

# Tenantmatters

'MEETING EACH HOUSEHOLD'S ASPIRATIONS'



**MANORESTATES**  
Housing Association

## DATES FOR YOUR DIARY



From 6 June 2022 our office has re-opened to the public for the mornings, 9am to 12.30pm. We would still ask that if you are looking to visit please get in touch to arrange an appointment.

Our home and virtual offices will be closed on the following dates:

- Friday 1st July and Monday 4th July
- Friday 16th September
- Monday 19th September

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 **Novus** on 01506 242 120 or 0131 510 8540

Please note that staff will be unavailable between 9.00am and 11am every Wednesday for staff training.

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## FOR INFORMATION VISIT OUR WEBSITE!



[www.manorestates.org.uk](http://www.manorestates.org.uk)

## MANOR ESTATES HOUSING ASSOCIATION ARE MOVING!

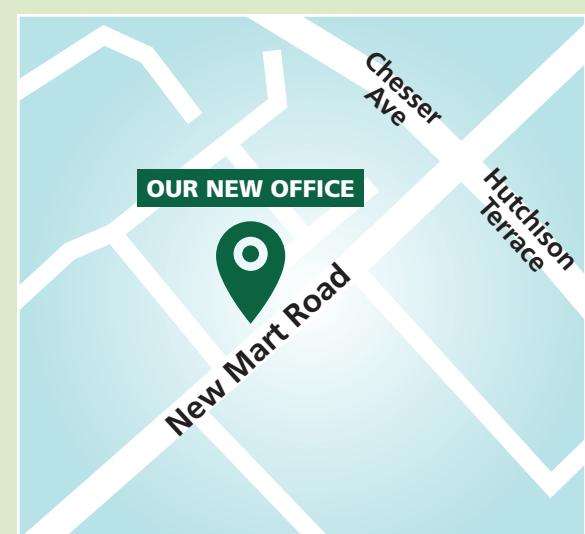
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Our new office is situated **5 New Mart Place, Edinburgh, EH14 1RW** and we will be providing our services from there with effect from August 2022, the exact date will be confirmed in due course. Our current telephone number will remain the same.

- Bus services to the new office are: 4, 44, 34, X27
- For those driving to the office, there is ample off-street parking available.



We will continue to provide services while we prepare for the move and will keep any disruption to a minimum. Regular updates will be provided on our website, but please do not hesitate to contact us if you have any queries.

## BOARD NEWS

The last meeting of the Association's Board was held on 25 May 2022. The main issues considered this month included:



- **Our Annual Report on the Charter.** This report gives information on our performance in key service areas and must be submitted to the Scottish Housing Regulator. Later in the year the Regulator will publish the results of all housing associations in Scotland, enabling you to compare our performance with that of other landlords. We will be providing further information in our Autumn newsletter and on our website later in the year.
- **Review of our Financial Regulations** – these are key to ensuring the highest standards of probity in all matters relating to the Association's finances.
- **Review of the Association's Standing Orders**, which are closely related to our Rules and outline clearly things like how board meetings are convened and conducted. The Standing Orders include role descriptions for the Association's Chair, Vice-Chair and Secretary, as well as the Chair of the Audit Committee.
- **The Association's recent Investors in People award** – more information on that is available elsewhere on Page 2 of this newsletter.

● Minutes of all Board meetings are available on our website: <https://www.manorestates.org.uk/tenants/publications>




## ANNUAL GENERAL MEETING

**The Association is due to hold its 27th Annual General Meeting**

**6:00pm, Wednesday 7th September 2022**

**Venue:** To be confirmed

 After two years, we are delighted to let you know that this year's AGM will be held in person. 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.

### BOARD MEMBERSHIP

The Association is governed by a Board, elected from our membership. All members of the Board are volunteers and give freely of their time to agree the future direction of the Association, approve policies, ensure we are complying with legislative and regulatory requirements and monitor our performance. Members undergo induction and training – so as well as offering their time and experience to the Board, members can get opportunities to develop a range of skills.

If you are interested in becoming involved in the Board of the Association, please contact **Carolyn Hughes**. Currently, we are hoping to attract members from those interested in the work of the Association and who would be willing to make a contribution towards helping others - please contact us if you want to consider this opportunity.

### MEMBERSHIP


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 and she will arrange to send you the necessary application form.

● More information on the Association's governance arrangements and the work of the Board (including minutes of meetings) is available on our website – [www.manorestates.org.uk](http://www.manorestates.org.uk)

## GOLD ACCREDITATION WITH INVESTORS IN PEOPLE



**Manor Estates HA is delighted to announce that we have successfully maintained our Gold accreditation with Investors in People.**

 The review was carried out during February/March this year with 70% of staff completing a survey, followed up by interviews with 39% of staff. Through this process the assessor was able to get a comprehensive understanding of the Association and how staff feel about working with us.

Investors in People is an internationally recognised means by which employers promote the engagement, development, leadership and support of their staff.

**Claire Ironside (CEO),**

*"it is wonderful to receive the gold accreditation at this time especially after spending the last two years dealing with the impact of Covid and the staff team mainly working remotely.*

*The award is a true reflection of the hard work and dedication from all the staff and Board members at Manor Estates".*



**Rachel Hutton (Chair),**

*"We are delighted to see the ongoing recognition of the culture and great work from the Manor Estates Team"*



## STAFF CHANGES

**The Association has had a number of staff changes in recent months – details below.**

### Property Services Team

We are delighted to welcome **Louise Hastie** who will be joining us as our new Factoring Assistant in mid-June.

We are also pleased to report that **Ward Linney** has recently moved over to the role of Project Contract and Compliance Coordinator.

**Margaret Flanagan**, Property Services Administrator has recently left Manor Estates to take up a new role and we wish her well for the future.

### Corporate Services Team

We were delighted to welcome two new members of the Corporate Services Team in March and look forward to welcoming another in June!

**Mandy Neill** is our new Corporate Services Assistant (working in finance) and **Neil Wardrope** is our new ICT Officer and has been

working alongside Graham Golding as he approached his retirement.

**Brenda Munro** will be joining us in June as our Senior Finance Officer, taking over from **Vicky Woolf** who has moved on to a new role. Our thanks to both **Graham** and **Vicky** for their careful handover to our new colleagues and we wish them well in their new endeavours.

We wish a warm welcome all our new staff to the Association and look forward to working with them all in the coming months.



# TENANT SATISFACTION SURVEY

Every 3 years, we appoint an independent consultant to carry out a Tenant Satisfaction Survey.

This looks at a number of key service areas, including your thoughts on us as your landlord, how we communicate with you and how you feel about opportunities to get involved with our work.

The surveyors will also ask you questions about some of your personal circumstances, such as your employment status, income and household make-up.

We have appointed Research Resource to carry out this work on our behalf and the survey should begin early in the summer. If you are



contacted by Research Resource, we would be very grateful if you could take the time to complete the survey – your views are very important to us and will help inform how we develop services in the future.

● Please be assured that all information gathered by the surveyors will be completely confidential – the data will be anonymous and there will be no means by which the Association could identify who has responded.



## DO YOU NEED HELP WITH YOUR ENERGY BILLS?

**Changeworks' Affordable Warmth Service – support available to Manor Estates Tenants**

Manor Estates Housing Association works in partnership with Changeworks, who can provide practical support to Manor tenants, so you can live in an affordably warm home. Their advice is impartial and delivered by experts. Their Affordable Warmth Advisors can support you via telephone, email, post or a home visit\*. They also support tenants at risk of disconnection due to limited funds.



### They can support you to:

- Keep your home affordably warm and dry, even if you are on a low income
- Understand your electricity, heating and/or gas bills and manage energy debt
- Assist with communicating with your fuel suppliers
- Know how to save energy in the home, including how to use your heating system
- Read your meters, including getting to grips with pre-payment meters
- Switch to a cheaper supplier or tariff

Contact Changeworks Affordable Warmth Services for help with heating and electricity bill payment or supply issues:

- Call free on **0800 870 8800** Our opening hours are 9am-5pm Monday to Friday
- **Request a callback** for support
- Email [warmth@changeworks.org.uk](mailto:warmth@changeworks.org.uk) and a friendly advisor will get in touch.

\*Home visits follow current government safety guidelines.



## PLANNED MAINTENANCE WORKS

The Association is progressing with the following Planned Maintenance Programme for 2022/23:

Gas central heating & boiler renewals	Contractor - Lothian Gas are currently on site at Tressilian Gardens & various other properties.
Kitchen upgrading	Works will commence August through to October at the following locations; The Bowling Green, Leith, South Queensferry Hopetoun & North Scotstoun.
Bathroom upgrading	Contractor - Select Ltd is currently on site in Ratho, Muirhouse Bank, Balerno & others.
Flat & External Door replacements	Contractor is in process of being appointed. Works are anticipated to start late summer.
Balcony doors & Windows	Contractor is in process of being appointed. Works are anticipated at Niddrie Mill Crescent later in the year.
5 Year electrical safety checks	Contractor is in process of being appointed. Works to all properties which are due safety checks & communal stairs will start in summer months.
External Maintenance Painterwork	Contractor will be appointed in the coming weeks. Work is due to be done at Muirhouse Place East & West, The Bowling Green, Great Junction Street, Leith, Sutherland Street, Sandilands
Disinfection of cold water storage tanks	Contractor - Cleartec have been appointed to carry out disinfection of cold water storage tanks to all communal blocks. Work will be completed over the summer months.

● If you have any queries regarding this years' programme please contact our Property Services Team on **0131 510 8540**.

## GAS SERVICING



**We are changing the way we issue our tenant satisfaction surveys for gas servicing.**

Following your annual gas service you will receive an email or text link to a new questionnaire that you can complete electronically.

To show our appreciation you could win up to £200 in our prize draw. Paper surveys will be sent by post to those without a mobile number or email address.

If we hold your email address, you will no longer receive paper copies of the Landlords Gas Safety Certificate, as this will now be emailed to you. If we do not hold your email address, a paper copy will be sent to you by post.

## HAVE YOU HAD A CHANGE OF INCOME?

**Have your circumstances changed or had your income reduced?**

★ We understand that increasing cost of living and fuel costs has put a strain on finances however we would encourage you to think twice about delaying your rent or arrears payments. People who opt to miss their regular payments then struggle to catch up with the missed payments meaning arrears continue to increase.

If you are experiencing difficulties paying your rent, please contact your Housing Officer immediately. We will try to help you reach a reasonable arrangement to pay any debts by instalment and we can also refer you to our Welfare Rights Service for support.

## PENSION CREDIT – SEE IF YOU ARE ELIGIBLE?

**Two tenants mentioned to their Housing Officer or Retirement Housing Manager that they were struggling with everyday living costs and rising bills.**



We made referrals to our Welfare Rights Officer, Anna Riva, who was able to carry out checks on the income. This resulted in one of the tenants receiving Pension Credit which also resulted in full housing costs being covered and a reduction in her council tax. The other tenant was not aware she could claim help with rent which led to not only support with Housing Costs but also a reduction on her council tax bill. For both, applications were made which resulted in awards being granted.

This has had a significant impact on the tenants in helping them to manage the rising cost of living.

## CONTACT MANOR ESTATES HOUSING ASSOCIATION LTD.

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EH11 2HA

Tel: 0131 510 8540  
Email: [info@manorestates.org.uk](mailto:info@manorestates.org.uk)  
Web: [www.manorestates.org.uk](http://www.manorestates.org.uk)



You can follow us on **Facebook** and **Twitter** - @ManorEstatesHA

## COMPLAINTS

**Our aim is to provide the best possible service for all our tenants – however, we do recognise that we don't always get things right.**

When that happens we need you to tell us about it, so we can make things right and take steps to ensure that a similar situation doesn't happen again.

We have a Complaints Policy which outlines how we deal with complaints and this is available on our website. There are 2 categories of complaint:

### STAGE 1

where the issue being complained about is relatively straightforward and can be resolved quickly, we will deal with the matter without carrying out a full investigation

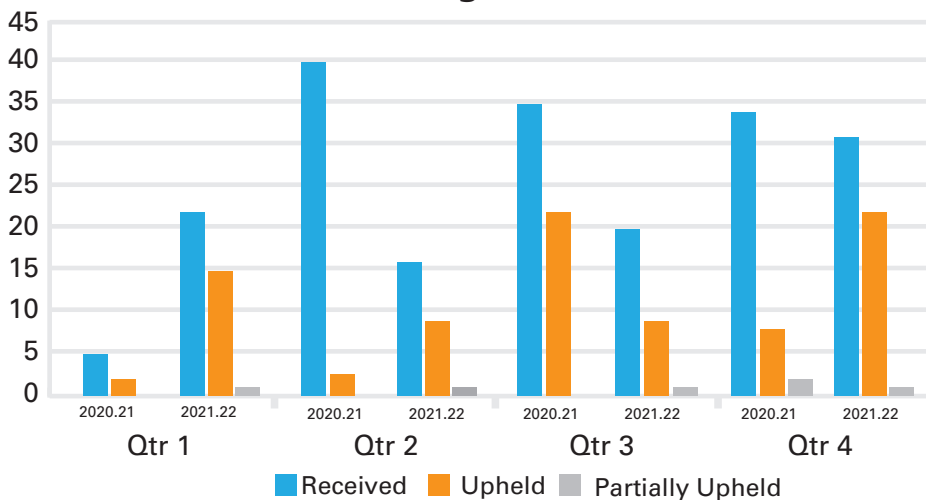
### STAGE 2

complaints that are more complicated and require a more detailed investigation – or those where a customer is not satisfied with the outcome of a Stage 1 complaint.

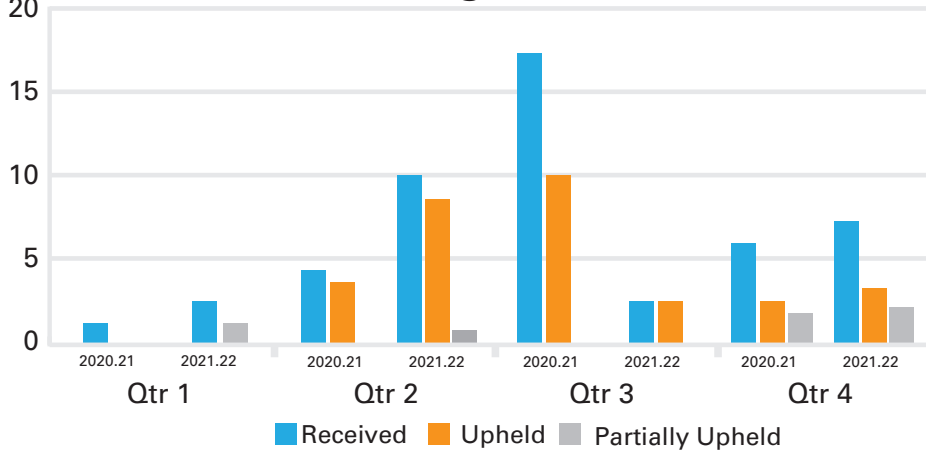
During 2021/22, we received a total of 114 complaints, 89 of which were Stage 1 and 25 were Stage 2.

The graphs below show the complaints received and upheld for both stages, and also show the figures from the previous year.

**Complaints Received and Complaints Upheld Stage 1**



**Complaints Received and Complaints Upheld Stage 2**



As a result of complaints received, actions have included:

- Discussing performance with our Repairs Contractor through a series of regular meetings to reach agreement on how things might be improved;
- Making amendments to our procedure for dealing with Management Transfer requests;
- Carrying out training with staff; and
- Reviewing how we communicate with tenants where there are any changes to our proposed Planned Maintenance Programmes.

● If you wish to discuss our approach to dealing with complaints, please contact Carolyn Hughes on 0131 510 8540.