

Tenantmatters

'Meeting each household's aspirations'



DATES FOR YOUR DIARY

The Association's office will be closed on the following dates



Friday 14 and Monday 17 April
Monday 1 May
Monday 15 and Tuesday 16 May

If you require emergency repair services during the period the office is closed, please use the following numbers:

For all gas and central heating faults, contact **Lothian Gas** on **0131 440 4666**.

For all other repairs, contact **Novus Property Solutions** on **01506 242120** or **0800 093 8823**.

YOUR NEWSLETTER

This is your newsletter – if there is information you would like us to include, please speak to **Carolyn Hughes** at the office.

And please, let us know what you think of the new format – any comments, views or suggestions for improvement will be very welcome.

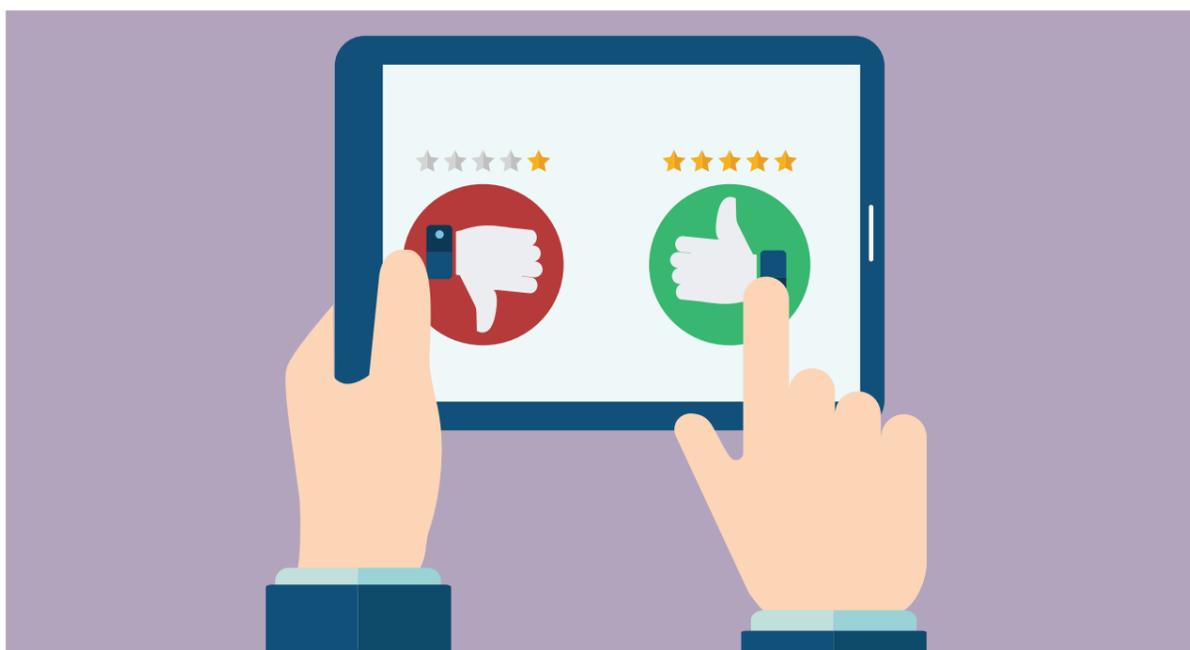
VISIT OUR NEW WEBSITE!



www.manorestates.org.uk

TENANT/CUSTOMER PARTICIPATION FRAMEWORK

The Association's Management Committee recently approved a revised framework, outlining how we are going to try to encourage more tenants to become involved in the work that we do.



Our recent Tenant Satisfaction Survey showed us:



92% of tenants are satisfied with how well we keep them informed



91% of tenants are satisfied with opportunities to take part in decision-making



82% of tenants are happy to be kept informed about what's happening



17% of tenants would like to have their say before decisions are made



1% of tenants would like to be actively involved in monitoring performance

We now want to find out who is interested in being more involved, what areas of our work you are particularly interested in and how you would like to be involved. We should be very grateful if you could take a few minutes to complete the enclosed questionnaire and return it to us in the pre-paid envelope by **Friday 21 April 2017**.

If you are unsure about any of the questions, or if you want to discuss any aspect of this before completing the questionnaire, please contact **Carolyn Hughes** at the Association's office.

Alternatively, visit our website and complete the questionnaire on-line.

WIN ONE OF 4 PRIZES OF £25.00!

The names of all those who submit a completed questionnaire will be entered in a prize draw to win £25!



We are interested in your views on this newsletter – within the next week, we will be contacting all tenants for whom we have an up-to-date mobile telephone number or email address with a short survey.

If you would like to take part but do not have a mobile or email address, please contact **Carolyn Hughes** at the office and we will arrange to issue a paper copy of the survey.

TENANT SATISFACTION SURVEY

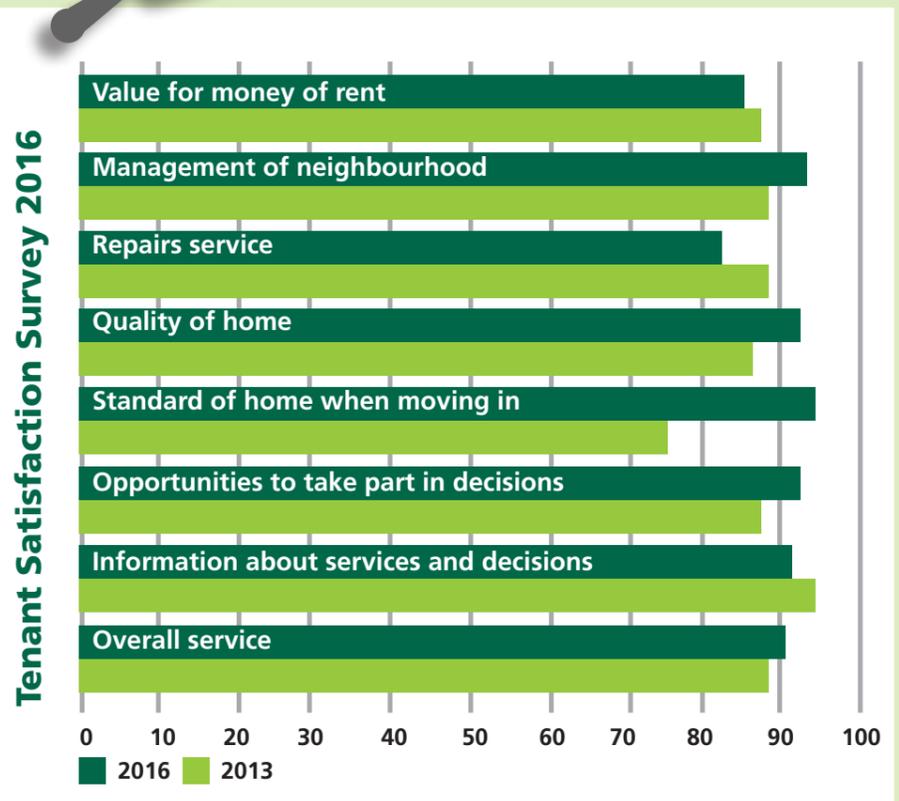
Thank you to all tenants who took part in the recent Tenant Satisfaction Survey carried out by independent consultants, IBP.

We have now received the report – overall, it is very positive but it does identify a number of issues that we need to address. Many of these were already included in our plans for the coming year and we are currently developing a formal action plan to ensure that everything identified in the survey is being dealt with.

Over the coming months, we will be issuing a series of local newsletters giving you detailed information about the overall outcomes of the survey and detailed information about your area.

A number of tenants made comments to the surveyors about particular issues they were not happy with – as the survey was confidential, we cannot identify who has raised these concerns. We would ask, therefore, that you contact the office directly to discuss with us any outstanding issues so we can seek to resolve these with you.

As a taster, please see opposite some initial results in respect of the issues that we have to report to the Scottish Housing Regulator.



VISIT OUR NEW WEBSITE

The Association is absolutely delighted to announce the launch of our new-look website.

Working with our new digital provider NSDesign, we have created a website that is easier for our tenants to use and find relevant information.

We listened to those who participated in the Website Review survey, and have created a site that meets tenants' expectations.

The site was designed to suit mobile telephones first, but it still displays brilliantly on PC's and laptops. Furthermore, a lot of the old pages have been condensed into a set of FAQ's to allow you view the information you want then and there.

Reporting non-emergency repairs has never been easier with our interactive form on the website, allowing you to sign post and upload photos of repairs needing to be carried out on their properties.

You will also be able to log in to view information including the balance on your rent account, the last transaction on your account and the most recent repair you reported. If you haven't already received information about how you can log in, view your account and pay your rent, it should be with you before the end of April.

 We hope you enjoy using the site, if you have any comments regarding content, please email info@manorestates.org.uk.



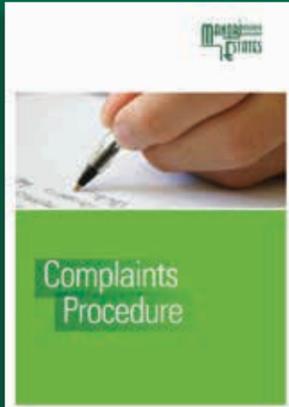
Complaints

We were concerned that quite a number of tenants who responded to the Tenant Satisfaction Survey indicated that they did not know that the Association had a Complaints Procedure and were not sure how to make a complaint.

We take all complaints seriously – where they are upheld, we will make adjustments to our policies and procedures or arrange for further staff training on a particular issue to try to ensure that we do not repeat the situation that has led to a complaint being made. Where we do not uphold a complaint, we will do our best to explain why.

Further information about our Complaints Procedure can be found on our website – www.manorestates.org.uk or contact the office.

The next edition of the newsletter will include information on all complaints received during 2016/17 and their outcomes.



ARE YOU PAYING TOO MUCH FOR YOUR ENERGY?

Many households continue to pay over the odds for the gas and electricity used to heat and power their homes. Often people think that it will be too much hassle to change – or they feel a loyalty to their existing provider simply because they have always used them and are frightened of change.

It is, however, incredibly easy to change – and amazing how much money you can save. Things to consider:



Do you use a different supplier for gas and electricity? Most companies offer a discount if you opt to pay for both utilities with the same supplier



How long is it since you switched supplier? Even if you were getting a good deal previously, it is likely that it was for a fixed term, and you may again be paying more than you need to

If you want to see how much you could be saving, have a look at the U Switch Website - <https://www.uswitch.com>



All you need is your postcode – you will get more accurate estimates if you also have information about your current usage and tariff, which should be available on bills from your current supplier – but if you don't have that readily to hand, you can still get some idea about what you could be saving, just by giving a few details about the size and type of property you live in.

Do You Have a Pre-Payment Meter?

We fully understand that in some circumstances people like to manage their finances by using a pre-payment meter. However, this can mean that you are paying more for your energy and would benefit from having the meter replaced.

If you feel that you would be able to pay your energy costs through direct billing, contact your energy supplier in the first instance, to see if they will change your meter and ask about what payment deals they can offer.

You can get further advice and information from the **Energy Savings Trust**

<http://www.energysavingtrust.org.uk/home-energy-efficiency>



Later in the year, we are hoping to develop partnership arrangements with energy advice specialists who would be able to help tenants get the best deal. Look out for further information in our newsletter and on our website.

Unwanted Items to Get Rid Of?

Before disposing of items you no longer need or want, think about whether they might be of use for someone else – you can phone the national reuse helpline on **0800 0665 820** to arrange a free uplift.

If you do have items that are beyond useful, you can arrange for these to be uplifted by City of Edinburgh Council – call **0131 529 3030**. They have recently reviewed charges for uplifts – it now costs only £5 per item.

More information is available from CEC's website or by contacting our office.



http://www.edinburgh.gov.uk/info/20001/bins_and_recycling/255/request_a_collection_for_bulky_waste_items

YOU SAID, WE DID

Recently our staff have been dealing with a number of tenants who require to move to larger properties, due to an increase in the size of their household. Unfortunately, the availability of larger homes is extremely limited – whilst we fully appreciate the frustration experienced by these households, there is not a lot we can do when the houses are simply not there.

We will seek to ensure that tenants have as much information as possible about what their options are. We have, therefore, designed a leaflet that outlines what steps tenants can take to improve their chances of obtaining a move to more suitably sized accommodation. The leaflet is available from our website or contact one of our Housing Assistants who will be happy to send you a copy.



Planned Maintenance Programme

The Association's Management Committee recently approved the Planned Maintenance Programme for 2017/18. The planned works are noted in the table below -

All tenants affected by the programme will receive a letter and planned maintenance fact sheet detailing the proposed works. We will write to you in April 2017 to advise you if you are on our programme of work and then contact you at least 4 weeks prior to the works commencing.

We will consult you about choices of kitchen units and work tops and wall panelling in bathrooms.

If you have any queries about the planned maintenance programme, please contact the Technical Services Team at the office.

Nature of Proposed Works	Area	Timescale
Gas central heating renewal	79 properties – various areas	July 2017 onwards
Kitchen upgrading	Hyvots, Rosebery Avenue	June 2017 onwards
Bathroom upgrading	Tressilian Gardens, Easter Haugh, Hyvots	July 2017 onwards
Electrical upgrading and safety checks	72 properties – various areas	November 2017 onwards
Maintenance painterwork	Tressilian Gardens, Hyvots, Sighthill, Hopetoun	May 2017 onwards
Window and door replacements	Hyvots	July 2017 onwards
External wall insulation	Muirhouse Place West	April to June 2017

Apprenticeships with Novus

Our reactive repairs contractor, Novus, is currently advertising for 5 apprentices and has agreed to give priority to applicants who live in Manor Estates Properties.

The vacancies are: 2 joiners, based in Dumfries and Bathgate; 2 heating engineers based in Dundee and Glasgow; 1 plumber and 1 painter, both based in Bathgate.

If anyone in your household would be interested, the closing date for applications is 30 May 2017 – further details are available on Novus' website

<https://employment.novussolutions.co.uk/vacancy>



Dog Fouling

Gggrrrrr....

Our recent Tenant Satisfaction Survey identified the problem of dog fouling as an issue of serious concern to tenants.

If you own a dog, please ensure that you act responsibly and dispose of any mess caused by your dog. The City of Edinburgh Council can impose fines between £80 and £100 on irresponsible dog-owners who do not pick up and dispose of their dog's fouling.

If you are concerned about this problem in your area, you can report it to City of Edinburgh Council. Further information is available on their website.

http://www.edinburgh.gov.uk/info/20043/community_safety_and_antisocial_behaviour/308/report_dog_fouling



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GETTING TO KNOW US

This time round, Alan Ilesley, our Technical Services Manager, gives us a bit of an insight into his life, in and out of work.....

- 1** How long have you worked at Manor Estates?
17 years
- 2** What's the best part of your job?
Working with the Manor Estates Team
- 3** What is your previous work history?
8 years as a time-served joiner, 12 years building surveyor and 24 years as a Manager
- 4** What did you do growing up that got you into trouble?
Pushed a stone up my nose (8 years old), every time the doctor said 'blow' I 'sniffed'!
- 5** What is your favorite movie?
Sleepless in Seattle and Toy Story 1,2 and 3
- 6** What chore do you absolutely hate doing?
Washing the car
- 7** Have you ever met anyone famous?
Bobby Moore
- 8** If you could choose anyone, who would you pick as your mentor?
Huw Edwards
- 9** What's the #1 most played song on your iPod?
Castle on the Hill – Ed Sheeran
- 10** What is one of your favourite quotes?
Look after the kids, they choose your care home!