

50 years

providing
housing and care



CONNECT

WITH EILDON HOUSING

Home Improvement Team News

Affordable Warmth

Fuel Support Items

Eat well on a budget



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 WELLBEING

YOUR MONEY

YOUR FOOD

Welcome

to your Connect Autumn Edition

Foreword from Nile Istephan, Eildon CEO



Hello and welcome to this autumn edition of the Connect. You will see a copy of [our Performance Report for 2022-23](#) is also enclosed. This report is produced every year as a requirement of the Scottish Housing Regulator (SHR) for all social landlords. The SHR sets out the questions to be asked, which lets tenants understand where their landlord sits in direct comparison with others in Scotland. Each housing association asks their tenants the same questions (but sometimes in a different way) so an element of caution is needed when comparing the results.

We hope you find this report of interest. If you would like to find out more, you can visit the SHR website www.scottishhousingregulator.gov.uk to find out how we are regulated, and if you have any questions or feedback, please email Housing@eildon.org.uk.



Nile Istephan

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Eildon Makes a Difference



Putting the 'Garden' in McQueen Gardens

A brand-new community garden has been created for community living in our recently completed homes at McQueen Gardens in Galashiels.

The project was assisted by funding from the B&Q Foundation and volunteers from the Galashiels branch of B&Q, working with Eildon's volunteering project 'Eildon Makes a Difference'.

We also took part in the Borders Book Festival in Hawick. We were really pleased to volunteer our help and to see the many children enjoying the sessions. Over 1,200 children enjoyed the programme from authors with many also watching live from classrooms. Eildon sponsored the Book Festival in the summer in Melrose as part of our 50th Anniversary celebrations and bringing books to all ages.



Mosaics at McQueen Gardens

Some of the funding applied for through the B&Q Foundation, will be used to create a welcoming community garden at our new development at McQueen Gardens, Galashiels. Community Engagement Officer, Lita has been working with a local Mosaic Artist, Joy Parker from Selkirk, to create mosaics with the local community to help brighten up the fence. Everyone enjoyed being creative!



Modernisation

We occasionally get feedback expressing concerns that we are too focussed on investing in new build homes and we are not interested in upgrading our existing properties.

Our strategy sets out the vital importance of doing both of these things.

Investing in new homes is funded by a significant grant from the Scottish Government which we match with money we are able to borrow to build these homes (effectively, similar to a mortgage). This work helps us ensure that we are doing our bit to meet the need for more affordable homes in our communities and to take some pressure off those seeking to access our current homes.

In addition to this, we continue to invest heavily in our approximately 3,000 existing homes. The funding for this is supported by your rents and is predominantly driven by internal resources – although we occasionally get the opportunity to bid for other funding to either try something new or do things more quickly.

It is important to understand that it is not possible to take the money that we are investing in new homes and put all of this into upgrading our existing homes more quickly.

To help understand the point about our commitment to invest heavily in our current homes, we hope the following update on the work of the Home Improvement Team will be useful.

Ann in Peebles recently had a replacement kitchen installed. She said:

"I am elated with my new kitchen! The guys who fitted it were absolutely brilliant too. Five star plus. What a great team. They definitely went above and beyond and at times didn't even take a break. They worked with no mess and kept everything clean and tidy. It's fantastic."



Jean from Peebles who had a new bathroom fitted said:

"They have managed to do a marvellous job. They were all so polite, clean and tidy, and they did a great job of my new bathroom. They are all very skilled tradesmen. Eildon are excellent landlords. I used to own my own flat so appreciate how much all these things cost - especially a whole new bathroom."

Tell us what you think Grounds Maintenance

We understand how important grounds maintenance is to you as an Eildon customer and would be grateful for your ideas and views as the current contract is up for renewal in April 2024.



The consultation is open from Thursday 19 October to Tuesday 14 November. Your thoughts are important to help shape the future service.

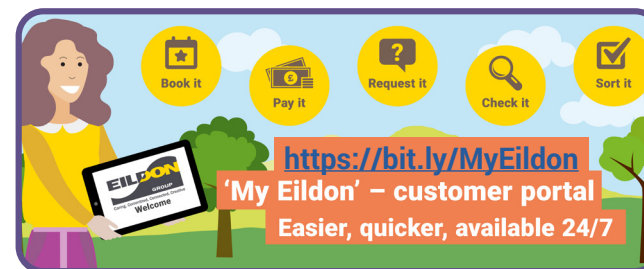
Thanks for your time and feedback. <https://forms.office.com/e/QTRtJeQptZ>

Customer Satisfaction Survey

We want to know what you think of our service.

Independent research company, Research Resource, will be contacting a number of customers to seek your feedback as part of our annual satisfaction survey process. A range of surveys will be undertaken relating to the quality of our housing management services, financial and wellbeing support, regulated care in our supported housing developments, and factoring services to owners. The surveys will take from Friday 3 November and conclude 1 December 2023. We are offering a prize draw to three customers who could each receive £100 in high street vouchers. Please take part if you are contacted. Thank you for your assistance.

My Eildon



We have tenants from as young as 17 up to 93 years old all using the My Eildon app. We'd encourage you to sign up if you haven't already – it's the easiest way to get in touch with us!

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.



Keep Warm This Winter

A reminder to please get in touch with us if you are struggling with your energy bills or worry that you might struggle come the winter.

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, and prepayment fuel vouchers. We also have a limited supply of energy efficiency items like draught excluders, heated throws, radiator panels, and LED light bulbs.

We have so far helped hundreds of our tenants with their energy costs, including providing almost 200 households with targeted support for winter items such as heated throws and draught excluders. If you need help, please call or email us to find out more.

Call or email us to find out more. <https://bit.ly/YourHousingContacts> - 03000 200 217.

Energy Help & Advice



Winter Campaign kicked off at Souter Court

Our Tenancy Sustainment Officers (Carol Robertson and Caroline Thomson), along with Housing Officer Emma Harris and Community Partnership Manager Ally Ramage were out and about mid-October at our elderly amenity development Souter Court in Selkirk distributing free heated throws and draught excluders to our tenants in advance of the chilly winter months to come.

Hundreds of these items were purchased using funds awarded to the Borders Housing Network (Berwickshire Housing, Eildon HA, SBHA and Waverley Housing) from our recent successful bid for the Scottish Government's Social Housing Fuel Support Fund.



Tax Credits – Ending from October 2023



To find out more, visit <https://bit.ly/TaxCreditsEnding>

Anyone receiving Working and/or Child Tax Credit but not receiving any other 'legacy benefit' will be asked to move to Universal Credit.

The Department for Work and Pensions (DWP) is writing to tax credit claimants to explain what to do, and by when. You don't have to do anything until you personally receive your Migration Notice from the DWP telling you that you need to claim Universal Credit.

Eat well on a budget this Winter



The Joint Health Improvement team have developed two budget friendly recipe booklets with a range of ideas to help you cook easy, low cost nutritious meals.

Eat Well in Winter – offering a selection of recipes that are nutritious, taste good and will help you to eat a balanced diet to keep well in winter. https://bit.ly/NHS_EatWell.

Low and Slow - focuses on slow cooking as a way of preparing nutritious meals that use less energy. https://bit.ly/NHS_SlowLow

Did you know that Eildon runs a food hub supplying food to 14 food banks, pantries and larders across the Borders? Since 2020, we have delivered over 230 tonnes worth of food to local groups working hard to get it to those who need it most. Please see the link below if you're struggling to access food.

Need help with access to food - There are various options available if you are struggling with access to food. <https://bit.ly/SBCHelpWithFood>



We Won!

We recently won a top national award at the prestigious Inside Housing Awards Ceremony in London for 'Best supported housing development – rural/suburban' for Poynder Apartments, the former Kelso High School.



Domestic abuse there's no excuse

Borders Housing Network Landlords (Eildon, Berwickshire Housing Association, Scottish Borders Housing Association and Waverley Housing) have recently reviewed our joint approach to domestic abuse with the aim of:

- Preventing victims becoming homeless
- Supporting victims of domestic abuse effectively
- Holding perpetrators to account

You can access our shared policy here: <https://bit.ly/3tRXi7r> and get help and advice from the following specialist services in the Scottish Borders.

[Domestic Abuse Advocacy Support \(DAAS\) Service](#) 01835 825024
[Borders Womens Aid](#) 01450 218409
[Children 1st](#) 01750 22892
[Scottish Borders Rape Crisis Centre](#) 01896 661070

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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



Customer Service: 03000 200 217



www.facebook.com/EildonHousing



housing@eildon.org.uk



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

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