

# Winter Edition



# CONNECT

WITH EILDON HOUSING

Manage your money

Your Community & Wellbeing

Manage your home

Food Support

**50 years**  
providing  
housing and care



Total funding we've brought to the Borders is an amazing £1.4m

## Our Winter Campaign

We are continuing to support you to stay warm this Winter, with a range of practical measures to beat the chill and keep bills down.

We are part of the Borders Housing Network which consists of all the Borders housing associations and we have been awarded another round of funding from the Scottish Government's Fuel Support Fund. This time we have received £300,000 towards helping tenants with fuel debt and paying for fuel vouchers for those who are struggling.

## Welcome to your Connect Winter Edition



Welcome to our winter edition 'Connect'. This time, we are including some handy tips in the run up to Christmas on how to report a repair, and we answer some of the questions we get asked the most which we hope you will find useful.

As the cost-of-living crisis is still very much with us, there is also

useful information from our Tenancy Sustainment Officers.

I would also like to take this opportunity to say thank you if you were contacted, for participating in our tenant satisfaction survey with our appointed consultants Research Resource. Your views play a vital part in shaping our services for the year ahead.

In the meantime, I wish you happy and healthy Christmas and all the best for the New Year.

*Nile Istephan*



### In this issue

We hope you find this issue useful as we continue to work with other organisations to share information and support this Winter.

YOUR MONEY

YOUR COMMUNITY & WELLBEING

YOUR HOME

YOUR FOOD



## HELP FOR EILDON TENANTS

### Do you have household fuel debt?

We have secured Scottish Government funding to help Tenants reduce fuel debts.

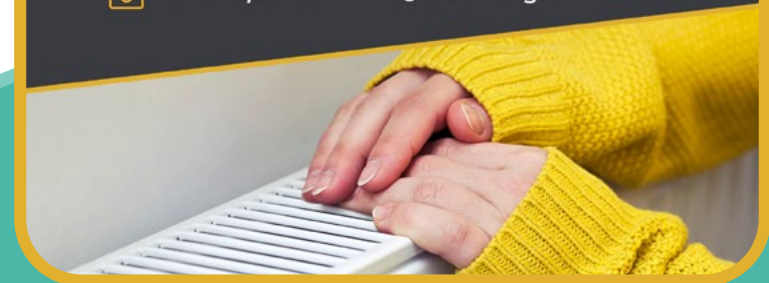
We can also work with you or refer you to independent sources of advice to help you reduce your energy use.

For more information, please get in touch.

☎ 03000 200 217

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

✉ [tenancysustainment@eildon.org.uk](mailto:tenancysustainment@eildon.org.uk)



## Meet our Tenancy Sustainment Officers

If you are taking on a new tenancy, or having difficulties managing your tenancy, you can speak to our Tenancy Sustainment Officers for help, information and advice on:

- eligibility and applications for benefits
- settling into your new home
- budget planning to help you manage paying rent and other bills
- applications for grant funding for household items (furnishings, carpets)
- accessing other services, including Social Work, Citizens' Advice Bureau, and other support agencies
- managing the condition of your property
- communicating positively with neighbours



All matters are treated confidentially. If you need advice, the Tenancy Sustainment Officers are happy to speak to you on the phone, in the office, visit you in your home or via email.

## We can help you access fuel vouchers

To access fuel vouchers you need to have a pre-payment meter for either gas or electric. You need to be in 'fuel crisis' the meter either imminently running out or already run out of credit with no access to funds to top this up. The guidance limit for fuel vouchers is three in six months, although cases can be looked on an individual basis.

## Contact our Tenancy Sustainment Service



TenancySustainment@  
eildon.org.uk



03000 200 217

## Extra Support with your Utility Suppliers

The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support to look after customers who have extra communication, access or safety needs.



**Register by calling 0330 10 10 167 or visiting our website**

**PSR help utility companies, including energy suppliers, electricity, gas and water networks**

to look after their customers by tailoring their services to support households who need extra help with everyday energy matters like bills, and also in the unlikely event of a power cut, gas or water supply interruption.

**By registering with them, they'll update your PSR request with your energy supplier (the company you pay your bills to) and your regional network companies including electricity, gas and water.**

Find out more from ChangeWorks via this video:

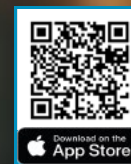
<https://youtu.be/QylGpOrnNBE>

## Money worries?

Health, Money, Housing & Work

## Help is at hand

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



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



# Out and about in your Community

## Eildon Makes a Difference Volunteering

As part of Eildon's volunteering programme, we were able to help Burnfoot Community School by delivering their bags of presents from Hawick across to Tweedbank as part of the Radio Borders Mission Christmas.

The Mission Christmas Appeal believes Christmas is for every child. With thousands of children living in poverty, many are at risk of waking up without presents to open because Christmas is a luxury their families can't afford. It will just be like any other day. But Mission Christmas is there to make a difference.



## We're delivering Christmas Hampers

We're working alongside the Splash project to provide Christmas hampers to residents in the Eyemouth and surrounding areas.

The hampers will be delivered to households on Saturday 23 December and will include full ingredients for a Christmas meal (or a ready meal for single people), presents, decorations and toiletries.



## Champ in our midst – James Dick

Sometimes we get to hear about some truly remarkable tenants. That was the case when Colin Playfair our Food Hub Co-ordinator got in touch to let us know about James Dick (Jim) who lives in Galashiels whom he often meets when they are out walking their dogs. Colin explained, "At first when I met Jim, we used to chat about dogs however, one evening we ended up in opposition when my bowling club played his club in a Border league match. Now when we meet its bowling talk."

This may not sound very special until you hear Jim is registered blind. He lost the sight in one eye through an accident at work, and only has 2-3% vision in the other eye. Yet, he was recently picked to represent Scotland in the British Bowling Disabled Championship and they came out as the overall winners. He has been an Internationalist for Scotland, a Singles and Pairs Champion, and National Champion for visually impaired bowlers. This year he will be President of his own bowling club at Ancrum. Jim said, "It's really exciting times as the Scottish Borders region is producing some really talented players who have a disability right now, and it takes a lot of work and dedication to stay at International level – I often have to play sighted players just to keep up."

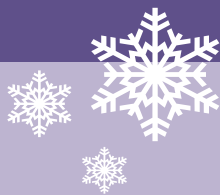


## Health & Wellbeing at Wilkie Gardens

Thanks to Cyrenians OPAL – Scottish Borders OPAL and the partnership with Charles River Labs and their corporate volunteering project, our tenants at Wilkie Gardens and the neighbouring Hanover Association development had great fun making bath bombs in time for Christmas gifts.

## We'd love to hear your stories

It was great to hear your story James. If you have a something to share, please do get in touch. <https://www.eildon.org.uk/contact-us/>



## Winter Tips & Advice

To help prepare yourself for the winter please make sure that you know:

- how to set and adjust your heating controls
- how to top up boiler pressure (certain boilers only)
- how to turn off your water at the mains valve

**For guidance on how to do this please see our self help videos opposite.**

There may be some delays in sourcing spare parts for heating breakdowns from our suppliers. We will always try our best to get these as quickly as possible for you.

If you are planning on going away during the winter or anytime of 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.

**Please do the following to avoid the danger of frozen pipes:**

- Keep your home warm and heating on a low setting
- Turn off your water supply at the stop-cock. This will limit any water damage should a pipe burst.
- Arrange for water systems to be drained down if you do not heat the property.

## Heating Self Helps Videos

We have created a series of short videos that you can find on our YouTube channel, that can help you through the winter, these are:

<https://bit.ly/YouTubeSelfHelp>

- basic controls on your boiler
- how to set basic controls of electric storage heaters
- how to set your electronic heating programmer
- how to set your mechanical boiler system
- thermostat and heating
- How to turn off your water at the mains valve

## Your Questions

Our Customer Experience Team help answer your questions if you ring us. When it gets colder, there are a couple of questions we get asked about a lot more.

As the weather outside gets colder and we heat our homes more, **condensation can form as well as mould**. A couple of things you can do to help get rid of it, is ventilate the room affected and wipe the mould/condensation away. In cases where there is a lot of mould, our Maintenance Officers can come and inspect the area and then advise you on next steps or book any repair works if they are needed.

**The gutters in your home may also get blocked** this time of year but this is a simple fix. Report a repair below and we'll get someone out to you to have it cleared.



## Making it easy to Report a Repair

There are lots of ways to let us know about any issues with your home. You need to report it to us so we can help you.

Repairs can be reported to us in a number of ways, but the quickest and easiest way is through [our customer portal – My Eildon](#).

It's available 24/7 and if you're not already registered, it's easy to get signed up. The Portal gives you access to your tenancy so there is lots you can do once you are on there.

If you're not able to access the internet you can call our Customer Experience Hub on **03000 200 217** during office hours and our customer advisers can also help you with your enquiry.

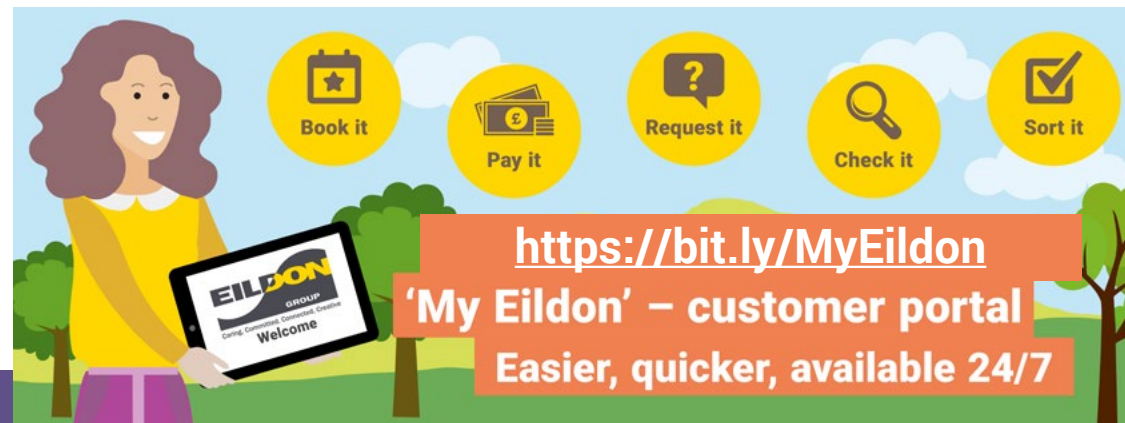
## Are you covered for Home Insurance this Winter?

During the winter months there's a greater threat of damage from fires, theft or burst pipes. As a landlord we don't cover you for the loss of contents to your home if any of those events occur.

There is the Thistle Tenant Risks Scheme (just one of many insurers on the market) who offer tenants and residents the chance to insure the contents of their homes. The Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants.

See their website for details:

<https://www.thistletenants-scotland.co.uk/>







**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



We continue to operate our Food hub from our head office in Selkirk, providing foodbanks across the Borders with essential food and household items.

Many other organisations and projects across the Borders area also providing support with innovative community initiatives, such as communal fridges and pantries, shared meals and community gardens. All of these are helping to provide an invaluable lifeline to people struggling to keep their head above water.



## Your nearest access to food supplies

For details of food projects in your local area., check out this online support: <https://bit.ly/FoodConversations>

You can also find out more about the support available from the Scottish Borders website: <https://bit.ly/SBCHelpWithFood>





# Christmas Opening Hours

We'd like to wish all of our tenants a peaceful time over Christmas and the New Year. We'll be closed for the festive period from 2pm on 22 December 2022, and will reopen at 10am on Wednesday 3 January 2023.

If you have an emergency you can contact 03000 200 217.



## 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



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