

# Tenantmatters

'MEETING EACH HOUSEHOLD'S ASPIRATIONS'



**MANORESTATES**  
Housing Association

## DATES FOR YOUR DIARY

For staff and tenant safety our office remains closed to the public. All staff are working from home and can be contacted by calling **0800 093 8823** or emailing [info@manorestates.org.uk](mailto:info@manorestates.org.uk). You can also contact us through the "Contact Us" page on our website or on our Social Media pages.

Staff will be unavailable until 10.30am on the first Wednesday of each month for staff training.

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 **0800 093 8823**

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**FOR INFORMATION VISIT OUR WEBSITE!**  
[www.manorestates.org.uk](http://www.manorestates.org.uk)

## WELCOME TO OUR AUTUMN NEWSLETTER

 Welcome to our Autumn newsletter. As I write, we are all now living "beyond level 0" and I am hoping that we remain so for the rest of the year and that we don't have to go back into any kind of restrictions.



It is good to see the schools back, cafes, bars all open even if we have to wear our masks whilst visiting. Life is definitely starting to return to normal but we all need to remain vigilant and

do our bit to keep everyone safe.

As with last year, we held our Annual General Meeting virtually on Wednesday 8th September 21 and I would like to thank the Association's members that were able to join us and watch the meeting. Hopefully, by the time comes round for our next AGM in 2022, we will be able to host an actual one, where both staff and our members can meet in

person, rather than attend by watching through a screen.

As previously, the majority of staff are all still working from home and we will continue to do so for a bit longer. We are able to deliver the majority of our services and are aware that we are still not carrying out home visits unless it is for health and safety reasons or for an emergency. Hopefully, we can return to providing our full range of services in the next few months as long as it is safe to do so. We really do appreciate your patience and understanding whilst we are navigating our way through the current situation.

All of us at Manor Estates sincerely hope that you and your families are staying safe and thank you again for your support.

## ANNUAL REPORT ON THE CHARTER 2021

You will be aware that we usually include a leaflet with the Autumn newsletter, letting you know about our annual performance on a range of topics and comparing our performance to other landlords.

In response to comments from tenants, we are not publishing the information in the same format this year. Instead, it will be published on our website – <https://www.manorestates.org.uk/tenants/publications/>.

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

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



## FOLLOW US ON FACEBOOK, TWITTER OR INSTAGRAM

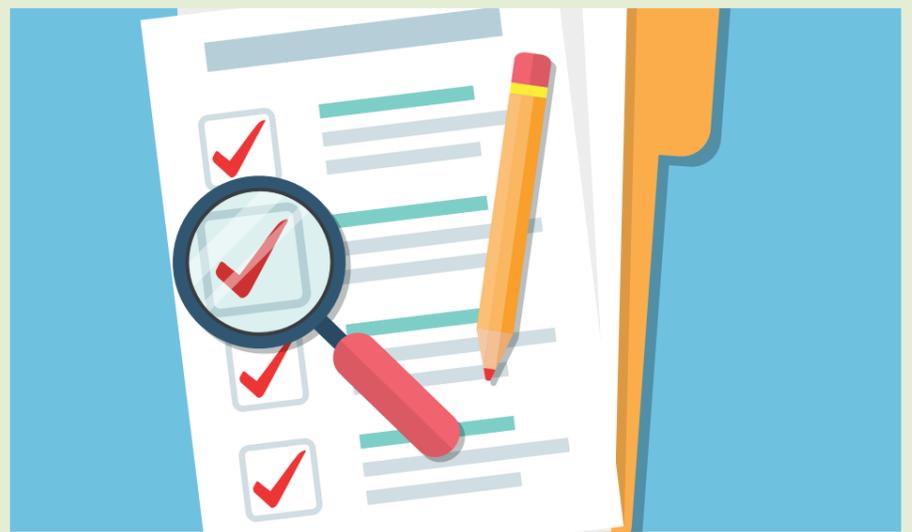
Do you regularly use Social Media? Have you followed Manor Estates? We are on [Facebook](https://www.facebook.com/ManorEstatesHA), [Twitter](https://twitter.com/ManorEstatesHA) and [Instagram](https://www.instagram.com/ManorEstatesHA) @ManorEstatesHA

Follow us to keep updated on office closures, any urgent issues or to contact us if you have a query. However, you should be aware that if you have an emergency, you should call our office on **0800 093 8823** as we do not monitor social media 24/7.

## SCOTTISH HOUSING REGULATOR ENGAGEMENT PLAN

On an annual basis, the Scottish Housing Regulator publishes engagement plans for every registered social landlord in Scotland. The plans describe how the Regulator works with landlords and sets out:

- ✓ Why the Regulator is working with us;
- ✓ What we need to do;
- ✓ What we need to send to the Regulator; and
- ✓ Our regulatory status.



Our current engagement plan confirms that we are compliant with the Regulator's requirements.

You can view a copy of our engagement plan on our website: <https://www.manorestates.org.uk/tenants/publications/>

Or if you contact us, we will send you a copy.



Further information regarding the Association's performance can also be found on the Regulator's website:

<https://www.housingregulator.gov.scot/landlord-performance/landlords/manor-estates-housing-association-ltd>

## NEW INCOME ASSISTANT

The Association has recently employed an Income Assistant in the Housing Management Team

**Esme McLeod** comes to us from CHAI on full time secondment for 18 months to focus on arrears management.

Esme comes with a wealth of experience and will be the first point of contact for tenants getting in touch about arrears. We are looking forward to working with Esme over the coming months.



## ANNUAL RENT REVIEW

Thank you all for getting involved with the rent consultation process this year. We have had 151 replies to our recent survey and they are summarised below. Respondents were asked to select the proposed increase rate that would be best for their household:

- 40% opted for a 2.5% increase
- 35% opted for a 2% increase
- 14% opted for an 3% increase

If the answer was none of these, the respondents then suggested the following alternative increases:

- 9% opted for a 0% increase
- 1% opted for a 1% increase and
- 1% opted for a 1.5% increase

The survey asked for any further comments and these are in the process of being reviewed. Thank you again for participating in this process.

★ These results will form part of the report that will be presented to the Board in January 2022, recommending what the level of rent increase should be.



## DIRECT DEBITS

We would like to remind all tenants that we now accept rent 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 Housing Team.

Direct Debits offer you an easy way to ensure that your rent is paid on time. We will automatically update your Direct Debit each April to cover the changes to your rent increase. (Please note, we can only change the amount you pay after we have informed you of the change).

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.

You can also cancel your Direct Debit at any time simply by contacting your bank. If you do have to cancel your payment, we would ask that you also contact your Housing Officer to confirm the cancellation and advise how you intend to make your future rent payments.

★ Please contact any member of the Housing Management Team for further information about paying by Direct Debit.

## FIRE SAFETY

Following the Grenfell Tower tragedy in 2017, the Scottish Government has introduced new legislation on fire safety.

From February 2022 all homes in Scotland will be required to have interlinked Smoke, Heat & Carbon Monoxide alarms. You may have seen the current TV campaign or heard adverts across radio and digital channels publicising this.

Having interlinked alarms installed will allow everyone, anywhere in your home to take action as quickly as possible in the event of a fire, having the earliest possible warning system can and has saved lives and property.

Our programme of fire detection upgrades commenced earlier this year - we're happy to report we have completed work in most properties which were due to receive new integrated alarms. However, there are approximately 60 properties where the work is yet to be carried out. have approx.



Appointments for the final batch of properties will be issued by the end of October 2021. If you have not yet received installation of the new alarms, we would urge you to allow access to ensure we are able to provide you with the most up to date fire protection available for you and your family.



## UPDATED PRIVACY NOTICE

Privacy Notices (or Fair Processing Notices) were issued to all tenants some time ago. These notices give you information about:

- The personal data that we collect about you;
- Why we collect the data;
- The security of the data; and
- How long we keep the data for.

The Notice also gives you information about what you can do if you have any concerns about how we deal with your personal data.

We have recently updated the Privacy Notice for tenants. Although there are no significant changes, the information has been set out more clearly. You can view the updated Notice on our website ([www.manorestates.org.uk](http://www.manorestates.org.uk)) or contact the office if you would prefer to receive a hard copy.



## OUR NEW TENANT PORTAL

We are in the process of rolling out our new Portal to tenants.

You should have received a letter with a link or QR code. It has details on how to log in so please check it out. If you have not received a letter please get in touch if you would like details.

The new portal allows you to check what information we hold about you, your rent account details (including printing a rent statement) along with recent repairs information. Please note: this is a new service so there may be some teething problems whilst we roll this out. We ask that you bear with us whilst we get this up and running.

We hope that tenants will find this useful and please get in touch if you have any feedback or suggestions.

## GETTING CONNECTED

Do you have access to the internet? Are you on a low income?

Through partnership with the Scottish Government Community Recovery Fund Manor Estates is working with other housing associations to support our tenants.

If you need some support to access equipment to get online please get in touch with your Housing Officer by calling 0800 093 8823 option 5 to see what assistance we can provide. Options are limited so please get in touch by 29 October 2021.



## RUBBISH DUMPING

We have seen an increase over the past 18 months of rubbish being dumped by residents in the common stairs and communal areas.

We would like to remind residents that rubbish should not be dumped anywhere on the estate especially in the common stairs. Rubbish includes items like old furniture and sofas.

There are also a lot of items being stored in common stairs including prams and children's toys - this can cause issues where a common stair is an emergency access in case of a fire.

### You can help prevent rubbish fires by following our advice:

- ✓ Store your rubbish in a secure area if possible
- ✓ Keep your garage and shed locked as well as your home
- ✓ Keep all flammable liquids locked away
- ✓ Consider installing security lighting outside
- ✓ Be alert to strangers loitering in your street and call the police if strangers are loitering for some time
- ✓ Report any build-up of rubbish to Edinburgh Council on **0131 608 1100**. This will help ensure it can be removed and prevent fires
- ✓ Report any fly-tipping direct to Edinburgh Council on **0131 608 1100**.
- ✓ Warn other people if a fire breaks out. Then get out, stay out and call the fire and rescue service out by ringing **999**

★ Please be careful and considerate when disposing of your refuse and recycling.

If a crime is being committed, or is about to be committed, or if there is a risk of serious injury, or if the fire and rescue service is needed, **call 999**.

We would like to remind you all that there are approximately 22,000 outdoor fires each year in Scotland which require the Fire Service to attend and approximately 50% of all these outdoor fires involve refuse, rubbish and fly-tipped materials.

### Remember not to:

- ✓ Allow rubbish to block escape routes
- ✓ Store rubbish by doors, windows or any other openings
- ✓ Store bins or sacks up against your home as fire can quickly spread to buildings
- ✓ Overfill your bin or leave rubbish around it
- ✓ Smoke in or around storage areas
- ✓ Put bins out for emptying until the day your refuse is collected
- ✓ Fly-tip materials or leave rubbish to build up outdoors – it could start a fire
- ✓ Accept deliberately fire-setting in your community. It's a crime that threatens lives – report it to the police

★ If you have any items you need to dispose of you can arrange an uplift at [www.edinburgh.gov.uk/specialuplift](http://www.edinburgh.gov.uk/specialuplift) or visit [www.edinburgh.gov.uk/recycling-3](http://www.edinburgh.gov.uk/recycling-3) for details on how to recycle unused items.



## MACMILLAN COFFEE MORNING

★ Our tenants at Tressilian Gardens recently arranged an outdoor Macmillan coffee morning to fundraise in support of people living with cancer. Thankfully residents managed to avoid the rain and raised around £350 for the charity.

### CONTACT MANOR ESTATES HOUSING ASSOCIATION LTD.

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EH11 2HA

Tel: 0800 093 8823  
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**



## RETIREMENT HOUSING UPDATE

As you are aware whilst the pandemic was ongoing and whilst we were at Level 0 and above our common lounges at our three retirement schemes remained closed to tenants.

We were still able to allow access to the laundry facilities with appropriate PPE measures in place.

We are pleased to announce that from August 2021 we were able to re-open the lounges while a Scheme Manager was present. With the lifting of the restrictions, we have now (from mid October) been able to allow the common rooms to remain open even when no manager is present seven days a week.

Residents can now arrange some small events such as bingo or coffee mornings however we ask that for the time being residents do not hold any large-scale community events

We are continuing to review the situation every week and would hope that in the coming weeks the restrictions will be removed fully and normal service will resume.

We would like to take this opportunity to thank you all for your continued patience.