



## Rent Review Consultation 2011

## Winter 2010

On 15 December 2010, Eildon's Board approved the following, subject to consultation:

Increasing most rents, including those for garages, by 5.5% with effect from 1 April 2011. Increasing most service charges by 5.5% with effect from 1 April 2011. The exception to this is service charges for heat and light which we propose to increase by 8.9% given recent announcements by fuel companies. This would affect all heating and hot water charges in sheltered housing developments, and developments where there are charges for external lighting and for stair lighting.

In considering the rent increase proposals our Board takes account of how our rents compare with similar landlords operating in the Scottish Borders and similar areas. We also look at how affordable our rents are and what income we need to make sure we can continue to deliver on our commitments, including our planned programme of modernisation.

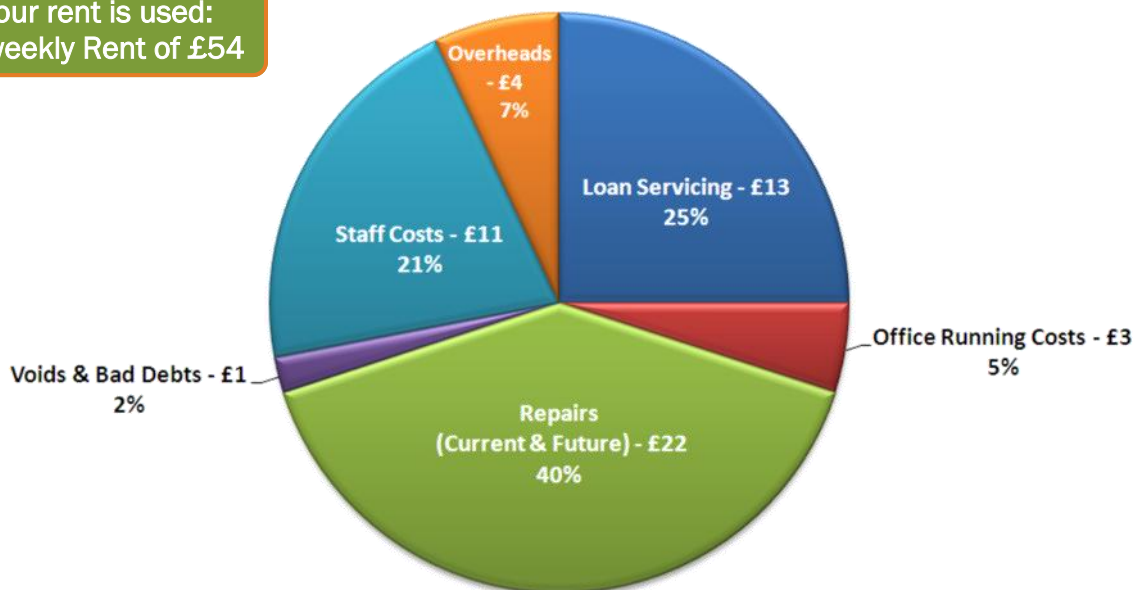
If you have any comments or questions on the proposals please contact us by **24 January 2011** either by letter, telephone or email.

**Eildon Housing Association Ltd**  
The Weaving Shed, Ettrick Mill,  
Dunsdale Road, Selkirk TD7 5EB  
Tel: 0845 604 3733  
Email: [housing@eildon.org.uk](mailto:housing@eildon.org.uk)

If you would like to discuss this matter further or would like more information please contact: Eileen Shand, Director of Housing & Care, or Hilary Scott, Housing Services Manager on **0845 604 3733**

Our Financial Inclusion staff, Janice Blenkinsopp and Carol Robertson, are happy to discuss any questions relating to benefits information and are a fund of knowledge on this issue. Please do not hesitate to contact them on **0845 604 3733** if you feel you need more information about benefits, and your rights. Over the last year Janice and Carol have worked with 334 tenants, many of whom are now financially better off as a result.

How your rent is used:  
Typical weekly Rent of £54



Our Board on 3 November 2010 confirmed the need for a fundamental review of our Rental Policy – how we set our rents. This work will be carried out in 2011 and we will be working up proposals for discussion with tenants next year to allow us to bring in the new policy.





## New Scottish Borders Rape Crisis Service Launched

### Scottish Borders Rape Crisis Centre (SBRCC)

opened on 1 July 2010. This new service has been long awaited and is a result of hard work and strong support by agencies locally and nationally including the Scottish Government, Scottish Borders Council, Rape Crisis Scotland, NHS Borders and Lothian and Borders Police.

**SBRCC** provides a safe, supportive environment where women and girls can talk freely and in confidence. It supports women, and girls aged 12 and over, who have experienced sexual violence at any time in their lives. It provides the opportunity for women who access the service to begin the healing process and empower them to move on in their lives which are often deeply affected by their experiences.

The service is free of charge and offers a helpline on **0800 054 2445** which is currently available:

**Tuesday 10am - 12noon**  
**Wednesday 12noon - 2pm**  
**Thursday 6pm - 8pm**  
**Saturday 10am - 12noon**

At all other times if someone phones in they can leave a message and a support worker will phone back when convenient. The helpline is for male and female survivors of rape and sexual abuse and also their family, friends and partners.

**SBRCC** also offers one to one support for women and girls at the centre in Galashiels which can be accessed through phoning the helpline.

**SBRCC are here to listen to, believe and support all survivors of sexual violence in the Scottish Borders.**

**Helpline:**  
**0800 054 2445**



## Available now in Galashiels & Newtown St Boswells

### Laidlaw Court, Galashiels

#### 2 Bedroom Flats

There are still 2 properties available in this prominent new development in the centre of Galashiels. The current valuations are between £98,000 and £107,000. The home owner will pay for the majority share in the property (eg between £58,800 and £78,400 for the properties valued at £98,000) depending on the maximum mortgage available to them.

### Hawkslee Park, Newtown St Boswells

#### 3 Bedroom Terraced Houses

There are 2 properties still available. The current valuations are between £140,000 and £145,000. The home owner will pay for the majority share in the property (eg between £84,000 and £112,000 for the properties valued at £140,000) depending on the maximum mortgage available to them.

For more information about shared equity housing, or to apply please contact:

**Lynda McPherson,**  
**Housing Advice and Information Officer**  
**0845 604 3733 or e-mail**  
**shareequity@eildon.org.uk**  
**or visit our website: www.eildon.org.uk**



## Eildon's Tenancy Support Service Achieves 'Very Good' Rating

Many thanks to all tenants who participated in a recent inspection of our Tenancy Support Service.

We are delighted to announce that our Tenancy Support Service has received an overall rating of 5 equating to 'Very Good' for all the sections inspected by the Care Commission, with no recommendations or requirements made.

The report has been published and is available on the Care Commission website:

**www.carecommission.com**



0845 604 3733



## Eildon's Milestone

**Eildon now manage over 2000 homes**

The Rt Hon Michael Moore MP, Secretary of State for Scotland, opened Laidlaw Court, Eildon's latest and biggest single development to date, on Friday 15 October. The Opening also represented a significant milestone for Eildon, marking over 2,000 homes under its management.

The new development sits on the site of the old Laidlaw and Fairgrieve Mill which had lain derelict for a number of years. The £6.75 million development consists of 54 (three and four bedroom) flats, 40 for rent and 14 for shared equity, offering the opportunity of town centre living on an attractive site adjacent to the Gala Water.



**A warm welcome**  
is extended to all tenants who  
have recently moved into  
new homes at:

**Kittlegairy Road, Peebles**

**Penman Place, Galashiels**

**James Stewart Court, Kelso**

## Customer Satisfaction Survey Prize Draw



**Thank you . . . .**

to all tenants who took time to complete our Customer Satisfaction Survey and be entered into our prize draw.

The 4 winners each won £50.  
The tenants were from:

**Ancrum, Hawick, Selkirk & Kelso**

A summary of the Key Findings from the Survey will be sent out and available on our website in January. Along with this will be an Action Plan setting out how we intend to take things forward and how we aim to improve in a number of service areas.

If you'd like to receive your Newsletter or other information by email please let us know.

Email us at [tenants@eildon.org.uk](mailto:tenants@eildon.org.uk)



You can also email us with suggestions for other things you'd like us to send electronically.

[tenants@eildon.org.uk](mailto:tenants@eildon.org.uk)

Eildon Housing Association Ltd  
The Weaving Shed  
Ettrick Mill, Dunsdale Road  
Selkirk TD7 5EB



*Merry Christmas*

Office Opening Hours over  
Christmas & New Year  
2010/2011

**& a Happy New Year to all our tenants!**

Eildon's Offices at The Weaving Shed, Selkirk will be closed on:

**27 & 28 December 2010 and 3 & 4 January 2011**

During these holidays, our **Emergency Repairs Service** will operate as normal.  
In the event of an emergency, please call: 0845 604 3733



## Repairs and Maintenance over the Christmas & New Year Period

Maintenance Contractors and their suppliers are on holiday for 2 weeks over the Christmas and New Year period, which is the most challenging time of the year for the repairs service. **The service will be restricted to urgent and emergency repairs only throughout this holiday period so that we can concentrate efforts where they are most needed.** Here are some ways in which you can assist. Ensure you know:

- how to set and adjust your heating controls
- how to top up boiler pressure (certain boilers only)
- how to reset tripped circuit breakers
- where your mains water stop cock is and that you can get access to it.

Let us know if you would like us to explain or demonstrate how these are done in your home.





Heating breakdowns, especially with gas boilers, can be a particular problem at this time if spare parts have to be sourced and suppliers are closed for holidays.

**YOU ARE STRONGLY ADVISED TO HAVE AT LEAST ONE ALTERNATIVE HEATING APPLIANCE AVAILABLE TO PROVIDE SHORT TERM HEATING UNTIL A REPAIR CAN BE CARRIED OUT.**

If you are planning to go away during the festive season, to avoid the danger of frozen pipes, you should:

- ensure that you keep your home warm and leave your heating on at a low setting
- arrange for water systems to be drained down if you do not heat the property whilst away.

If you would like advice on any of the above, please contact us on **0845 604 3733** and we will be pleased to help.

	Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.
	Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.
	Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.
	Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Copies of this Newsletter are available  
in large print or electronically on request

Contact us.

Visit our website:

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

