MAKING A COMPLAINT

Ifyou are not satisfied with any aspect of the service you can raise it with us by:

- **Talking to us in person or by telephone. By writing to us – by letter or email.**
- **By completing our Complaints form (ask your Manager for our Complaints Leaflet)**





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**

Do you need information providedin a different language or format?

HAPPY TO TRANSLATE

We can arrange to have information translated into most languages - please contact the office for further information.
We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.

MANOR ESTATES
Housing Association



RETIREMENT HOUSING TENANTS' HANDBOOK

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Some helpful tips about home safety and security:

- Remember not to let anyone into your home that you do not know or cannot show you photographic identification. If you are unsure, contact your next of kin or Retirement Housing Coordinator. If you are concerned, call the Police.

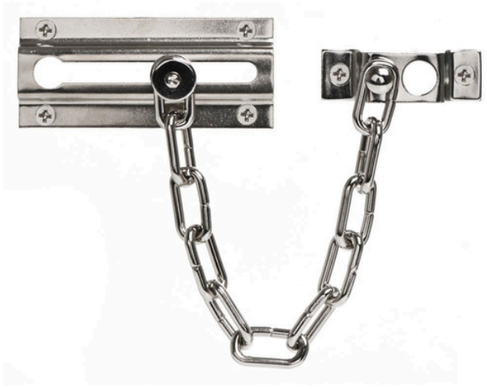
- Always lock up, even if you are just popping into the Community Building or going to the local shops;

- Never leave a spare key in a hiding place like under a doormat or in a flowerpot – a thief will look there first;

- Never keep savings in your house – put them in a bank, post office or building society;

- Never leave cooking pots or the oven unattended.

Do not fit chains or locks on your doors as this could hinder access in an emergency.



If your Carbon Monoxide detector goes off, you should call our Property Services Team or Lothian Gas. You will be asked if the alarm sounding is intermittent or continuous.

Intermittent alarm: this means the battery is flat. Lothian Gas will attend and fit a new alarm (as the batteries are integral and cannot be replaced)

Continuous alarm: this could mean there is Carbon Monoxide escaping from the gas boiler or your cooker, or simply that the alarm is faulty. You will be advised to turn off any gas boiler and cooker and open your windows. Manor Estates or Lothian Gas will then call Transco who will attend within the hour to check.

If there is a fault, Transco will turn off the gas supply and fit a warning label. You will be asked to call Lothian Gas if it is your boiler. If it is your own appliance, it is up to you to arrange repair or replacement.

If the alarm has sounded because the Carbon Monoxide alarm is faulty, you should then contact Manor Estates to arrange for a replacement alarm to be fitted.

Get in touch

Freephone: 0131 510 8540
Email: info@manorestates.org.uk

INTRODUCTION

Welcome to your Retirement Housing Tenants Handbook. The Handbook is designed to answer any questions or concerns you have, so that you can get the best out of your home and the services provided. Your copy of the Tenants Information Pack provides further detailed information about being a Manor Estates Tenant.

This version of the Handbook was produced December 2025 and should replace any other copy you may have.

ABOUT RETIREMENT HOUSING

Manor Estates provides you with a self-contained home which gives you personal privacy and means you can retain your independence. Each estate has a community block with a communal washer and dryer and kitchen facilities.
There are two Retirement Housing Managers directly employed by Manor Estates who operate between the three estates to assist you with any tenancy or property related enquiries.



RENT AND SERVICE CHARGES

Your rent pays for the house you live in. The service charges pay for:

- The retirement housing manager service;
- Maintenance and testing of all community block safety and alarm systems;
- Landscape maintenance (Please do not remove any shrubs or plants from the landscaped areas or indeed carry out any replanting by using your own plants)
- Heating, lighting and cleaning of the Community Block, including window cleaning;
- Provision of the communal washing machines and driers (Drying areas are located at the rear of the house for your use);
- Provision of the PC and printer and scheme wi-fi;
- Maintenance and eventual replacement of community block fixtures, fittings and furnishings.



SAFETY AND SECURITY



We want you to feel safe and secure in your home.

There is a smoke alarm in your property (please note: these are no longer connected to an Emergency Call System meaning the fire service will not automatically attend).

The smoke alarm is wired into the mains electricity supply so you do not need to worry about replacement batteries.

IN THE EVENT OF A FIRE:

IF YOU ARE IN YOUR FLAT AND THE FIRE IS ELSEWHERE:
Stay in your home unless advised otherwise by the Fire Brigade.

IF THE FIRE IS IN YOUR HOME: Leave immediately.

IF YOU ARE IN THE COMMUNITY BLOCK: Leave immediately by the safest and nearest exit to the designated area.

NEVER ATTEMPT TO PUT OUT A FIRE

There is also a Carbon Monoxide detector in your flat. This detector is battery operated and is not connected to any other monitoring system.

REFUSE COLLECTION

Each scheme has different arrangements for refuse collection. Your property will be allocated a bin for rubbish and for recycling.

There are communal bins situated at convenient locations throughout the estate.

There are old ‘bin stores’ at the ground floor flats which are too small for modern wheelie bins. These are shared between the upper and lower flats and if you and your sharing neighbour wish to store items in these, you can do so; however, the Association takes no responsibility for the items in these stores and anything you do store there is done so at your own risk.

There are also bins located at the community building. These are for the centre only and should not be used by residents.



THE RETIREMENT HOUSING MANAGER SERVICE

There are two Retirement Housing Managers (Kasia and Alex) who operate between the three developments. They have the main responsibility for running the development. They have an office based in the community building. If they are not in the office, you can leave them a message by calling the office using the contact details on page 6.

Your Retirement Housing Manager should be your first point of contact. Their main job is to facilitate the use of the community centre, help tenants to organise events and to liaise with your Housing Officer regarding any queries you may have.

Your Retirement Housing Manager can discuss with you to see there is any additional help you require around your home, such as a home help or adaptations. Referrals can then be made to any relevant agencies who can offer you with support.

Your Retirement Housing Manager is also responsible for supervising the cleaning of the community block, reporting any repairs in the block and to make sure the alarm systems and safety systems are regularly tested and working properly. They can also give you advice about adaptations if you have medical needs and also advice on local facilities.

Your Retirement Housing Manager will also show you how to use the washing machine and driers in the community block and explain any rota system that is in place.

There are some things that your Retirement Housing Manager is not able to do:

- Provide direct support or morning calls to check on your welfare.
  Lift any tenant who has fallen.
  Administer medication. You can use a specially designed pill box to help manage any medication you may have.
- Run errands/collect prescriptions. There are local door delivery services for prescriptions, as well as home delivery from most supermarket chains.
- Help you with personal care or with housework. If you need help with this, we can provide relevant information on who to contact for advice.
- Push tenants in a wheelchair over to the centre. Tenants should make their own arrangements.

If you need to contact your Retirement Housing Manager you can call them directly on their mobile telephone numbers.

Remember to refer to your Tenants Handbook for information on reporting repairs in your own home.

If you have any issues regarding your tenancy, you should speak to your Retirement Housing Manager. Your Housing Officer is available and visits the development regularly and if you would like a home visit please get in touch.





T.V. LICENCE

Once you are 75 years of age and in receipt of Pension Credit, you may nothaveto pay any TV Licence charges: please visit www.tvlicencing.co.uk or call0300790 6117 for more information. If you are under 75 years and becameatenantbefore 1 August 2009, you receive a concessionary TV license; however,thisfacility was withdrawn by the TV Licensing Board in 2009. This means if you became a tenant after 1 August 2009 and are under 75 years old, you must get a fullTVLicense yourself.

DOOR ENTRY INUPPER FLATS

Upper flats have door entry systems fitted for your convenience. This provides you with the facility to open the front door of your home without having to descend the stairs.

No tenant should fit chains or locks on their doors as this could hinder access in an emergency.

LAUNDRY AND DRYING AREAS

As already mentioned, there are communal washers and dryers in the Community Centre. These are only to be used for tenants' washing and not family

Use of the Washing Machine and Dryers is at your own risk and Manor Estates Housing Association is not responsible for any damager or loss.

A rota is in place at each development with Priority in the mornings usually given to home helps. Residents can also use the enclosed drying areas located to the rear of the properties.

the cost of arranging for the centre to be made available out-with the Retirement Housing Manager's working hours.

We provide a PC and limited printing facilities for your use: please ask your Manager for more information. This is available for all tenants and if demand is high, your Manager can introduce a rota where you can book a session. The Tenants Committee does use the PC to produce the Newsletters and posters but this use is minimal.

Your common room is open during working hours and available to all tenants. It is also open during the weekend between 9am and 5pm; however, it is unstaffed. The Centre is opened and closed instead by our Key Holding Service. There may be occasion where your Retirement Housing Manager is covering a different development either for annual leave or sickness so the centre will also be unstaffed at these times.

Your Manager will also be required to attend a staff meeting in the Association's offices on the first Wednesday of every month, so will not arrive until mid-morning. We have made separate arrangements for the centre to be opened in this instance. From time to time your Manager will also have to attend training events – we aim to give as much notice as possible of dates when this will occur.

Your Manager can help tenants organise activities and these are advertised on the Notice Board. We are keen to encourage Tenants Associations as this is the best way to develop activities and events on your behalf.

THE EMERGENCY CALL SYSTEM

Manor Estates Housing Association no longer provides an emergency call system to all properties.

Individual alarms can be provided by Assistive Technology Enabled Care 24 (ATEC24) where required. Further information on their service is outlined in the leaflet in your Tenant Information Pack or can be obtained by calling our office on 0131 510 8540 option 5. When you first move into your home and sign for the tenancy either your Housing Officer or one of our Housing Assistants will note down the name and contact number of a family member or friend who can be called in an emergency.

You will be given a leaflet at signup that you can give to your Next of Kin so that they know what is expected if they are contacted in an emergency. This information is confidential and is only used in an emergency. If there are any changes to your emergency contacts you should keep us informed.

Working together for a **caring, healthier, safer** Edinburgh

NHS Lothian

EDINBVRGH THE CITY OF EDINBURGH COUNCIL

EMERGENCY ACCESS

Admission to your home is normally by invitation only. Your Retirement Housing Manager will not have access your property and will not be able to use the Master Key to go into your home. The Master Key is only ever used if you do not respond to calls or knocks on the door and if there is reason to believe that you may be ill or in danger and are unable to open the door yourself. If any agencies enter your home and you are not there, they will tell you.

Ifyou have signed up for a personal alarm with ATEC24 you can provide them with permission to use the master key. You should make sure that you let them know if you are going to be away from your home overnight or for a few days. They do not need to know where you are going, but must be told if you are going to be away, otherwise they will be concerned that you have not responded to any of his attempts to contact you and will use the Master Key to check you are not ill or injured.

Please note that the Retirement Housing Manager is not responsible for providing access to your home for contractors or any other third party. If you require a repair, you will need to make your own arrangements to provide access.



THE COMMUNITY BUILDING

You will have been given a Key Fob at the start of your tenancy, which gives you secure access to the Community Building once it has been unlocked by the Retirement Housing Manager. Please make sure you return these fobs as well as your house keys at the end of your tenancy. Replacement fobs are expensive as they are specially programmed to use at the Community Block only.

The Community Building contains:

- The Retirement Housing Managers Office;
- The communal washing machines and driers (please note these are only to be used for tenant's washing);
- A large lounge and kitchen facilities, to provide a meeting place for all tenants.

It can be used for social activities such as bingo, cards and film clubs. Celebrations for special occasions can also take place here, for example, birthday parties, Christmas festivities etc.

If a tenant or their family would like to use the community building for a particular celebration, they should ask your Manager who can contact our office. Generally, the centre is free during weekdays, however all tenants can still access the facilities. If the event is to take place in the evening, a charge of £40.00 is made, which covers