Connect

with Eildon Housing *Autumn 2026*



Five Star Rating

for our Learning Disability Service

EILDON GROUP

Caring, Committed, Connected, Creative

- YOUR **OPINION**
- YOUR **MONEY**
- YOUR **HOME**
- YOUR **COMMUNITY**

www.eildon.org.uk

Welcome to our Autumn Connect

Nile Istephan, Eildon CEO



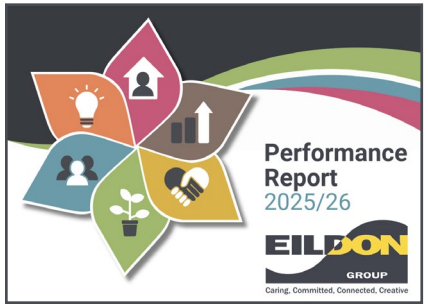
Eildon's Annual Performance Report for 2025-26

Welcome to our autumn edition of the Connect. You'll also have received a copy of the Annual Performance Report for 2025-26. Each year, we are required to report on our performance in consultation with our customers. You can find a copy and all the details on our website, www.eildon.org.uk.

If you want to find out more information about our performance and others in our sector, you can find it on the Scottish Housing Regulator's website:

www.housingregulator.gov.scot

We are always looking to improve. The best way for us to do this is to hear your feedback. Please get in touch to let us know what you think - see the back page for details.



In this issue...

- New Board Member, Gerry Begg
- Changes to your Tenancy Agreement
- Damp and mould responsibilities
- Five stars for learning disability service



Autumn 2026

Introducing new Board Member Gerry Begg



We are delighted to announce our latest Board Member from September 2026. Gerry is a highly experienced retired housing professional, with a career stretching back to 1982. He has worked in both housing associations and local government and also brings with him a track record of having served on the Board of a Dundee based housing association. We are fortunate to attract someone with Gerry's skill and experience to our Group. We look forward to working with him as we continue to deliver our ambitious strategy.

The Eildon Board is a strong and unified group of volunteers with an impressive range of knowledge and expertise to oversee our work at this important time.

We held our 53rd Annual General Meeting

At the meeting our Chair, Brian Frater set out the challenges facing the housing and social care sectors. We are working hard to address these issues in the Scottish Borders. We also recognised the outstanding contribution of Board Member, Catherine Louch as she stood down after more than four years of voluntary service. Following the meeting, the newly elected Board unanimously approved the co-option of Mr Gerry Begg to the Governing Body.



Membership of the Board for 2026/27 was confirmed as:

Mr Ewen Swinton, Mr Ron Beardsley, Ms Emma Downie, Mr Brian Frater, Ms Amanda Harvie, Mr Chris Highton, Mr Ross Kilshaw, Mr Allan Lundmark, Ms Hannah MacLeod, Ms Eibhlin McHugh, Ms Jayne Pashley and Ms Carolynne Penman.

Helping Shape Eildon's Services

Customers have an important role in helping us improve our services and shape future priorities.

One of the ways we gather feedback is through our annual Customer Satisfaction Survey. The results, alongside feedback received throughout the year and other performance information, help us understand what's working well and where we can do better. This feedback contributes to our Annual Performance Report, which is included with this newsletter.

If you'd like to have your say and help influence the services we provide, we'd love to hear from you. Contact Lita to find out more about joining the Customer Opinion Group.

03000 200 217

housing@eildon.org.uk

Customer Voice

There are opportunities to get involved through our Customer Opinion Group (COG) and with more than 130 members, the group helps us gather customer views on a range of topics, from service standards and communications to consultations and improvement projects. Members also receive regular newsletters with updates on involvement opportunities, feedback and the difference customers are helping to make.

We're currently looking at areas including our complaints process and customer service standards.



Changes to your Tenancy Agreement

We have updated our Tenancy Agreement to reflect new legislation which strengthens protection for tenants and introduces new responsibilities for us as landlords.

Key changes include **Domestic Abuse.**



New provisions have come into force this month which allow social landlords, in certain circumstances, to apply for a court order on domestic abuse grounds to end an abuser's tenancy. If an order is granted by the court, we can transfer the tenancy to the victim, allowing them to remain in or return to their home. This means that for the first time, social landlords, rather than the victim themselves, have power to help end an abuser's tenancy. Although this change introduces new legal powers, our approach remains centred on supporting victims of domestic abuse and collaborating with partner agencies to manage risk and improve safety.

Succession Rights

This means the right to take over the tenancy or inherit it when someone dies. From 1 August 2026, succession rights for Scottish Secure tenancies became more accessible, with the qualifying residence period reducing from 12 months to six. As a tenant you still have responsibility for letting us know of any changes to who is living in your home, and you must make sure that any household changes are recorded accurately.

Condensation, Damp and Mould



From October this year we will have enhanced responsibilities to respond to reports of damp and mould in our homes, and our tenancy agreement has also been updated to reflect these. This means we will need to:

- Check the problem within a set time after you report it.
- Explain our findings to you in writing.
- Start repairs as soon as possible if needed.
- Keep you updated if anything is delayed and tell you why.

If you spot damp or mould in your home, it is important that you contact us as soon as you can. This stops the damp or mould getting worse over time.

See our website for more details **https://bit.ly/47FGdhy.**

Winter Preparations

It's starting to get a bit colder and the changing weather can cause damage to your home. Here are some easy steps to help you prepare:

If you have gas central heating - bleed your radiators. If you haven't used your radiators in a while, you may find they are cold at the top and hot at the bottom. To get the most out of your heating (and money), bleed your radiators regularly. Before starting, have an old cloth and a bleed key ready and make sure the heating is off. **We can supply a bleed key if you need one.** (Get in touch using the contact information on the back page). There should be a valve on the radiator, usually at the top, and you need to turn this until you hear a hissing sound. Use the cloth to catch any liquid that comes out of the radiator. As soon as the hissing stops and only water comes out, turn the valve key again to tighten.

Have you got home insurance?

Don't get caught out this winter. Did you know that you could face the expense of replacing your belongings lost or damaged in a fire, flood or theft if you don't have home contents insurance? That's why it's so important - you never know when you might need it.

Find out more on our website:

https://bit.ly/4i0QnQ2



Repairs and Maintenance Service Update

Galashiels and Peebles Area

It's hard to believe that our in-house repairs and maintenance team for the Galashiels and Peebles area is only six months old! Since launching earlier this year, we have been busy building a new in-house repairs service from the ground up, whilst continuing to deliver day-to-day repairs across our communities.

The majority of repairs have been completed within, and often ahead of, target timescales, with emergency repairs such as leaks, electrical faults and security issues receiving a particularly strong response.

Launching a brand-new service is never just about picking up the tools and getting started. Over the last six months, the team has worked hard to establish new processes, embed systems, build relationships with customers and colleagues, and create a service that reflects our values. It has been a busy period, but one that has laid strong foundations for the future.

RTS national update

The Radio Teleswitch Service (RTS) has now switched off.

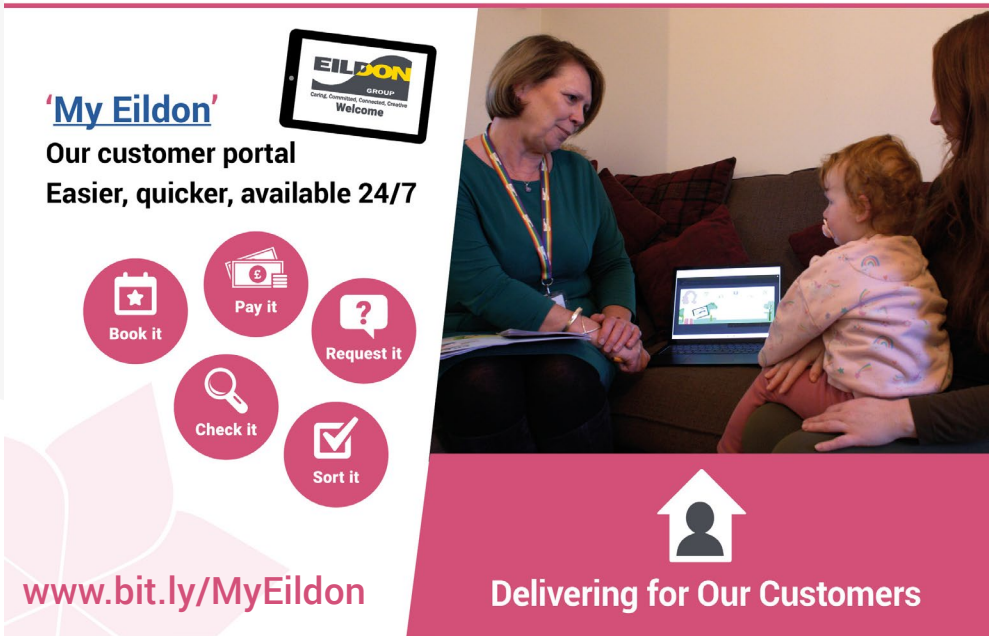
If the switch off affects your home and you have not yet switched to a smart meter, please get in touch before it gets to winter.

You can contact and speak with our Energy Advisor Lois Boyd on **03000 200 217.**

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.



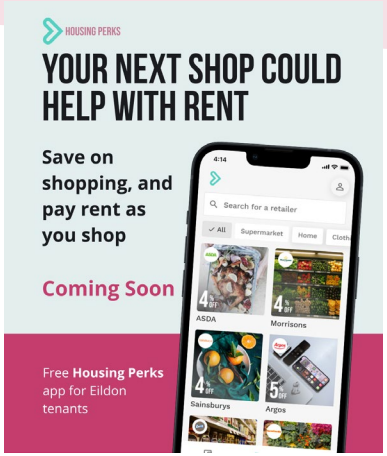
Winter heating support

Please see links below to some valuable information relating to winter heating support. In the main these funds are paid automatically to those who are eligible.

There is information on each fund - in case you think you are eligible but haven't received this support.

How to request Winter Heating Payment - https://www.mygov.scot/winter-heating-payment/make-request
Pension Age Winter Heating Payment - https://www.mygov.scot/pension-age-winter-heating-payment
Child Winter Heating Payment - https://www.mygov.scot/child-winter-heating-payment

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.

Five Stars for our Learning Disability Service



We are delighted that following an unannounced Care Inspectorate inspection, our Learning Disability Service has achieved Very Good (Grade 5) evaluations for both 'How Well they Support People's Wellbeing' and 'How Good their Leadership is'.

Our services at Station Avenue in Duns and our newer location Poynder Gardens in Kelso have grown from strength to strength, supporting independence for Service Users.

The report highlighted the positive outcomes experienced by the people they support, with service users enjoying "positive and trusting relationships" with staff and supported to live active, fulfilling lives.



Shortlisted for a Scottish Impact Award 2026

We were excited to be shortlisted for the Scottish Impact Awards with our partners SPA (Scottish Procurement Alliance) for our work together on our Borders Community Food Hub.

SPA's annual funding enabled us to hire a van, employ a driver, and purchase food items when reserves are low. At a time when many community projects are struggling to secure funding, SPA's long-term support has provided a dependable foundation for the Food Hub, allowing it to grow its reach and expand services to three local early years centres.

New Developments

Caledonian Court, Peebles
We are approaching completion of our 22 new homes at Caledonian Court and hope to have new tenants moving in very soon.



High Buckholm, Galashiels
We are in the final process of appointing new contractors to complete the remaining 29 homes at High Buckholm. We plan to recommence the works on site in early 2027 with some initial enabling works taking place in the coming months. We will be contacting all neighbouring tenants with dates, times and further details in due course.



Sustainability - Winners!

We were absolutely thrilled to win the Scottish Borders Chamber of Commerce Awards for the Environmental Impact Award, sponsored by Farne Salmon & Trout Ltd., at the Scottish Borders Business Excellence Awards 2026 held on Friday 28 August.

Christmas Opening Hours

We'd like to wish all of our tenants a relaxing time over Christmas and the New Year.

We'll be closed for the festive period from 2pm on Thursday 24 December 2026, and will reopen at 8.45am on Tuesday 5 January 2027.

If you have an emergency you can contact us on:
03000 200 217.



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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EildonHousing

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