www.manorestates.org.uk

Tenantmatters

'OUR HOUSES, YOUR HOMES'

MANOR ESTATES
Housing Association



DATES FOR YOUR DIARY

Our office will be closed every Wednesday from 9am to 11am for staff training.

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** or by calling **0131 510 8540 option 2**.
- For all other repairs, call **0131 510 8540 and press option 1** or **01244 987 642** where a call handler will take your details and pass to our contractors

If you are planning to visit the office, we would recommend that you call ahead to make sure the staff member you want to visit is available.

30 YEARS ANNIVERSARY

BOARD NEWS

We held our 30th Annual General Meeting, welcoming members to our Retirement Development at Tressilian Gardens, thank you to all who attended.



The Chair advised members that **Rachel Hutton** was stepping down from the Board after, over 9 years' service, including 4 years as Chair. He expressed thanks to Rachel for her commitment to the Association and wished her well for the future.

Our Corporate Services Director, **Kathryn Miller**, presented the Annual Accounts, noting that the Association maintains a healthy financial position. She also advised members that the External Audit carried out earlier in the year resulted in a 'clean' report, and no issues of concern were identified.

The following members were elected to the Board:

Ian Crawford, Phil Rowsby, Andrew Clark; Roddy Elliot; Laura Fordyce; Geoff Kitchener; Willie Raeburn; Ainan Groat, Jo McFadyen, Shirelle White and **Martin Sloan**

Office-bearers were elected immediately after the AGM. **Ian Crawford** was elected as Chair, **Phil Rowsby** as Vice Chair and **Andrew Clark** as Chair of Audit Committee.

ANNUAL REPORT ON THE CHARTER 2025



Every year, we have to submit information to the Scottish Housing Regulator – it includes:

- How we have performed in areas such as collection of rent, and how quickly we were able to re-let properties that became vacant;
- A range of information relating to our repairs service, such as the average time taken to complete emergency and non-emergency repairs, and the percentage of repairs completed 'right first time';
- Information about the quality of our homes; and
- The average length of time it took us to deal with complaints.

We also have to report on levels of tenant satisfaction with our services. This year, that information was based on the results of our mini Tenant Satisfaction Survey undertaken in 2024. A full Tenant Satisfaction Survey is being undertaken towards the end of 2025, and the results will be advised in our Winter or Spring newsletter.

As in previous years, information regarding the Annual Report on the Charter will be published on our website. This includes comparison with the performance of 6 other housing associations who provide housing in Edinburgh, as well as City of Edinburgh Council.

www.manorestates.org.uk

Scan Me

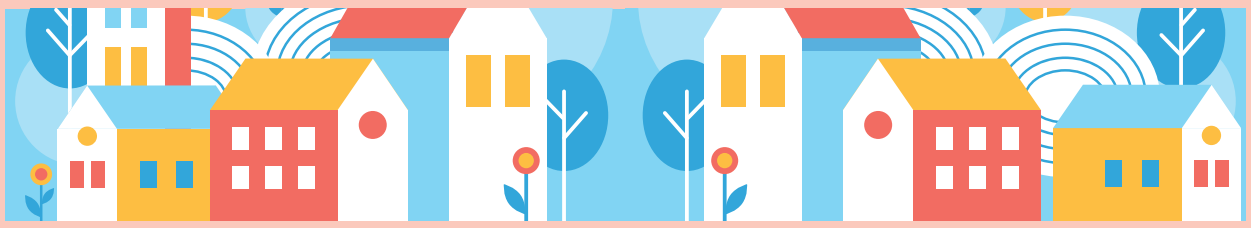
You can also get further information from the Scottish Housing Regulator's website (**Manor Estates Housing Association Ltd | Scottish Housing Regulator**)

If you have any queries about the information that is on the website – or if you would prefer to receive a paper copy of the information – please contact Alasdair Fraser, Housing Manager on **0131 510 8540** or **afraser@manorestates.org.uk**

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

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

The Scottish Social Housing Charter



The Scottish Government's Social Housing Charter was first developed in 2012, was revised in 2017 and again in 2022. The Charter sets out what tenants and other customers can expect from social landlords like Manor Estates.

The Charter is split into seven sections:

1. Equalities;
2. Customer/landlord relationship;
3. Housing Quality and Maintenance;
4. Neighborhood and Community;
5. Access to Housing and Support;
6. Getting good value from rents and service charges; and
7. Other customers.

In this edition of the newsletter, we are going to focus on Equalities and Value for Money

EQUALITIES

The Standard:

Social landlords perform all aspects of their housing services so that:

- They support the right to adequate housing;
- Every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

HOW DO WE DO THIS?

- ☑ We have a robust Equality and Diversity Policy which details how we will promote equality and diversity in all aspects of our work and promotes a culture of dignity and respect for all.
- ☑ We have a robust Allocations Policy which ensure that anyone applying for a house is dealt with fairly and without discrimination
- ☑ We deliver services that recognise and meet the individual needs of tenants and other service users and ensure that all tenants have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- ☑ We will not tolerate any form of prejudice, direct or indirect discrimination, harassment or victimization and this is set out in our Code of Conduct for Board members and staff.
- ☑ We recognise that harassment is a serious breach of tenancy and if it occurs, we will deal with it appropriately through our Anti-Social behaviour policy.
- ☑ We are committed to ensuring all customers can access our services and we do this by regularly reviewing the extent to which our services are accessible to current and prospective customers, identify any individual requirements that may need to be met to enable a customer to fully access our services, ensure that written material is clear and jargon free and make appropriate translation services available.
- ☑ We provide and manage housing and deliver services to a wide range of customers and ensure that we are proactive about managing the diverse needs of customers so that we provide the right services to meet the right needs, ensure that any new housing we build complies with the basic criteria of Housing for Varying Needs as far as possible and we assist tenants in identifying adaptations they may require to continue living in their home and provide these within the funding available.
- ☑ We consult customers on any proposed changes to services, policies and procedures which affect them.



VALUE FOR MONEY

The Standard:

Social landlords perform all aspects of their housing services so that:

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

HOW DO WE DO THIS?

Covers the efficient and effective management of services

Includes

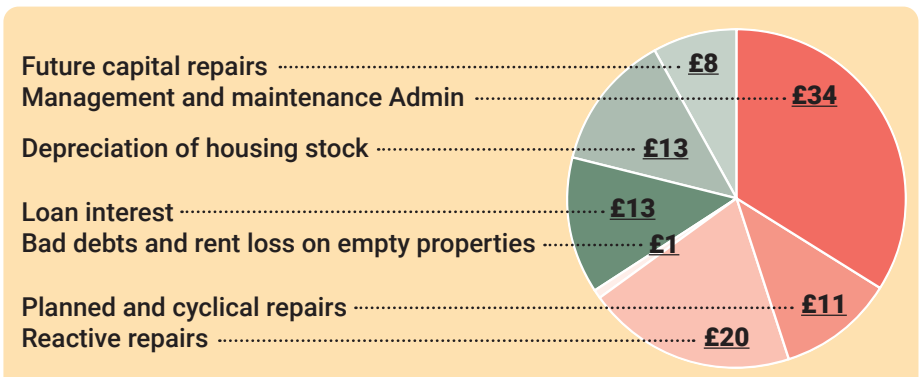
- ☑ minimising time houses are empty
- ☑ managing arrears and all resources effectively
- ☑ controlling costs
- ☑ getting value out of contracts
- ☑ giving better value for money by increasing the quality of services with minimum extra cost to tenants, owners and other customers
- ☑ involving tenants and other customers in setting rents and service charges
- ☑ monitoring and reviewing how we give value for money

Reflects

- ☑ legal duty to consult tenants about rent setting
- ☑ importance of taking account of what current and prospective tenants and other customers are likely to be able to afford
- ☑ importance that many tenants place on being able to find out how their money is spent
- ☑ should discuss with tenants whether we should publish information about expenditure above a particular level and in what form and detail.

Your rent and where it went:

We used each £100 of rent we received in 2024/25 as follows:



What financial information would you like to know from us?

Our full accounts are available on our website, but would you like to know any expenditure we have that is over £0.5m? Would you like us to publish it in this newsletter annually? Please send in your suggestions to **kmiller@manorestates.org.uk**

RENT CONSULTATION RESULTS 2025/26

Thank you all for your responses to our recent rent increase questionnaire.

At the time of preparing your newsletter we are in the process of contacting tenants for their feedback and collating responses. The more responses we receive affords us a clearer indication of how tenants feel about the possible rent increase proposals.

The responses form part of the paper going to the Board in November, where a decision on the rent increase will be made.

We will be providing a further update on the responses in our next newsletter.

Every tenant will receive a letter in February that will explain details of any increase in their rent.



TENANT SATISFACTION SURVEY

We will be conducting our three yearly full Tenant Satisfaction Survey, in late September and October 2025.

The survey is being conducted on our behalf by a company called **Research Resource**. Their researchers will be carrying out their surveys face-to-face, by telephone and by email to discuss your satisfaction with a range of our services – it is a brief survey and should not take up too much of your time. It is extremely important to us to understand how you view our services so we can identify what we need to do to improve things when we are not getting it quite right. We would appreciate it, therefore, if you would take part in the survey. All those who do will be entered into a prize draw to win one of three £50 shopping vouchers.

PRIZE DRAW!

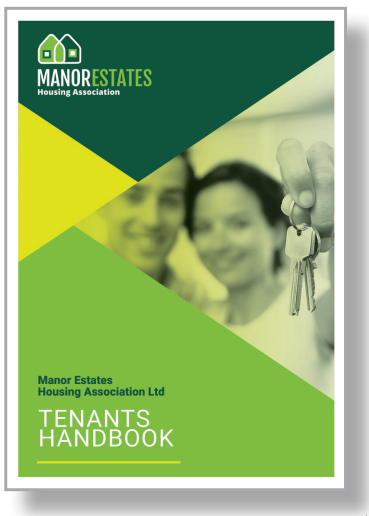


If you do not wish to take part, please let us know and we will make sure your details are not passed to Research Resource.

Your New Tenant Handbook

We have updated the Tenant Handbook. This has all the information you might need to assist you in managing your tenancy.

You can download a copy from our website **www.manorestates.org.uk**. We have a limited supply of printed copies, if you would like a copy sent out, please get in touch with our Housing Team on **0131 510 8540 option 5** or by emailing **info@manorestates.org.uk**





DOMESTIC ABUSE

Domestic abuse exists in all communities and can be present in all types of relationships between partners and ex-partners.

Abusers and victims can be of any gender, race or religion and from all different types of background.

The Association is committed to offering advice and assistance to anyone experiencing domestic abuse and we will support victims of abuse and work with other agencies to do so.

If you – or someone you know- is experiencing domestic abuse, contact us now and we will do our best to help you. Please be assured that any information you share with us will be treated in the strictest confidence.

There are a number of external support services available that you can contact directly if you experience domestic abuse:

- Police Scotland: **101 (non-emergency)** or **999 (emergency)**
- Scotland's Domestic Abuse and Forced Marriage helpline: **0800 027 1234**
- Edinburgh Women's Aid: **0131 315 8110**
- Rape Crisis Scotland: **08088 01 03 02**

FIRST CALL AND BELL GROUP

Since 1 July 2025, First Call and Bell Group are undertaking our Reactive Maintenance and Voids service.

To report a repair, you simply dial **01244 987 642** or call **0131 510 8540 option 1** and the telephone call handlers will pass your repair enquiry to one of the Contractors.

We are confident that these contractors will deliver a quality service and maintenance support. Your comfort and satisfaction are our top priorities.

Should you have any questions or require further clarification regarding this new arrangement, please do not hesitate to reach out to the Manor Estates Repairs team email repairs@manorestates.org.uk or call **0131 510 8540 option 4**.

Gas Boiler and Heating Repairs including Emergencies have not changed. Please call Lothian Gas on **0131 440 4666** or **0131 510 8540 option 2**.

To report a repair simply dial
01244 987 642

ENERGY ADVICE SERVICE

We are currently working in partnership with social landlords in Edinburgh to provide an Energy Advice Service to our tenants.

Where tenants would like support, we can complete a referral to our Energy Advisors. If you would like a referral, please contact your Housing Officer on **0131 510 8540 option 5** or by emailing **housingofficers@manorestates.org.uk**.



YOU SAID, WE DID

Our aim is to provide the best possible service to all our customers and we regularly review our policies and procedures to identify areas that could be improved or developed further.

We do recognise, though, that there are times when we could have dealt with a situation better, or where we have simply made a mistake.

We would always encourage you to let us know when our level of service falls below what you would expect from us. We use complaints to identify:

- If changes to policies or procedures are required to ensure that a similar situation does not arise in the future;
- If we need to arrange staff training to ensure that staff are fully equipped with the skills they need to deal appropriately with matters they are responsible for;
- If there are gaps in information we give to you to ensure are fully aware of the services we provide and the standards you can expect.

You Said:

In one recent case, a tenant complained that we had not supported them in dealing with various issues relating to the property and local area.

We Did:

We apologised to the tenant as the level of service that was received was not what we expect for our tenants. We were able to signpost the tenant to agencies who could assist and clarify what support we are able to provide, in addition we supported the tenant in making sure their repairs were progressed and that when we are next on the estate the Housing Officer will arrange to let residents know.

Radio Teleswitch (RTS) Shut Down - ACT NOW

Do you still have electric heating? Does your Electricity meter run with a dual rate tariff ?

You may have a Radio Teleswitch Meter (RTS) fitted for your electrical supply. These meters are being discontinued and there will be a Phased Shutdown over the coming months.

Homes across Edinburgh and Fife using RTS meters should be contacted by their energy supplier to schedule a meter replacement in advance of their specific area being switched off.

Don't get caught, take action now and

- **Contact Your Energy Supplier and Book an Appointment:**

  Your energy supplier will contact you to let you know when your specific area is scheduled to be switched off. But get ahead and phone them now for clarification and to book a date for your meter switch to a smart meter.

- **Avoid Potential Disruption:**

  Failing to take action could mean your heating and hot water could stop working correctly when the RTS signal is switched off in your area.

TAKE ACTION TODAY and if you are unsure what type of meter you have in place or require help to manage the change, call us on **0131 510 8540 option 5** we will be able to refer you to our Energy Advice Service for support.

CONTACT MANOR ESTATES HOUSING ASSOCIATION

Suite 4
5 New Mart Place
Edinburgh
EH14 1RW

Tel: 0131 510 8540
Email: info@manorestates.org.uk
Web: www.manorestates.org.uk



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

Gas Servicing and Gas Safety – Gas Forced Entry

We want to make sure that all homes are safe and secure. Gas safety is a particular concern as the consequences of faulty systems or appliances could be extremely serious, even deadly.

We currently employ Lothian Gas to carry out an annual service and safety check in all properties where there is gas-fueled heating.

It is a legal requirement that we carry out gas safety checks on an annual basis to keep you and your family safe. It is incredibly important that you allow us access to enable us to do so. Sometimes we have to force access into people's homes, action that we will only ever take as a last resort, but one that could also result in you being billed for the cost (currently around £275)

If you have a pre-payment meter and there is no credit, we cannot carry out the safety check. In these circumstances we have to 'cap' the supply. If you subsequently top up your meter, you will be unable to use gas until we can 'uncap' the supply and carry out the service.

If you are having difficulties keeping your pre-payment meter topped up or paying your fuel bills, please contact us by calling **0131 510 8540 option 5** to speak to a member of the Housing Team to see if we can sign-post you to external agencies that may be able to offer advice and assistance.

LANDSCAPING CONTRACT

Harburn Estate

Harburn Estates are now well underway as our landscaping contractor after started working on our estates in May.

As they started working for us in Spring, they could not cut back the hedges and bushes as much as would normally be done over the winter months due to the risk of endangering nesting birds. Now the nesting season is over they will be re-visiting sites effected by this to ensure that the Manor Estates landscaped areas are looking as neat as possible and that all paths and access ways are clear.

We will be inspecting all sites, in the coming months, and again in the winter, but if there is anything you would like to bring our attention to, please let us know by contacting **info@manorestates.org.uk**



Please do not build bonfires or set off fireworks in any landscaped or communal areas on our estates. This causes risk to people, homes, pets and green spaces.

We will not grant permission for these areas to be used for such an event, and we will be taking steps to make sure that dumped items are removed. We appreciate that bonfires can be enjoyable and be a focal point for gatherings however the burning of household rubbish can cause severe problems. Not only can it cause damage to the landscaped areas if it gets out of control, it can also end up causing serious damage to surrounding homes. Strain is placed on our emergency services meaning they have to attend to put out a fire when they are needed somewhere else in the city. We would encourage residents to participate in any local or city-wide arranged events where suitable safety precautions will be in place. Check your local news or social media for arranged events.

Thank you for helping keep everyone safe.

If you are aware of any dumped rubbish leading up to bonfire night, please get in touch with our Housing Team on **0131 510 8540 option 5.**