

Connect

with Eildon Housing

Summer 2026



For the love
of books



Caring, Committed, Connected, Creative



YOUR OPINION



YOUR MONEY



YOUR HOME



YOUR COMMUNITY

www.eildon.org.uk

Welcome to our Summer Connect

Strengthening Security for Our Organisation and Our Communities

We've achieved Cyber Essentials Plus accreditation -
Keeping your data safe and secure



We are delighted to share with you in this Connect that we have successfully achieved the Cyber Essentials Plus accreditation which is a significant milestone that recognises our commitment to maintaining the highest standards of cyber security across Eildon. It has always been our top priority to keep your data safe and secure and this nationally recognised accreditation demonstrates our commitment to protecting our organisation, our data, and our customers from cyber threats.

Cyber Essentials is a UK Government backed scheme designed to help organisations guard against the most common cyber attacks. Achieving this accreditation signifies that we have strong, tested controls in place across our digital systems, ensuring we meet the rigorous standards required to keep our networks safe and resilient.

Our Annual General Meeting

If you are an Eildon Shareholder, you should have received your invitation. You can attend our AGMs in person or online via Teams. You just need to let us know how you wish to attend. If you are unable to make it, please let us know so we can record your apologies and can keep your membership live. If you are able to come along in person, there will be a light buffet following the AGM. We can also provide you with transport to and from the event.

To get in touch email us at: AGM@eildon.org.uk

We look forward to seeing you.



Celebrating a Bronze level Carbon Literate Organisation

We're committed to growing our network of Carbon Literacy trainers and extending this impact across our communities.

In this issue

- Bathroom upgrades in Peebles
- Your housing contacts
- Condensation and dampness
- Scammers
- Universal Credit
- Free SIM cards

Homes by Association

We hosted the Rural & Islands Housing Association Forum (RIHAF) this year, and we showed housing colleagues from across Scotland around our developments in Kelso and then hosted them at Poynder Apartments.

We were also pleased to welcome authors, Mary Taylor and Lynn McCulloch to the meeting who launched their new book 'Homes by Association' which give readers a clear understanding of the origins and progression of housing associations in Scotland since the 1970s, before and after devolution.

Whether you work in housing, policy, community development, or are simply interested in how not-for-profit organisations can deliver public good, this book helps you make sense of a sector that now boasts nearly 150 associations providing homes for around half a million people across Scotland. You will gain insight into how associations evolved from small, often community-led initiatives into diverse, professional organisations operating in cities, towns, rural areas and islands, and across every type of housing imaginable, meeting some of the highest standards possible.

We helped Mary and Lynn with some content for the book and we feature in a number of chapters, including some photographs. The book is now available to buy online.



Modernisation at St Michael's Bank in Peebles

Our Home Improvement Team have been at St Michael's Bank in Peebles recently renovating bathrooms for our tenants.

We own and manage 3000 homes, so this team concentrate on a programme of works to replace kitchens, bathrooms and windows when required throughout the year. While it's always difficult to say we will definitely deliver every project we aim to, you can find this year's plan on our website, but please be aware this can change.

<https://bit.ly/EHAPlannedMaintenance>



Your Housing Contacts

Did you know you can find all your Housing contacts on our website?

As a tenant you will have a Housing Officer and Maintenance Officer as well as contractors who work in your area for stair and window cleaning and grounds maintenance.

You can find all the details listed on our website when you search by town location.
<https://bit.ly/YourHousingContacts>

Condensation and Dampness

New legislation coming October 2026 - Awaab's Law

Everyone deserves to live in a safe, warm and healthy home. With the introduction of Awaab's Law in Scotland, there is an increased focus on ensuring damp and mould issues are investigated quickly and addressed without delay.

At Eildon, this is something we already take very seriously. If you notice damp, mould or condensation in your home, please report it to us as soon as possible. The earlier we know about a problem, the sooner we can investigate and take action.

A few things to remember:

Report any signs of damp or mould straight away.

Try to keep your home well-ventilated by opening windows where possible and using extractor fans when cooking or bathing.

Avoid drying clothes on radiators where you can, as this can add moisture to the air. Let us know if you are finding it difficult to heat your home, as support and advice is available.

Damp and mould can affect both your home and your health, so please don't ignore it. If you have any concerns, get in touch with us, you can also check out our leaflet:
<https://bit.ly/damp-advice>

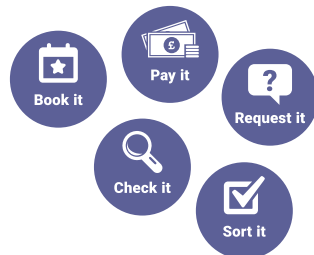
'My Eildon'

Our customer portal

Easier, quicker, available 24/7



<https://bit.ly/MyEildon>



Delivering for Our Customers

Phone 159 - Protect your household against scammers

Have you heard of calling 159?

Scammers can contact you pretending to be from your bank, the police or council, or another company. They could ask for personal information or pressure you to make a payment. It is important to never share personal information or bank details with anyone unless you're sure it's genuine.

Stop the call and dial 159. This free, UK-wide number connects you safely and directly to your bank, covering 99% of UK retail bank current accounts.

Find out more: Stop Scams UK: <https://bit.ly/4mMiAKR>

Learn more about reporting a phone scam to the National Cyber Security Centre: <https://www.ncsc.gov.uk/collection/phishing-scams/report-scam-call>



Gas Safety

We are required by law to carry out an annual safety check to all gas pipework, boilers and appliances installed within our homes. These checks are important to provide assurance that they are safe and that we remove any risk of any gas or carbon monoxide poisoning. We aim to carry out these checks on a 10-month cycle so that we can ensure the service is carried out in your home before the anniversary date. However, in order for the service to take place you must have some credit in both your gas and electric meters. **If the engineer attends your property and you don't have credit, the engineer may need to close off your gas meter to make sure that you and your neighbours are safe.**

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



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.



Back to School

Do you have a child either starting or remaining at school? You may be eligible for some support – please check the Scottish Borders Council and Scottish Government website links for more information:

<https://bit.ly/40n5V7k> - <https://www.mygov.scot/best-start-grant-best-start-foods>

Universal Credit - if you have a health condition or disability

You may get more money on top of your Universal Credit standard allowance if you cannot work because of a health condition or disability. This extra money is for people who have limited capability for work and work-related activity (LCWRA). Some people call this the 'health element' or the 'LCWRA element'. The Universal Credit Act 2025 changed how this extra amount works from 6 April 2026. These changes do not affect you

if you are currently getting LCWRA and have been since before 6 April 2026.

Please check this link for more information or contact the Tenancy Sustainment Service on 03000 200 217:

<https://bit.ly/UCHealthConditions>



Free SIM Cards & MiFi

Get Connected Today

Through the National Databank, we're providing free SIM cards with data, calls and texts to support people who need access to the internet.

Who is it for?

Eildon Customers with:

- difficulties affording mobile data
- limited or no internet access

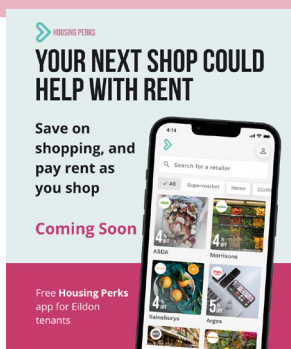
experiencing financial hardship

What you get

- Free SIM card with data, calls and texts
- MiFi device to help you get online

Interested?

Please get in touch by calling us on **03000 200 217** or email **housing@eildon.org.uk**.



Coming Soon: Save on everyday shopping

We're delighted to be introducing a brand-new benefit for you in partnership with Housing Perks – designed to help you save money on everyday essentials. Housing Perks is a simple, easy-to-use app that gives you discounts when shopping at a wide range of retailers, including supermarkets, clothing stores, travel, DIY and more.

Best of all, you don't need to change how you shop – you can save money on the things you already buy. We'll be sharing more details soon on how to sign up and start saving. Saving money could soon be just a few taps away.

Keeping you part of the conversation



We hold regular Let's Talk meetings with our tenants at our supported and Extra Care Housing, so we can keep them up to date on information that concerns them, as well as giving them a face to face opportunity to share feedback. A couple of our tenants have said they are struggling to hear at these sessions and we want everyone to be part of the conversation.

So, after looking into the best solutions, we purchased the Portable Hearing Loop system and tried it for the first time with our tenants. We're pleased to say it worked a treat.



Your **community**

Kelso Masons donation to Opal

We sent a massive thank you to the Kelso Masons for their wonderful donation to OPAL. We are so grateful for their support and dedication to our community.



Sponsoring Earlston High School's Handbook on Mental Health

We attended the launch of an amazing new handbook which we are very proud to sponsor. The handbook was created by pupils at Earlston High for their peers on the issue of mental health which can be such a tough topic to talk about.

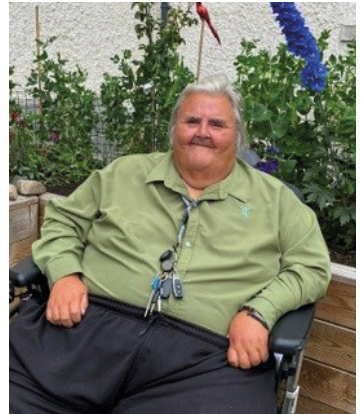
We're so proud to support this amazing initiative, led by dedicated young people who have put time and effort into creating a mental health resource 'for young people, by young people'. Their dedication and passion is inspiring and we can't wait to see the impact they make across the Borders!"



Community Sharing

Jim who lives at Poynder Apartments our Extra Care service, is passionate about gardening. He likes to grow a whole mixture of things including peas, rhubarb, cauliflowers, cabbages, onions, spring onions, beetroot and three types of potatoes. A lot of the produce goes to the local food larder to support the community.

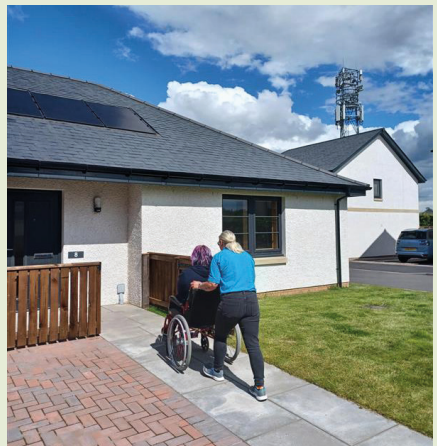
Well done Jim, this is fantastic and brings the history of the old Kelso High school back to life from when pupils grew fresh produce on the grounds.



Progress at Poynder Gardens

Our Poynder Gardens, Kelso, Learning Disability Service(LDS) is proudly celebrating a period of significant progress, partnership, and positive outcomes for the people we support.

The service has grown through close partnership working with Social Work colleagues. The Kelso team have worked proactively to identify suitable tenants and carefully plan their support. The individual's needs, preferences, and aspirations are central from the very beginning. This collaborative approach has laid a solid foundation for positive, sustainable outcomes. Equally important has been the successful recruitment of a dedicated and skilled staff team. By attracting individuals who are committed, compassionate, and values-driven, Poynder Gardens has built a strong workforce that is well equipped to deliver high-quality, person centred support. The team continues to grow in confidence and capability, creating a positive environment for both staff and tenants. Investment in staff development has also been a priority. In partnership with Scottish Autism, the team has completed a comprehensive four-day learning disability and autism training programme. This has strengthened staff knowledge and skills, ensuring that support is informed, responsive, and tailored to individual needs. Poynder Gardens is continuing to grow, with further recruitment and support planned for the year.



Sponsoring Borders Book Festival

Free tickets for Tenants

As part of our ongoing partnership with the Borders Book Festival aiming to help promote inter-generational relationships and accessibility to books across our communities, we were delighted to be able to offer SIX FREE TICKETS to Eildon tenants to see a show at the Family Book Festival 2026. Our winners sent in fantastic photos of their day and everyone looked like they had an amazing time.



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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