



## Owners Newsletter August 2021

A very warm welcome to the latest edition of your newsletter. With-in the pages you will find a number of important updates.

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**Telephone 0800 093 8823**

If you have had to call our office recently you may be aware that the options have now changed. If you are calling please note the new options:-

To report a communal repair	Option 4
Any other enquiry	Option 6

You can still contact us on our website, Facebook and Twitter.  
We remind everyone that our staff are all still working from home and dealing with enquiries as quickly as possible.

Thank you for your patience during this unusual time.



**If you would like a paper copy of this newsletter,  
please let us know.**



## Revised Code of Conduct for Property Factors

The Revised Code of Conduct for Property Factors came into force on 16 August 2021. This will replace the current Code which has been in force since October 2012. Compliance with the Code is a legal requirement for all Property Factors.

Some of the key changes introduced by the Revised Code are noted below. Our Written Statement of Services (WSS) will be updated in order to comply with the changes and we plan to be issuing this new version to you, our owners later this year.

“Overarching Standards of Practice” have been introduced. These are standards which factors such as ourselves must adhere to when carrying out their services.

- They include compliance with all relevant legislation. There is further emphasis upon factors remaining honest, open and transparent in all of their dealings.
- Any substantive change to a factor’s Written Statement of Services (WSS) must be provided to homeowners at the earliest opportunity within a 3 month period.
- The Revised Code provides further guidance and detail as to what must be included in each WSS. Additionally, they must including information about the 2011 Act and factors’ duties under this.
- Factors are under an obligation to comply with Data Protection Legislation when handling clients’ personal data.
- Compliance with anti-money laundering legislation and guidance will become a requirement per the factor’s financial obligations.
- From August a factor must treat customers in default/arrears: “fairly, with forbearance and due consideration.” Given this, factoring debt recovery procedures should advise customers that independent, free debt advice organisations are available to them.
- Factors are to provide an annual insurance statement to each homeowner or a statement within 3 months following a change in insurance provider.
- Further details must be included in a Factor’s Complaints Handling Procedure, including how a homeowner can make an application to the First Tier Tribunal in the event their complaint remain unresolved.

A link to act on the Scottish Government website can be found here:

<https://www.gov.scot/publications/code-of-conduct-for-property-factors-2021/pages/overarching-standards-of-practice/>

### **The Scottish Governments outlook on Tenement Maintenance**

The Scottish Parliamentary Working Group on Tenement Maintenance report (June 2019) highlighted the importance of the maintenance of common property and the need to improve the condition of Scottish tenements to ensure that Scotland's housing stock can continue to provide safe and sustainable homes for the future.

The Scottish Government has made a commitment to take action to implement the recommendations including proposals for new statutory duties on owners in tenements to have owners' associations, building reserve funds and five yearly building condition reports and are engaging with the Scottish Law Commission on these recommendations could be legislated and implemented.

The Scottish Government seek voluntary and incremental support to this change. Property factors support homeowners to ensure common property is protected and maintained and in the management, maintenance and sustainability of land. We will assist you to ensure that you as home owners are aware of applicable house condition standards,

- the Scottish Housing Quality Standard (SHQS)
- the Repairing Standard (RS).

Homeowners can find impartial advice on repairs, maintenance, the appointment of a property factor and other useful information at <http://www.underoneroof.scot/>

### **Owners Survey 2021 – reloaded ! chance to win £100**

We have extended the date for our owners survey in order to give everyone a further chance to participate . Please complete the five survey questions. Don't forget to leave us your details !. All completed surveys will be entered into a prize draw to win £100. The closing date has been extended to 30<sup>th</sup> September 2021 The winner will be drawn at random from all completed surveys shortly after.

<https://www.surveymonkey.co.uk/r/89DG8VS>

**or you can QR it here from your smart phone**



## General Data Protection Regulation (UK GDPR)



### Revised Data Protection Procedures for Owners Invoices:

Following recent contact from the Information Commissioner's Office we have determined that the Association wrongly included a specific property address on invoices issued to residents in the Springfield Estate.

We apologise for this happening and want to assure you all that measures have been put in place to ensure that this will not recur.

We have carried out a full review of the circumstances of the initial complaint and our data protection compliance practices.

We have reviewed our procedures for dealing with invoices and will be taking the following action in future :

- No individual addresses, or specific details of where work has been carried out will be included on invoices;
- We will not respond to queries regarding the exact location of works;
- We will update the owners' section of our website to confirm our position on this matter; and
- We will carry out further training for staff in relation to data protection.

If you have any concerns or queries about how the Association handles personal data, please contact us on 0800 093 8823 or [info@manorestates.org.uk](mailto:info@manorestates.org.uk)



## Money Laundering

A policy has been produced to comply with the requirements of the HMRC Anti Money Laundering Supervision and good practice regarding the prevention of money laundering. The key points are summarised below.

The Board is responsible for ensuring that Manor Estates HA assesses the level of risk relating to money laundering, and that there is in place a comprehensive policy which outlines the measures in place to prevent or minimise the risks, and the action that will be taken should money laundering be suspected or discovered.

The CEO is responsible for ensuring that effective governance arrangements, including Codes of Conduct and policies and procedures with clear and effective checks and balances, are in place covering all activities where there is or may be a risk of money laundering occurring, and that all Board Members and staff are aware of their role and responsibilities with regard to the prevention of money laundering.

Directors are responsible for ensuring that:

- the staff they manage have been trained in all relevant policies and procedures;
- 'refresher' training is carried out at regular intervals;
- compliance with policies and procedures is regularly monitored;
- they report promptly any suspicion or occurrence of money laundering; and
- they regularly assess the need to revise policies or procedures to make them more effective.

All staff are responsible for ensuring that:

- they comply with all policies and procedures relevant to their duties;
- they act in such a way as to prevent the risk of money laundering;
- they report promptly any suspicion or occurrence of money laundering; and
- they suggest revisions to policies and procedures to make them more effective.

## Door Entry Systems

Door Entry Systems greatly improve the security of your common stairway, protecting you from unwanted callers. Manor Estates is keen to have door entry systems on all stairs where we have tenanted properties.

We are happy to assist with lettering your neighbours and gathering instructions to proceed to install door entry systems. The approximate costs per household is noted in the table below. Prices vary depending on the number of flats in the stair, the panel selected, the type of lock or fob entry.

If you are interested and would like us to share information with those in your stair – get in touch by email [owners@manorestates.org.uk](mailto:owners@manorestates.org.uk) or by telephoning 0800 093 8823 and selecting Option 6 to speak to a member of the team.



Door Entry Installation	Cost per Flat		
	4 in Block	6 in Block	8 in Block
Base system	£230 per flat	£200 per flat	£190 per flat
<ul style="list-style-type: none"> <li>• Alloy panel flush fitted to the side of the door.</li> <li>• Cable in mini trucking within stair, surface fixes at high level and in flats</li> <li>• Wall mounted handset in flat</li> <li>• Yale lock on door</li> </ul>			
	+£60 per flat	+£40 per flat	+£30 per flat
	+£6 per fob	+£6 per fob	+£6 per fob

## Gas safety checks and appliance servicing

It's vital that gas appliances are regularly checked. Regular maintenance can prevent gas leaks and stop [carbon monoxide](#) being released.

If you're a homeowner, it's recommended that you get all gas appliances, flues and pipework installed, regularly maintained and serviced annually by a Gas Safe registered engineer.

You'll find more information on gas safety checks and what they involve in our guide below.

### What is a Gas Safe Registered engineer?



Gas Safe registered engineers are the only people legally allowed to work on gas heating systems, boilers, cookers, fires and any other gas appliance. A Gas Safe registered engineer will always carry a badge with the Gas Safe yellow triangle on it. You can check if an engineer is registered by phoning the Gas Safe Register on **0800 408 5500** or visiting the [Gas Safe website](#).

### Which checks are made?

There are different types of gas safety checks.

An **Appliance Safety Check** includes checking:

- The operating pressure and heat input of the appliance – this makes sure it is working to the manufacturer's instructions
- Any flue or chimney connected to the appliance is working properly – these remove fumes caused by burning gas
- The appliance is suitable for the room
- The appliance is properly set up and gas is burning correctly
- The appliance is correctly fitted and connected to the gas pipes
- There is an adequate, permanent air supply – gas needs air to burn properly and cleanly
- All safety devices are operating

A **Gas Installation Safety Check** includes all of the above appliance checks, plus:

- All accessible gas pipework is inspected to check it is in good condition
- The gas pipework is tested for leaks

Afterwards, the engineer may give you a report showing the checks they've carried out. This depends on the type of checks carried out.



The only document engineers must provide by law is a Gas Safety Record for Landlords, and the image below shows this is what it should look like.

**LANDLORD/HOMEOWNER GAS SAFETY RECORD**

This record can be used to document the outcomes of the checks and tests required by The Gas Safety (Installation and Use) Regulations. Some of the outcomes are as a result of visual inspection only and are recorded where appropriate. Unless specifically recorded no detailed inspection of the flue lining, construction or integrity has been performed. Registered Business/engineer details can be checked at [www.gasregister.co.uk](http://www.gasregister.co.uk) or by calling 0800 408 6000.

**Details of Registered Business**

Gas Safe Register No. \_\_\_\_\_  
 Registered Engineer's Name \_\_\_\_\_  
 Gas Safe Register Licence Number \_\_\_\_\_  
 Business \_\_\_\_\_  
 Address \_\_\_\_\_  
 Postcode \_\_\_\_\_  
 Contact No. \_\_\_\_\_

**Details of Site**

Name (Mr/Mrs/Miss/Ms) \_\_\_\_\_  
 Address \_\_\_\_\_  
 Postcode \_\_\_\_\_  
 Contact No. \_\_\_\_\_

**Details of Landlord/Homeowner** (or agent where appropriate)

Name (Mr/Mrs/Miss/Ms) \_\_\_\_\_  
 Address \_\_\_\_\_  
 Postcode \_\_\_\_\_  
 Contact No. \_\_\_\_\_

**Number of Appliances tested:** \_\_\_\_\_

**Appliance Details**

Location of	Type	Manufacturer	Model	Owned by Landlord (Homeowner Yes/No)	Inspected Yes/No	Type of Flue
1						
2						
3						
4						

**Inspection Details**

Operating pressure in mbar and/or heat input kW/h or Btu/h	Operation of safety device(s) Pass/Fail/NA	Ventilation satisfactory Yes/No	Visual condition of flue and termination Pass/Fail/NA	Flue operation checks Pass/Fail/NA	Combustion analyser reading (if applicable)	Serviced Yes/No	SAFE TO USE Yes/No
1							
2							
3							
4							

**Any Defects Identified**

1	2	3	4	5	6	7	8

**Remedial Action Taken** numbering should correspond to defects above.

1	2	3	4

**Details of Work carried out**

1	2	3	4

**Outcome of gas installation pipework visual inspection?** Pass / Fail / NA  
**Outcome of gas supply pipework visual inspection?** Pass / Fail / NA  
**Is the Emergency Control Valve access satisfactory?** Pass / Fail  
**Outcome of gas tightness test?** Pass / Fail / NA  
**Is the Protective Equipotential bonding satisfactory?** Pass / Fail

**Record issued by: Signature** \_\_\_\_\_  
**Print Name** \_\_\_\_\_  
**Received by: Signature** \_\_\_\_\_  
**Date appliance(s)/flue(s) checked** \_\_\_\_\_

**ATTENTION**  
 Next safety check due by: \_\_\_\_\_

Do not forget to re-order your pads using reference GSR LGSR PAD2 at [www.gassafetyshop.co.uk](http://www.gassafetyshop.co.uk)

Top Copy - Landlord/Homeowner/Managing Agent Green Copy - Tenant Yellow Copy - Registered Business

## What is a gas service?

A service of your appliances should include all of the above appliance checks.

This may include cleaning parts of the appliance and analysing the way the gas is burning.

## What to do if your gas appliance is condemned

If an appliance is condemned as unsafe as a result of a gas safety check or service, the engineer should explain why and record this in writing.

**The appliance must not be used and needs to be replaced urgently.**

Go straight to hospital if the engineer tells you the appliance has been emitting carbon monoxide and you have been exposed to it. Tell the hospital you believe you may have been poisoned by carbon monoxide.





**GET YOUR GAS  
APPLIANCES  
SAFETY  
CHECKED  
EVERY YEAR**

**gas  
safe**  
REGISTER

## Fire and smoke alarms: changes to the law Are you covered?



All home owners will be expected to upgrade their smoke alarms to the new standards. These standards are regulated by the Housing (Scotland) Act 1987. This new standard means from 1<sup>st</sup> February 2022 all individual homes both owned and rented are required to be fitted with smoke detectors in hallway, stair landing and living room and a heat detector in kitchen.

A carbon monoxide alarm, where there is a gas flue or fuel burning appliance.

**It is recommended that this upgrade be carried out at your earliest opportunity as it will provide improved fire safety for all residents.**

<https://youtu.be/NSquykYqS0E>

For more information please visit :-

<https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

# Let's Talk Fire Safety.



## Fire safety inspections and frequency

Manor Estates carries out regular inspections of its estates and common parts including the common stairs. These are carried out in at least six monthly inspections to ensure that there are no combustible materials or items being stored on the stair that could give rise to a fire.

Property factors may also agree, by contract, to instruct that specific maintenance duties are undertaken by specialist contractors on behalf of homeowners which contribute to fire safety. For example, the requirement in fire safety law to maintain any measures provided in communal areas for the protection of firefighters e.g. firefighters lifts, rising fire mains etc, or to ensure that common areas are kept free of combustible items and obstructions.

## Preventing fire spread in your block



The close and stair is your main route of escape in a fire. Make sure there are no fire risks there – such as rubbish left on the stairs. Make sure the close and stair is kept clear. Buggies and bicycles left on landings can prevent safe escape.

Make sure your flat front door is fire proof to give you maximum protection from fire in the stairs or close. The door should be "one-hour rated", have intumescent seals at the edges and a self-closing device.



## Ways to Pay for your Factoring Service

### Online – by debit or credit card

The easiest way to pay your factoring bill is online by debit or credit card. This only takes a few minutes and can be done at <https://manorestatespayment.org.uk/> or by going to 'Pay Your Bill' under the 'Owners' section of our website. Please ensure you **include your account reference number** under 'Information Required'.

### Phone – by debit or credit card

We've recently introduced a new automated phone payment service, which allows you to make payments by phone 24 hours a day, 365 days a year. If you would like to start using this service, and have not already received your reference number by letter please contact us so that we can issue you with your **19 digit AllPay Payment Reference Number**. You'll then be able to make payments by calling AllPay on **0330 041 6497** and entering your Payment Reference Number followed by the amount you'd like to pay and your debit or credit card details.

### Direct Debit

You can set up regular payments by Direct Debit to cover this and future bills. Please call us to arrange this, ensuring you have your bank sort code and account numbers to hand.

### Standing Order or Bank Transfer

You can make payments to our bank account by standing order or bank transfer. Please ensure you **use your account reference number as the reference** for these payments. Payments should be made to;

Sort Code: 83-06-08

Account: 00299149

### At a Bank

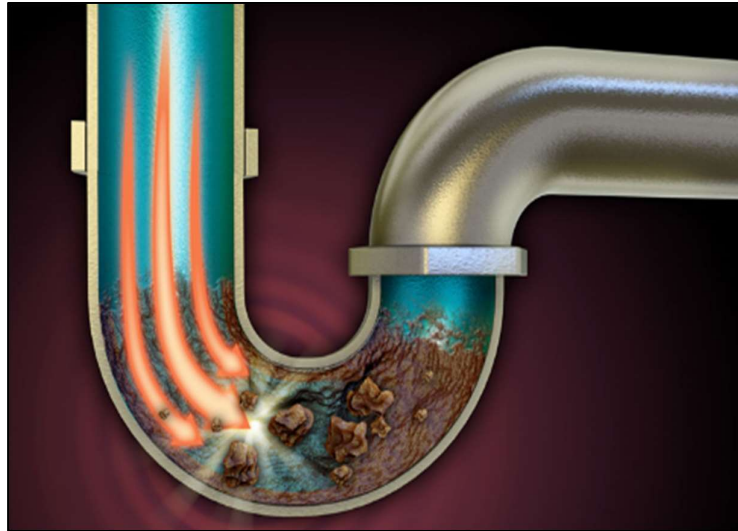
Payments can be made at any branch of the Royal Bank of Scotland, using the Giroslip at the bottom of your invoice. Other banks are likely to charge a fee.

### Cheques

Please be aware that there is likely to be a delay in payments by cheque being processed at the moment whilst staff are working from home. Where possible, we would ask you to use one of the alternative payment methods.

## ESTATE ISSUES

### Drainage



Did you know that the main drain pipework is about 4" wide which is about the same size as a DVD disc?

Our contractors are attending to more and more drain chokes where the cause has been found to be items such as wipes, sanitary towels, grease/lard, even nappies/incontinent pads.

The clearing of choke drains is chargeable to the properties affected and there is normally no way of knowing who the individual culprits are. If we take more care in what we put down our toilets we can help to prevent the pipes from choking.

Scottish Water highlight these problems and refer to only the 3 P's that should be going down the toilet (pee, poo and paper (toilet)). If you want to know more about our water, drains and the environment please visit:

<https://www.scottishwater.co.uk/About-Us/News-and-Views/180320-3Ps-Flush-warning>

## Dog Fouling



City of Edinburgh Council environmental wardens will take action on dog fouling and you can report it here:-

<https://www.edinburgh.gov.uk/dogfouling>

City of Edinburgh Council ask that if there is a problem with dog owners not picking up after their dogs in public places such as streets and parks to report it to them as above. It would help if you can provide the times and a description of the dog and owner where possible.

Please do not use this form to report dog fouling in privately owned enclosed areas, such as private gardens or fenced off land which are not covered by The Dog Fouling (Scotland) Act 2003.

In Scotland it is also an offence under the Dog Fouling (Scotland) Act 2003, if any person who is in charge of a dog does not pick up and get rid of the dog's fouling, by putting it in any litter bin or your own landfill bin. This legislation covers any public place, including:-

- Footpaths and roads
- Parks, including football or rugby pitches
- Shared land like back greens, stairs and closes
- Any open land that the public has access to.

City of Edinburgh Council use the information provided to prevent future instances of dog fouling so that they can help keep our roads clean. They work to tackle the problem by:-

- Asking people to pick up after their dog
- Giving Fixed Penalty Notices of £80
- £100 to people they catch not picking up after their dog
- Providing support to community groups
- Telling people about the dangers of not picking up after their dog





## Unwanted Items

Arrange a Collection – If you are thinking about getting rid of large household items please consider whether someone else could use the items.

For a free uplift of items in good condition such as

- Beds
- Sofas
- Tables
- Chairs
- Bikes

Call the Re-use Line on **0800 0665 820**.

Find out how you can donate your items online –

<https://wasteless.zerowastescotland.org.uk/where-to-start>

## Arrange an uplift of household items

You can ask City of Edinburgh Council to collect up to 10 large household items, such as

- Mattresses
- Furniture
- TVs
- Washing machines
- Fridge freezers
- Carpets

That are broken or damaged and can't be reused. They sort all items for recycling where possible. The charge is £5 per item. Complete the online form <https://www.edinburgh.gov.uk/bins-recycling> and they will contact you to confirm a collection day.

Your items should be on the kerbside for collection by 7am on your booked day.

## COMMON ACCESS STAIRS



We are becoming more involved in enquiries regarding stair cleaning and would like to remind you that it is every resident's responsibility to take their turn to clean the common areas. This includes the stairwells, as well as any outside communal area such as drying areas which are not regularly maintained by ourselves.



## RESIDENTS WHO HAVE GARDENS

Many resident's gardens are very well maintained and can look very colourful during the spring and summer months. Unfortunately the few overgrown ones can make a street look very unkempt and uncared for. Please take time and pride in your private garden which will not only improve the look of your property but also the look of the estate which can only benefit everyone.



## Garden waste service

### Garden waste registration is open

Registration to join the next service year for the Garden Waste service is **open until 2pm on 1 September**.

The next service year will run from 8 November 2021 to 6 November 2022.

If you currently use Edinburgh Councils Garden Waste service you need to renew your permit by 2pm on 1 September to continue receiving collections after 7 November 2021. If you don't use the service but would like to, you can sign up now.

<https://www.edinburgh.gov.uk/gardenwaste>

You can read the terms and conditions here

<https://www.edinburgh.gov.uk/downloads/file/29739/garden-waste-terms-and-conditions>

You will need to renew your permit every year before it expires to continue receiving the service.

### Damaged or missing bins

If your garden waste bin is damaged or missing you can [email waste](#) to order a new bin.

You must give your full name and address with the reason for your request.

### Moving house

You can transfer your permit to your new address when you move house. You must give us at least 6 weeks' notice and take your brown bin and permit sticker with you when you move. [Email waste](#) to let us know.

### Other ways to recycle

You can still recycle your garden waste by using [a compost bin](#) or [recycling centres](#).

Find out what happens to all the recycling and waste collected in Edinburgh.

<https://www.edinburgh.gov.uk/whathappenstorecycling>



### **Repairs that we are unable to carry out**

These are mainly repairs required within your home, for instance if you have gas central heating you should arrange for your boiler to be serviced by a Gas Safe engineer once a year. This will ensure the efficient running of the boiler and pick up on any repairs that may be required.


If you need a tradesman it is always best to use one that has been recommended to you. Edinburgh Trusted Trader is a local business partnership scheme which aims to

- Increase consumer confidence
- Help protect citizens from doorstep crime
- Promote good practice within local business

<https://www.trustedtrader.scot/edinburgh>

Edinburgh Trusted Trader is the only scheme in Edinburgh that is Council-backed – vetted by Trading Standards and supported by Police Scotland.



 0131 337 1111

Care and Repair provide a wide range of practical services and advice to assist elderly and disabled people in Edinburgh to live in their own homes in more comfort, security and with greater independence, including:

- Handyperson Service
- Home from Hospital Service
- Small Repairs Service
- Home Improvement Service
- Trade Referral Service

Care and Repair Edinburgh Ltd is a private company limited by guarantee and a registered charity.

<https://www.careandrepairedinburgh.org.uk/>





## Money Advice

We all realise that money is being stretched to cover more and more bills and expenses, this website may help you to save in areas you might not have thought about - <https://www.moneyadvice.scot/>

Useful Numbers for Money Advice:-

**Money Advice Scotland Helpline – 0800 731 4722**

This is a helpline that provides access to free confidential and independent advice on how to deal with debt problems.

Opening Hours: Monday to Friday 9am – 6pm

**National Debtline** <https://www.nationaldebtline.org/> Tel: 0808 808 4000

This is a national helpline that provides free confidential and independent advice on how to deal with debt problems.

Opening Hours: Monday to Friday 9am – 8pm and Saturday 9.30am – 1pm

**Business Debtline** <https://www.businessdebtline.org> Tel: 0800 197 6026

This is an organisation that offers debt advice for self employed people living in different parts of the country.

Opening Hours: Monday to Friday 9am – 8pm





## GDPR Fair Processing Notice

### Factoring Customer

#### (How we use your personal information)

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

#### **Who are we?**

Manor Estates Housing Association Ltd, a Scottish Charity (Scottish Charity Number: SC023106), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2484 R (S) and having their Registered Office at 11 Washington Lane, Edinburgh, EH11 2HA. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number **Z6870536** and we are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be sent to **Claire Ironside, Chief Executive Officer, Manor Estates Housing Association Ltd**, 11 Washington Lane, Edinburgh, EH11 2HA (email: [cironside@manorestates.org.uk](mailto:cironside@manorestates.org.uk) ; Tel 0800 093 8823).

#### **How we collect information from you and what information we collect**

We collect information about you:

- when you become an owner of a property to which the Association provides factoring services;
- when you become a private tenant of a property to which the Association provides factoring services;
- when you request services howsoever arising or otherwise provide us with your personal details;
- from your use of our online services, whether to report any factoring related issues, make a complaint or otherwise;
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information);
- when you apply to become a member of the Association.

We collect the following information about you:

- Name;
- Address;
- Telephone number;
- E-mail address.

We receive the following information from third parties:

Payments made by you to us;



Complaints or other communications.

### **Why we need this information about you and how it will be used**

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with our Written Statement of Services;
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request or complaints made;
- to contact you in order to send you details of any changes to our services which may affect you;
- for all other purposes consistent with the proper performance of our operations and business;
- to contact you for your views on our products and services; and
- to analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer.

### **Sharing of Your Information**

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK/EEA. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any Contractor;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- If we are investigating payments made or debts outstanding, your information may be disclosed to payment processors or debt collection agencies;
- If we are taking action against you, your information may be disclosed to our legal representatives;
- If we are conducting a survey of our products and/ or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK and EEA.

Were information to be transferred outside the UK or EEA we will ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

**Security** When you give us information we take steps to make sure that your personal information is kept secure and safe.

- All electronic records are password protected and only accessible by authorised staff;
- Paper records are retained in locked office only accessible by authorised staff;
- Information transferred to Contractors (name, address and contact details) is securely managed and we ensure Contractors are GDPR compliant.

### **How long we will keep your information**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in our Written Statement of Services.

We will generally keep your information for the following minimum periods:

While you are owner of a property factored by the Association:

- Your contact details;
- Payment records and any specific collection arrangements;
- Details of complaints cases;
- Repair history at your block
- Documentation and correspondence provided by third parties in relation to services for your property or block;

after which this will be destroyed if it is no longer required for the reasons it was obtained.

When you terminate your ownership of the property:

- your information will be retained until all debt is cleared on your account;
- or for a period of 1 year

after which it will be destroyed. Our full retention schedule is available from our office at 11 Washington Lane, Edinburgh, EH11 2HA.

### **Your Rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at:

- **11 Washington Lane, Edinburgh, EH11 2HA**
- [info@manorestates.org.uk](mailto:info@manorestates.org.uk)
- **0800 093 8823**

As of 11 November 2019, Manor Estates Housing Association is deemed to be a Public Authority under the Freedom of Information (Scotland) Act 2002 and is, therefore, required to appoint a Data Protection Officer (DPO). We have engaged RGDP LLP ([www.rgdp.co.uk](http://www.rgdp.co.uk)) to act as our Data Protection Officer. To contact them, please email [info@rgdp.co.uk](mailto:info@rgdp.co.uk) Please also copy us in at: [foirequest@manorestates.org.uk](mailto:foirequest@manorestates.org.uk)

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0131 244 9001 Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.



## OFFICE CLOSED

Due to health concerns associated with  
Coronavirus, our offices are currently  
CLOSED to the public until further notice.  
We are very sorry for the inconvenience.

Although the office is presently closed to personal callers, we are offering as many of our services as possible.

You can contact staff by email [owners@manorestates.org.uk](mailto:owners@manorestates.org.uk) or by telephoning 0800 093 8823 and selecting Option 6 to speak to a member of the team

### **Monday to Thursday:**

9am to 12.30pm and 1.30pm to 5pm

### **Friday:**

9am to 12.30pm and 1.30pm to 3.30pm

The office is closed for staff training until 10.30am on the first Wednesday of each month. The office phone lines will be closed every Wednesday morning until 11am until further notice. Any calls received during this time will be responded to as soon as the office opens.

### **HOLIDAY CLOSURES**

**Our office will be closed due to Public Holidays**

Friday 17<sup>th</sup> & Monday 20<sup>th</sup> September 2021



### **GETTING INVOLVED AT MANOR ESTATES**

As a membership organisation we are accountable to our members, through an elected Management Committee/Board, which is made up of volunteers.

You can become a member by paying £1, valid for life, which entitles you to attend and vote at our Annual General Meeting.

You can also stand for election onto our Board of Management. If you are interested in participation opportunities such as becoming a member of the Association or of our Governing Board, get in touch by telephone 0800 093 8823 or email [owners@manorestates.org.uk](mailto:owners@manorestates.org.uk)