

Connect

with Eildon Housing *Winter 2025 / 26*

Supporting you
this winter



Caring, Committed, Connected, Creative



YOUR OPINION



YOUR MONEY



YOUR HOME



YOUR COMMUNITY

www.eildon.org.uk

Welcome

to our Winter Connect

Stay warm and save energy

In this issue, we've provided support for over the winter months. We know energy costs can be a worry, but there are small steps you can take to make your home more comfortable and keep bills under control. It's all about using energy wisely, not going without. Here are some simple, practical steps you can take to stay warm and comfortable without spending more than you need. Every little change helps, and we're here to support you along the way.



Contacting your energy supplier

- **Check if you're on the Priority Services Register (PSR)**

If you or someone in your household needs extra support, make sure you're registered on PSR with your energy supplier. It's free and can give you access to helpful services.

- **Does your supplier offer saver sessions?**

Some suppliers reward you for using less energy at certain times. It's worth checking and earn savings.

- **Submit a meter reading**

If you don't yet have a Smart Meter, it's important to submit regular readings. This will help you avoid estimated bills and keep your account up to date.



In this issue...

- Stay warm and save energy
- Warm spaces
- Winter tips and advice
- Rent Consultation
- Radio Teleswitch Service
- Peebles progress

Top tips for energy saving

- **Let the light in**

We know it can feel dark in winter, but every bit of daylight helps. Open your curtains during the day to let in natural light and warmth. Close them when it gets dark to keep the warmth in.

- **Use lamps**

Lamps use less energy than ceiling lights and create a cosy atmosphere.

- **Save energy while cooking**

Use lids on pots to keep heat in, and if you're making a big meal, cook several dishes in the oven at once instead of turning it on multiple times. If you have an air fryer, it can be a great money-saver.

- **Don't dry clothes on the radiator**

Putting clothes on the radiator blocks heat and makes your boiler work harder, which costs more. It can also increase damp and mould. Try using a clothes airer near a heat source and keep a window slightly open to let moisture escape.

It's important to keep warm and well in winter, keeping your home cosy and protected from the cold and damp. No one should be without hot water, heating, or a warm meal. If you're finding things difficult or need a little extra support, get in touch with our Energy Advisor.



housing@eildon.org.uk



03000 200 217



Get connected with social tariffs

With rising costs, more of us are struggling to afford mobile and broadband, which can lead to digital exclusion. Citizens Advice are launching a local campaign, 'Get Connected', to raise awareness about affordable internet and mobile options for those who need it most. If you are receiving benefits, you might be able to get a cheaper internet, or mobile deal called a social tariff.

<https://www.choose.co.uk/broadband/guide/social-tariffs/>

Which broadband deals are available in your area?

<https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs>

How a social tariff could help you

- It's available to those on a variety of benefits
- It's cheaper than a regular package
- Fast, unlimited broadband
- Free or very small set up fee
- Ask your provider about social tariff, free to switch anytime
- The price won't go up mid-contract
- No fee to leave



Peeblesshire Foodbank in partnership with CAB:

Free lunch alongside support from CAB if required.

Eyemouth Brunch Hub

Thursdays at Eyemouth Community centre from 10.30am to 1.30pm - lunch available from 12 noon.

St Boswells Village Hall:

Wednesday morning
9.30am - 12.30pm



Warm spaces

If you or someone you know is struggling with the cost of living or is feeling isolated, there are places you can go which are open this winter across the Scottish Borders.

Station House, Stow

Open Mondays, Thursdays, and Fridays from 9am - 5pm.

Burnfoot Community Futures Centre, Hawick

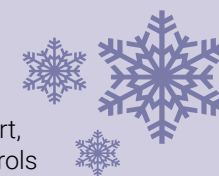
Open Thursday 11am - 2pm.

Connect Berwickshire Youth:

Start dates to be confirmed

<https://www.cas.org.uk/get-connected>

Winter tips and advice



To help you stay warm this winter, have a look at our series of short, self-help videos for guidance on how to operate your heating controls and setting your room thermostat:

<https://bit.ly/YouTubeSelfHelp>

We also have a helpful video on how to turn off your water at the mains valve. This will limit any water damage if a pipe bursts.

<https://www.youtube.com/shorts/AUhqZEVngYc>

If you are planning on going away during the winter (or any time of the year), remember to run your hot and cold taps for a couple of minutes when you return to reduce the risk of bacteria build-up. This is also important to do if you have a shower.

Prevent frozen pipes:

If you can, keep your home warm and heating on a low setting. Arrange for water systems to be drained down if you do not heat the property.

There may be some delays in sourcing spare parts for heating breakdowns from our suppliers. We will always try our best to get these as quickly as possible for you.



Vinyl wraps in kitchens are not permitted

We've recently come across some kitchens where tenants have added vinyl wraps to their kitchen doors and worktops. While this may seem like a simple way to refresh your space, please note that vinyl wrapping is not allowed in Eildon homes.

Why is this important? Vinyl wraps are extremely difficult to remove without damaging the original surfaces which can lead to costly repairs or replacements. If you're considering any changes to your home, please contact us first. We're happy to advise on what you're able to do and help you keep your property in great condition.



2026/27

Rent Consultation Proposal

Let us know what you think

You will have received a letter from us on the rent increase proposal for 2026/27. Let us know what you think via the survey link in your letter, before Friday 16 January 2026, and you could win one of two £100 shopping vouchers.

Your views will be shared with our Board, and they will make a decision on the rent increase in February 2026. Once the decision has been made, we will share the decision on our website. You will receive a letter in March confirming the Board's decision and the exact amount you will be charged from 1 April 2026.

Radio Teleswitch Service (RTS)

The Radio Teleswitch Service (RTS), which controls certain electricity meters, is being phased out. Energy suppliers began this process at the end of June, focusing first on areas with a high number of RTS meters to manage resources effectively.

If your home uses night storage heating, it's essential to contact your electricity supplier as soon as possible. There is now a significant waiting list for meter upgrades, and early action will help avoid disruption to your heating schedule.

For more information, please call your supplier, or visit their website to arrange an appointment.

<https://bit.ly/RTSEnergyAdvice>



My Eildon

is the easy way to manage your tenancy 24 hours per day.

Did you know?

Once registered you can do many things, here are just a few:

- Request a repair and check the progress
- View your rent transactions and check your balance
- Make a secure online payment and request Direct Debit
- Report incidents of anti-social behaviour including graffiti and fly tipping
- Give us Notice

All you need is your tenancy number and an email address to be able to benefit from having 24 hour access.

Our tenants registered on My Eildon ranges from 17 - 98 years old and last month we dealt with over 100 requests helping you 24/7.

'My Eildon'
Our customer portal
Easier, quicker, available 24/7

Book it
Pay it
Request it
Check it
Sort it

<https://bit.ly/MyEildon>

Our friendly Customer Advisers are always willing to help

Delivering for Our Customers



Need help registering?

Check out our Help Guide: <https://bit.ly/MyEildonHelpGuide>

Join 100+ Members Already Making a Difference!

Customer
Voice

We're reviewing our Estate Management Policy, and your voice matters! This is your chance to help shape how we manage and maintain the communities we serve.

By joining the Customer Opinion Group, you'll:

- Influence key decisions that affect your home and neighbourhood
- Share your ideas and feedback directly with us
- Make a real difference in improving services

Interested?

Sign up today and be part of the conversation that drives positive change.

Shareholder Membership

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

Being a member means you are a shareholder of Eildon, a Co-operative and Community Benefits society. This entitles you to have 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/Shareholder2025Leaflet>

High Praise for our Extra Care and Learning Disability Service

Our extra care service at Poynder Apartments and our learning disability services, Poynder Gardens and Station Avenue recently had an unannounced inspection by the Care Inspectorate. Overall, the services achieved 4s 'Good' across the board, and one 5, 'Very Good' for Station Avenue.

We are extremely proud of the high quality of care that our staff teams provide. For the reports to identify the genuine care and dedication each member of the team displays is a true credit to them. It was especially heartening to read that the relaxed and cheerful atmosphere allows tenants at all these locations to feel safe and inclusive. We are extremely proud of our fantastic team who provide such a valued and much needed service in the Scottish Borders.

We always value feedback from the Care Inspectorate which we will embrace to continue to improve the care and support we provide.



Award win for a greener future

We're proud to have been awarded Bronze level status as a Carbon Literate Organisation by the Carbon Literacy Project. This award is for our ongoing commitment to sustainability and reducing our environmental impact. So far we have:

- Switching Eildon's electricity supply to 100% renewable energy, saving 200+ tonnes of CO2e per year.
- Changed communal lighting to energy saving LEDs in three of our developments, saving approximately 7.3 tonnes CO2e per year.
- Established a "Print to Post" service in collaboration with Royal Mail, which has reduced the amount of printing we do onsite, and the number of Royal Mail postal collections, making savings and CO2 in the process – 1t of CO2e per year.
- We're committed to making changes to help make a greener future for all our customers and employees across the Scottish Borders.



Supporting the next generation

Celebrating Excellence in Construction & Engineering

We were really proud to sponsor the Construction and Engineering Student of the Year award at the Borders College Graduation Ceremony on 23 October 2025. Our Chief Executive Nile Istephan presented the Bill Wilkie Memorial Quaich to Malina Corrin, recognising her outstanding academic performance, professionalism, and dedication.

Malina stood out for her consistent excellence and problem-solving skills, earning the award purely on merit. She now begins her next chapter studying Environmental Engineering at Glasgow Caledonian University.

Nile Istephan said, 'We know Bill Wilkie would have been delighted with such a worthy winner. We wish Malina every success in her future career.'



Homes in Peebles progressing well

Caledonian Court

Work is progressing well at our latest development Caledonian Court in Peebles. This much anticipated development will provide 22 new homes including 14 three-bedroom lower colony homes and eight two-bedroom upper colony flats.

The main structures are now built and the roofs for both blocks are fully wind and watertight. Work has now started on the inside where we'll really see the building take shape. The works are currently on programme and we're still aiming for completion around early summer 2026.

This long-time derelict site will not only provide housing for local people due to the local lettings initiative in place, but will also generate community wide benefits including our support of the local charity Peebles Cycling without Age (CWA) whose volunteers offer a fantastic service in the town. Eildon will provide storage for their two trishaws and a wheelchair trishaw, to enable local elderly people to get out and about in the community. We are delighted that we can continue to help with this fabulous project.



Supporting Mission Christmas

As part of our volunteering programme, we were able to help with this year's Greatest Hits Radio Mission Christmas Appeal. With thousands of children living in fuel poverty, Christmas can be a luxury families can't afford. This fantastic appeal is helping make a difference to children in the Borders.

Worried someone you know may be at risk of domestic abuse?



Submit an application to the Disclosure Scheme for Domestic Abuse Scotland (DSDAS)

scotland.police.uk/dsdas



Are you worried about how you or someone you know is being treated by their partner? Make a request to Disclosure Scheme for Domestic Abuse Scotland (DSDAS).

If someone has an abusive past and poses a risk, a disclosure can be made. Find out more..

<https://www.facebook.com/share/v/14KaHAFiFeG/?mibextid=wwXlfr>

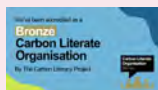
**In an emergency, call 999
or contact the National
Domestic Abuse Helpline:
0808 2000 247.**

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



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