Happy 30th Birthday

www.manorestates.org.uk

Tenantmatters

'OUR HOUSES, YOUR HOMES'

CELEBRATING 30 YEARS

OF MANOR ESTATES HOUSING ASSOCIATION

A Legacy of Service and Commitment

30 YEARS ANNIVERSARY









This year marks a remarkable milestone for Manor Estates Housing Association – our 30th birthday! Over the past three decades, we've grown, adapted, and evolved, but our commitment to providing safe, affordable, and high-quality housing for our tenants has remained unwavering.

We are incredibly proud of all that we have achieved, and we would like to take this opportunity to reflect on our journey and celebrate our success.

A Look Back at Our Origins

Founded in 1995, it was our aim to create communities where tenants felt safe, supported, and valued. Over the years we have steadily expanded, investing in our properties and working with local agencies to support our tenants all while maintaining the sense of community that defines Manor Estates.

30 Years of Growth and Achievement

Manor Estates has achieved many milestones, some of which we are particularly proud of:

- ☑ **Expanding Our Services:** we provide a variety of affordable housing services for both new and existing tenants.
- ☑ **Community Initiatives:** Our goal has always been to serve our communities beyond just providing housing. We've worked hard to build strong partnerships with local agencies such as the Police, Local Council, Community Groups and other Landlords on our estates.
- ☑ **Customer Engagement:** We believe that the voices of our tenants should be heard in every decision we make. Over the years, we've promoted actively involving tenants in shaping the services we offer and improving the areas they live in.

What's Next for Manor Estates?

As we celebrate this milestone, we're already looking to the future. We are currently on site building new homes in South Queensferry and we are continuing to look at what other services we can provide in response to the needs of our residents and the wider community.

A Heartfelt Thank You

None of our successes would have been possible without the incredible support of our tenants, staff, voluntary Board members and partners.

As we move forward into the next 30 years, we remain committed to our values: Professional, Customer Focussed, Committed and Agile. Here's to the next chapter and thank you for being part of our journey!

Happy 30th Birthday

Manor Estates Housing Association

WITH WARM REGARDS

The Manor Estates Housing Association Team

For information visit our website! www.manorestates.org.uk

Scottish Charity No: SCO23 106



COMMENTS FROM CHAIR

Ian Crawford

1 What has been your experience as being a board member and subsequently the chair at Manor Estates?

It is a real privilege to be the Chair of Manor Estates, and I am enjoying being part of an organisation which aims to provide excellent homes for tenants, some of which I have seen. It's been a special pleasure meeting tenants and staff, particularly at the Anniversary party.

2 What have been some of your key highlights of being a board member/chair?

The best thing about Board membership is the opportunity to meet people and listen to their views, and to try to build on the hard work and caring approach of staff and of other Board members.

3 Are there any key events or achievements that stick out from your time on the board?

I loved the party and the visits to tenants at Sutherland Street and Greenlaw Rigg that I have done since becoming Chair. It brings it home just what a good job Manor Estates does. I also liked the bacon rolls!

4 What do you think is the key to Manor Estates success?

It's about putting people first , and being enthusiastic about what we do. We really do want to be a great landlord and service provider and it seems to me we really have tried to do that consistently over the last 30 years.

MANOR ESTATES
Housing Association

You can follow us on Social Media @ **ManorEstatesHA**

Looking back over our last 30 years – The world and Manor Estates have been on a journey

1995 – We were established

Manor Estates is established in 1995 with a transfer of 956 units from Scottish Homes which included 9 staff members. We took our name from the location of our first office. John Fountain became our first Chairperson and Lynn McDonald our CEO/Director.

1995 to 2005

1995 – Murrayfield stadium re-opens after major reconstruction and a new operating system called Windows 95 is released

1995 – Our longest serving staff member, Lynne MacKay transfers over from Scottish Homes

1998 – Scotland plays the opening games in the World Cup against Brazil and the Museum of Scotland opens back up after refurbushment

1999 – We complete a stock transfer at Niddrie from Sanctuary Housing which resulted in an additional 76 units

1999 – Scottish Parliament established with the Scotland Act 1998 with a founding date of 12 May 1999

1999 – A new IT system and modern computers are installed in our office at 11 Washington Lane

2000 – We built 60 units at Niddrie Hays

2001 – The Housing Scotland Act (2001) is introduced with new statutory rights and responsibilities for landlords and tenants specifically relating to repairs and tolerable standards

2002 – Scotland participates in the Winter Olympics. Winning a Gold for Curling in February 2002, our first gold medal at the Games for 18 years

2003 – The Cairngorms National Park is created, Scotlands second national park

2004 – On 4 February 2004 "TheFacebook" launches initially to students at Harvard College

2004 – The Queen opens the new Scottish Parliament building at Holyrood

2005 – 20 new flats built at Telford March

2005 – The Gaelic Language (Scotland) Act 2005 is passed by the Scottish Parliament securing Gaelic as the official language of Scotland.

2005 to 2015

2006 – 20 new flats are built with ownership taken by Manor Estates at Telford March the same year Twitter is launched.

2007 – Manor Estates joins EdIndex the new common housing register in Edinburgh a partnership between the Edinburgh Council and 19 landlords across the city creating one application form and shared housing list.

2008 – Tolls are removed on the three remaining Scottish bridges - Erskine Bridge, Tay Road Bridge and the Forth Road Bridge.

2009 – A re-structure at Manor Estates Housing Association sees a new team set up - our Corporate Services Team.

2011 – Yang Guang and Tian Tian the giant pandas come to Edinburgh Zoo in December of this year as part of a 10 year agreement with China Wildlife Conservation Association.

2012 – Phase 1 of our development is completed and sees Manor Estates increase its stock profile with 49 units and Sandilands Close.

2014 – The Housing Scotland (2014) Act introduces an end to Right to Buy in Scotland effective from 31 July 2016.

2014 – Edinburgh Trams go live in the city running from the Airport to St. Andrews Square.

2014 – The world looks on as Scotland carries out an indpendence referendum with the final vote of NO.

2015 – 2015 sees us increasing stock size again with Phase 2 of our Sandilands Close development with a handover of 44 units (24 mid market and 20 social flats).

2015 – Manor Estates celebrates their 20th Birthday.

2015 to 2025

2016 – We launch our Tenancy Sustainment Fund to support new and existing tenants to remain in their homes.

2016 – Our CEO Lynn McDonald retires and our new CEO Graeme Russell starts with the Association.

2016 – Manor Estates Associates Limited (MEAL) takes on management in April 2016 of our private letting and mid market rent stock.

2017 – 2017 sees us increasing stock numbers again with Phases 3 of our Sandilands Close development with a handover of 35 units (20 social and 15 mid market rent flats).

2019 – Our CEO Graeme Russell retires and our current CEO Claire Ironside joins the Association.

2020 – The Pandemic hits - the country enters lockdown on 20 March 2020 with us all returning to the office without restrictions 9 August 2021.

2021 – We launch our Community Grant Fund for local groups in recognition of our Board member Doug McEwan who sadly passed away.

2022 – We move to a new office at New Mart Place in September 2022.

2022 – The Queen passes away at Balmoral on 8 September.

2023 – In December this year we take ownership of 15 flatted mid market properties and 4 social houses at our new development: Queensferry Heights in South Queensferry.

2024 – Work starts on the next phase of our development at South Queensferry with 25 units due to complete at the end of 2025.

2024 – We are shortlisted to join a new pilot project with the Dogs Trust (funded by Peoples Postcode Lottery) with the aim of becoming a more pet friendly landlord.

2025 – In March 2025 we are accredited as the UK's first Pet Friendly Landlord by the Dogs Trust.

30 YEARS



30TH BIRTHDAY TEA PARTY





Manor Estates Housing Association hosted a tea part on 21st March 2025 to start celebrating its 30th Anniversary.

Invites were extended to tenants and owners that had been with the Association for a long period of time, some of whom had been with the Association for its entire lifespan. Also in attendance were board members, staff and Association members.

The event took place in the Association's offices and those that attended were entertained by one of the retirement housing managers who is also a magician, in their spare time.





CLAIRE IRONSIDE, CEO

"The afternoon was a true celebration of Manor Estates, and we wanted to mark the occasion by celebrating with our stakeholders, some of whom have been tenants from the very start. It was a great opportunity to thank them for staying with us."



IAN CRAWFORD, MANOR ESTATES CHAIR

"The afternoon tea party was a wonderful and appropriate celebration of the Association. As the Chair of the Association, I am excited to see what the next thirty years bring."





KATHRYN MILLER

Corporate Services Manager/Depute CEO

It was wonderful to hear the chat and laughter around the office, as our guests tucked into their afternoon tea goodies at our 30th celebration.



JO MCFARLANE, SPRINGVALLEY TERRACE

Our photo competition winner who was unfortunately unable to attend

Thank you so much for this lovely invitation, sadly though I won't be able to attend but warmest wishes to you all, and here's to the next 30 years and beyond....







LONG TERM STAFF MEMBER INTERVIEW

Lynne – Corporate Services Manager

1 Thinking back to when you first started – can you give us a bit of an insight into what it was like?

There have been big changes over the years, starting with our move in 1995 to Washington Lane having worked for so long under the umbrella of Scottish Special Housing Association & Scottish Homes to becoming an independent Housing Association.

2 What have been some of your key highlights of working at Manor?

Both watching Manor evolve and remaining independent to working with some great colleagues over the past 30 years.

3 There have been a lot of changes over the years – does any one thing stick out?

Having been with Manor since the beginning there have been so many positive changes. One that sticks out is our involvement in the management of Edincraig Community Housing stock back in the early 90's this was a positive sign for me that Manor albeit a 'small' Association was looking to grow as around this time quite a lot of other 'smaller' Associations were merging.

4 You have now been with Manor for 30 years – what do you think is the key to our success?

Having a strong but fair Board and Senior Management Team in place has meant that Manor continues to deliver on what we say we will do within our corporate aims and objectives.

Great working conditions for staff and training/further education opportunities available to all has helped to develop our staff and shows through the longevity of some of our staff team.

SOME PICTURES OF OUR HOUSING STOCK









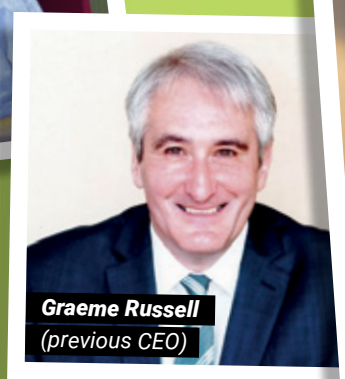














30 YEARS ANNIVERSARY

ANNUAL GENERAL MEETING



The Association is due to hold its 30th Annual General Meeting at 6:00pm

On Wednesday 3 September 2025

Venue: Tressilian Gardens Community Building

The formal agenda will be issued in due course, but the main business will include noting of the Association's accounts, appointment of the external auditor and election of Board members

At the moment we are still finalising all the arrangements so please keep an eye out for any updates on our website. Once we know what the final arrangements are, all members of the Association will be advised directly.

Following the formal business of the meeting, light refreshments will be provided, and tenants will have the opportunity to have an informal chat with staff and Board members.

Invitations will be issued to all those who are members of the Association. Whilst all tenants are welcome to attend the AGM, only those who are shareholding members may participate in the business of the meeting and vote on matters that require it. If you are interested in becoming a member, please contact **Sarah McKay** at the office on **0131 510 8540 option 7** and she will arrange to send you the necessary application form.

Even if you are not a member, we would like to encourage as many tenants as possible to attend. If you would like to come along, please contact **Sarah McKay** at the Association's office and she will make sure that you receive a formal invitation.

The names of all the tenants attending the AGM will be entered in a prize draw and will be eligible to win one of four shopping vouchers worth £25.00.

*** PRIZE * DRAW**

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WHERE WE STARTED WASHINGTON LANE





In 1995 we moved from Manor Place to our premises at Washington Lane where we remained until 2021 when we relocated to a larger space at New Mart Place.

WHERE WE ARE NOW NEW MART PLACE



In September 2021 we moved to our new office at New Mart Place

INVESTORS IN PEOPLE – GOLD AWARD 2025

For our 30th year we were able to retain our gold award showing our commitment to fostering employee health & wellbeing. It shows our commitment to promoting a healthy and happy workplace and helps us to achieve our successes and promote employee engagement and satisfaction. We will be looking to the future and how we can build on our success.



'Our values are just what is expected of you'

"We are about providing an excellent quality of service to tenants"

"I could my blessings working here, I no longer have the Sunday dread"

OUR NEWER DEVELOPMENT STOCK

TELFORD MARCH BUILD



20 flats providing much needed rented accommodation in the city centre. These include 2 ground floor wheelchair flats and incorporate a number of sustainable principles emphasising social interaction and personal space, whilst maintaining privacy.

2005





QUEENSFERRY HEIGHTS

Quality family housing in this growing community. 4 3-bedroom Social Rented properties with front and rear gardens and 15 1-, 2- and 3-bedroom Mid Market Rental flats built in 2023 on the periphery of South Queensferry, with excellent road transport links to Edinburgh and Central Belt.

2023





Tree planting to celebrate the opening of the development attended by the Lord Provost and Nigel Hicks (former Manor Estates Chair)

SANDILANDS SOCIAL BUILD



48 social rented and 80 mid market properties built between 2014 – 2017 in prime site located at the rear of the new Royal Infirmary.

2014

SOUTH QUEENSFERRY

New Build Update Phase 2
Due late 2025





Our new build properties in South Queensferry are progressing well, with the timber frames complete and the roofing now being fitted. Our house builder, Cala, are on target to hand over 10 houses in November this year and a block of 15 flats in March 2026.

2025

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You You can follow us on Social Media **@ManorEstatesHA**