

SUMMER 2023



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

# Tenantmatters

'OUR HOUSES, YOUR HOMES'



**MANORESTATES**  
Housing Association

## DATES FOR YOUR DIARY



**Our office will be closed on the following dates:**

- Friday September 15th
- Monday September 18th

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)

## BOARD NEWS



**The last meeting of the Association's Board was held on 31 May 2023. 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.
- The Association's Five-Year Financial Plan – this shows projected income and expenditure over the next 5 years, and is used to demonstrate to the Regulator and our Lenders that we continue to be a viable organisation.
- An update on how we are performing on the objectives laid out in our Strategic Plan that covers the period 2022 to 2027.

**IF YOU WISH TO FIND OUT MORE ABOUT THE BOARD, PLEASE CONTACT**

**CAROLYN HUGHES, HOUSING MANAGEMENT DIRECTOR**

**on 0131 510 8540 or [chughes@manorestates.org.uk](mailto:chughes@manorestates.org.uk)**

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 28th Annual General Meeting at 6:00pm | On Wednesday 6 September 2023 | Venue: To be confirmed**

**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)**



## MANOR ESTATES COMMUNITY FUND

★ **Launched by the Association in 2022 the new round of our Community Fund is open for applications.**

The fund was inspired by tenant and former Board member Doug McEwan, who sadly passed away in 2020. We created a fund to support those who are 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.

One of the organisations who we were able to fund last year was "Let's Row" where students from Castlebrae High School and Leith Academy were able to try their skills at rowing with canoes. There was a lot of enthusiasm for the activities and all participated in the team building games.



We were also able to support the North Edinburgh Festival which took place on Saturday 13 May. Over 8000 people attended at West Pilton Park where the festival was able to provide a fun, free family day out. The festival is planned next year for **Saturday 11 May 2024 - 12 to 5.30pm**. For more information visit Facebook - [northedinburghfest](#).



● If you are part of a community group and wish to apply for a grant from the **Manor Estates Community Fund**, please contact the office on **0131 510 8540 option 5** to request an application form.

## GUIDE TO DEALING WITH

# Condensation, dampness and mould

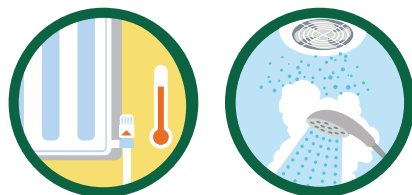


**Damp and mould in your home can be a health hazard, as well as being unsightly, it can sometimes cause damage to furnishings and decoration.**

Making sure your home is free of mould and damp is important for your health and your enjoyment of your home. The Association will deal with extreme and serious cases. At the same time, there are actions that you can take to help prevent damp and mould occurring and some of them are very easy to put in place. Below are some suggested actions that can help stop damp and mould issues occurring in your home.

### PREVENTION

- ✓ **Air your property regularly**  
Open windows regularly to make sure your property is well-ventilated. Even when it's cold, moisture can gather in the home. Opening the window allows some of this moisture to escape.
- ✓ **Keep doors closed**  
Keep bathroom or kitchen doors closed when having a shower or bath, or when cooking. This will prevent moisture from spreading to other parts of the property.
- ✓ **Wipe away condensation**  
Cleaning the condensation from windows and frames every day will minimise the spread of black mould. You can use a cloth or kitchen towel to wipe away condensation.
- ✓ **Turn your heating on**  
Running your heating can avoid cold spots, dry out damp, and reduce your chances of getting mould. This does not need to be at a high temperature.
- ✓ **Dry clothes in a ventilated room**  
Don't dry clothes on radiators. The water evaporates and turns into moisture in the air and is then circulated around the rooms. This then gathers on walls, windows and other fabrics in the home and can be a mould risk. If you do need to dry clothes inside, use a clothes airer in a bathroom. Open a window, use the extractor fan or use a dehumidifier to reduce the spread of moisture indoors.
- ✓ **Dehumidifiers and damp traps**  
Using a dehumidifier is a great way to take the moisture out of the air, especially if you dry your clothes indoors. You can buy an inexpensive one from a local hardware store or online. Disposable damp traps can be cheaper, but over time, you might find it cheaper (and environmentally friendly!) to use an electric dehumidifier.
- ✓ **Use extractor fans**  
If you have an extractor fan in the bathroom, always make sure it is running when you're having a shower or bath. If you have an extractor fan in the kitchen, you should also use it to disperse moisture and cooking smells. If you don't have an extractor fan, open a window when you cook to allow the moisture to escape.



### DAMP AND MOULD SPOTS

Condensation is moisture that forms on cold surfaces and where there is limited air movement. The moisture is often created in kitchens and bathrooms but can cause damp or mould in other rooms (even if they are warm). It forms when there is too much moisture in the air or when it cools down quickly on cold surfaces.

Condensation commonly occurs in the bathroom, on exterior facing walls and around window and door frames. Keep an eye on these problem areas and clean the moisture and condensation regularly to minimise your chances of getting black mould.

Most black mould spots can simply be wiped off with a damp cloth. Be sure to dry the affected area after and leave the room to ventilate.

Ventilate the room well when cleaning mould spots. When working with chemicals, you must always follow manufacturers' instructions. If you do see mould forming, be sure to use gloves and a face mask before cleaning. Dispose of any rags that you have used to clean mould after using.

If there is a more ingrained mould problem, such as in a bathroom or exterior wall, follow these steps:

- ✓ Use a mould treatment spray, these are widely available in supermarkets.
- ✓ Use a stiff bristle brush to scrub the area.
- ✓ Clean off the area then dry it, then leave a window or door open to ventilate.

### REPORT ANY ISSUES TO US

If you need more advice on mould or condensation, please let us know by calling our **Property Services Team** on **0131 510 8540 option 4** and we can arrange a Technical Inspector to visit you.

To view our leaflet on Damp and Mould click the link - <https://www.manorestates.org.uk/wp-content/uploads/2023/03/MEHA-Condensation-Leaflet-Digital.pdf>







## TENANT SATISFACTION SURVEY

**We would like to thank all those who took part in our Tenant Satisfaction Survey – 625 tenants responded, giving us statistically robust information on your views about the services we provide.**

It also means that we can prioritise those areas where satisfaction levels have decreased and put in place actions to address your concerns.

Enclosed with this newsletter, you will find information regarding some key areas that were considered in the survey. This doesn't cover everything that was included – if you are interested in finding out more, please contact **Alasdair Fraser, Housing Manager**, on **0131 510 8540** or [afrazer@manorestates.org.uk](mailto:afrazer@manorestates.org.uk)

We have now developed an Action Plan that outlines what we are proposing to do in light of the information coming out of the survey. The proposed actions are summarised in the enclosed leaflet, again if you would like further information, please contact Carolyn.

We are hoping that tenants will work with us to take forward the actions identified in the survey. Your Housing Officer may contact you directly to discuss this, however if you are interested and want to make sure that you are included in any aspect of this, please contact your **Housing Officer** on **0131 510 8540 option 5**.

● **As the survey was completed in confidence, we are unable to deal directly with any concerns you may have raised. Please contact us to advise of any matters you would like us to deal with.**



## ENERGY ADVICE SERVICE

**Through our partnership with Housing Associations in Edinburgh we have been successful in an award from the Big Lottery Cost of Living Fund to employ two full time Energy Advice Officers.**

If you are struggling with the high energy prices or have a billing or account problem please get in touch with our Housing Team by calling **0131 510 8540 option 5** and we will refer you to the service.



## LOOKING OUT FOR YOUR NEIGHBOURS

★ **Nowadays everyone seems to lead very busy lives – in many areas, people tend to keep themselves to themselves, and are sometimes frightened that they will be considered 'nosy' or 'interfering' if they show any interest in what their neighbours are doing.**

You may have seen recent tragic stories in the news about people who have been found dead in their home after several months – or in one case, several years.

**We would 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. We are not asking you to spy on your neighbours, 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 urgent concerns about your neighbours, please contact the Police on either 101 or 999 in an emergency. You can also contact your Housing Officer on 0131 510 8540 option 5 if you are unsure. Anything you raise with us will be treated in the strictest confidence, but we will do our best to help.**

## WELFARE RIGHTS SERVICE

★ **We would like to remind tenants that we are working in partnership with Link Housing to offer a Welfare Rights Service to our tenants.**

**Anna Riva** is employed by Link Housing and can offer advice and assistance on a wide range of social security benefits, including Universal Credit, Housing Benefit and Personal Independence Payments, ensuring that tenants are accessing everything they are entitled to. Anna is now with us 3 days per week.



Access to the service is by referral, so if you feel you could benefit from this service, please speak to your Housing Officer by calling **0131 510 8540 option 5** in the first instance.





# MANOR ESTATES GARDEN/ BALCONY COMPETITION

We know that many of our tenants take great pride in looking after their gardens either a private area, communal garden or balcony area.

We appreciate the time that this takes with everyone leading busy lives and would like to take the opportunity for others to show their gratitude or how this has a positive effect on the local community.

We are now launching our **Garden Competition for 2023**. We want your nominations for our competition. This can be a tenant who has an exceptional garden space, taken care of the communal area or who has taken specific pride in how their private balcony is looking.

## There will be 4 prizes for the nominations:

- The winning entry will receive a gift voucher for £100
- The second place entry will receive a gift voucher for £50
- There will also be 2 runner up prizes of £25 gift vouchers each

If you would like to nominate someone, please submit the details noted below either by calling our Housing Team on 0131 510 8540 option 5, by sending in details by post to **Manor Estates Housing Association, Suite 4, 5 New Mart Place, Edinburgh, EH14 1RW** or email to [info@manorestates.org.uk](mailto:info@manorestates.org.uk)

## What we need to know:

- Your name, address and contact details
- Your nomination for the competition - name, address and contact details if you have them

You should make sure you let your neighbour know that you have nominated them. Once we receive your nominations the Housing Officer will contact the nominee and arrange to take some photographs of the area. Entries will be judged by Claire Ironside (CEO) after the deadline.

**CLOSING DATE FOR NOMINATIONS IS FRIDAY 31 JULY 2023**

# NOVUS CUSTOMER SATISFACTION

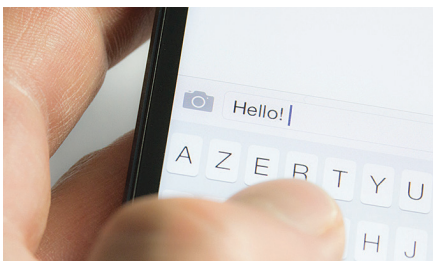
Our reactive maintenance contractor, Novus, offers a quarterly prize draw for tenants who completed their satisfaction surveys. The latest winner is Mrs B from The Quilts who received a £50 voucher



## CONTACT MANOR ESTATES HOUSING ASSOCIATION

Suite 4  
5 New Mart Place  
Edinburgh  
EH14 1RW

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**

# STAFF CHANGES

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

## Property Services Team

After a successful recruitment process, **Pam Urquhart** will be joining the team as a Property Services Administrator on 19 June 2023.

We have also had a further change with **Stewart Elliot**, Technical Inspector recently leaving Manor Estates to take up a new role

## Corporate Services Team

**Iwona Nowak** joined our team in January 2023 as our new Senior Finance Officer and has settled easily into the team.

From end of June 2023 we will be saying goodbye to our IT Officer, **Neil Wardrope** who is moving on to new ventures.

## Housing Management Team

From end of June 2023, Housing Officer, **Claire Treger** will also be moving on from Manor Estates to a role at another Housing Association.

At the end of March 2023, Our Retirement Housing Manager **Anne Paget** retired from working at our three developments. Anne had worked with Manor Estates since 2006 having been previously employed by Dunedin Canmore Housing Association and working at our development at Greenlaw. We wish Anne all the best for the future.

We were also successful in recruiting a temporary Retirement Housing Manager **Alexis Kouvatas** who will be working mornings at Greenlaw Rig.

● We wish all our staff who are moving on all the best for the future and welcome our new staff to the Association and look forward to working with them all in the coming months.

# PLANNED MAINTENANCE WORKS

Every year the Association carries out a programme of planned maintenance works to make sure properties are being maintained to an acceptable standard and meeting the Scottish Housing Quality Standard.

The programme is developed through assessment of our stock condition surveys, estimated life cycle of elements such as bathrooms and kitchens, and also analysis of reactive repairs completed throughout the past year.

The Association's Board recently approved the following Planned Maintenance Programme for 2023/24:

Gas central heating	Niddrie Marischal Grove, Commercial St & some Leith & Muirhouse properties.
Kitchens	The Bowling Green, Leith.
Bathroom & Cloakrooms	Oxgangs, Balerno & others
Door replacements	Great Junction St, Bangor Rd, Leith, Balerno & others.
Windows & Balcony doors	Niddrie Mill, Balerno, Great Junction St, Leith.
Flat Doors	Commercial St, Great Junction St, Leith, some South Queensferry properties.
Electrical safety checks & upgrades	across 130 properties, various estates.
External Maintenance Painterwork	Niddrie Mill, Niddrie Marischal, Greenlaw & others.

**Please note:** properties listed in the areas above will receive upgrades, if your home is included on this year's programme you will receive a confirmation letter giving details and timescales for the proposed works.

● If you have any queries regarding this year's programme please contact **Bill Baxter** from our Property Services Team at [bbaxter@manorestates.org.uk](mailto:bbaxter@manorestates.org.uk) or by calling **0131 510 8540 option 4**.