

Connect

with Eildon Housing

Summer 2025



Launching our new Five Year Strategy



Caring, Committed, Connected, Creative



YOUR OPINION



YOUR MONEY



YOUR HOME



YOUR COMMUNITY

www.eildon.org.uk

Welcome to our Summer Connect

Nile Istephan, Eildon CEO



Launching our new Five Year Strategy

We have launched our new 5 Year Strategy 2025/26 – 2029/30 at a time when our key activities – providing high quality affordable housing and care services – have never been in such demand.

These issues have rocketed up the political agenda as a result of an increased recognition of a crisis in our housing, health and social care systems. Building on our previous strategy, we'll be using data and analysis to support our work to make improvements and to help understand the real areas where we can make a difference. We intend to continue to develop this approach over the strategy period.

We recognise the need to keep agile and be responsive in a world that is constantly changing. Nothing stays the same. Our aim is to continually improve our business for you, our customers, so that we can meet our ambition of supporting and strengthening our communities. For more information on our strategy you can read a copy and watch our video:

<https://bit.ly/5YearsEHA>

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- Keeping you safe this Summer
- 20 years of Care & Repair
- Save water this Summer
- Book Festival Raffle Winners



Delivering for our customers



Innovation and modernisation



Investment in our homes



Growth and meeting need



Developing our People



Supporting our communities

Developing Our Customer Charter, Service Standards and Commitments

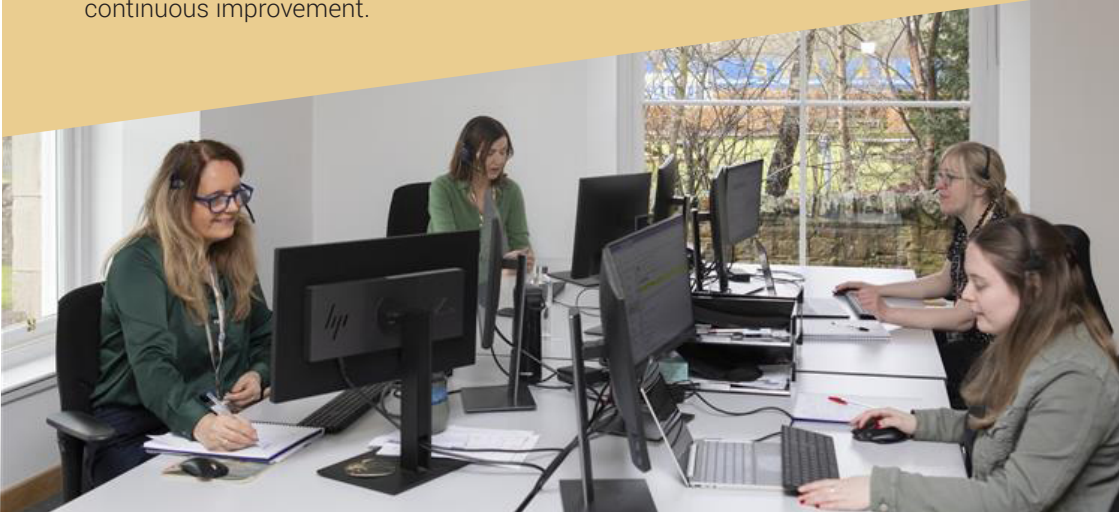


As you'll have seen in our new Five-Year Strategy, we are committed to continuously enhancing our services to better meet the needs of all our customers. A key part of this commitment involves strengthening our customer service approach to make sure that every interaction reflects our core values of quality, consistency, and accountability.

To support this, we have been developing a new Customer Charter, a clear and transparent statement of our promises to you, our customers. Alongside this, we are introducing a set of Customer Service Standards designed to ensure that all customers receive a consistently high level of service, regardless of how or where they engage with us.

These standards define how specific services will be delivered and set out the level of quality you can expect. They provide a clear benchmark against which our performance can be measured, making it easier for you to understand whether we are meeting, exceeding, or falling short of our commitments. This transparency should help you, our customers, as well as help us to identify areas for improvement and celebrate areas of excellence.

Once our employee training has been completed and the standards are fully embedded across the organisation, both the Customer Charter and Customer Service Standards will be published on our website, so they can be easily accessed and will reinforce our dedication to openness, accountability, and continuous improvement.



Shareholder Members are invited to our 2025 AGM

We are holding our 52nd AGM on Wednesday 3 September 2025, at our office at The Weaving Shed, Selkirk, TD7 5EB. It starts at 6pm and all Shareholder Members are very welcome.

If you are an Eildon Shareholder, you should have received your invitation by now. If you haven't, please get in touch using the contact us details on the back of your Connect. You can now attend our AGMs in person or virtually via Teams. You just need to let us know your preference. If you would like to come along in person, we have a light buffet following the AGM and can provide you with transport to and from our office. If you would like to join us virtually, you'll be sent a link.

We look forward to seeing you.



Becoming a Shareholder Membership for only £1

Being a member means you are a shareholder of Eildon, a Cooperative and Community Benefits Society.

This entitles you to have even more of say in how we do things. Why not join up – we'd love to have you.

Find out more and apply:

<https://bit.ly/SHMemberLeaflet>



Have Your Say – Your Voice Matters!

We're making it easier than ever for you to shape the services you use. Whether you prefer face-to-face chats or quick online surveys, there's a way to get involved that suits your schedule. Ahead of the launch of our updated Customer Voice Strategy, remember you can get involved in the:

Customer Opinion Group –

Share your views through flexible surveys throughout the year and receive regular updates about Themed Customer Voice Groups

Themed Customer Voice Groups –

Join regular in-person discussions with members of our team on key topics.

Your feedback is already making a difference, as survey insights are now directly shaping our meetings and decisions. No experience needed, just an interest in helping us improve!

Get involved in a way that works best for you.

Customer Voice

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.

Please get in touch with Lita our Community Engagement Officer.

 **03000 200 217**

 **housing@eildon.org.uk**





Back to School

Do you have a child either starting or remaining at school? You may be eligible for support from the benefits listed below in addition to Universal Credit, Tax Credits, Child Benefit and Scottish Child Payment that you already receive.

Clothing grant and school meals

If you qualify for a clothing grant, you're entitled to an award of £120 per child attending primary school and £150 per child attending secondary school. This can only be paid once a year. Here are links to the websites to check eligibility and allow you to apply and get help with any benefit queries.

Free school meals and help with schoolwear | Scottish Borders Council:

<https://bit.ly/40n5V7k>

<https://www.mygov.scot/best-start-grant-best-start-foods>

Best start grants automatically get the child start grant if you already getting payments.

How to renew

If you have received free school meals/clothing grants during the previous school year, you will receive a renewal letter advising you when you can reapply. Use the reference number quoted on your renewal letter when reapplying.



03000 200 217



housing@eildon.org.uk

FAQ's Grounds Maintenance

One of the biggest areas we receive questions on over the Summer is in relation to Grounds Maintenance. Here's some background information which we hope is helpful.

Grass Cutting - Grass cutting begins the 1st week of April until the last week of October and is carried out regularly and when needed throughout this time.

Maintenance of hard standing areas - Moss is treated over two visits per season; in April and November. Weeding will be carried out at regular intervals throughout the year.

Maintenance of hedging - Cutting and trimming of hedges and strimming of bases is done in line with good gardening practice. All cuttings are collected and disposed of off-site. This is done twice a year in August (Trim) and between November to March (hard cut back).

General shrub and heather beds - This will be done twice per season; Spring and Autumn with weeding carried out at regular intervals.

General Maintenance - Any fallen leaves and litter will be removed at regular times throughout the year.

Inspection of trees - This happens twice in a season; April and November, but not whilst birds are nesting.



It is important to note that many of the scheduled activities are weather-dependent and the timings may change.

Keeping you Safe

Communal Stairs

As a landlord, we have a legal obligation under the Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006 to manage the safety of communal areas and to make sure there are no obstructions that make it difficult for you to get out of the building in the event of an emergency.

Items stored/placed in communal areas (for example, pushchairs, bikes, mobility scooters, shopping trolleys, shelving, pots/ornaments) could obstruct the exit for everyone when evacuating the building. It could also create a fire risk and a potential source of ignition which could hinder the emergency services in event of a fire.

Please keep communal corridors, landings, service and meter cupboards and stairwells completely clear. If you're unsure or would like storage advice, please contact your housing officer. If you live in supported housing or extra care housing, speak to a member of the local team. We would also encourage booking a free home fire safety visit with the Scottish Fire & Rescue Service by phoning **0800 0731 999**.

Fire pits and Barbecues

Hopefully you've been enjoying the Summer weather and being outside. If you're using a barbecue or fire pit make sure you keep safe. More information on fire pit safety- <https://firepitsuk.co.uk/safe-use-and-care/>

Using Gas Barbecues or Cylinders? Be extra careful If you have a gas barbecue that you always turn off the gas at the supply first, then at the controls. Change gas cylinders outside or in a well-ventilated area. Store cylinders outside and away from direct sun or frost. Don't store petrol, diesel, or gas containers indoors or in communal areas.



My Eildon - Customer Portal

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

<https://bit.ly/MyEildon>

Modernising your home

How does it affect you

By now, you will have received your annual tenant update from your Housing Officer which contains information on our modernisation programme - if your patch is affected. <https://www.eildon.org.uk/manage-my-home/>

We would be very interested to hear from you to find out if you find these patch leaflets are useful, let us know - <https://bit.ly/EHAContact>



Protection against scammers

Scammers are always finding new ways to trick people, so it's important to stay alert and know how to protect yourself. They can pretend to be from your bank, the police or another company asking for personal information or pressuring you to make a payment. Never share personal information or bank details with anyone unless you're sure it's genuine.

<https://www.ncsc.gov.uk/collection/phishing-scams/report-scam-call>

Home Contents Insurance

We have buildings insurance for your property, but this does not cover home contents which we strongly advise you take out. Contents insurance is designed to help protect your possessions as there is always a risk they could be broken, damaged or stolen. Please see our website for more details

<https://bit.ly/EHAHomeContents>

20 years of Care and Repair

Working closely with our key partner, Scottish Borders Council (SBC), the Care & Repair team have made a significant contribution over the last two decades. With over £13.8 million pounds worth of adaptations made to homes, they've made sure older Borders residents can continue to live independent and productive lives.

Ellen Millar, Care & Repair's Project Officer, said"

We had a recent home adaptation when a client was referred following an assessment by SBC's Occupational Therapist. As a recent amputee they were no longer able to access their existing step-in shower. They own their own home, are in their mid-60's, and their property was otherwise suitable to meet their long-term needs. Borders Care & Repair worked on behalf of this client to prepare a plan for a new shower room which was better suited to their needs.

We're extremely proud of the end result and the client was delighted. He said the work will enable him to continue to live independently and he is less anxious about his safety.

The Borders Care and Repair Service provides an adaptation service and handyman service. Find out more about how you can access the service.



<https://bit.ly/CareAndRepair>



Save water this Summer



It's a great time to cut down on energy use at home as we rely less on heating and lighting. Around 20% of the average household's heating bill goes toward heating water.

Top tips to help you save water this summer:

- Washing at 30°C instead of 40°C can be 40% cheaper.
- Only boil what you need in the kettle, saving you water, energy, and time
- The Energy Saving Trust recommends a short 4-minute shower, which could save around £45 a year on energy bills.

Scottish Borders households are eligible for free water-saving packs from Home Energy Scotland. Find out more: freephone 0808 808 2282 or speak to our Energy Advisor on housing@eildon.org.uk.

Radio Teleswitch Service (RTS)

Electricity meter switch



For those with electric heating or storage heaters, the radio signal that controls Radio Teleswitch Service (RTS) electricity meters is going to be switched off. Suppliers began a targeted phase-out of RTS meters at the end of June. This phased switch off will enable suppliers to allocate resources more effectively to regions with a high concentration of meters. If you have night storage heating get in touch with your supplier immediately as there is now a significant waiting list for meter upgrades. For more info: <https://bit.ly/RTSPHaseOut>

Refurbished bikes for sale

Looking to get out cycling with the kids over the summer? If you need a new bike, Just Cycle have LOTS of bikes in stock and ready to go. They refurbish unwanted bicycles and offer basic servicing and repair. All recycled bicycles are repaired to a high standard and are sold with 3 months Just Cycle cover to ensure your peace of mind.

<https://justcycle.org.uk>

Other useful website:

<https://bit.ly/HAPiBikes>



Raffle winners enjoyed the Book Festival

We were delighted to continue our sponsorship again this year for the Borders Book Festival. We raffled six free tickets to tenants' families for the children's events. They all had great time watching the authors bringing their books to life and encouraging everyone to get involved.



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.

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



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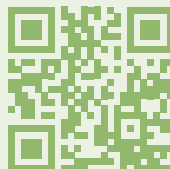
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We invest in people Gold



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