



## Information for Melrose Gait, Tweedbank & Stow



Victoria Watson  
Housing Officer



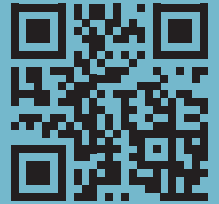
Paul Cowan  
Maintenance Officer

# Hello and welcome to your Tenant Update

We hope you find this annual update useful. It's full of information which is specific to your area from planned maintenance to updates on modernisation.

**Your repairs contractor is R3 Repairs** so if you do report a repair, a member of this team will contact you directly.

We aim to plan the work throughout the year but the timings can change if it is outdoor, which is weather dependent.



Scan to find out more on our website.

## Regular maintenance of your home

**J. Kyle**  
Cleaning Services



**Window cleaning** is carried out by J Kyle Cleaning Services Ltd in all locations where this service is included in your rent.

Windows are cleaned four times each year in all locations.

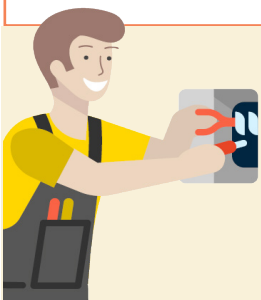


**Communal stair cleaning** is carried out by CAS Contract Cleaning Ltd in all locations where this service is included in your rent.

This is on a fortnightly basis.



Dalex Systems Ltd carry out our **gas boiler servicing** every ten months to ensure the safety of your home. Dalex will contact you directly to arrange access to your home. We appreciate your co-operation. We also service **heat pumps** annually.



### Electrical Inspections

We carry out a programme of **electrical inspections** on a five yearly basis, should your property require an inspection we will be in touch with you prior to this taking place.

### Grounds Maintenance

**Idverde** look after the communal landscaped areas of your development on our behalf. The work includes grass/hedge cutting and the maintenance of planted and hardstanding areas throughout the year.

Caring

Committed

Connected

Creative

## ROOF MAINTENANCE

We carry out roof maintenance checks on a biennial basis.

Our contractor is due to visit your patch next year – we will notify you nearer the time.



Bell Group are our **external decoration contractor.**

As a tenant you will be notified when work is planned in your area.



<https://bit.ly/MyEildon>  
**'My Eildon' – customer portal**  
 Easier, quicker, available 24/7

## Modernisation Programme

We have an ambitious ongoing programme this year, with the aim of delivering more home improvements than ever before through our in-house multi-trade HIT team, and some through external contracts.

Our investment in your area this year aims to deliver:

- Bathrooms** - Jura Drive, Tweedbank
- Kitchens** - Cherry Park, Tweedbank
- Heating Replacement** - Craighend Road, Stow

There are other works being carried out across all areas of the Borders.

For tenants living in the developments identified for improvements in their home, we will keep in touch with you over the coming months on our timescales and arrangements and ensure you get plenty notice.



## Your Feedback

It's important to us that the services delivered in this update are carried out to a high standard. Please let us know if you have any issues or feedback for us.

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

 **03000 200 217**

 **housing@eildon.org.uk**

 **www.eildon.org.uk**

Caring

Committed

Connected

Creative