www.manorestates.org.uk

Tenantmatters

'OUR HOUSES, YOUR HOMES'

MANOR ESTATES
Housing Association



DATES FOR YOUR DIARY

Our office will be closed for the following public holidays:

- July Weekend: **Friday 3rd** and **Monday 6th July**
- September Weekend: **Friday 11th** and **Monday 14th September**

For more details on when we are open, please visit our website **www.manorestates.org.uk**.

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 **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 for staff training so please plan 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 SUMMER NEWSLETTER

Welcome to your Summer newsletter. We should in theory be moving into the warmer weather, but so far June has been a bit of a wash out, but we can hold out for a decent July and August!

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

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**.

Update on Energy Advice Support

Our Energy Advice project, which has been supporting tenants with energy and heating advice, ended on 31 May 2026 as we have been unable to secure ongoing funding through ARCHIE (our partnership with housing associations in Edinburgh) for the service.



If you still need support, there are a range of other options to support our tenants with free advice and support.

Other organisations that can help:

CHAI (Community Help and Advice Initiative)

Free, confidential advice on energy bills, heating, and keeping your home warm.
0131 442 2100, **chai@chaiedinburgh.org.uk**

energyadvice.scot

Free, practical energy advice for people across Scotland.
0808 196 8660
energyadvice.scot

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Changeworks – Affordable Warmth Team

Support if you are finding it hard to keep your home warm, dry, and comfortable, or are concerned about gas and electricity bills.
changeworks.org.uk (Referral section)

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Please get in touch with one of the organisations above or contact our **Housing Team** on **0131 510 8540 option 5** to chat through your options.

ANNUAL GENERAL MEETING

On Wednesday 2 September 2026

The Association is due to hold its 31st Annual General Meeting at 6:00pm

Venue: To be confirmed

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**.

ENTER TO WIN

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



Have You Thought About Contents Insurance?

We provide comprehensive buildings insurance for all our properties, so if something like a fire or leak damages the structure of your home, we'll take care of the building repairs.

? So, if the unexpected happened, would you be able to afford to replace everything?

That's where contents insurance can really help. It covers your belongings if they're damaged, lost, or stolen. There are lots of different policies out there, and some even include optional extras like accidental damage cover.

The good news is that contents insurance can be quite affordable, with some policies costing just a few pounds a month—often less than the cost of a takeaway.

We can't recommend specific policies, but we do encourage all tenants to think about getting cover that suits their needs. It can make a big difference and give you peace of mind, knowing your belongings are protected.

Further information is available online or schemes are available for Housing Association tenants such as **https://www.thistletenants-scotland.co.uk/**

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IMPORTANT UPDATE: HOUSE EXCHANGE SERVICE

We want to let you know about an important change affecting the House Exchange service.

House Exchange has told us that they will be closing and stopping trading from 31 July 2026.

To help support customers during this change, if you are registered with House Exchange we will be contacting you directly. We are considering other options for our tenants and will share more information about what is available as soon as details are confirmed.

Please note: from 1 June 2026, you will no longer be able to apply to House Exchange.

If you need advice or have any concerns, please contact our housing team on **0131 510 8540 option 5**.

Welfare Rights Service

Are you having a problem with your Housing Benefit or Universal Credit claim? Are you in receipt of all benefits that you are entitled to?

? Have you seen a reduction in your income due to benefit changes?

We have a Welfare Rights Service in partnership with CHAI that is available for our tenants. **Elvira Vila** can offer advice and assistance on a wide range of social security benefits. Elvira is with us 3 days per week with access to the service is by referral. If you feel you could benefit from this service, please speak to our Housing Team by calling **0131 510 8540 option 5** in the first instance.

Care and Repair – Affordable DIY and repairs for older and disabled residents



Looking after your home can sometimes feel overwhelming, especially if repairs start to build up or you're not sure where to begin. That's where Care and Repair can help.

Care and Repair is a trusted service that supports people to live safely, comfortably and independently in their own homes. They provide practical advice and hands on help with repairs, adaptations and improvements.

Who Is Care and Repair For?

Care and Repair services are usually available to tenants over 60 and/or with disabilities.

How to Access the Service

If you think Care and Repair could help you, getting in touch is straightforward. You can:

- Contact your local Care and Repair service directly on **0131 337 1111** or by emailing **reception@cre.scot** (web: **www.cre.scot**)
- Speak to your housing officer or retirement housing manager who can help point you in the right direction



LOOKING OUT FOR YOUR NEIGHBOURS

These days, everyone leads very busy lives – in many areas, people keep themselves to themselves and are sometimes reluctant to show interest in what their neighbours are doing.

We would however encourage you to take time to look out for your neighbours.

- Do you know any of your neighbours?
- Would you notice if anything was wrong?
- What would you do if you thought something was wrong?

If you have reason to believe that someone who lives near you may be ill, or needing help, please let us know. Of course, if you think that there is an emergency, please contact the relevant service.

We are not asking you to check on every neighbour, but would simply ask you to bear the following points in mind:

- Is there a neighbour you haven't seen out and about for a while?
- Is this unusual?
- Are the curtains always closed – or always open?
- Do you see lights going on when it gets dark, or is the house always in darkness?
- Can you see mail piling up behind the door?
- Is your neighbour putting their rubbish out for collection?

If you have any concerns about these types of issues, please contact your Housing Officer on **0131 510 8540 option 5**. Anything you raise with us will be treated in the strictest confidence, but we will do our best to help.

Tenant Satisfaction Survey 2025/26 Results



Overall Satisfaction

We're pleased to report that most tenants are satisfied with the service provided by Manor Estates Housing Association. This reflects continued improvements across key service areas and strong engagement with tenants.

REPAIRS AND MAINTENANCE

Satisfaction with the repairs service remains high, with tenants highlighting:

- ☑ **Reliable and timely repairs**
- ☑ **Professional staff**
- ☑ **Good quality of work**

We will continue to focus on improving response times and communication around repairs.

CUSTOMER CARE

Feedback shows that tenants feel:

- ☑ **Treated fairly and with respect**
- ☑ **Supported when contacting the Association**

Maintaining high standards of customer care remains a priority.

COMMUNICATION AND INFORMATION

Tenants told us they generally feel well informed about:

- ☑ **Services and updates**
- ☑ **Changes affecting their tenancy**
- ☑ **How to get in touch**

We will continue improving digital communication and ensuring information is clear and accessible to all tenants.

VALUE FOR MONEY

The majority of tenants feel their rent provides good value for money. Ongoing work will focus on ensuring services continue to meet expectations while remaining affordable.

HOMES AND NEIGHBOURHOOD

Most tenants are satisfied with:

- ☑ **The quality of their homes**
- ☑ **Safety and comfort**
- ☑ **Their local neighbourhood**

We will continue investing in homes and community improvements to maintain these standards.

WHAT HAPPENS NEXT

Your feedback helps shape our priorities. Based on the survey, we will:

- ☑ **Improve communication further**
- ☑ **Enhance repairs performance**
- ☑ **Continue investing in homes and neighbourhoods**



Thank you to everyone who took part in the survey.
Your views are essential in helping us improve services and better support our tenants.



E BIKES AND TENANCY SAFETY

E bikes are increasingly common in homes, but they can pose a serious fire risk which can be a safety issue.

Lithium-ion batteries can overheat or ignite if damaged, incorrectly charged, or used with the wrong charger. In flats or shared buildings, a fire can spread quickly and block escape routes, putting multiple tenants at risk.

Key tips for tenants:

- ☑ **Only use manufacturer-approved chargers and batteries**
- ☑ **Never charge e bikes in hallways, stairwells or near exits**
- ☑ **Avoid overnight or unattended charging**
- ☑ **Don't store or charge e bikes near combustible materials**
- ☑ **Report any damaged batteries or equipment immediately**

● As our tenants, you share a responsibility with us to keep our properties safe. Following these simple precautions can help prevent fires and protect both lives and homes.

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

SURVEY WINNERS PRIZE DRAW



Thank you to all who responded to our satisfaction surveys for our Planned Maintenance contracts completed over the past year.

Your feedback and comments are valued as we use this information to monitor contractor performance and to help bring about improvements for future contract work.

- All who respond to surveys are entered into prize draws, recent winners who received **£50** & **£100 Gift Cards** donated by contractors include:

Kitchen upgrades
Tenant, Easterhaugh
Gas CH
Tenant, Greenlaw
Bathrooms
Tenant, Muirhouse
Window & door replacements
Tenant, Broomhouse

- Winners for Quarterly Gas survey returns who each received a **£25 Gift Card** were;

Q1 2025
Tenant, Niddrie Mill
Q2 2025
Tenant, Muirhouse
Q3 2025
Tenant, Sutherland Street
Q4 2025
Tenant, Greenlaw

COMMUNITY BENEFITS

Over the past year we have received a total of £800 in donations to our Community Benefit Fund from Contractors that undertake planned works for us, such as gas heating renewals and kitchen, bathroom, window & door upgrades.

In the past year contractors **Lothian Gas**, **Sidey Ltd & Response Building Maintenance** have each donated to the fund, and a **£300** donation has been made to a local foodbank.

The Community Fund is available to Organisations for projects such as the upgrading of community facilities, supporting local events, investing in environmental energy projects as well as social initiatives such as youth programs and support for older people.

If you are an organisation interested in applying for funding which would benefit your community, contact us at **info@manorestates.org.uk** for more information.



Do we have your up-to-date household and contact details?

Have you had a change to your household?
Have you changed your mobile number?

We would like to remind tenants that it is important that you keep us updated on who is living with you as a failure to notify us will affect your tenancy rights.

- You need to request permission for someone to move into your home.
- You should also let us know if a member of your household moves out.
- It is essential that you provide us with information on who is living in your home as soon as there is any change. Any changes will only be applied from the date we are notified.

It is also important that you keep your contact details up to date as failure to do so will affect our ability to get in touch with you.

If you have any updates, please let us know as soon as possible by calling our **Housing Team** on **0131 510 8540** and selecting **option 5**.

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**



UNAUTHORISED ALTERATIONS

Tenants must get written permission before making any changes to their home.

This includes:

- **Installing new kitchens or bathrooms**
- **Changing flooring or internal layouts**
- **Altering electrics, plumbing, doors, or windows**

Unauthorised work can be unsafe and may affect your tenancy. If changes are made without approval, you may be required to put things right or cover the cost of repairs.

Always contact us first — we're happy to advise and approve suitable improvements.

Need permission?

Get in touch with our team before starting any work to avoid problems later.

Running a Business from Home

Did you know you need permission before running a business from your home?

Some small activities may be allowed, but anything that could:

- **Cause noise or disturbance**
- **Increase visitors or traffic**
- **Affect neighbours**

must be agreed with us first.



Running a business without approval may breach your tenancy.

What to do

Thinking of starting a business?

Contact us first — we'll let you know what's possible and help you stay within your tenancy.

Please note: online or office-based work is often fine — it's the impact on your home and neighbours that matters.