

**50 years**  
providing  
housing and care



# CONNECT

WITH EILDON HOUSING

- Fuel Debt .....
- Money Worries .....
- Foodbanks .....
- Wellbeing .....



## In this issue

We continue to work with other organisations to bring you updated information and support. We hope you find this issue useful. Please check out the back page to offer any feedback.

YOUR HOME

YOUR MONEY

YOUR FOOD

YOUR WELLBEING

# Welcome

to your Connect Spring Edition

## Foreword from Nile Istephan, Eildon CEO

It's with great pride that I'm writing this to mark our 50th Anniversary of providing housing and care in the Borders.

We came from such humble beginning in 1973 when a small group of staff at Dingleton hospital nurtured an idea to help those in most need of housing and support in our community. That little seed has grown. We've stayed true to our origins and values and over the years we've worked with many fantastic people and organisations. One thing I can absolutely put my hand on my heart and say is that Board members and staff, past and present, are unified in working to address the housing, care and support needs within the Borders, and will remain committed to this task beyond this landmark 50th anniversary.

*I want to say a huge thank you.*



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# Eildon

# 1973-2023

This year we celebrate 50 Years of Eildon Housing providing care and support in the Borders. We know Eildon wouldn't be here without the hard work and dedication of the founding members, Baron Russell Sanderson, Drew Tulley, JB Baxter and Jimmie Millar who did all the organising in the early years.

Bill Wilkie MBE, joined Eildon back in 1978 and was appointed as vice-chair in 1980. He then went on to become Chairman and remained in this position from 1982 until 2009 – an incredible 27 years at the helm. In this video you can hear his amazing Eildon journey and the full story will also be available very soon in a digital book.



Click on the image or link below to view our 50th Anniversary video:  
<https://www.youtube.com/watch?v=TCzY63MYAv0&t=2s>



# 50 years

*providing  
housing and care*

# New Warm & Well Advisor

We're very pleased to announce that, with support from the Scottish Borders Council's Cost of Living fund, we now have access to a Warm and Well Advisor. They can help you to:

- Resolve gas and electricity billing problems
- Access emergency funds
- Identify any benefits you're entitled to claim
- Find the cheapest energy supplier

If you would benefit from help with any of this, please give us a call on **03000 200 217**.



<https://youtu.be/NlgzBOIYs0E>

## Cost of Living

**Helping you at this difficult time**

We know how difficult it is for a lot of people at the moment, so we've been working to set up support for those who need it. This involves working with our partner housing associations in the Borders and with charities like Cyrenians and Changeworks on various projects to help with energy advice, fuel debt payments, vouchers and more.

Overall, we've brought more than £0.5m to the Borders to help more than 4,000 tenants with fuel debt and vouchers. We also helped secure around £1m for tenants in benefits and grants through our Tenancy Sustainment Officers in 2022/23.

We will continue to make the case for more funding for the Borders so that we can continue to offer this vital cost of living support.

## Get Help with Energy Costs

If you're struggling with energy costs, have built up debt or are struggling to deal with your supplier, we can help.

We have secured funding from the Scottish Government to assist tenants who have built up fuel debt. We also have a supply of pre-payment vouchers to help those who are struggling to keep their meter in credit.

If you find yourself in this situation, please get in touch with one of our friendly and knowledgeable Tenancy Sustainment Officers for a confidential discussion.



# Changeworks Partnerships



As part of our ongoing partnership with Changeworks, we are working on two new projects.

**Air Source Heat Pump support** - This support is offered to help learn how to use this new net zero carbon technology.

**Support with your utilities** - This is another support option if you need help to set up accounts, learn about your heating system, and deal with any supplier issues.

If you have any questions about the above or would like more information, please get in touch [enquiries@eildon.org.uk](mailto:enquiries@eildon.org.uk) or call **03000 200 217**.

## Domestic CCTV

### Can I install a CCTV camera on my Eildon home?

If you want to install CCTV (including a video doorbell) at your home, you must first ask permission by using the [Alterations Request Form](#) available on our website [www.eildon.org.uk](http://www.eildon.org.uk).

If we give permission, it will be on the condition that you comply with the UK General Data Protection Regulations and the Data Protection Act (2018). The Information Commissioners Office provides useful information and guidance on the use of domestic CCTV systems, the potential repercussions of not respecting the privacy of others, and also the rights of those being filmed by domestic CCTV systems - [Domestic CCTV systems - ICO](#). You'll find a leaflet on our website which gives further advice.



**Book it**      **Pay it**      **Request it**      **Check it**      **Sort it**

**'My Eildon' – customer portal**  
**Easier, quicker, available 24/7**

# Money worries?

Health, Money, Housing & Work



Download the NHS Borders Money Worries App on the Apple App Store and Google Playstore.

## Help is at hand

Improve your financial health and wellbeing with The NHS Borders Money Worries App



## Our Community FoodHub

Our community foodhub was set up to make sure the most vulnerable people, and pets, across the Scottish Borders have access to essential food and household items.

With help from Scottish Borders Council, we have brought almost 90 tonnes of food down from Cyrenians FareShare in Leith over the last two years. Our Food Hub collects and then distributes surplus food (including pet food) to food banks, larders and pantries across the Borders.



Get help with access to food in the Borders:

[Help with access to food | Cost of Living Crisis support | Scottish Borders Council](#)

[Food banks and other crisis help – Citizens Advice Scotland](#)



# Mental Health

## Finding support

**NHS Borders Wellbeing Service**  
[www.nhsborders.scot.nhs.uk/wellbeing](http://www.nhsborders.scot.nhs.uk/wellbeing)

**Breathing Space** Call 0800 83 85 87  
or webchat at [www.breathingspace.com](http://www.breathingspace.com)

**Togetherall**  
Online community at [www.togetherall.com](http://www.togetherall.com)

**NHS 24 Mental Health Hub**  
Call 111 for urgent support

**Samaritans**  
Call 116 123 anytime



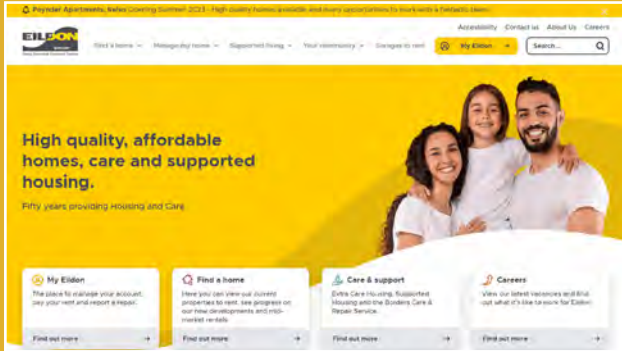
**#Borders  
Wellbeing**



**Domestic Abuse Advocacy Service (DAAS) 01835 825024**  
**Domestic Abuse Community Support Service (DACS) 01750 22892**  
**Borders Women's Aid (Refuge) 01835 863514**  
**Men's Advice Line (male victims) 0808 801 0327**

# Website Launch

Our website is live - <https://www.eildon.org.uk>



We're really pleased to launch our new website as part of our 50th Anniversary celebrations. Feedback we've had from customers during the development, said that it was a lot easier to navigate and simpler to use, but we'd love to know what you think. Please let us know using the contact details below.

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## How to Contact Us

We welcome your feedback – there are many ways to let us know what you think.



The Weaving Shed, Ettrick Mill,  
Dunsdale Road, Selkirk TD7 5EB



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



Customer Service: 03000 200 217



[www.facebook.com/EildonHousing](https://www.facebook.com/EildonHousing)



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



[@EildonHousing](https://twitter.com/EildonHousing)

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**INVESTORS IN PEOPLE™**  
We invest in people Gold



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