

July 2025



Annual Tenant Update 2025

Information for Coldstream, Kelso and Stichill



Willie Frew
Housing 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.



Scan to find out more on our website.



Neil Renwick
Maintenance Officer

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.



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

Caring

Committed

Connected

Creative

Regular Maintenance of your home

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.

Roof Maintenance

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.

Window Cleaning

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.

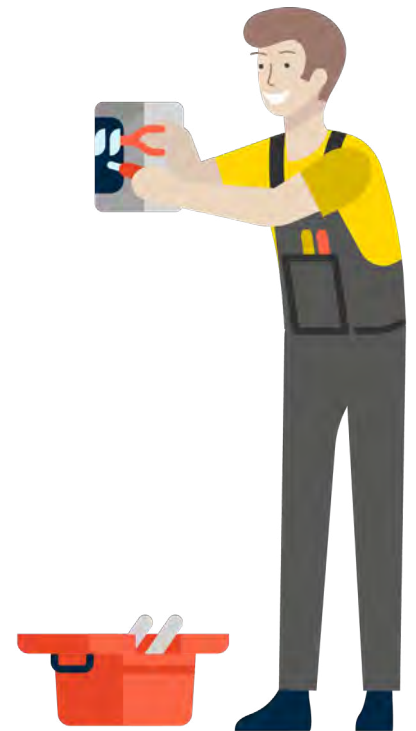
Stair Cleaning

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.

Gas Boiler Servicing

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.



**TERRY FRAME
JOINERY**



Caring

Committed

Connected

Creative

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

Eschie Court, Kelso

Bathrooms

Brisbane Place, Kelso

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

For tenants living in the developments identified above we will keep in touch with you over the coming months on the timescales and arrangements to make sure 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**



Customer Service: 03000 200 217



housing@eildon.org.uk



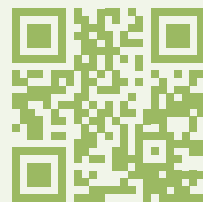
www.eildon.org.uk



EildonHousing



@eildonhousing



INVESTORS IN PEOPLE®
We invest in people Gold

Co-operative & Community Benefit Societies Act 1757R(S).
A Scottish Charity SC015026.
Registered with Scottish Housing Regulator HEP107.



Caring, Committed, Connected, Creative

Caring

Committed

Connected

Creative