heating you should arrange for your boiler to be serviced by a Gas Safe engineer once a year. This will ensure the efficient running of the boiler and pick up on any repairs that may be required.

If you need a tradesman it is always best to use one that has been recommended to you. Edinburgh Trusted Trader is a local business partnership scheme which aims to

- Increase consumer confidence
- Help protect citizens from doorstep crime
- Promote good practice within local business

https://www.trustedtrader.scot/edinburgh

Edinburgh Trusted Trader is the only scheme in Edinburgh that is Council-backed – vetted by Trading Standards and supported by Police Scotland.

Care and Repair Edinburgh Ltd

Care and Repair provide a wide range of practical services and advice to assist elderly and disabled people in Edinburgh to live in their own homes in more comfort, security and with greater independence, including:

- Handyperson Service
- Home from Hospital Service
- Small Repairs Service
- Home Improvement Service
- Trade Referral Service

Care and Repair Edinburgh Ltd is a private company limited by guarantee and a registered charity.

https://www.careandrepairedinburgh.org.uk/

☎ 0131 337 1111

Radio Teleswitch (RTS) Shut Down – 30 June 2025

Do you still have White or Economy 7 or 10 electric heating? Your home may have a Radio Teleswitch (RTS) fitted for your electrical supply. This means your electricity supplier switches your tariff rates on your meter allowing you to access cheaper off-peak electricity thereby reducing energy costs for heating and hot water.

From 30 June 2025 electricity suppliers have advised that the signal for this service will be shut down. Your supplier may have already been in contact about this change.

If your supplier has not been in touch, you should make contact with them as soon as possible to see about getting your meter updated. If you do not take action before the shut down date of **30 June 2025**, the service will be turned off and may leave you with no heating or hot water or are incorrectly billed for usage.

If you are unsure how to manage this change, there is useful information on Changeworks website at www.changeworks.org.uk/rts-shutdown

ESTATE ISSUES

Drainage

Our contractors are attending to more and more drain chokes where the cause has been found to be items such as wipes, sanitary towels, grease/lard, even nappies/incontinent pads.

The clearing of choke drains is chargeable to the properties affected and there is normally no way of knowing who the individual culprits are. If we take more care in what we put down our toilets we can help to prevent the pipes from choking.

Dog Fouling

City of Edinburgh Council environmental wardens will take action on dog fouling and you can report it here:-



https://www.edinburgh.gov.uk/dogfouling

Arrange an uplift of household items

You can ask City of Edinburgh Council to collect up to 5 large household items, such as furniture, electrical goods, carpets etc that are broken or damaged and can't be reused. They sort all items for recycling where possible. The charge is £5 per item. Complete the online form https://www.edinburgh.gov.uk/bins-recycling and they will contact you to confirm a collection day.

Your items should be on the kerbside for collection by 7am on your booked day.

Common Access Stairs

We are becoming more involved in enquiries regarding stair cleaning and would like to remind you that it is every resident's responsibility to take their turn to clean the common areas. This includes the stairwells, as well as any outside communal area such as drying areas which are not regularly maintained by ourselves.

Residents who have gardens

Many resident's gardens are very well maintained and can look very colourful during the spring and summer months. Unfortunately, the few overgrown ones can make a street look very unkempt and uncared for. Please take time and pride in your private

garden which will not only improve the look of your property but also the look of the estate which can only benefit everyone.

Landscape Maintenance

An extract of our Landscape Maintenance contract including specifications and standards is available on our website under Owners Publications.

Garden waste service

City of Edinburgh Council's garden waste registration is open. The service year runs from 4 November 2024 to 2 November 2025.

- Permits cost £40 each for one year, which runs from November to November
- CEC collect your brown bin once every two weeks
- You can pay by a direct debit option or make a one-off payment. If you pay by direct debit, your permit will renew automatically every year. You do not need to register again.
- If you meet CEC eligibility criteria for an exemption you can receive the service for free but must still register

If you don't use the service but would like to, you can sign up now.

https://www.edinburgh.gov.uk/gardenwaste

You can read the terms and conditions here

https://www.edinburgh.gov.uk/downloads/file/29739/garden-waste-terms-and-conditions

You will need to renew your permit every year before it expires to continue receiving the service.

Money Advice

We all realise that money is being stretched to cover more and more bills and expenses, this website may help you to save in areas you might not have thought about - https://www.moneyadvice.scot/



Useful Numbers for Money Advice:-
Money Advice Scotland Helpline – 0800 731 4722
This is a helpline that provides access to free confidential and independent advice on how to deal with debt problems.
Opening Hours: Monday to Friday 9am – 6pm

National Debtline https://www.nationaldebtline.org/ **Tel: 0808 808 4000**
This is a national helpline that provides free confidential and independent advice on how to deal with debt problems.
Opening Hours: Monday to Friday 9am – 8pm and Saturday 9.30am – 1pm

Business Debtline https://www.businessdebtline.org **Tel: 0800 197 6026**
This is an organisation that offers debt advice for self employed people living in different parts of the country.
Opening Hours: Monday to Friday 9am – 8pm

Satisfaction Survey Results

Satisfaction surveys were sent with the last round of invoices for all owners. We had a very low response rate and will be investigating other avenues to gather your queries and issues.

Some of the questions and their responses below :-

Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Manor Estates Housing Association?

5.8% were very satisfied,
5.8% were satisfied,
17.65% were neither satisfied nor dissatisfied,
35.29% were fairly dissatisfied and
35.29% were very dissatisfied.

We take your feedback on board and are working to improve the services we provide. A new IT system has been introduced which we are sure will improve the service.

Does Manor Estates provide you with sufficient information regarding the factoring service?'
'We currently publish owners information on our website, through our newsletter and the cover letter with your charges.

'On a scale of 1 - 10 how likely is it that you would recommend Manor Estates to your neighbours? Please click on the stars to vote, 1 being least likely, 10 being a definite recommendation.'
The average rating for this was 3.3. This again is low and we are working to improve the services we provide.

We are also looking at other ways to gather this information and we will inform all owners as soon as this has been agreed.

Winner of the £100 prize draw will be announced shortly.

DATES FOR YOUR DIARY

Our office will be closed for the festive season from:

- 2pm Tuesday 24th December returning on Monday 6th January 2025

While the office is closed, you can still access our emergency repairs service by contacting the following numbers:
For all gas and central heating repairs, contact **Lothian Gas** on **0131 440 4666**
For all other repairs, contact **Harbour Multi-Trades** on **0131 552 6103**



GETTING INVOLVED AT MANOR ESTATES

As a membership organisation we are accountable to our members, through an elected Management Committee/Board, which is made up of volunteers.
You can become a member by paying £1, valid for life, which entitles you to attend and vote at our Annual General Meeting.

You can also stand for election onto our Board of Management. If you are interested in participation opportunities such as becoming a member of the Association or of our Governing Board, get in touch by telephone 0131 510 8540 or email owners@manorestates.org.uk