

# Connect

with Eildon Housing

Spring 2026



## New Vans, New Service



Caring, Committed, Connected, Creative



YOUR OPINION



YOUR MONEY



YOUR HOME



YOUR COMMUNITY

[www.eildon.org.uk](http://www.eildon.org.uk)

# Welcome to our Spring Connect

## Rent Consultation Feedback



Thank you to everyone who took part in our annual Rent Consultation between December 2025 – January 2026. Your feedback is really important to us, and taking part helps us meet our responsibilities as a housing association in Scotland. It is also important in supporting our Board to decide on annual rent increases. A report on the outcome of the rent consultation process can be found on our website:

<https://bit.ly/30k47Jm>

We are a registered social landlord and the rent you pay is our main source of income. As a not-for-profit organisation, this funding allows us to invest and improve your homes and continue providing the services you rely on. We work hard to keep rents affordable while still delivering good value for money.

One of the ways we do this is by carefully balancing cost and quality when buying services and appointing contractors.

There is an enclosed leaflet that has frequently asked questions taken from this consultation which are there to help explain the reasoning behind this years increase.



## In this issue

- New windows at Teviot Court
- Universal Credit
- Have Your Say
- Caledonian Court, Peebles
- OPAL success

## Contact us

 03000 200 217

 [housing@eildon.org.uk](mailto:housing@eildon.org.uk)

# Your Repairs in Galashiels & Peebles

## A new way to deliver value and quality

Our repairs service is our most used service, taking us to every corner of the Borders.

From your feedback, we know when you contact us regarding a repair, you want us to attend promptly, at a convenient time and to complete the repair quickly (in one visit, if we can). We also know that you want us to deliver the best possible value for money, but not by cutting corners. We are now completing more repairs than ever before with each repair costing us more. And it's not hard to see why with the cost of living at the moment.

Like a lot of other Housing Associations, we use contractors to deliver our repairs service. For the last three years we've used Terry Frame, Consilium and R3. Overall, our collective performance is good and compares favourably to the Scottish average in some key areas. But we know our

contractors are struggling to keep costs in line with our expectations. R3 covered the Galashiels and Peebles areas for repairs on our behalf. When our contract with R3 meant significant increase in costs, we decided to employ our own people to deliver the work ourselves.

**The new Eildon service will provide the same great experience we offer from our in-house Home Improvement Team, who consistently get near 100% customer satisfaction. This new service has been designed from the ground up to be responsive, flexible and to ultimately deliver what you value most.**

**When it comes to repairs in the Peebles and Galashiels areas, it's our vans and people who will arrive at your door. We really want to get this right and would welcome your feedback on this service.**



# New Windows at Teviot Court

Contractor Sidey recently installed new windows at our supported housing development Teviot Court in Hawick - total cost of programme £500,000.

Ruth Tripovic Co-ordinator at Teviot Court wanted to express thanks for the excellent service provided by Mario and Dave. Ruth said, ***"From start to finish, Mario and Dave were professional, reliable, and extremely respectful of our tenants. Working in sheltered housing requires not just technical skill but also patience, courtesy, and understanding – and they demonstrated all of these qualities consistently. Their professionalism, quality of work, and respectful approach make them highly recommended for any future projects. They did a fantastic job!"***



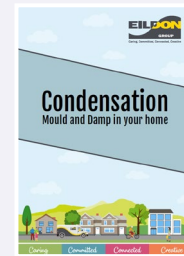
# RTS National Update



The Radio Teleswitch Service (RTS) is now in its final phase of being switched off, with completion expected in summer 2026. Households still using an RTS meter are being urged to book a replacement as soon as possible to avoid issues with heating, hot water, or incorrect billing during the controlled phase-out. Energy suppliers will contact anyone affected, but if you think you may still have an RTS meter, please get in touch with your supplier for advice or contact us to speak with our Energy Advisor Lois Boyd at [loisb@eildon.org.uk](mailto:loisb@eildon.org.uk).

# Dampness & Mould

Don't leave it too late!



Damp can be a problem in some homes, especially in colder and wetter weather. If it is not dealt with, it can damage your home and may affect your health, particularly if you have existing health concerns.

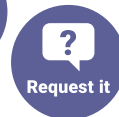
We have created a leaflet which is available on our website giving tips and information on condensation, damp and mould.

Check out the link or contact us to find out more: <https://bit.ly/43GH9j3>.

## 'My Eildon'

Our customer portal

Easier, quicker, available 24/7



Our friendly Customer Advisers are always willing to help



Delivering for Our Customers

<https://bit.ly/MyEildon>

## Tenancy Sustainment Support

### Lifting of the Two Child Limit – what does this mean?

If you have more than two children and get Universal Credit you will be able to claim an extra amount for your third - or subsequent children - as announced in last year's UK Autumn budget.

Families will receive £3,647 per child per year for children born after April 2017. For example, a family with three children will be eligible for approximately £10,942 annually under the child element of UC. Some families will be affected by the benefit cap which limits total welfare payments to £22,020 per year. Around 50,000

to 60,000 may not receive the full increase due to this cap. Also, people who have an existing Transitional Element within their UC may not see this full increase either. If you have a transitional element this will show under payment details on your UC journal.

The removal of the Two Child Limit does not affect Child Benefit which can still be claimed for any number of children. From April 2026, weekly payments are £27.05 for the eldest child and £17.90 for subsequent children.

If you would like to discuss how this might affect you, please check the government website below or contact us at the tenancy sustainment service on **03000 200 217**.

<https://www.gov.uk/guidance/claiming-benefits-for-2-or-more-children>.



## Council Tax Reduction

Just a reminder for anyone claiming Universal Credit, you need to apply for a Council Tax Reduction separately. Check out the Scottish Borders Council website at the link below for more information and to access the form to apply. You can also contact us at the tenancy sustainment service on 03000 200 217.

<https://www.scotborders.gov.uk/council-tax>

## Have Your Say

### on our Estate Management Policy

Over the past few months, we've been reviewing our Estate Management Policy, which is reviewed every five years. This helps shape how we look after our neighbourhoods, communal spaces, and shared environments.

Members of our Customer Opinion Group have shared valuable insights into what works well at the moment and what they think needs to improve or be done differently.

#### What the Policy Covers

The Estate Management Policy sets out how we support tenants and residents to live in clean, safe and well-maintained neighbourhoods. It covers key areas such as:

- Estate walkabouts
- Grounds maintenance and shared garden spaces
- Stair and window cleaning
- Vehicle parking
- Domestic CCTV
- Communal storage areas
- Fire safety within communal areas



#### What's Changing?

Early feedback has helped us shape some proposed updates. These include:

- Moving some aspects like fire safety and mobility scooter guidance into stand alone policies
- Proposing a clearer, more flexible approach to estate walkabouts, replacing twice yearly walkabouts with staff identifying issues during routine visits
- Improving clarity around parking
- Making shared green spaces better for nature and for tenants and residents, and more attractive, welcoming, and enjoyable for people to use.

These are only proposals at this stage and we want to hear your views before anything is finalised.

## Your Feedback

It's your opportunity to tell us what you think and help shape the final policy.  
<https://bit.ly/EstateManagementPolicy>

Don't have online access? Get in touch and we can talk you through the questions or send you a paper copy, contact Lita McHale at [litaM@eildon.org.uk](mailto:litaM@eildon.org.uk).

# Sustainability

## Our Decarbonisation Roadmap

### Progress Report (2024/25)



As a sustainable organisation, we are committed to producing an annual summary of our sustainability progress - <https://bit.ly/4vujOyy>. This helps us strengthen accountability and transparency around our environmental and social impact. Until now, reporting our energy use and carbon emissions was voluntary - one that has guided our strategic direction and informed future policy, but as Eildon continues to grow, we recognise that formal regulatory requirements for energy and carbon reporting will be required.

To ensure we are well-prepared for future regulations, we have adopted the Sustainability for Housing (SfH) Environmental, Social, and Governance (ESG) framework. This will bring greater scrutiny to our wider sustainability ambitions which we welcome. By doing this voluntary reporting it will help us benchmark our progress against sector peers, strengthen our ability to attract private investment to support our sustainability goals, and future-proof the organisation for forthcoming regulatory changes.

Everyone at Eildon will be focusing on delivering our sustainability ambitions for you, our customers. From helping tackle fuel poverty to supporting our efforts to reduce carbon emissions and improve the thermal efficiency of our homes – and everything in between!



# Caledonian Court, Peebles

We've had exciting progress at Caledonian Court in the heart of Peebles, which is under construction with JR Group. We're bringing 22 much-needed new homes to the community - 14 spacious three bedroom lower colony homes and eight modern two bedroom upper colony flats.

Landscaping and work on the externals has started. The inside of this building has been wired. Dividing walls are up. Kitchens are arriving and mains power and water will soon be connected. Construction should be complete by August with tenants moving into their new homes shortly after.

We are currently engaging with the local community council on a local lettings initiative.

We are always grateful for the ongoing patience and support from the community as we work to deliver high-quality homes for local families.



## Community benefiting from construction

What a fantastic time we had with the children of Kingsland Primary in Peebles. They had a brilliant time visiting our Caledonian Court site and getting hands-on with construction activities back in the classroom. We hope we have inspired future generations and have a few apprentices in the making!



# OPAL Borders Success Story

Every now and then a project comes along that reminds us of the impact of what we do. A year ago, we received funding from The National Lottery and now we're celebrating 12 months of more than just statistics. We're celebrating thousands of moments of genuine human connection through OPAL Borders, (Older People Active Lives). From the quiet corners of Peebles to the heart of Hawick, OPAL has become a lifeline to many people.

Here is the incredible impact from this year:



## Our Year at a Glance



### 296 lives touched

Nearly 300 individuals joined the OPAL family.



### 2,543 attendances

That's over two thousand times someone chose to step out of their home and into a supportive community.



### 25 monthly groups

From "Pie and a Brew" sessions for men to dementia-friendly art and gentle exercise.



### 11 incredible volunteers

A huge thank you to our volunteers and our partners, the National Lottery Community Fund.



## Life-Changing Feedback

For our participants, these friendships are the reason they get up in the morning.

***"You need companionship. Loneliness is a killer... It makes a big difference to my mental health."*** — Jock

***"The atmosphere is caring and loving... you are always made welcome."*** — Anne

***"Feel uplifted after attending... the talking helps with my mental health."*** — Helen



## Older People Active Lives

OPAL thrives on collaboration. We've built a web of support by partnering with local libraries, primary schools, and health organisations. We've also become a training ground for the next generation, providing placements for students from Borders College and Queen Margaret University.

We couldn't do this without our volunteers who give their hearts, and our partners—including the National Lottery Community Fund—thank you. Because of this dedication, the Borders is a little less lonely and a lot more connected today.



# Meet new Board Member, Emma Downie

I was delighted to be co-opted to Eildon's Board from September 2025. I am a Chartered Accountant with over 25 years of finance experience across commercial and not-for-profit sectors, including being Head of Finance for a Scottish Housing Association. I am also part of the finance team supporting Peebles RFC. I live in West Linton, and I am keen to support Eildon in delivering its social housing ambitions for the Borders.



## Survey winners

Thank you to everyone who completed this year's Tenant Satisfaction Survey.

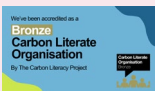
Our winners of the High Street vouchers are Melissa from Galashiels and Jessie from Peebles.

## How to Contact Us

We welcome your feedback – there are many ways to let us know what you think.

-  The Weaving Shed, Etrick Mill, Dunsdale Road, Selkirk TD7 5EB
-  Customer Service: 03000 200 217
-  [housing@eildon.org.uk](mailto:housing@eildon.org.uk)

-  [www.eildon.org.uk](http://www.eildon.org.uk)
-  EildonHousing
-  @eildonhousing



 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