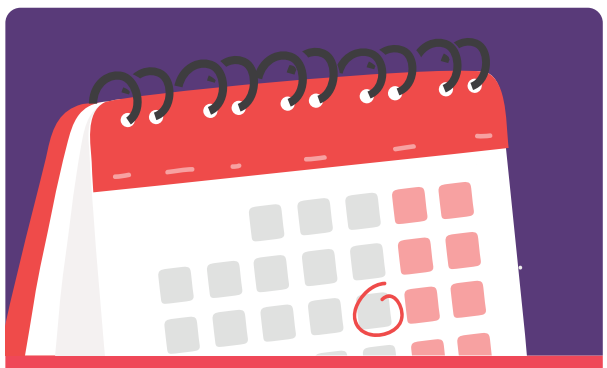
Happy Holidays

www.manorestates.org.uk

Tenant matters

'OUR HOUSES, YOUR HOMES'

MANOR ESTATES
Housing Association



DATES FOR YOUR DIARY

Our office will be closed from 1pm on Wednesday 24th December 2025 and re-open at 9am on Tuesday 6th January 2026.

Our office will also be closed from 12.30pm on the afternoon of Friday 5th December 2025 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

Please remember that our office is also closed every Wednesday from 9am to 11am so please plan your visits accordingly.

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

30 YEARS ANNIVERSARY

WELCOME TO YOUR WINTER NEWSLETTER

Do you find our newsletter interesting and informative - is there is any other information you would like us to include?

If you have any comments, please email **info@manorestates.org.uk** or call **0131 510 8540 option 5.**



BOARD NEWS

Matters discussed at the October meeting included:

- Mid-year budget review – to ensure that we are on track with our annual budget expenditure
- Mid-year Strategic Plan Year 4 – reviewing our progress against our 5 year plan, at the mid-point of year 4

Members also discussed 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.

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

DAMP & MOULD – WHAT YOU NEED TO KNOW

Damp and mould in your home isn't just unsightly—it can also be harmful to your health and damaging to your furnishings and décor.



At Manor Estates, we're committed to helping you keep your home safe, comfortable, and mould-free.



What we do

We'll respond to **serious or extreme cases** of damp and mould. If you're concerned, don't hesitate to get in touch.

What you can do

There are simple steps you can take to help prevent damp and mould from developing. Many of these are easy to implement and can make a big difference.

Want more info?

Check out our helpful leaflet on condensation, damp, and mould prevention: **https://www.manorestates.org.uk/wp-content/uploads/2023/03/MEHA-Condensation-Leaflet-Digital.pdf**

Need advice or a visit?

If you suspect mould or condensation in your home, call our **Property Services Team** on **0131 510 8540 (Option 4)**. We'll arrange for a **Technical Inspector** to visit and assess the situation.

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



STAY SAFE THIS CHRISTMAS

A quick, practical newsletter to keep your lights twinkling—and your home safe

At-a-glance checklist

- Buy lights with UKCA/CE marking and (ideally) the BSI Kitemark.
- Inspect cables & plugs for cracks, scorching, loose wires or crushed sections. Replace if anything's suspect.
- Use LEDs (they run cooler and use far less power than old filament sets).
- Match use to rating: indoor sets indoors; outdoor sets weather-rated (e.g., IP44+) outdoors.
- Switch off lights (and other decor) before bed or going out.
- Close internal doors at night—this slows smoke and fire spread.
- Don't overload extension leads or wall sockets.
- Don't daisy-chain extensions or use block/cube adapters.
- Don't run cables under rugs or keep reel-type extensions coiled while in use (they overheat).

Choosing & using Christmas light

- Before first use each year: check for cracked bulbs, stiff/brittle insulation, bent pins, or heat damage.
- Transformers/controllers: keep them off the floor, away from presents and tree water.
- Placement: keep lights and cables clear of heaters, candles, and fireplaces.
- Pets & little hands: route cables out of reach; use cable clips instead of tacking through insulation.

Real or artificial tree?

- Real trees: keep the stand topped up with water; a dry tree catches quickly. Place away from radiators.
- Artificial trees: choose ones marked flame-retardant. Still keep them clear of heat sources.

Nightly "switch-off" routine (2 minutes)

1. Turn off all decorative lights and non-essential appliances.
2. Check extensions aren't warm to the touch.
3. Close all internal doors.
4. Keep hallways and exits clear—your escape route matters.

If something does go wrong

- Get out, stay out, call 999.
- Close doors behind you if safe to do so.
- Don't go back in for belongings. Meet at a pre-agreed place outside.

For more home fire safety advice (including free Home Fire Safety Visit info in Scotland), see the Scottish Fire and Rescue Service: **www.firescotland.gov.uk**

FIRE SAFETY REMINDER – KEEP YOUR STAIRWAY CLEAR

Your safety is our priority. We'd like to remind all residents of the importance of keeping common stairways clear to ensure everyone can exit the building quickly and safely in the event of a fire.

No items or rubbish in stairwells

Please do not store personal items or leave rubbish in the common stair. All waste should be disposed of using the appropriate recycling containers or bins.

Regular inspections

We carry out routine inspections of common stairs to ensure they remain free of hazards. However, we also rely on residents to stay vigilant. If you notice any dumped items, please contact our **Housing Team** on **0131 510 8540 (Option 5)** so we can inspect and arrange removal.

Important: You may be recharged

If items dumped in the stair or rear area are traced back to you, and we have to remove them, you will be recharged for the uplift costs.

Fire safety equipment

We regularly test all fire safety equipment in your stair, including smoke vent windows and dry risers. If you notice any issues, please report them so we can investigate.

In your home

Working smoke and heat alarms are essential—they could give you the crucial moments needed to escape safely. It's your responsibility to check and test alarms in your home. If you find a fault, contact our **Property Services Team** on **0131 510 8540 (Option 4)** so we can repair or replace them.

Learn more

Visit the **http://www.firescotland.gov.uk/** for more tips and guidance on keeping your home fire safe.



ENERGY ADVICE SERVICE – HERE TO HELP

Struggling with energy bills or unsure how to make your home more energy efficient?

We're here to help.

Manor Estates is working in partnership with other social landlords across Edinburgh to offer an **Energy Advice Service** to our tenants. This free service provides practical support and guidance to help you manage your energy use and reduce costs.

How it works

If you'd like support, we can refer you directly to one of our **Energy Advisors**, who will provide tailored advice based on your situation.

Get in touch

To request a referral, contact your **Housing Officer** by calling **0131 510 8540 (Option 5)** or emailing **housingofficers@manorestates.org.uk**.

Let's work together to keep your home warm and your energy bills manageable.



PEST CONTROL

Treatment to eradicate household pests and minor infestations is the tenant's responsibility.

Products to treat infestations such as mice, ants, hide beetles etc. are readily available from supermarkets, DIY or hardware outlets.

Cases of wasp infestations or bee nests will be assessed on an individual basis.

We will deal with the more serious infestations such as bedbugs, rats, and squirrels as they are a risk to public health and in certain cases can require specialist treatment to eradicate.

If you have a problem with household bugs or pests, you can call The City of Edinburgh Pest Control Department for further advice or arrange for one of their Officers to assess the situation.

Tel: **0131 666 2623** or
email **pest.control@edinburgh.gov.uk**

Pest Control who will be able to advise of charges for this service.



BALCONY REPAIRS UPDATE

We've recently completed a programme of balcony repairs across Muirhouse, Niddrie, and Telford.

As part of this work, we reviewed the legal responsibility for balcony maintenance with our solicitor, TC Young.

Who's responsible for balcony repairs?

TC Young confirmed—based on title deeds from various properties—that the responsibility for repairing or replacing a balcony lies entirely with the owner of the flat that has access to it. This includes the underside of the balcony (i.e. the "ceiling" of the balcony below).

What to do if you spot damage

- If you notice damage to your own balcony, please contact us and we'll arrange suitable repairs.
- If you see damage to the balcony above yours, let us know. If the flat above is privately owned, the responsibility for repairs lies with that owner. We'll get in touch with them to explain their obligations, but please note that we won't be able to carry out repairs on their behalf.

Thank you for helping us keep our buildings safe and well-maintained. If you have any questions, don't hesitate to reach out!



COMMUNITY BENEFITS

We're currently in a partnership agreement with Mitie Property Services (UK) Ltd. who have carried out external painter work on a number of properties last year.

Mitie Report

'we were delighted to be able to decorate the lounge area at the Sutherland Street Centre. It is always rewarding to be able to help with community projects and we hope the tenants enjoy using the refreshed lounge area.'

As part of the contract Mitie offered their services to repaint the common room at our Sutherland Street Sheltered Scheme during July, tenants who use the Centre are delighted with the new look.

£700 Over the past year we also have received a total of £700 in donations for the Community Benefit fund from contractors **Sidey Ltd**, **Response Building Maintenance** & **Lothian Gas**.



GAS CONSULTANT

We've recently changed the contractor we use to carry out random gas quality control and assurance inspections, the results of which will help us give a better understanding on how our gas contractors Lothian Gas are delivering our services and of their performance.

Malcolm Finlay of **Central Scotland Gas Auditing Services Ltd** has been appointed to carry out the inspections, you may receive a call from him when access into your home is required to inspect your heating system, checks should normally take around 30 minutes.

Malcolm will produce an identification badge together with a letter of approval issued by Manor Estates.

Should you have any concerns regarding a visit, please contact **Bill Baxter**, **Planned Maintenance Officer** on **0131 510 8535 extn 313**.

MANOR ESTATES COMMUNITY FUND

Our Community Fund was created to support those who are giving something back to the communities that the Association is active in. The fund is now open for applications.

The fund is available to constituted groups and groups that can demonstrate that they are working towards approving a constitution. Groups can apply for awards of up to £500.00 per annum that will assist them deliver activities that promote the values of the Association's Strategic Plan.

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.

Protect What Matters – Contents Insurance for Your Home



While Manor Estates arranges building insurance for your property, it's important to remember that this does not cover your personal belongings.

That means if there's an insured event—such as a fire, flood, or storm—you could be left without cover for the things that matter most to you.

What's not covered?

Building insurance only protects the structure of your home. It doesn't include your:

- Furniture and furnishings
- Clothing and personal items
- Jewellery and valuables
- Electrical appliances and gadgets

What you can do

We strongly recommend arranging **contents insurance** to ensure you're covered in the event of a loss. It's a small cost that can make a big difference if the unexpected happens.

Need help or advice?

If you're unsure where to start, your Housing Officer can point you in the right direction. Call us on **0131 510 8540 (Option 5)** or email **housingofficers@manorestates.org.uk**.

- Protect your peace of mind—make sure your belongings are insured.

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**



Need help to get online and develop your own digital skills?

Find support near you and online. These are some links to online external resources to help you develop our own essential digital skills.

- Connecting Scotland - **https://connecting.scot/for-you**
- Learn My Way - **https://www.learnmyway.com/**
- Digital Unite - **https://www.digitalunite.com/technology-guides**

Free tech support & information for disabled and older people. AbilityNet is a UK-based charity with a global reach and their vision is a digital world accessible to all. They've been helping older people and disabled people for 25 years **https://abilitynet.org.uk/free-tech-support-and-info**

Get Safe Online is a source of easy-to-understand information on online safety. Their website is a unique resource providing practical advice on how to protect yourself, your computers and mobile devices - **https://www.getsafeonline.org/**

Medical Adaptations – Helping You Stay Independent at Home

Did you know Manor Estates can help you stay comfortable and independent in your home for longer?

Each year, we receive funding from The City of Edinburgh Council to carry out major medical adaptations—at no cost to our tenants. These changes can make a big difference in daily life and help you live safely and independently.

What kind of adaptations can we offer?

- Wet floor shower rooms
- Stairlifts
- Access ramps to entrance doors

How to apply for a major adaptation

To be considered, you'll need an assessment from an Occupational Therapist (OT). If you think you'd benefit, contact **Social Care Direct** on **0131 200 2324**. If you meet the criteria, they'll arrange a home visit and send us their recommendations. We'll then arrange for one of our approved contractors to carry out the work.

Minor adaptations

We can also install smaller aids such as:

- Grab rails
- Additional banisters
- Threshold adjustments
- Equipment for hearing or visual impairments

To request a minor adaptation, get in touch. Our team is here to support you. If you're unsure about the process or want to discuss options, our **Housing Team** is available on **0131 510 8540 (Option 5)**.

Let's work together to make our houses your homes.