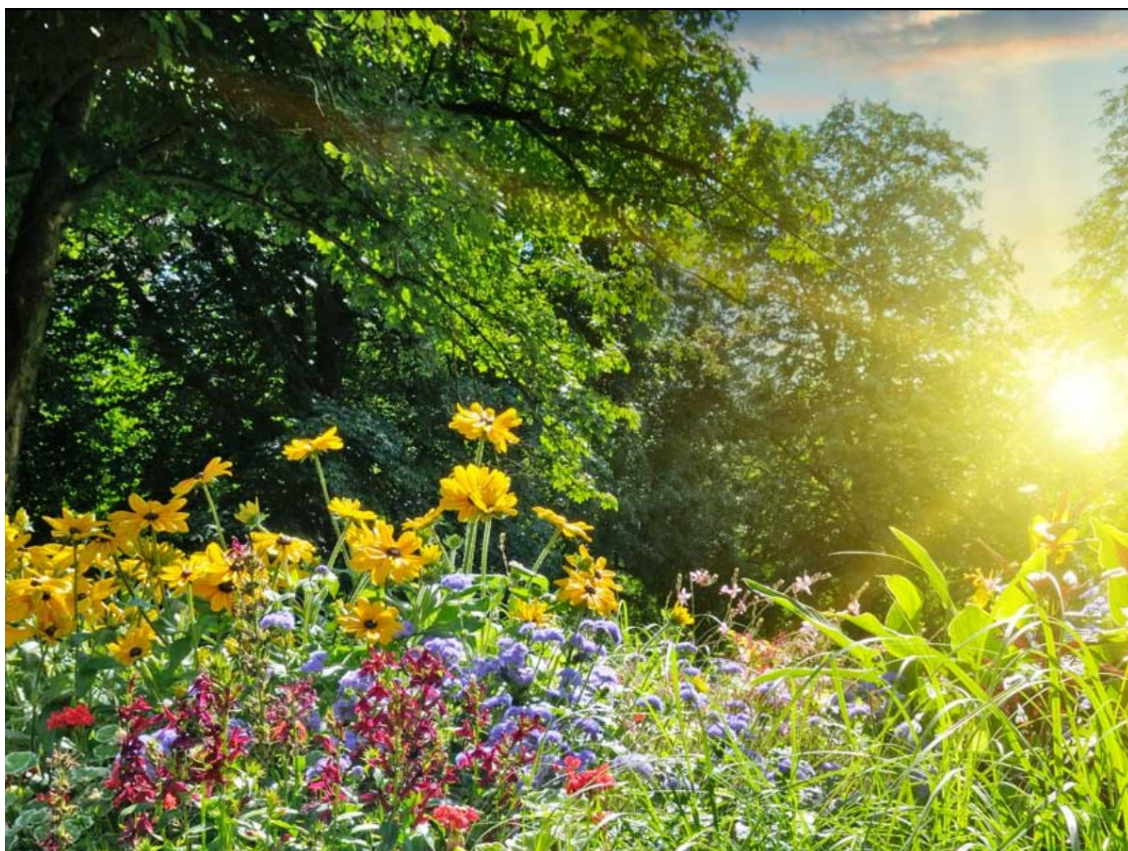


Spring 2023



Welcome to your Spring newsletter

We hope you find this newsletter interesting and informative, if there is any other information you would like us to include, please contact our office on 0131 510 8540 or at meal@manorestates.org.uk.



DATES FOR YOUR DIARY

Our office will be closed on the following dates:

Monday 8th May

Monday 22nd May and Tuesday 23rd May

Friday 30th June and Monday 3rd July

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 9.00a.m. and 11.00 a.m. every Wednesday for staff training.

Our office is also closed 12.30pm to 1.30pm for lunch. If you are planning to visit us please make sure our office is not closed as you may not be able to be seen by a staff member if you attend.

We would recommend that if you need to speak to a specific member of staff you contact ahead of time to arrange an appointment.

Damp, Mould and Condensation

Damp and mould can be caused by lot of different issues such as;

- leaking pipes
- damaged or blocked drains and guttering
- leaking roofs
- damaged outside walls
- poorly installed decking or garden items
- condensation – read our tips below.

[Download our damp awareness leaflet](#)

Damp and mould can also be caused by condensation. Condensation is moisture that forms on cold surfaces and where there is limited air movement.

Moisture is often created in kitchens and bathrooms but can cause damp or mould in other rooms even if they are warm.

Ways to reduce condensation

lead to mould and cause damp. Mould and damp can increase the risk of illnesses like asthma and bronchitis.

Thankfully there are some simple steps you can take to help.

- Use window vents. Keeping the little vents in windows open will allow moisture to escape without making the room too cold.
- Dry clothes outside if you can.
- If you must dry clothes inside make sure the door is closed and the windows are open.
- Pull furniture away from walls to allow air flow.
- Open windows and let your rooms breathe for a short time every day.
- Try to keep rooms warm. 15 degrees or above if you can
- Check that your bathroom and kitchen doors close fully and don't have large gaps for steam to escape from.
- Close the kitchen door when cooking and use an extractor fan if you have one.
- Open the window after cooking to let moisture out.
- Use lids on pots and pans.
- Try to vent tumble dryers to the outside.
- Close the bathroom door when bath or shower is on and use an extractor fan if you have one.
- Open a window after using the bath or shower to allow the moisture to escape.

For more information or if you have a problem with damp and mould contact our Repairs Team on 0131 510 8540 option 4.

MMR PROPERTY INSPECTIONS

As part of our ongoing management of the development our Housing Team will be arranging to carry out property inspections.

Limited appointment times will be available. If you have received a letter about an inspection you can contact our office to arrange a suitable date and time if it is unsuitable.

You can speak to the team on 0131 510 8540 option 5.



If you wish to discuss your tenancy, make a neighbour complaint or have a query please contact our office on **0131 510 8540** or at meal@manorestates.org.uk

Need to report a repair?

You should call 0131 510 8540 and either select the option for Novus or Lothian Gas.

Report a Repair

The Hays Community Pantry

The Hays Community Pantry is at Castle Rock Edinvar, 3 Hay Avenue, Edinburgh EH16 4RW. Wednesdays (excluding holidays) 11am-2pm from 5th May 2021.

When you arrive at the pantry you will be greeted by one of their friendly staff/volunteers and asked whether it is your first time at the pantry and whether you have registered. You will then browse our store and choose the items you want and pay for them at our till (cash only at this time).

You can join with a one-off membership price of £1. Just contact them by email thepantry@communityrenewal.org.uk, or call 07738 760 601 or just come down when we are open, and they can take a few details from you and set you up before you shop.

RENT PAYMENTS

We would like to remind all tenants that your rent is due to be paid by Direct Debit. At present we are unable to accept telephone card payments. If you need to update your bank details please call 0131 510 8540 option 5 and speak to a member of the Housing Team.

Direct Debits ensure that your rent is paid on time. We will automatically update your Direct Debit each year 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

refund.

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



Worried about the increase in energy and food costs?

For many of our residents the increase in fuel costs are having a significant impact. We know that the colder months can be a really hard time when it comes to heating your home whilst keeping an eye on the bills.

The recent increase in energy costs is also concerning. This will mean that many of us may have to limit their energy usage which can lead to poor health and suffering.

We know that this will be a very anxious and worrying time of year and many tenants are worried about how they will manage any increased outgoings. If you are struggling please **get in touch** and we can refer you for support.

CONTACT DETAILS

Do we have your up to date contact details? Please make sure you keep us updated on any changes to home or mobile telephone numbers. You can update your details by emailing meal@manorestates.org.uk or by calling 0131 510 8540.

Follow us on Facebook and Twitter

Do you regularly use Facebook and Twitter?

Have you followed Manor Estates?

We are on Facebook and Twitter @ManorLtd



should call our office on 0131 510 8540 as we do not monitor social media 24/7.

YOUR NEWSLETTER

This is your newsletter - if there is information you would like us to include please email meal@manorestates.org.uk. Any comments or suggestions for improvements welcome.

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

