

Tenantmatters

'OUR HOUSES, YOUR HOMES'



MANORESTATES
Housing Association

DATES FOR YOUR DIARY



Our office at 5 New Mart Place remains closed to the Public while refurbishment is carried out and we hope to re-open from 17 October 2022. If you need to contact a member of staff please get in touch to arrange a home visit.

You can still access all services during normal office hours by contacting us by email or telephone. Outwith normal office hours, 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.

For up to date information on our office opening please follow our Social Media accounts.

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FOR INFORMATION VISIT OUR WEBSITE!



www.manorestates.org.uk

ANNUAL GENERAL MEETING 2022



The Association held its 27th Annual General Meeting on the evening of Wednesday 7th September 2022 at The Space, on Dalry Road.

The business of the meeting included consideration of the Chair's report, the accounts for 2021/22 and appointment of the external auditors for the coming year.

In accordance with the Association's Rules, 3 members of the Board were required to stand down – N Hicks, A Scott and G Kitchener all did so and confirmed that they wished to stand for re-election. The Association has also received one valid nominations form from A Groat. As the number of members seeking election did not exceed the number of places available on the Board, all 4 members were elected unopposed.

Membership of the Board is therefore as follows:

■ Rachel Hutton	■ Phil Rowsby
■ Andrew Scott	■ Willie Raeburn
■ Andrew Clark	■ Ian Crawford
■ Nigel Hicks	■ Chris Jayne
■ Geoff Kitchener	■ Ainan Groat

● Election of office bearers will take place at the Board meeting to be held on 26th October 2022 – the outcome will be publicised on the Association's website and promoted in the next edition of this newsletter.

MANOR ESTATES COMMUNITY FUND

★ Launched by the Association's Chair, **Rachel Hutton**, at this year's AGM, we are delighted to announce that **Manor Estates Community Fund** is now open for applications.



The fund was inspired by tenant and former Board member **Doug McEwan**, who sadly passed away in 2020. Doug was a loyal and vocal supporter of the Association and gave up lot of his time to support our work. We felt that we should harness his spirit and create a fund that was giving something back to the communities that the Association is active in.

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 £250.00 per annum that will assist them deliver activities that promote the values of the Association's Strategic Plan.

This is the first time that the Association has created such a fund to directly support groups across the city and it reflects our emphasis towards even more customer engagement in the areas that we work in.

If you wish to apply for a grant from the **Manor Estates Community Fund**, please contact the office to request an application form.



ANNUAL REPORT ON THE CHARTER 2022

Each year, we publish information on our performance on a range of issues and services. The information includes a comparison of our performance with other landlords.



Last year – and following comments from tenants – we opted to provide the information on our website, rather than providing a hard copy with this newsletter. We received no negative feedback regarding this approach so are doing the same this year.

You will find the information on the website <https://www.manorestates.org.uk/about-us/scottish-social-housing-charter/>

You can also get further information about our performance from the Scottish Housing Regulator's website (**Scottish Housing Regulator**) <https://www.housingregulator.gov.scot/>

● If you have any queries about the information that is on the website – or if you would prefer to receive a paper copy of the information – please let us know



FIRE SAFETY IN COMMUNAL STAIRS

★ You may have noticed our Housing and Property staff have been carrying out inspections of the common areas. This is to identify where any items in a common stair may be a fire risk and require urgent removal.

If there are items in your stair you may receive a leaflet or letter about fire safety through your letterbox as it is important that common stairs are kept clean and clear as these are vital for emergency access.

We recently had a fire in one of our common stairs - as a result of items being stored in the common stair the fire was able to spread quickly causing damage to the stairwell.

If you have any items in the stairwell please either return these to your property, store in any dedicated external storage or make sure that these are disposed of immediately either by Council collection or at the local recycling centre (details are on our website).

It is also important that where you have a communal door entry system you keep the doors secured at all times. Please do not leave the door open. If you need another key get in touch as we can provide this for a small charge. If you do not have a door entry system and would be interested in having this installed please get in touch with our Property Services Team.

COLLECTION OF EQUALITIES INFORMATION

Some of you will already be aware that we are required to collect equalities information on a range of what are referred to in the relevant legislation as 'protected characteristics'. These are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Some of you may have already completed information regarding these characteristics as part of the recent Tenant Satisfaction Survey. We will also be seeking the information as part of updating household records on an ongoing basis.

● All data collected in this way will be held anonymously – it will give us an overall picture of the make-up of our communities, however it will not be stored in your tenancy records. No-one in the organisation will have access to this information.

There may be some circumstances in which you do want us to hold information against your tenancy record so we can adjust the way we provide services to you. For example:

- You may have problems with your sight and would prefer us to provide any written correspondence in large print
- Your religious beliefs may mean that you would like us to avoid contacting you at certain times

If you want us to tailor how we deliver services to you in this way, we will need to hold the information in your tenancy record. In these circumstances we will seek your specific consent to do so.

● If you have any queries or concerns about this matter, please contact us at the office.

COST OF LIVING SUPPORT

Millions of households across the UK are struggling to make their incomes stretch to cover the rising cost of living. That is why the government is providing over £15 billion in further support, targeted particularly on those with the greatest need.



This means that almost all of the eight million most vulnerable households will get £1,200 of one-off support in total this year to help with the cost of living, with all domestic electricity customers receiving at least £400.

Energy suppliers will deliver this support to households with a domestic electricity meter over six months from October. Direct debit and credit customers will have the money credited to their account, while customers with pre-payment meters will have the money applied to their meter or paid via a voucher.



A £650 one-off Cost of Living Payment for those on means tested benefits

This will be paid to all households receiving the following benefits:

- Universal Credit
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Pension Credit

The DWP will make the payment in two lump sums – the first from July, the second in the autumn. Payments from HMRC for those on tax credits only will follow shortly after each to avoid duplicate payments.

This payment will be tax-free, will not count towards the benefit cap, and will not have any impact on existing benefit awards.

The government will make these payments directly to households across the UK.



One-off £300 Pensioner Cost of Living Payment

Pensioners are disproportionately impacted by higher energy costs, and many low-income pensioner households do not claim the means tested benefits they are entitled to.

So pensioner households will receive an extra £300 this year to help them cover the rising cost of energy this winter.

The Winter Fuel Payment (including the extra Pensioner Cost of Living Payment) is not taxable and does not affect eligibility for other benefits.



£150 Disability Cost of Living Payment

Around six million people across the UK who receive the following disability benefits will receive a one-off payment of £150 from September:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Scottish Disability Benefits
- Armed Forces Independence Payment
- Constant Attendance Allowance
- War Pension Mobility Supplement

£500m increase and extension of Household Support Fund
To support people who need additional help, the Government is providing an extra £500 million of local support, via the Household Support Fund, which will be extended from this October to March 2023.

The Household Support Fund helps those in most need with payments towards the rising cost of food, energy, and water bills.

● If you are struggling with the cost of living increases please get in touch with our **Housing Team** on 0131 510 8540 (option 5) as we may be able to refer you to either our **Welfare Rights Service** or **Changeworks** for assistance.

PLANNED MAINTENANCE UPDATE



Contractors Dumbreck Ltd have been appointed on our Maintenance Painterwork contract this year which will cover external painting of properties including Sutherland Street, Sandilands Close & The Bowling Green estate in Leith.

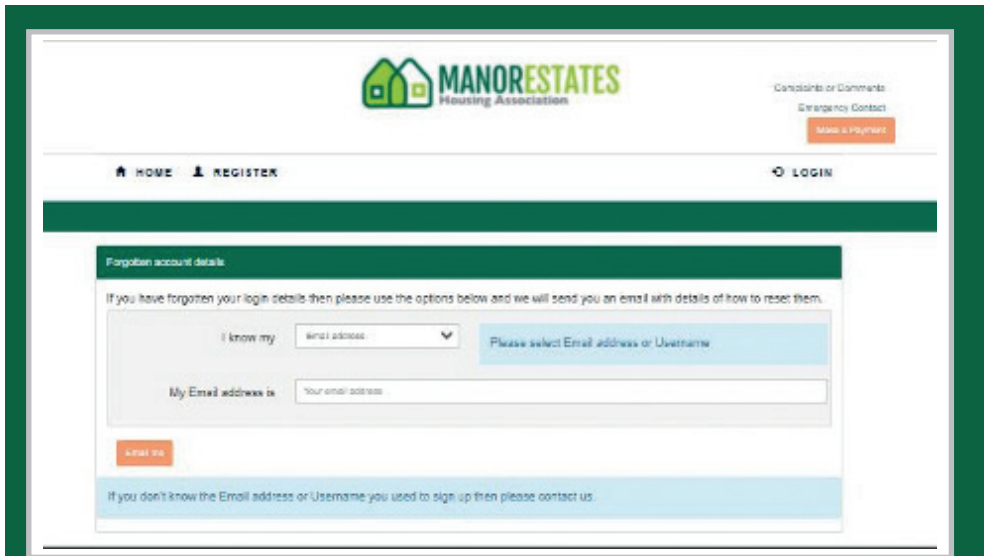


Painters have started on site during September and will be working through to December.

Other planned works will include the annual dousing of shared water tanks in all blocks by contractors' Cleartec.

Contractors RB Grant will also be on site in October to undertake electrical safety checks in all common stairs in addition to approximately 100 individual properties. This check takes place every 5 years to ensure electric installations remain safe to use and comply with current regulations. If your home is due to receive a check should have already been advised by letter or mail.






HAVE YOU SIGNED UP TO OUR TENANT PORTAL?

We have now completed the roll out of our Portal to all tenants.

The new portal allows you to check what information we hold about you, your rent account details (including printing a pdf rent statement) along with recent repairs information.

You can access the Portal from our website at www.manorestates.org.uk

If you would like more information please get in touch with our Housing Team.




Alternatively scan the QR code

We hope that tenants will find this useful and please let us know if you have any feedback or suggestions.

GAS SERVICING – KEY/CARD METERS

In order to carry out your annual gas service, key or card operated meters must be in credit.

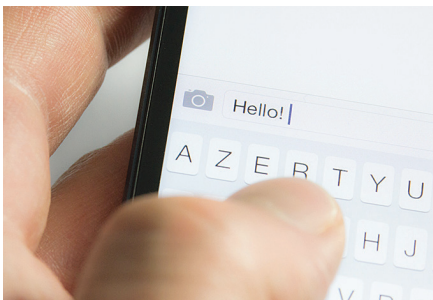
If you know your meter will not be credit when the annual service has been arranged please let our Property Services Team know.

 If you are unable to pay your gas or electric charges contact our Housing Team, depending on your circumstances we may be able to refer you to Changeworks for support.

CONTACT MANOR ESTATES HOUSING ASSOCIATION LTD.

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



Out of hours contact – the last Wednesday of every month

We recently opened our phone lines to 7pm on the last Wednesday in August where Housing staff were available to contact or be contacted by tenants.

We are planning to trial this service and will continue the extended hours with staff available for phone calls on the last Wednesday of every month up to 7pm.

Staff from both our Housing and Property Services team will be available so get in touch on **0131 510 8540** if you have any queries.



Property Services Prize Draw Winners 2021-22

Kitchen upgrades

£100 Tesco Gift Card donated by contractors **Response Building Maintenance** won by **Mrs W, Muirhouse Bank, Edinburgh.**

Gas Servicing Quarterly Draw April – June 2022

£25 B&Q Gift Card won by **Miss M, Dolphin Gardens West, Currie.**

Novus Satisfaction Survey



Novus have advised us that they are carrying out a tenant satisfaction survey. Every tenant who returns the survey following a repair will be entered into a prize draw

The draw will take place in July, October, January and April with a **£50 Love to Shop voucher** being sent to the lucky winner. The voucher can be spent in many of the big high street shops.



We are very pleased to let you know that **Mrs C** at our Commercial Street development was our July winner of the **£50 voucher**.

We would encourage all our customers to leave feedback after you have received a repair from Novus; they are presently sending out text surveys and will also be gathering your feedback by phone calls as well. Everyone responding will be entered into the draw so good luck!