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**Muirhouse  
Housing  
Association**

# COMMUNITY News



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

**Winter Edition**



## Office Opening Hours

The office will close on **Friday 22nd December 2023 at 12:30pm** and reopen on **Monday 8th January 2024 at 9am**.

## Welcome

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

The Board and Staff would like to wish you an enjoyable Festive Period and Best Wishes for 2024!

## JUST SANTA-STIC!

### Family fun gets the festive season off to a great start

■ Thank you to everyone who came to our Christmas family fun event which got the festive season off to a sensational start!

The turnout from local families was fantastic.

Held outside our office, the highlight was undoubtedly the big Christmas tree lights switch on. This was sponsored by **Kerax** – the landscaping and estates contractor for the housing association.



A notable feature was the opportunity for each child to participate in arts and crafts by making a bauble, a bookmark and then adding the name of a loved one to the tree.

And as you'd expect there was lots of seasonal fun to get everyone in the mood for Christmas.

Carol singing, refreshments and of course Santa in his grotto made the occasion one to remember with each child receiving a gift.

**“ It was a great festive fun event and we want to say a big thank you to the large number of people who came along. It was the perfect curtain raiser to get everyone in the mood for the festive season**  
**Our Chief Executive Susan Bell**

**“ It was great to see the community come together once again and the excitement from the kids who came along was fantastic to see. We hope everyone had a great time and a wonderful Christmas when it comes.**  
**Our Chief Executive Susan Bell**

The occasion was supported by **Muirhouse Youth and Development Group**, **Drylaw Neighbourhood Centre**, **Muirhouse Millenium Centre** and **The Old Kirk in Muirhouse**.

## Emergency Numbers

During the Christmas and New Year period there will be an emergency repairs service only – Please Call **0131 336 5282** and follow the instructions.



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

**December can be a very expensive time of year however it is important to treat your rent 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 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 our Financial Inclusion Officer. We can refer you to our Heat and Energy Advisor for help with your energy bills, applying for payments towards energy bills or getting energy advice.

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**07946 582 016**

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**07946 530 398**

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

■ We insure all our properties but as landlord, this covers the building, fixtures and fittings. However, it's your responsibility to organise Home Contents Insurance to cover your furniture, floor coverings, internal decoration and your personal belongings.

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, even for a few days please make sure the heating is on, even at a low temperature. Your radiators have a "Frost" setting on them to protect them when you are away:

**Turn your radiator valve to the snowflake setting to put it into Frost Protection Mode**

Keep doors and windows closed to prevent draughts (but keep your trickle vents on your windows open!).



Make sure you know where the main stopcock for your home is (check under your kitchen sink). If you are not sure, please contact the office and we can show you.

## 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 no be cleared until main priority routes are.

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.

Or scan the QR code



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>

Or scan the QR code



## 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 especially on the days when your stair has been cleaned. When the outdoor temperature is below 0 degrees your stair may possibly only be swept as a health and safety precaution.



At the heart of Muirhouse  
Since 1992



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

We have a financial inclusion officer who can have a one-to-one chat and provide you with support and advice.



## Looking for support with energy and bills?

Give us a call to book an appointment with our energy and heat advisor.

You can also contact your energy company for advice if you're struggling. Funds that may be available include;

- ✓ **Winter Fuel Payment**
- ✓ **Warm Home Discount**
- ✓ **Winter Heating Payment**
- ✓ **Child Winter Heating Assistance**
- ✓ **Home Heating Support Fund**



## Food Support



### Fresh Start Pantry:

<https://www.freshstartweb.org.uk/what-we-do/pantry>

Or scan the QR code



### Pennywell Pantry:

<https://www.communityrenewal.org.uk/projects/community-renewal-pennywell-pantry/>

Or scan the QR code



## Other financial support available includes

- The Scottish Welfare Fund
- Self-Isolation Support Grant
- Council tax reductions.

Further information on the above can be found below:

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

Or scan the QR code



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

Or scan the QR code



## 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 receive Universal Credit (where your monthly earned income is not more than £726) 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.





## Muirhouse Housing Association – 30th Anniversary

**Our 30th Anniversary celebrations continued into 2023 and included an art competition to win family days out and a Scottish Housing Day community event in the office carpark in September.**

We would like to thank everyone for coming along to support the events.

■ The winners of the art competition for under 16s could choose to turn their ideal family day out into reality with a trip! A popular choice was Edinburgh Zoo while one family opted for the 'Edinburgh Dungeon'. The association paid for travel costs and provided a contribution towards a picnic. Such fun was had by all and as you can see in the picture on the right Ash had an amazing time!



**“ They told us We really enjoyed the event, and it was great to speak to local residents and partners within the community. We met lots of nice people who really take pride in their local area.**

Lunch was provided for everyone and the pupils from Craigroyston High School were enthusiastic, and they found it useful to link with local partners.

**Scottish Fire and Rescue Service** ensured that all attendees were instructed on how to use a portable defibrillator, as we recently had one fitted in our office; kindly donated by our Maintenance contractors **Harbour Multi Trades.**



## OTHER USEFUL NUMBERS



Gas (emergency leaks)	0800 111 999
Electric (power loss)	105
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



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OF MUIRHOUSE  
FOR 30 YEARS  
1992 - 2022**