



Information for Coldstream, Kelso and Stichill



Willie Frew
Housing Officer



Neil Renwick
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 Terry Frame, 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.

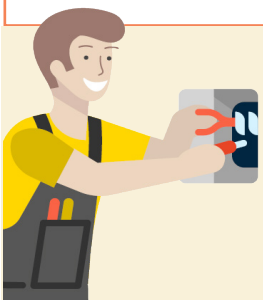
Windows are cleaned four times each year in all locations.



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

Tivoli Group 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.

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TERRY FRAME

Our **roof maintenance contractor**, Terry Frame, deliver this service on our behalf.

This year the roof maintenance will take place in your area at some point between April and September - exact dates are not available as work is weather dependent.



Bell Group are our **external decoration contractor**. This work includes the painting of the exterior of your property and of communal areas.

The following work will be undertaken on our behalf:

Coldstream: Douglas Court & Hirsell Court

Kelso: Edenside Court, Eschie Court, Farrier & Horsefield Court, Hendersyde Drive, Rodger Fish Gardens, Rosewood Gardens, Washington Avenue & Woodside Gardens

Stichill: Ednam Road

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:

Kitchens - Woodside Gardens, Kelso

Heating Replacement - Rennie Court (Phase 1), Kelso

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.

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