

PHONE **0131 336 5252**

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**Muirhouse  
Housing  
Association**

# COMMUNITY

[www.muirhouseha.org.uk](http://www.muirhouseha.org.uk)

**Winter Edition 2023**

# News



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

**December can be a very expensive time of year however 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. Please 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 Daniela Mastaglio, our Financial Inclusion Officer. We can also 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**.

<b>Chris</b>	<a href="mailto:Cpurnell@muirhouseha.org.uk">Cpurnell@muirhouseha.org.uk</a>	<b>07946 582 016</b>
<b>Susanne</b>	<a href="mailto:Sconnell@muirhouseha.org.uk">Sconnell@muirhouseha.org.uk</a>	<b>07946 530 398</b>

All Board and Staff members would like to wish you an enjoyable Festive Period and Best Wishes for 2023!

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

## **Office Opening Hours**

The office will be closed from **Thursday 22nd December 2022** at 5pm and reopen on **Friday 6th January 2023** 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:

PHONE **0131 440 4666**



**Muirhouse  
Housing  
Association**



**AT THE HEART  
OF MUIRHOUSE  
FOR 30 YEARS**

**1992 - 2022**



## 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. We also have a Tenant's group who meet regularly.

■ If you would like to get involved, please contact us on **0131 336 5282** or by emailing [info@muirhouseha.org.uk](mailto:info@muirhouseha.org.uk)



## Other useful Numbers

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

## 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 unexpectedly. 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 please contact us immediately so that we can arrange for them to be repaired.**

- ✓ If you are going away for a long period over the Festive Period, please contact us as we may consider draining down any water tanks in your property to prevent them freezing.
- ✓ If you are going away for a few days make sure the heating is on.
- ✓ Keep windows and doors 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.



## **Worried about the cost of living? Here's some help available!**

Here at Muirhouse Housing Association we have a financial inclusion officer who can have a one-to-one chat with you to discuss your available options.



## **Looking for support with energy and bills?**

**Give us a call to book an appointment in with our energy and heat advisor to go over the best options for you.**

You can also contact your energy company for special arrangements if you're struggling. Funds that may be available to you include; Winter Fuel Payment, Warm Home Discount, Winter Heating Payment, Child Winter Heating Assistance & Home Heating Support Fund.

**PHONE 0131 336 5252**

**EMAIL**  
**[info@muirhouseha.org.uk](mailto:info@muirhouseha.org.uk)**



## **Free school meals and clothing grants**

Your child may be entitled to free school lunches, payment for lunches during school holidays, free milk, a school clothing grant to help buy school clothes and a Scottish child bridging payment, if you get Universal Credit (where your monthly earned income is not more than £660) Income Support, Income-based Job Seeker's Allowance, Income-based Employment and Support Allowance & Support under Part VI of the Immigration and Asylum Act 1999.

Children in early learning and childcare may also be entitled to free lunches if they have a funded place.

## **Food Support**



Fresh Start Pantry:

**Open Monday, Tuesday & Friday 9am-12.30pm**

Pennywell Pantry:

**Open Wednesday to Saturday 10am-2pm**

Other financial support available includes The Scottish Welfare Fund, Self-Isolation Support Grant and Council tax reductions. You can find more information on everything above on the links below:

Muirhouse Housing Association:  
<https://www.muirhouseha.org.uk>

Edinburgh Council:  
<https://www.edinburgh.gov.uk/costofliving>

Or scan the QR code







## THANK YOU FOR COMING ALONG!

### Huge community support as Muirhouse delivers a Christmas cracker of an event

Hundreds of local residents came along to our Christmas extravaganza to get everyone in the mood for the beginning of the festive season.

The LIFT Millennium Centre was the venue for an evening of family fun featuring pizza, advent calendars and goodie bags with entertainment provided by 'Amazing Harmonies' local choir. The highlight of the event was the lighting of the Christmas tree and, of course, a visit from none other than Santa!

The event organised by us here at your housing association in collaboration with LIFT was the ideal festive scene-setter in the run up to Christmas itself.

Our Chief Executive Susan Bell said the occasion was an outstanding success and thanked the community for their support by coming along.

Here at Muirhouse we are celebrating our 30th anniversary this year having been founded in 1992 to tackle some of the challenges in the area at that time.



#### Susan added:

*"This is a special year for us at Muirhouse as we celebrate three decades of service to our community. When you have a milestone for the organisation you look back and as the new Chief Executive it has given me an opportunity to see the achievement made by the organisation over the last thirty years. We have been very clear that any celebrations should have a firm community theme and our Christmas event certainly achieved that."*



## 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](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/gritting-grit-bins/gritting-routes-grit-bin-locations/1>

## 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.



## Come Dine with Us!

We have received funding from "Coorie in for Winter".

We are using this to have "Come Dine with Us" every Monday for residents who live alone. Join us every Monday night from 5pm at L.I.F.T at the Millennium Centre for a warming meal and a couple of games of bingo

**CALL US ON 0131 336 5282 to book your space!**