

50 years

providing  
housing and care



# CONNECT

WITH EILDON HOUSING

Support for your home

School meals & clothing

OPAL – Older people active lives

Take control of your energy



## In this issue

We continue to work with our partner organisations to share information and support on your home and wellbeing. If there is content that you would like to see, please do get in touch using the channels on the back page of this issue.

### Next issue

Our Winter edition brings lots of support and tips for the colder months.

YOUR HOME

YOUR FOOD

YOUR WELLBEING

YOUR MONEY

# Welcome

to your Connect Summer Edition

## Foreword from Nile Istephan, Eildon CEO

As we're nearing the end of what has been a pretty wet Summer, I do have some good news.

We've continued to work with the Borders Housing Network, our partner housing associations in the Borders, and charities Cyrenians and Changeworks with many projects to help with energy advice, fuel debt payments, vouchers and much more. We're extremely pleased to have secured more funding, £100k, towards helping you, our customers, with energy efficiency and comfort items for the colder months.

Do get in touch with your Housing Officer on 03000 200 217 if you need help and support. More than 4000 tenants across the Borders have already benefitted from previous funding.

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.

*Nile Istephan*



**50 years**

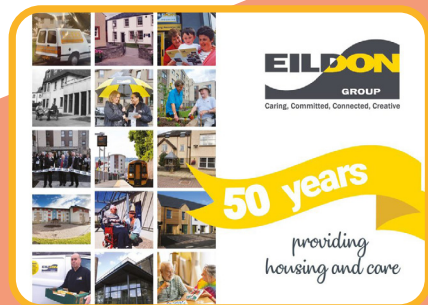
*providing  
housing and care*



# Welcoming new residents to their home at Poynder

The renovation of this fantastic iconic old high school building in Kelso, has been a labour of love. For the many local residents and visitors we welcomed to our open events we know that a positive future for the building was so important. So, it was great to hear the praise and lovely feedback on what has been achieved to bring life back into the rooms and corridors of this art deco development.

The new staff team have been really looking forward to meeting everyone as they get to know and support them. As we begin to welcome the next generation of residents to their new home, we hope we will continue to be at the heart of the local community in Kelso.



*Have a look through our new Anniversary brochure which details the last fifty years of Eildon.*

<https://bit.ly/50YearBrochure>

# The future is in your hands

While many of us think about making changes to meet our physical needs, it's common to overlook the simple and practical changes that can make a home more supportive if you are living with cognitive changes.

The Housing LIN (Learning and Improvement Network) is pleased to be supporting the University of Stirling's Designing Homes for Cognitive Ageing (DesHCA) research project which is seeking to understand how well the houses in the UK support healthy cognitive ageing and dementia.

If you are over 55 you are invited to take part in an online survey that will take you through different rooms and spaces within a home, checking features and areas that are important and supportive of cognitive ageing.

To access the survey: <https://bit.ly/DesHCA>

Your responses, along with data from other parts of the project, will be used to create practical resources and guidance to design new homes that are dementia-friendly, as well as help suggest improvements to your current home to better support you as you get older, especially if you're living with dementia.

To learn more about the DesHCA project visit: <https://www.deshca.co.uk/>



## Council Tax Reduction

For those on a low income, you may be able to receive a reduction in your Council Tax Bill. For those on Universal Credit a separate form is required to have any reduction applied, this includes free school meals and school clothing grant. Evidence of Universal Credits will be required to support any claim. Housing Benefit claimants will automatically have the reduction assessed with their Housing Benefit claim.

Forms can be accessed via the link below.  
<https://bit.ly/SBCouncilTaxReduction>

## Planning a trip?

If you are planning on going away throughout the year, when you return please remember to run your hot and cold taps for a couple of minutes to reduce the risk of bacteria built up.

This is also important for any showers you have in your home.



# Warm and Well

If you're struggling to heat your home or you have energy debt or an issue with a supplier, please remember that we can help you. Get in touch with your Housing Officer or call **03000 200 217** and we can talk through the issues and get you help from your local Warm and Well Coordinators, Matt Rorison and Terry Brown.

Matt says: "Our job is to help people find ways to make their homes more energy efficient and affordably warm to live in, to encourage people to change their habits even in small ways which in time will lead to bigger savings in their pockets. These are unprecedented times and people need more support than normal. We've already helped a number of Eildon tenants so please get in touch if you're struggling."

Matt and Terry's top tips for energy efficiency in preparation for Autumn:

- Block out at many draughts as you can.
- Turn down the thermostat by 1 degree.
- Move the sofa away from radiators/heaters to allow heat to circulate.
- Use timers on central heating, so that it's only coming on when you need it.
- Use curtains to help contain the heat in the evening.



<https://bit.ly/MyEildon>



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



# FREE SCHOOL MEALS AND CLOTHING GRANTS

We can provide children with free school meals and financial assistance towards the purchase of school clothing.

Find out more at: [www.scotborders.gov.uk/fsm](http://www.scotborders.gov.uk/fsm)



Make sure you don't miss out on your child's free school meals/clothing grant. Apply online now at <https://ow.ly/1Jiv50PoCZl>, where you can see if you qualify or scan the QR code on your renewal letter.

Already submitted a renewal application but not heard back? You do not need to submit a further application, as SBC will be in touch shortly.

## Older People Active Lives

Can you spare a couple of hours a week to help out in our Older People Active Lives service? We run 6 successful groups in Gala, Hawick and Peebles – and will soon be starting another in Kelso.

You would be spending time with some of our tenants living in our supported or extra care developments, having a blether, a cup of tea and playing some quizzes or games. We want to get as many of our tenants involved as possible and we can't do that without help. Why not come along to one of the groups and see if it's for you?

If you, or anyone you know, are over the age of 16 and would like to get involved, please get in touch [opalborders@cyrenians.scot](mailto:opalborders@cyrenians.scot) or call us on **03000 200 217**.



# Take control of your energy bills



**Ask your energy supplier for a smart meter or search “get a smart meter” today.**

Some homes can't get a smart meter yet. Your energy supplier can tell you if you can have one and how soon it can be installed.

A smart meter can help you take control of your energy use. Smart meters come with an in-home display that shows at a glance how much gas and electricity you're using and how much you're spending.

That means you can plan ahead, knowing how much your energy bill will be. It could also help you make small changes around the home to use less energy, which could save you money too.

## Storage Heaters

If you have storage heaters in your home and haven't had your meter upgraded to a smart meter, it's important that you contact your energy supplier to book an appointment.

Suppliers are responsible for replacing meters, including those for storage heating which can have a piece of equipment included with the meters called a teleswitch.

Energy suppliers are working to replace meters and teleswitches with smart meters ahead of a March 2024 deadline. This deadline has been pushed back in previous years because of Covid-19 and other delays, but we're encouraging tenants who have storage heaters to have their meters replaced if they can.

Ask your energy supplier or search 'get a smart meter' to get started.

You can read more about the changes here:

<https://bit.ly/HomeEnergyScotlandRTS>

# Worried about your energy bills?

Please get in touch if you are struggling with your energy bills or worry that you might come the autumn.

We can offer advice and support, but we also have access to grant funding through the Scottish Government's Social Housing Fuel Support Fund which means that we can help with fuel debt, prepayment fuel vouchers, and energy efficiency items like draught excluders, heated throws, radiator panels, and thermal curtains.

Call or email your housing officer to find out more.

<https://bit.ly/YourHousingContacts> - 03000 200 217

## Energy Help & Advice



## 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



Customer Service: 03000 200 217



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



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



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



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



Caring, Committed, Connected, Creative

Co-operative & Community Benefit Societies Act 1757R(S). A Scottish Charity SC015026.  
Registered with Scottish Housing Regulator HEP107.



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



Printed on recycled paper



# Summer Edition 2023