

Connect

with Eildon Housing

Spring 2025



Funding success for older people in the Borders



Caring, Committed, Connected, Creative



YOUR OPINION



YOUR MONEY



YOUR HOME



YOUR COMMUNITY

www.eildon.org.uk

Spring 2025

Welcome

Amanda Miller
Director of Community Services



Since our last Connect, there have been two significant customer consultations. Thank you to everyone who took part, we really value your feedback.

Rent Consultation 2025/26

Between last November and January we consulted on proposed increases in rent and service charges by 4% for our social rented tenancies and care services. 174 customers completed surveys and 79 customers in our care services attended Let's Talk meetings. 54% of customers said they were unhappy with the proposed increase. 22% of customers in care services also responded that they were unhappy with the proposed increase in service charges.

In February the Board received a report on the outcome of this rent consultation along with proposed increases by similar housing associations which showed the average increase across Scotland is 4.22%. This report included an analysis of written comments and verbal feedback. In reaching a

final decision the Board considered the financial challenges facing us through price increases across the services we use, the impact of the increase in employers' national insurance, and our plans to invest in our homes. The Board concluded the charges should increase from April 2025 as set out in the consultation. This wasn't an easy decision but it was felt the increases are needed to ensure we can keep to our service plans.

You will have received a letter about your increase from 1 April 2025. Please contact us if you have any concerns or would like advice from our tenancy sustainment team:

tenancysustainment@eildon.org.uk.

In this issue...

- Your Feedback/Shaping our Services
- Sustainability Winners
- Our new Energy Advisor
- Charging Batteries
- Digital Switchover
- New Homes in Peebles
- Walkabout Changes



Customer Satisfaction Survey

Between last November and January, 435 customers provided feedback to our market research company, Research Resource on a range of issues relating to the quality of our services.

Customer satisfaction has increased in the past year across 4 key areas - the overall quality of our services; how well we keep you informed about our services/decisions; whether rent charges offer value for money; and satisfaction with the quality of your home. The survey also highlighted aspects of our service where satisfaction reduced last year including opportunities for

customers to participate in decisions made by us; satisfaction in managing neighbourhoods; and the quality of our factoring service to owners.

When customers contacted us, 90% were satisfied with the quality of the support provided. For our care services, customers were most satisfied when asked if they felt they were treated with dignity and respect, and supported to be as independent as possible whilst ensuring their choices were respected.

The Customer Voice Group continues to better understand the concerns highlighted from the survey and take appropriate action.

Our 5 Year Strategy Consultation You've helped shape our services

Thanks to all our customers who recently contributed to the consultation on our 5 Year Strategy, along with other stakeholders. Your contributions help us shape the direction we will take in the next five years. The overwhelming feedback we received has been focussed on a recognition of the role we play in the Scottish Borders, the value of the outcomes we achieve and general support and encouragement for us to continue with these efforts but where possible, increase our impacts.

We are currently finalising the strategy and it will be based around five defining themes:

- Delivering for our customers
- Innovation and modernisation
- Investment in our homes
- Growth and meeting need
- Developing our people and our communities

Your feedback

How are we doing?

What is the Transactional Survey, and what is it used for?



Each month an external market research company called Research Resource randomly selects around seventy of our customers to survey. You may have been contacted by them by phone in the past. You are asked to comment and give feedback on your dealings with Eildon, staff and contractors.

The aim of this survey is to:

1. Gather data from a sample of people to help understand our customers' as a whole
2. Collect representative data
3. Get a deeper and more comprehensive understanding of our customers needs
4. To gather insights

In the last three years, the main areas you have fed back on are:

- repairs/emergency repairs is the area we get the most feedback on
- then gas servicing,
- then relets/new builds
- and anti-social behaviour / complaints

This information is given to our team managers to identify where we can make improvements and shared with contractors to help make improvements to your repairs experience.

The monthly Transactional Satisfaction surveys are a very important tool for us and we value your feedback to help us become better at what we do.



Our Customer Experience Team are on hand to help answer your questions when you [contact us](#).



03000 200 217



housing@eildon.org.uk

Shaping the Future of our Services

The Customer Voice Group plays a vital role in ensuring that customers' views shape the way services are delivered at Eildon. By meeting regularly with relevant staff, the group reviews key policy updates and customer feedback working towards improving services based on real experiences.

At the most recent meeting, the group discussed the latest Customer Satisfaction survey results. This valuable feedback helps Eildon understand what's working well and where improvements can be made. Previous meetings have focused on Customer Service Standards and, before that, a review of the 5 year strategy, demonstrating a clear commitment to continuous improvement.

A key resource for the group is the Customer Opinion Group, which has over 90 members. Customers involved can take part in surveys that interest

Customer Voice

them at a time that suits, ensuring their voices are heard in a flexible and convenient way.

By actively engaging with customer feedback and maintaining this as a key focus, this ensures that Eildon continues to provide high-quality, customer-centred services.

Get Involved

We'd love to hear from you.

If you'd like to have a say in shaping Eildon's services, consider joining the Customer Opinion Group, or Customer Voice Group. It's flexible, easy to take part in, and a great way to make a difference. To find out more, please get in touch with Lita our Community Engagement Officer today.



03000 200 217



housing@eildon.org.uk



Sustainability Survey Winners

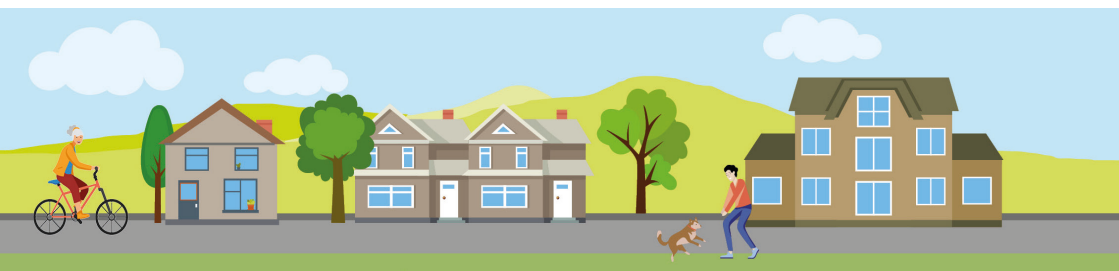
Your views on climate change and net zero



In the last Connect we asked you about your knowledge on Climate Change and Net Zero. We aim to incorporate your feedback and preferences into our commitment to tackle the climate crisis.

We had three lucky winners. They were Margaret from Hawick, Stuart from Kelso and Ray from Selkirk. Our Sustainability Co-ordinator Liam McGuckin had the pleasure of visiting Ray to hand over his £50 High Street voucher.

Ray said, 'I can't believe I have won! It was such a surprise as I don't normally win things. I am glad I entered!' Liam asked Ray about his interest in sustainability which is a key aspect of Eildon's 5 Year Strategy. Ray said he was interested in the subject and from his perspective his Eildon home is very well insulated. He is comfortable in his home and said he really likes having the Eildon Portal for reporting any issues at a time that suits him. He feels Eildon listens and gave the example of recent changes to the bin storage which had been requested by local tenants.



Introducing Lois Boyd

our new Energy Advisor

We are pleased to introduce our latest recruit, Lois, our new Energy Advisor.

We asked her about her first few months with us and what she has been doing. This is what she said, 'It's been a fantastic first few months at Eildon in my role as Energy Advisor. I have really enjoyed working with different teams across Eildon to help provide support to our customers. My role is very varied - from offering energy advice at home visits, providing fuel vouchers to customers in need, preparing tenants for the RTS switch-off and contributing to our sustainability working group.



It's been a great opportunity to get to know the team and I've felt very welcomed. My main focus these last months has been working with Energy Action Scotland and funding from Octopus to support tenants at risk of fuel poverty. This has involved providing 133 tenants with energy advice, fuel debt support and a payment made to their energy account of £150. I have engaged with almost 300 customers whilst working on the project and it's been helpful to learn more about how we can assist our customers and tackle fuel poverty.

I am excited to be involved in a variety of projects moving forward as we tackle fuel poverty across our communities and ensure a focus on sustainability within Eildon.'

This service is available to everyone. So, if you need to talk through how you could save money on your energy usage, Lois is here to help.



03000 200 217



housing@eildon.org.uk

Keep Safe - Charging Batteries

In the event of a lithium-ion battery fire, do not attempt to extinguish the fire. The advice from Fire Scotland is **'GET OUT, STAY OUT, Call 999'**.

Do not charge batteries in an area you'd use as a means of escape in a fire or whilst you are sleeping.

For more information check out the Scottish Fire & Rescue advice:

https://bit.ly/ScottishFire_lithium-ion-batteries

https://bit.ly/ScottishFire_EBikes



Radio Teleswitch Service (RTS) switching off electricity meters

The radio signal that controls Radio Teleswitch Service (RTS) electricity meters is going to be switched off. So this means for some customers who have electric heating or storage heaters you may need to take action.

Find out more from this helpful video https://youtu.be/_CsUPBvItts4 to find out how to identify if you have an RTS meter and what action you should take.

If your energy supplier contacts you **take action** to book your installation



ofgem

YOU MIGHT HAVE AN RTS ELECTRICITY METER IF:

- you have **electric heating** or **storage heaters**
- there's a **switch box** with a radio teleswitch label near your meter
- there's no gas supply to the area you have tariffs like **Economy 7** or **Economy 10**

ofgem

Going Digital

Are you ready?

Landlines in the UK are going digital. The existing analogue technology which has supported phone and broadband services for decades is being retired and switched off by the end of **January 2027**.

The vast majority of customers will be provided with a broadband line, making calls the same as they do today, but using 'Voice over IP' technology that uses an internet connection. Find out more -

<https://bit.ly/PhoneServiceChanging>

Planning a trip away?

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.



My Eildon - Customer Portal

Book it - **Pay it** - **Request it** - **Check it** - **Sort it**



<https://bit.ly/MyEildon>

Estate Walkabouts

We're making a change to Estate walkabouts – maintaining the areas you live in

Every year during our walk around our developments, we invite you to come and meet our housing and maintenance officers and let us know of any concerns you have. We don't get a lot of people joining us, but you can still let us know of any issues and report them online at any time.



If you see any issues which need our attention, please let us know via our [online form](https://bit.ly/WalkaboutForm): <https://bit.ly/WalkaboutForm> or contact us directly.

To make sure we see any signs of wear and tear or areas that need our attention as soon as possible, any member of staff will now be taking a look when they are in your area and reporting work that needs done. We hope that with this extra focus, it will help keep your home and surrounding areas looking the best they can.

Art comes to Poynder

To help decorate Poynder Apartments (the former Kelso High School building), we have been working in partnership with the charity 'Art in Healthcare' who lend from their extensive collection of modern and contemporary Scottish art. The intention is to place them into health and social care settings, to make environments more friendly, welcoming and stimulating for residents.



Amanda Miller, our Director of Community Services said, 'We now have 16 great pieces of their art on loan in the corridors leading to and within the lounge area at Poynder Apartments. I believe they have brought a real warmth and sense of homeliness to this space, and we are fortunate enough to have them on loan for a year.' We had a formal launch when artist Ursula Bevan Hunter ran workshops which gave tenants the opportunity to discuss the art and try painting, drawing and printmaking inspired by nature and the seasons.

Caledonian Court

New homes now underway in Peebles

Work started in February on the derelict site at Caledonian Court, previously known as Tweedbridge Court. This much anticipated project will provide 22 new homes with 14 three bedroom lower colony homes and 8 two bedroom upper colony flats.

This development will not only provide housing for local people, due to the local lettings initiative but it will also generate lots of community wide benefits. Working with JR Group (the appointed building contractor) and other local groups we'll deliver community benefits that reflect the needs of the town. We're encouraging the community to come forward with their ideas.

An agreed benefit is the bespoke storage of the trishaw on behalf of Cycling without Age, Peebles. The trishaw enables local elderly people to get out and about in the community.

This development has been a long time coming but we are hopeful that new tenants can move into their homes by summer 2026.



Keep updated

Funding Success

for OPAL thanks to the National Lottery

We're so pleased to have been awarded just over £147,000 to fund our OPAL Borders project for the next three years. OPAL Borders aims to maintain and improve older people's independence and encourage social connections by running regular group activity sessions in our seven sheltered housing and extra care housing developments in Galashiels, Hawick, Kelso and Peebles. The sessions run every two weeks for people aged 60+, with members of the wider community encouraged to attend alongside Eildon residents.



What's on in the Borders

Live Borders share many events across the Borders for you and your family.
<https://www.liveborders.org.uk/whats-on/>

Shareholder Membership

For only £1 you can become a member of Eildon.

Being a member means you are a shareholder of Eildon, a Cooperative and Community Benefits society. This entitles you to have even more of a say in how we do things. Why not join up – we'd love to have you as a shareholding member.

Find out more and apply

<https://bit.ly/SHMemberLeaflet>



Equality data collection

Local authorities and registered social landlords in Scotland must implement legal and regulatory requirements relating to equality data collection.



To help support us to make informed decisions and ensure our activities do not discriminate, we will be collecting equality data.

Many thanks for your help.

For more information and to complete the survey, check out the links below:

<https://bit.ly/equalitiesguidance>

<https://bit.ly/equalitiesdatacollection>

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



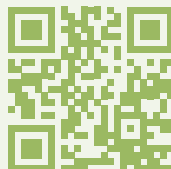
www.eildon.org.uk



EildonHousing



@eildonhousing



INVESTORS IN PEOPLE®
We invest in people Gold



Printed on recycled paper

Co-operative & Community Benefit Societies Act 1757R(S).

A Scottish Charity SC015026.

Registered with Scottish Housing Regulator HEP107.



Caring, Committed, Connected, Creative