www.manorestates.org.uk

Tenantmatters

'OUR HOUSES, YOUR HOMES'

MANORESTATES
Housing Association



DATES FOR YOUR DIARY

Our office will be closed on;

- Friday 18th April
- Monday 21st April
- Monday's 5th and 19th May
- Tuesday 20th May

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 Option 1**

Our office is closed from **9.00a.m. to 11.00 a.m. every Wednesday** for staff training.

Whilst our office is open to the Public, we would recommend that if you need to visit our office to speak to a member of staff you contact ahead of time to arrange an appointment or request a home visit from your Housing Officer or a Technical Inspector.



WELCOME TO YOUR SPRING NEWSLETTER

The start of a new financial year is always a busy time for Association staff, with the requirement to finalise accounts and submit various returns to the Scottish Housing Regulator and other bodies.

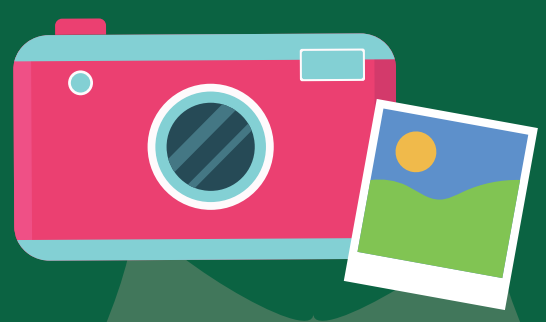
Our main priority, though, remains our commitment to providing excellent services to tenants and our staff continue to work hard to make sure this happens.

We know that sometimes things do go wrong, and we want to be honest and transparent about how we deal with these issues - to help us improve we encourage you to reply to any surveys we send out. Your feedback helps us shape the services we provide to you and helps us to make sure our houses are your homes.

We hope you find this newsletter interesting and informative. If there is any other information you would like us to include, please contact **Alasdair Fraser** at the office on **0131 510 8540 option 5**.



PHOTOGRAPHY COMPETITION



MANOR ESTATES WILL BE "30" IN MARCH 2025

In our Autumn newsletter we launched our photography competition to celebrate "our house, your homes".

The deadline for entries was 31st January 2025 and we asked our tenants to send in photographs of anything that makes our house your home, this could be; the view from your window, your garden or your favourite spot to relax at home.

We were delighted to receive multiple entries. The winner (photo) is our tenant from Springvalley with the photo "Wherever I lay my hat" and has won £50 gift voucher of their choice. The winning pictures will be used as the cover of our Annual Report 2024/25.



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

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

BOARD NEWS



There were a wide range of matters discussed at the November, January and February meetings. Some highlights included:

- **Rent and Service Charge Increase 2025/26** – We strive to set the rent increase at an affordable level. Thank you to all 217 tenants who responded to the rent consultation questionnaire. The highest percentage, of those who voted, was in support of 3.8% which was then approved by the Board. It was also confirmed that our factoring charge will increase to 4.0% from 01 April 2025.
- **Action Plan for Tenant Satisfaction Survey** – you participated with 280 telephone interviews, a 28% response rate. We are reviewing communications into, through and out of the Property Services Section and will follow through on complex repairs to ensure satisfactory completion.
- **Pets Policy** – the Housing team worked in partnership with the Dogs Trust on Pet Friendly Project, setting up good practice in our procedures in relation to consenting to pet ownership commencing from new tenant sign ups.
- **Budget 2025/26** – the budget was agreed and covers everything from rent and factoring charges projected, staff training and salaries, printing and postage, reactive repairs and planned maintenance, and all expenditure across our business.
- **Strategic Plan Year 4** – setting out what the Association is going to do in the forth coming year.
- **MEAL Business Plan for 2025/26** – the business plan of our subsidiary company, the non charitable business which operates our Mid Market Rental properties.

Members also discussed the regular quarterly updates on our finance, complaints, key performance indicators, planned and reactive maintenance.

If you would like more information about the work of the Board, the minutes of all meetings are posted on our website in the tenant publications under the Governance section.

If you have any queries or comments regarding the Association's Board, please contact us at **info@manorestates.org.uk**

condensation, dampness and mould



Damp and mould in your home whilst unsightly can also be a health hazard. It can also sometimes cause damage to furnishings and decoration. Making sure your home is free of damp and mould is important to us for your health and enjoyment of your home.

The Association will deal with extreme and serious cases. At the same time, there are measures you can take to help prevent damp and mould occurring some of which are extremely easy to put in place.

For more information download and view our leaflet on Damp and Mould by clicking the link **https://www.manorestates.org.uk/wp-content/uploads/2023/03/MEHA-Condensation-Leaflet-Digital.pdf**

If you need more advice or currently have damp or mould issues in your home, please let us know by calling our **Property Services Team** on **0131 510 8540 option 4**.

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. Neighbourhood 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 Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes (Section 4) and Tenancy Sustainment (Section 5) and we provide information below on how we comply with the standards.

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes (Charter outcome 6)

The Standard

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

How do we do this?

- ☑ We have robust policies in place which detail the ways in which we deal with Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes.
- ☑ We take action to enforce tenancy conditions on estate management and neighbour nuisance.
- ☑ We look to resolve neighbour disputes and tackle Anti-Social Behaviour by involving other agencies and by offering mediation between tenants.
- ☑ We work in partnership with other agencies to ensure that our estates are well-maintained and safe places to live.
- ☑ We offer support to victims/ survivors of domestic abuse.
- ☑ We arrange or provide tenancy support where it is needed.

Tenancy sustainment (Charter outcome 11)

The Standard

Social landlords ensure that:

- Tenants get the information they need on how to obtain support to help them remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

How do we do this?

- ☑ We have a robust Tenancy Sustainment Policy which details the approach that we will take to ensure optimum tenancy sustainment levels.
- ☑ We help tenants who may need support to maintain their tenancy, which often involves working in partnership with other agencies.
- ☑ We offer tenants access to Welfare Rights, Debt Advice and Energy advice services to help tenants deal with rent arrears, debt and fuel poverty.
- ☑ We support tenants when there are concerns about the condition of their properties to get them back in to an acceptable standard.
- ☑ We adapt tenants homes (on receipt of medical advice) when there are concerns about age, disability or medical conditions.

Electrical Safety Checks

Each year as part of our planned works we carry out electrical safety checks in a number of our properties to ensure electrical installations i.e. fuse boards, sockets & wiring etc. comply with current standards and are safe to use



For your continued safety it is important contractors are able to gain access into your home in order to carry out the checks, if you are due a check this year you will shortly receive a confirmation letter with an appointment date & time. If unable to allow access at the specified time, please call **Ward Linney** on **0131 510 8540 extension 323** to rearrange your appointment.

GAS SERVICING AND MAINTENANCE CONTRACT

We are delighted to report following a rigorous tendering process contractors Lothian Gas has successfully won the Gas Maintenance & Servicing Partnership Contract for a further three year period with options to extend.

Lothian Gas has worked with Manor Estates for many years now undertaking annual services and providing breakdown cover where gas heating systems are in place. We look forward to continue working together in partnership with them with the aim to provide the best possible service for our tenants.

If you are having difficulties keeping your pre-payment meter topped up, please contact your Housing Officer at **housingofficers@manorestates.org.uk** or on **0131 510 8540 option 5** as they may be able to help by referring you to external agencies for advice and assistance.

Gas Servicing Recharges

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

We are currently in a Partnership Agreement with Lothian Gas who carry out annual services and safety checks in all properties which have gas heating installed. There are two issues that often present us with difficulties when carrying out this work these are providing access on the appointed date and having credit on the meter.

- It is a legal requirement that we carry out gas safety checks each year to keep you and your family safe. It is extremely important you allow us access for the appointment. If the appointment time given by Lothian Gas does not suit or if you know no-one will be at home you should call Lothian Gas or our Repairs Team to re-arrange to a more suitable time. If after 3 attempts we cannot gain access, we will arrange for a forced entry to take place within the 12 month service anniversary date. Over the last year approx. 50 properties have reached forced access stage. We pursue recovery of costs by issuing recharges which can be around £200 for each forced entry, this covers the cost of a joiner and a Sheriff Officer to be in attendance, Manor staff time is not included.

To avoid this cost, you should allow access within the 12 month anniversary date.

- If you have a pre-payment meter which is not in 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 arrange for Lothian Gas to return and 'uncap' the supply and carry out the service.

If you are having difficulties keeping your pre-payment meter topped up, please contact your Housing Officer as they may be able to help by referring you to external agencies for advice and assistance.

COMMON STAIR AND ESTATE MAINTENANCE

We continue to see rubbish being dumped in and around our estates and in common stair areas. We would like to remind residents rubbish or discarded household items should not be dumped anywhere on estates and especially within common stairs.

Our Inspectors and Housing Officers have recently found discarded mattresses, old sofas, children's toys & bikes in common stair areas which if set alight could have serious consequences for residents. Access to front & back stair doors should always be free of any obstruction in the event of an emergency.

You can report any build-up of rubbish or fly-tipping to Edinburgh Council on **www.edinburgh.gov.uk/litter-flytipping/flytipping**

If you have any items you need to dispose of you can arrange an uplift at **www.edinburgh.gov.uk/specialuplift** or visit **www.edinburgh.gov.uk/recycling-3** for details on how to recycle unwanted items.



PLANNED MAINTENANCE WORKS 2025/26

Each year the Association carries out a programme of Planned Maintenance works to ensure properties are being maintained to an acceptable standard and meet requirements of the Scottish Housing Quality Standard.

The programme is developed through assessing current conditions and results of stock surveys, estimated life cycle of elements such as bathrooms and kitchens and also analysis of reactive repairs completed throughout the past year.

The Association's Board recently approved the following Planned Maintenance Programme for 2025/26:

Gas central heating	Greenlaw Rig, Easter Haugh & a number of Niddrie Marischal Grove properties.
Kitchens	Easter Haugh, Giilmerton & a number of Niddrie Mains Drive properties.
Bathrooms	Coxfield, Springvalley Terrace properties
Door replacements	Hay Ave & Drive, Niddrie Mains Drive.
Windows & Balcony doors	Niddrie Mill
Electrical safety checks & upgrades	across 440 properties, various estates.
External Maintenance Painterwork	Oxgangs, Sighthill & South Queensferry properties.

Please note, **not all** properties listed in the areas above will receive upgrades. If your home is included in the 2025/26 programme you will receive a confirmation letter giving details and timescales for the proposed work. If after initial surveys have taken place your kitchen, bathroom or windows etc are found to be in a good condition, a new timescale for renewal will be advised.

If you have any queries regarding this years' programme please contact **Bill Baxter** from our Property Services Team at **contracts@manorestates.org.uk** or by calling **0131 510 8540 option 4**.

If you live in one of our Retirement schemes – Greenlaw Rig, Tressilian Gardens or Sutherland Street, watch out on the Community Building notice board for information on the next planned quarterly visit from Repairs Team and Technical Inspector – they'll be checking if you have any repairs to raise or any property or landscaping concerns.

Landscaping Contract Award

We have recently re-tendered the Landscape Maintenance Contract. Harburn Estates, who currently look after our Garden Maintenance scheme, have been awarded the Landscaping contract for the next 3 years. This contract includes grass cutting, pruning, and hedge trimming to all Manor Estates landscaped areas.

Harburn Estate

Harburn Estates have been a good, reliable contractor on the garden maintenance scheme, and we have received exemplary references from other organisations for their recent landscaping work. We are pleased that they will be working with us over the coming years. Watch out for them starting in your area from May 2025.

We would like to thank Greenfingers, who were previously completing this work, and who have worked with Manor Estates since the 1990s. keeping our landscaped areas in good order for over 2 decades.

Test your smoke alarm once a month



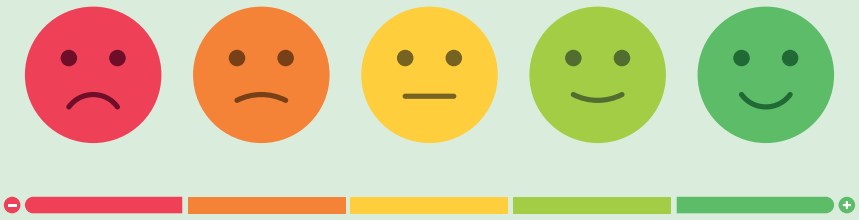
We have a regular programme of upgrades on Smoke Detectors – and we will renew before they reach 10 years old. Test your alarms at least once a month, if you have any issues or concerns call our **Repairs Team** on **0131 510-8540 option 4**.

MANOR ESTATES COMMUNITY FUND

Our Community Fund is open for new applications. The fund is available for awards of up to £500.00 each year. Funds are available to assist groups to deliver activities that promote the values of our Strategic Plan.

Last year we were able to support various local groups including the **Kin Collective** in Leith who support parental wellbeing through groups and workshops to help soon to be parents feel more prepared, confident and connected on the journey into parenthood.

If you are part of a community group and wish to apply for a grant from the **Manor Estates Community Fund**, please either email **info@manorestates.org.uk** or contact the office on **0131 510 8540 option 5** to request an application form.



Satisfaction Surveys – Prize Draw Winners

All tenants who had upgrades through Planned Maintenance contract works over the last year will have received a short satisfaction questionnaire to complete.

Your feedback is important to us and to the contractors we use as it helps to monitor their performance & can result in us making adjustments to improve service delivery for future Planned Maintenance contracts. In addition, you could be in with a chance to win a gift card donated by contractors in one of the prize draws, recent winners are:

Gas Servicing Quarterly Draws
£25 Tesco Gift Cards
Apr to Jun 2024 - Mr J, Greenlaw
Jul to Sept 2024 – Miss M, Telford
Oct to Dec 2024 - Mr T, Leith

Gas Central Heating upgrades
£50 Tesco Gift Card
Miss R, South Queensferry

Windows and Doors upgrades
£100 Scotland Loves Local Gift Card
Ms F, Niddrie Mill

External Painterwork
£100 Argos Gift Card
Miss P, Niddrie Marischal

Kitchen upgrades
£50 Tesco Gift Card
Mr W, Quilts Wynd, Leith

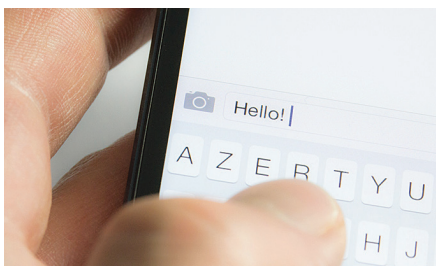
Bathroom upgrades
£50 Tesco Gift Card
Mrs S, Sutherland Street

We welcome your feedback, it helps us improve our service delivery and encourage you to complete any surveys we send – this year we are planning to send the surveys within the month your upgrade is complete. Simply reply to the three questions and you could be our next winner.

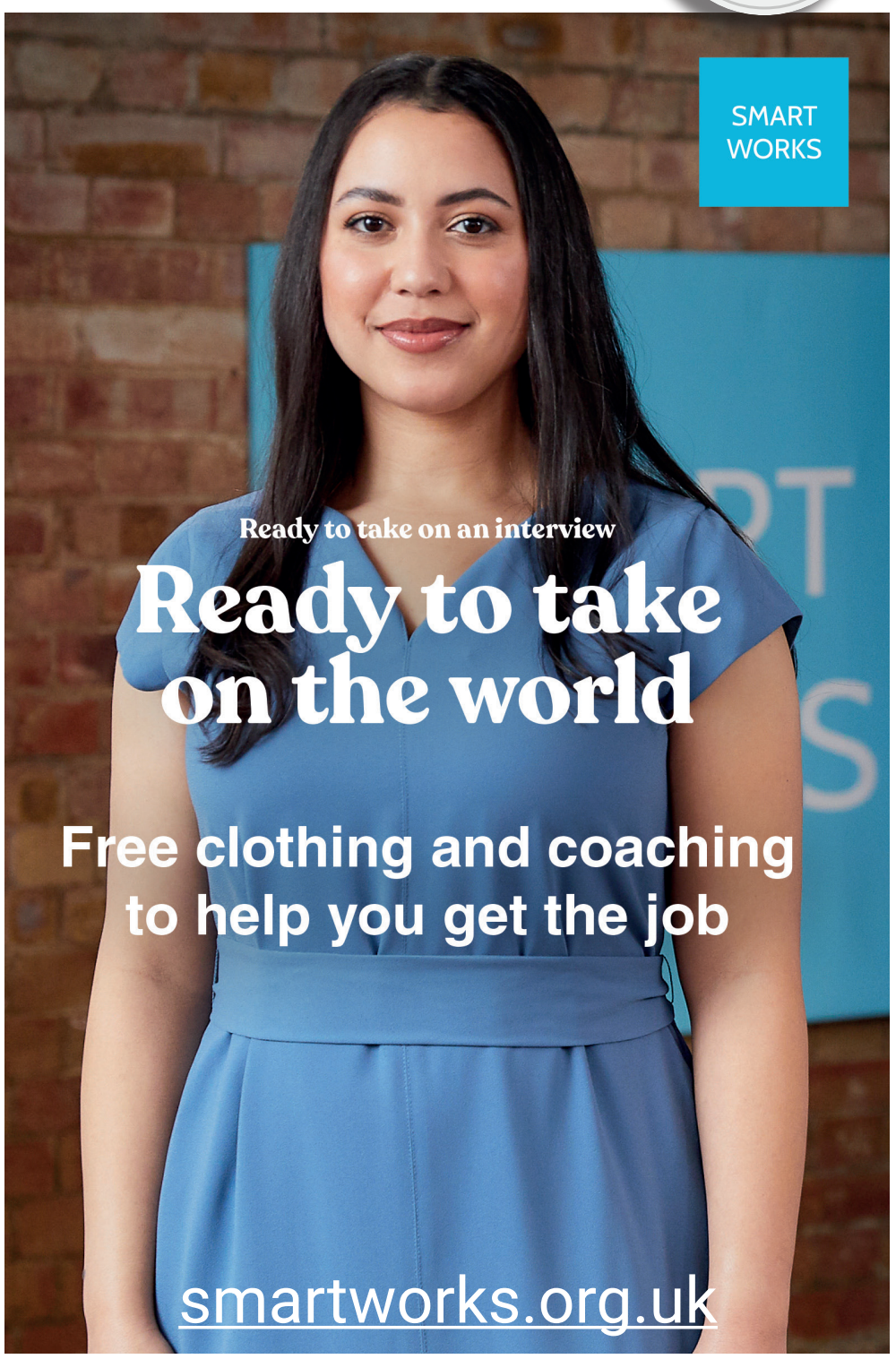
CONTACT MANOR ESTATES HOUSING ASSOCIATION

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Web: www.manorestates.org.uk



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





Winter months can be the busiest time of the year for our Property Services Department.

Following a red weather warning for storm winds in January the Repairs Team were inundated with calls to report dislodged or missing roof & ridge tiles, damages to masonry, fallen trees & fences. To date we've recorded around 60 cases where damage has occurred. Bear with us, it can take considerable time to organise each repair, especially if there are sharing owners in the block.

We were lucky given the scale of damage highlighted in the local news. We have been in contact with our insurers as we have cover in place where damages have been caused as a result of extreme weather conditions, a claim will therefore be submitted to them to recover costs on completion of works.