



MANOR ESTATES

HOUSING ASSOCIATION



Welcome to our online newsletter, which we hope will have information that may be of interest to you. If you would like a paper copy please let us know.

ESTATE ISSUES



Please be mindful of storing items in unsuitable areas, recently we have had reports of household belongings and rubbish being stored in common stairwells. This can impede evacuation and/or cause trip hazards. Flammable materials such as paint pots are not to be stored in stair cupboards housing electrics.

Please see below information from the Scottish Fire and Rescue Service about the importance of keeping common stairs clear to enable people to vacate a property quickly and safely in the event of a fire.

Check out the Scottish Fire and Rescue Service website for more information about fire safety – and if you are concerned, you can contact them to arrange a free home safety visit –

<http://www.firescotland.gov.uk>

SMOKE ALARM UPGRADING



Scottish Government have recently published new standards for fire and smoke alarms. These standards are regulated by the Housing (Scotland) Act 1987. This new standard means from 1st February 2021 all individual homes both owned and rented are required to be fitted with smoke detectors in hallway, stair landing and living room. Heat detector in kitchen.

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

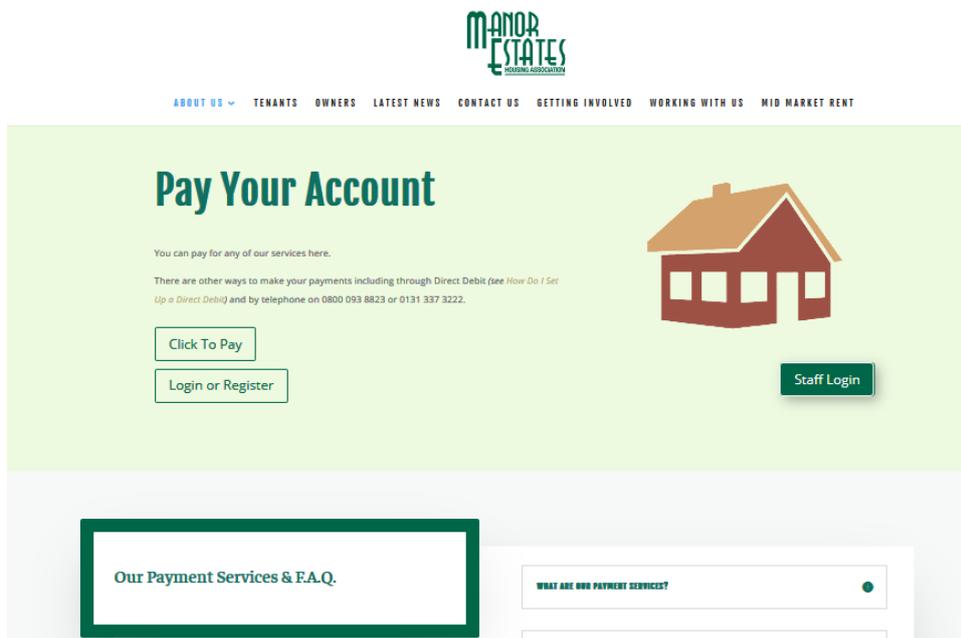
Although you have 2 years to carry out these upgrades installing these alarms at the earliest opportunity will provide improved fire safety for all residents.

PAYMENTS

New Online Payment Portal

We have recently been working on updating our online payment portal. The new portal can be accessed through our website <https://manorestatespayment.org.uk/> We use PayPal to process online payments, you don't need a PayPal account to use the service.

You can login to PayPal or you can scroll to the bottom of the page and just enter your card details. If you have a PayPal account then logging in gives you a record of the payment in your account.



Direct Debits

We would like to remind you that we now accept payments by Direct Debit. We can set up your Direct Debit over the telephone if you call 0800 093 8823 and speak to a member of the Factoring Team.

Direct Debits offer you an easy way to pay in instalments for your invoices.

You are also covered by the Direct Debit guarantee which covers you in the rare event there is an error in the payment of your Direct Debit. This means that you will always be notified of changes and that if there are any issues due to your bank, building society or Manor Estates then you are entitled to a full and immediate refund.



**POWER CUT?
CALL 105**



No matter who you pay your bill to, in a power cut call SP Energy Networks on 105 24hours a day, 365 days a year.

Need Extra Support in a Power Cut

SP Energy Networks are there to help.

Sign up to their free Priority Services Register and get access to a range of support services.

www.spenergynetworks.co.uk

Or by calling 0330 1010 154



Dog Fouling

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

https://my.edinburgh.gov.uk/app/report_it_forms/dog_fouling

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, any person who is in charge of a dog must 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



PEST CONTROL

Although Manor Estates does not provide a Pest Control service, City of Edinburgh Council does. They can provide advice and help for residents with pest problems. They advise that properties closer to railways and waterways are seeing an increase in pest problems.

One of the causes in the increase of pest problems is due to fly tipping, untidy bins and scattered rubbish, all of which attract vermin.

Handy tips:-

Make sure all rubbish bags are tied properly and placed in the correct bins.
Don't leave any rubbish or waste in common areas.
Dispose of food waste in the appropriate bin provided by City of Edinburgh Council.

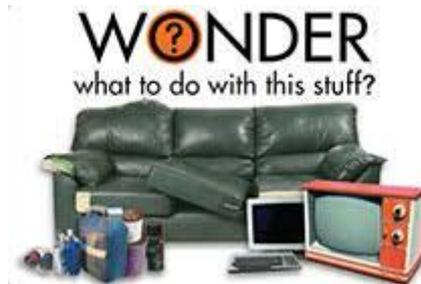


Roof Space in Flatted Properties

It has come to our attention that an owner has converted the common roof space above their flat into an additional bedroom. This is an illegal alteration and will require to be reinstated back to its original condition.

All former Scottish Special Housing flats served by a common access staircase have roof spaces which are classed as communal. This means that although you may have access to the roof space via a hatch in your flat you have no right to change the roof space in any way.

To do so contravenes the title deeds to your home and can affect the building insurance cover you have in place.



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 -

<http://www.recycleforscotland.com/donate-national-re-use-phone-line-now>

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/upliftbulkyitem> 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.

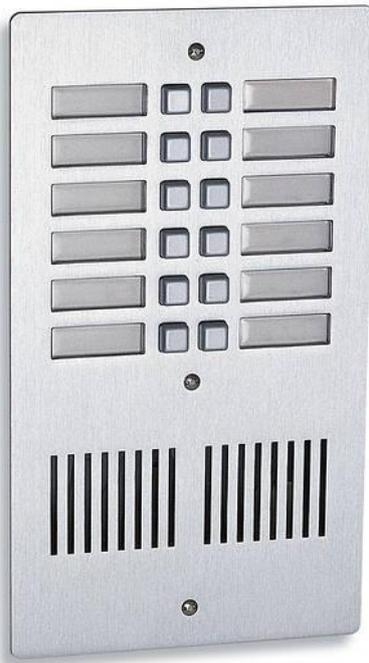


RESIDENTS WHO HAVE GARDENS

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 – City of Edinburgh Council

There is a £25 fee for this service which runs from October to October. For more information on how to register www.edinburgh.gov.uk



Door Entry System

Door entry systems are a popular addition to homes to provide safe and secure access.

There are many reasons to install a door entry system at your flat. They provide an increased layer of security, serving as a doorbell and intercom to give you control over who enters the stair. Residents can identify visitors with audio verification without having to leave their private property or even open their door.

Once the identity of a visitor has been established, entry systems give residents the option to grant access to their building using an electric door release mechanism.

There are several types of door entry systems available for your home. We have provided cost estimates for one particular type so that you can establish how much you would be asked to contribute. We are happy to enter correspondence with the residents in your stair to determine the best option for your home.

The Scottish Government recognises the importance door entry systems play in the security of flatted accommodation and grade the property as a pass or fail on the Scottish Housing Quality Standard on whether it has a secure access. Home buyers may lose interest in purchasing a property, if they thought it was at risk of burglary due to poor security.



We suggest you invest in your home and guard your home by installing a door entry system – let us know if you are interested by phoning our office on 0131 337 3222 & ask for repairs or email us at repairs@manorestates.org.uk. We will collate responses and let you know if there is a majority of householders interested in your stair.

Please note: installation of a door entry system would only proceed when all owners are in agreement, there would also be regular costs involved for electricity usage.

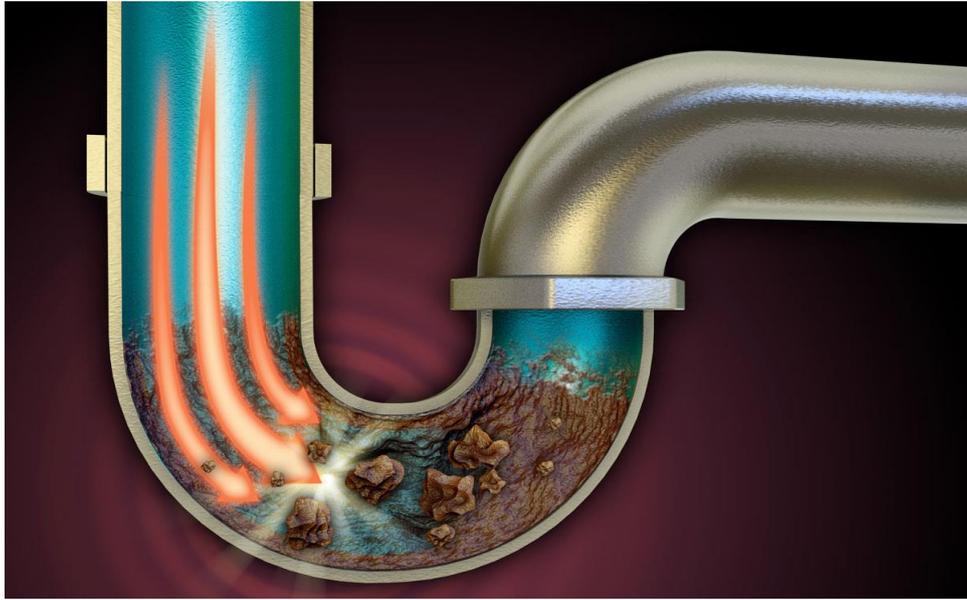
Door Entry, system installation cost comprising:

- installing a flush fitting stainless steel door entry panel with additional service button
- Cable run within communal areas in plastic conduit
- Mortice lock & lock release - Key operated (front Stair door only)
- Lockable metal electrical gear cabinet to be fitted on wall within communal stair
- Time clock to control service times
- Handset in each property with privacy button
- Power supply (Subject to survey & installation by Scottish Power)

4 flats in block system total cost £1196.00+VAT, Cost per flat £299.00+VAT

6 flats in block system total cost £1452.00+VAT, Cost per flat £242.00+VAT

Please note additional cost will apply if a lock is required to be fitted to rear stair entrance door.



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 <http://www.scottishwater.co.uk/you-and-your-home/your-home/keep-the-water-cycle-running-smoothly>



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.



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 - <http://www.moneyadvicescotland.org.uk/>

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 (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 (www.bdl.org.uk) 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



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 Management committee. For more information please contact Carolyn Hughes.

OPENING HOURS

**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**

HOLIDAY CLOSURES

**Our office will be closed due to Public Holidays on Friday 13th and
Monday 16th September 2019 and also over the festive period from
Wednesday 25th December re-opening on Monday 6th January 2020.**