

COMMUNITY

www.muirhouseha.org.uk

News

Winter Edition 2021



Paying your rent over the festive period - In difficulties? We can help!

December can be a very expensive time of year however your rent is still due. You must continue to pay your rent and treat it as a priority.

There are lots of ways to pay your rent including Direct Debit and Allpay. If you would like to set up a Direct Debit, please contact us at the office. Rent payments can also be made via our website

If you are experiencing any difficulties in paying your rent, please remember that we can help! We know that times are tough, and that bills are high, but it is easier for us to help you if you contact us as soon as you think you are falling into difficulties. Contact the office to speak to your Housing Officer, who will work with you on an affordable repayment plan or refer you for help. We can help with money and benefits advice through Suzanne Wight, our Financial Inclusion Officer. We can refer you to Simon Hay our Heat and Energy Advisor for help with your energy bills, applying for payments towards energy bills or getting energy advice.

■ Your Housing Officer can be contacted by phone, email, text and WhatsApp. Our office number is **0131 336 5282**.

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Susanne	Sconnell@muirhouseha.org.uk	07946 530 398

Welcome

Thank you for taking the time to read our Winter Newsletter. Hopefully it will come in handy over the winter period.

As you may be aware our office remains closed to the public, however we are still available during normal office hours where you can contact us by phone or by making an appointment to come into the office. We will continue to review this in line with advice from the Scottish Government with you and our employees' health and safety continuing to be the priority.

On behalf of the Chair – Iain Strachan, staff and Board of Muirhouse Housing Association we would like to wish you an enjoyable festive period and best wishes for 2022.

Office Opening Hours

The office will be close from **Thursday 23rd December 2021** at 5pm and reopen on **Thursday 6th January 2022** at 9am.

Emergency Numbers

During the Christmas and New Year period there will be an emergency repairs service only.

To report an emergency repair including electrical heating call T.B. MacKay on -

PHONE 0131 513 9524

For Emergency gas heating and air heat source heating repairs you can call Lothian Gas direct on 0131 440 4666.

PHONE 0131 440 4666



Other useful Numbers

Gas (emergency leaks)	0800 111 999
Electric (power loss)	0800 300 999
Scottish Water (drain/sewage)	0800 0778 778
Floodline	0345 988 1188
Edinburgh City Council (24 hours emergency number)	0800 032 5968
Crime Stoppers	0800 555 111
Mental Health Services	0131 286 8137
Samaritans	116 123
Edinburgh Women's Aid	0131 315 8110
Abused Men in Scotland	0808 800 0024



Ways to get involved

We are always keen on gaining tenant views and involving you in the decision-making process. We continually gather information and opinions through surveys, through our Facebook page and website which helps us improve the services which we offer.

■ Should you wish to get involved please contact us on **0131 336 5282** or by emailing **info@muirhouseha.org.uk**

Fire, Flood, Frost – Do you have insurance cover?

We insure all of our properties but as landlord, this only covers the building, fixtures and fittings, windows and external doors and fixed sanitary ware.

It's your responsibility to organise Home Contents Insurance to cover you if something happens to your own property e.g. your furniture, floor coverings, internal decoration and all of your personal belongings.

While many people often hope that nothing will happen, sometimes things can go wrong. Be prepared and make sure you have contents insurance for your personal possessions against loss or damage caused by fire, flood, theft, accident etc.

Further information on contents insurance is available on our website or alternatively contact the office. Tenants can obtain contents insurance from any insurance provider and its often best to shop around for the best quote that suits your needs.



Frost Prevention

If you have dripping taps or notice any overflows running contact us immediately so that we can arrange for them to be repaired.

If you are going away for a long period over the holidays, please contact us as we may consider draining down any water tanks on your property to prevent them freezing.

Leave heating on at a low temperature. If you are going away for a few days make sure the heating is on.

Keep doors and windows closed to prevent draughts.

Make sure you know where the main stopcock for your home is, if you are not sure please contact the office and we will show you.



Rent Setting Review

You may recall in back in August that we contacted you as the Association is thinking about changing our approach to rent setting and we want to take your views into account.

We want to be sure that our rent charges reflect tenant priorities and wanted to give you the opportunity to influence how future rents will be calculated.

We would like to thank everyone who participated in the Rent Consultation survey as this will be vital to any future decisions.

The Association has been working with North Star Consulting & Research where we have;

- Examined the current Rent Setting Policy and identify any improvements
- Reviewed current rent charges and considered whether they are still appropriate and fit for purpose
- Ensured that the rent charge setting process meets with the appropriate regulations and legislation
- Ensured that a fair and consistent rent structure is applied
- Continue with the commitment to provide homes at affordable rents

During 2022 we will provide a further update and will be carrying out further consultations prior to any outcome.

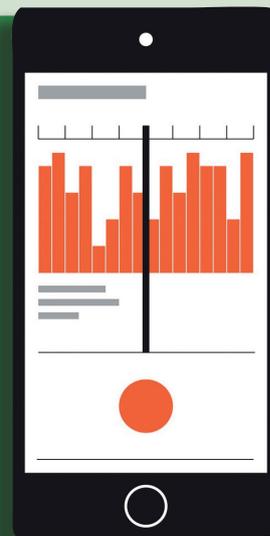
■ If you have any questions or comments, please get in touch with us by contacting the office on **0131 336 5282**.

You said, we did

Anti-social behaviour – When helping you with anti-social behaviour reports, you have asked for easier ways to report anti-social noise. We have signed up to The Noise App.

This can be downloaded from the 'Apple Store', or from 'Play Store'. There is a handy guide, and a how to video available on our website here - <https://www.muirhouseha.org.uk/my-home/1996-2/>

The Noise App can be used to record clips of anti-social noise up to 30 seconds in length, and a report will be logged with staff who will get a copy of the recording. If you would like help with downloading or setting up the App, our staff can help.



30th Anniversary

Muirhouse Housing Association celebrates its 30th birthday next year and we will be looking to mark this occasion by holding a number of events during 2022.



If you would like to be involved or have any ideas on what events you would like to see please contact us on -

PHONE 0131 336 5252

**EMAIL
info@muirhouseha.org.uk**

Prize Draw Winners

Thank you once again to everyone who completed the Post Covid and Rent Review Consultation surveys earlier this year and providing us with feedback.

Everyone who completed the survey was entered into a prize draw for £50 shopping vouchers. The two lucky winners were Mr Stuart and Mrs Bampton. Congratulations!



Stair cleaning

During the festive period the common stairwells will continue to be cleaned however this may not take place on the normal day.

PLEASE NOTE that during the cold weather stairwells may take longer to dry therefore we ask all residents to please be careful when entering and leaving your property in particular on the days when your stair has been cleaned. When the outdoor temperature is below 0 degrees your stair may be only be swept as a health and safety precaution.

Reporting a Significant Performance Failure

The Scottish Housing Regulator (SHR) can consider issues raised with them about a 'significant performance failure'.

This is defined as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

For further information download an information leaflet on Reporting a Significant Performance Failure please visit <https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/how-we-work/significant-performance-failures-factsheet-for-tenants>



Road and Snow clearance

This is the responsibility of Edinburgh City Council.

Some roads within Muirhouse are not classed as priority clearing routes and we unfortunately have to wait in line while priority routes are cleared first.

Grit bins are located throughout Muirhouse and are replenished by Edinburgh City Council roads department.

■ If your grit bin is empty or there is an issue with a grit bin these can be reported via https://webforms.edinburgh.gov.uk/site/portal/request/grit_bin or by phoning 0800 23 23 23.

■ For more information on priority gritting routes and grit bin locations please visit <https://www.edinburgh.gov.uk/directory/10228/winter-road-gritting-routes-by-street>



Guess the correct number of Candy Canes in the jar and be entered into a prize draw to **WIN £50 Love to Shop Voucher**



To enter please provide your name, address, telephone number and answer by:

- Texting mobile number - **07776 956490**
- Via our Facebook page - **Muirhouse Housing Association**
- Or by posting your entry to us at **11 Muirhouse Medway, Edinburgh, EH4 4RW** by **15th December 2022**

(Please note that network mobile charges may apply. Entry to this competition is open only to tenants of Muirhouse Housing Association)

