

TENANTS' courier

Winter 2024

The newsletter for
**City of Edinburgh
Council tenants**





Councillor Jane Meagher
Housing, Homelessness and Fair Work Convener

Hello everyone, welcome to the latest edition of the Tenants' Courier.

As Housing, Homelessness and Fair Work Convener, I want to increase the number of social rent homes in Edinburgh and improve existing council homes. Whilst I welcome additional funding from the Scottish Government, it's nowhere near enough to meet the scale of the problem and it comes after the Scottish Government slashed funding for affordable housing. I'll continue to call on the Scottish Government to increase the funding we receive.

As housing budgets reduce, it's never been more important to understand your housing priorities, and your involvement helps to shape the services you receive. Every social housing landlord must have a Tenant Participation Strategy to support tenants to take part and have their say. A strategy is a plan of action to get

something done, generally over a long period. Your feedback is helping to develop the new Tenant Participation Strategy.

We've been working with Edinburgh Tenants' Federation, tenants and residents' groups, tenants, the Neighbourhood Alliance, and others with an interest in the role housing plays in our city, to update and develop the Strategy. More than 500 of you gave us your views and I'd like to thank everyone who has taken the time to respond. We'll make the Tenant Participation Strategy available once all the feedback has been considered and it's been finalised.

There are opportunities to share your views in this newsletter, and we'd appreciate your feedback on rents and the newsletter itself. Lastly, please take note of the new Lightning Reach resource, which is available to help you manage your finances. You can find out more on page 7.

Home Contents insurance



Christmas and other religious festivals

It's that time of year when your household may be shelling out extra costs for food, decorations and more. But have you considered home contents insurance?

This kind of insurance is designed to help protect your home contents and personal belongings. It's a good idea to consider what a home contents insurance policy would cover you for, to help you decide if you need one or not.

Our home contents insurance scheme offers cover for fire, theft, water damage, floods and much more. And during religious festivals, the scheme automatically increases the contents sum insured by £1,500 or 15% (whichever is the greater), for one month before and one month after the special occasion.

Also covered are:

- up to £500 for the contents of your fridge and freezer (excluding damage caused if the electricity supplier deliberately cuts off the supply to your home)
- money and gift vouchers (up to £750) (excludes theft where there are no signs of force or violence to get into, or out of your home).

The holiday period could also see more accidents, such as spillages, breakages and general mishaps. Accidental damage to TVs, TV aerials, and home computers is covered (excludes items designed to be portable including laptops, mobile phones,

iPods, etc). Cover for portable items is available under the Extended Accidental Damage optional cover (for an additional premium).

Terms and conditions, limits and exclusions apply, a copy of the policy wording is available on request.

To find out more about the City of Edinburgh Council's Home Contents Insurance Scheme, where you can pay premiums alongside your rent:

- call the Council's Insurance Services on 07599 101999
- request an application pack from your local housing office
- visit www.edinburgh.gov.uk/homecontentsinsurance

The City of Edinburgh Council in partnership with Thistle Insurance Services Limited. Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Privacy Policy: www.thistleinsurance.co.uk/Privacy-Policy

Meet the team making a difference to damp

Last year we launched a plan to tackle issues with damp, mould and condensation in council homes.

Making sure you have safe and comfortable homes to live in is our top priority, so we've set up a new damp preservation team and process for dealing with damp reports.

We caught up with Mark Finlayson, one of our Preservation Surveyors, to find out more about his role, the challenges he faces and why good communication and engagement are so important.

Can you tell us a little bit about the new team?

I'm one of four qualified surveyors working alongside eight dedicated preservation housing officers, two team leaders and a preservation manager. The team has a huge amount of experience and are all damp specialists. We've also recruited eight new dedicated craft operatives (four joiners, a plumber, a painter and decorator and two labourers) to help with bringing properties back up to standard where needed.

We're focused on improving our service so it's as easy as possible for tenants to tell us about a problem with damp in their home and for us to fix the problem for them as swiftly as possible.

What does an average day look like for you?

I start by going through emails and checking which surveys I have on that day before catching up with the rest of the team on any potential issues. I'll then



head out to my first survey, often with a preservation team housing officer who'll offer assistance and advice to the tenant while I carry out the inspection. I'll then explain what my findings are, the next steps and give guidance on simple ways to help prevent condensation and damp in the meantime.

I usually have three survey reports to write each day and on-site meetings with our repair operatives and contractors.

What's the biggest challenge you face in your role?

I think the biggest challenge I face is rebuilding trust with tenants. Some have lost faith that damp problems in their home will be fixed as they've been let down in the past.

The most important thing we did when re-designing our service was listen to tenants about their experiences. We've used their feedback to improve our processes and the way we manage damp. Spending time listening to the people I visit, communicating regularly and giving them guidance and a solution is really starting to rebuild trust and manage expectations.

What do you enjoy most about your job?

I love being able to help people. I get great enjoyment from being able to give advice, solve problems and help tenants to have a good standard of living. It's one of the reasons I left the private sector as it was too focused on sales instead of helping people.



What have you learned since starting your role?

I never realised how big an operation the Council's housing service is! There's such a varied and complex range of council homes across the city and that brings some big and unique challenges when it comes to tackling damp and finding solutions.

There are so many people working tirelessly in the background to make sure people's homes are repaired and they have a safe and comfortable place to live.

I've got a new appreciation for the work that goes into decanting people from their homes if they need to move out during repair work. The coordination between various departments and trades to get a property ready is phenomenal.

Visit www.edinburgh.gov.uk/documents/guide-reducing-damp-condensation-mould-home for tips on keeping your home free from damp and condensation related problems.

If you've followed all the tips and still think there's an issue with dampness, mould or condensation in your home, then please contact our council house repairs team by visiting www.edinburgh.gov.uk/councilhouserepairs or calling 0131 200 2345.

Be fire safe with your e-bike or e-scooter

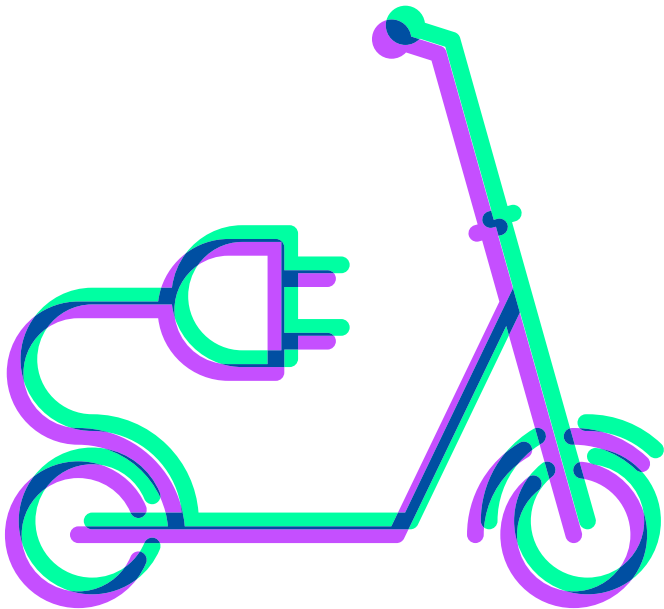
E-bikes and e-scooters are great ways to get around and help lower our carbon footprint. However, we need to be careful with the lithium-ion batteries that power them, as these can overheat and catch fire, posing a serious risk. Sadly, recent fires in the UK caused by e-bikes and e-scooters have led to deaths.

To stay safe:

- Don't store or charge e-bikes and e-scooters in common areas or anywhere that might block escape routes.
- Keep them in a cool, dark place, especially if you're not using them for a long time. Very hot or cold temperatures can increase fire risks.
- Only buy from trusted retailers and make sure you get proper instructions for safe charging.

- Register your product with the manufacturer so they can reach you with safety updates or recalls.
- Always use the charger that came with your e-bike or e-scooter, and never leave it charging without supervision.
- Check your battery regularly for damage. If you see any damage, don't use it.
- If any part of your e-bike or e-scooter (like the charger or cables) is damaged, stop using it right away.
- Dispose of batteries properly—don't throw them in household trash or regular recycling. Damaged or crushed batteries can cause fires.

The Scottish Fire & Rescue Service provides useful guidance on their website at www.firescotland.gov.uk/at-home/e-bike-and-e-scooters/



Find financial support this winter

Winter can be a stressful time financially, with rising energy bills bringing added worry about keeping your home warm. This year, we've launched a pilot with Lightning Reach to help residents find the support that they need. So far nearly 300 Edinburgh residents have found financial support.

Lightning Reach matches users to 2500 financial support schemes from charities, organisations and councils. Over £15m has already been awarded to individuals and households, with successful applicants receiving, on average, £1070.

Under Lightning Reach's Winter Warmth Network, there's a wide variety of support available including for

- energy and bills
- home improvements and energy upgrades
- furniture and white goods
- warm clothing and essentials.

There's something for everyone. Create your free profile today and discover support tailored just for you. To find out more and apply for support, visit www.lightningreach.org/edinburgh

Darren from Montrose did just that. He said,

"There was so much support on the portal that no one had told me about, which is fantastic."

Struggling with rising energy bills and living costs, veteran Darren saw his mental health decline. His debt and increasing expenses triggered his PTSD, making it difficult to support himself and his two children.

Through Lightning Reach, Darren applied for a grant from the Royal British Legion. Within a week, he was awarded £200 per month in energy vouchers that helped him pay off his debt and keep his account in credit. Darren also accessed other support, including disability payments and assistance from his local council and energy provider. "It's really made a big improvement on my life. Without the portal, I would have never had help like this."



Important updates for pensioners

Winter Fuel Allowance

The UK Government has announced that the Winter Fuel Allowance will now be means tested. As a result, the Scottish Government's plan for its own Pension Age Winter Heating Payment has been put back until 2025/26.

This winter, the Department for Work and Pensions (DWP) will pay eligible Scottish pensioners the same means-tested benefit as those in England and Wales. If you were born before 23 September 1958 and receive Pension Credit or other qualifying benefits, you can expect to be paid between £250 and £600 to help with your winter heating costs. The exact amount will depend on your individual circumstances. To find out more go to www.gov.uk/winter-fuel-payment/eligibility

Pension Credit

Pension Credit is a means-tested benefit designed to ensure a minimum income for UK pensioners. It has two parts:

- Guarantee Credit tops up weekly incomes to a minimum of £218.15 for individuals and £332.95 for couples (2024/25 rates)
- Savings Credit helps pensioners with limited savings, or those who have made contributions towards their retirement, but it's only for those who reached state pension age before 6 April 2016.

To be eligible for Pension Credit, you must be of state pension age and live in the UK. Your income will also be considered, such as your state pension, private pension, job and more. To find out if you can get Pension Credit go to www.gov.uk/pension-credit/eligibility

Contact the Advice Shop to find out more: visit www.edinburgh.gov.uk/benefits-grants/advice-shop or email advice.shop@edinburgh.gov.uk or call 0131 200 2360

Helping you stay warm this winter

Changeworks is an environmental charity supported by the Council to provide energy saving advice to tenants to lower fuel bills. They can provide you with support and information on:

- the Warm Home Discount. Some fuel suppliers are already accepting applications for the Warm Home Discount. If you think you're eligible and would like support to apply, contact Changeworks who can take you through the application to potentially receive £150 towards your fuel bill this winter.
- the Winter Fuel Payment. Changes have been made to this payment this year. If you've been affected by these changes and are worried about fuel costs, Changeworks can support you.
- energy saving. Changeworks can provide you with great energy saving advice to reduce your bills. For example, if you follow these three simple tips, you could save up to £80 each year:
 - a. wash clothes on a 30° cycle
 - b. try having a four-minute shower
 - c. avoid overfilling the kettle.

If you can get online, visit www.changeworks.org.uk for useful advice on keeping your home warm. You can also call them on 0800 870 8800. Make sure you let them know you're a City of Edinburgh Council tenant.



Rent

Every year we ask for your views about the rent you pay.

In February this year, Councillors agreed to increase rent by 7% every year, for five years, starting in April 2024. This longer-term strategy will give you more certainty about the rent you'll pay and help us to better plan our spending to improve your homes and services. Now we'd like to hear from you on how you'd like your rent to be spent.

In the next few pages, we've provided you with some information on how your rent is currently spent and the investment priorities planned for the next 10 years. Please read the information provided and let us know your thoughts, **you could win a £100 shopping voucher by completing our short survey.**

You can either complete and return the survey on pages 13 - 16 using the Freepost HOUSING RESEARCH envelope provided or do it online by going to www.edinburgh.gov.uk/tenantsconsultation or scan the QR code below by 29 November 2024.



2024/25 Council housing rent consultation - results overview
Last year's consultation ran between 9 October and 17 December 2023. It received a record high of 2,159 responses. We want to thank everyone who took the time to respond to the consultation.

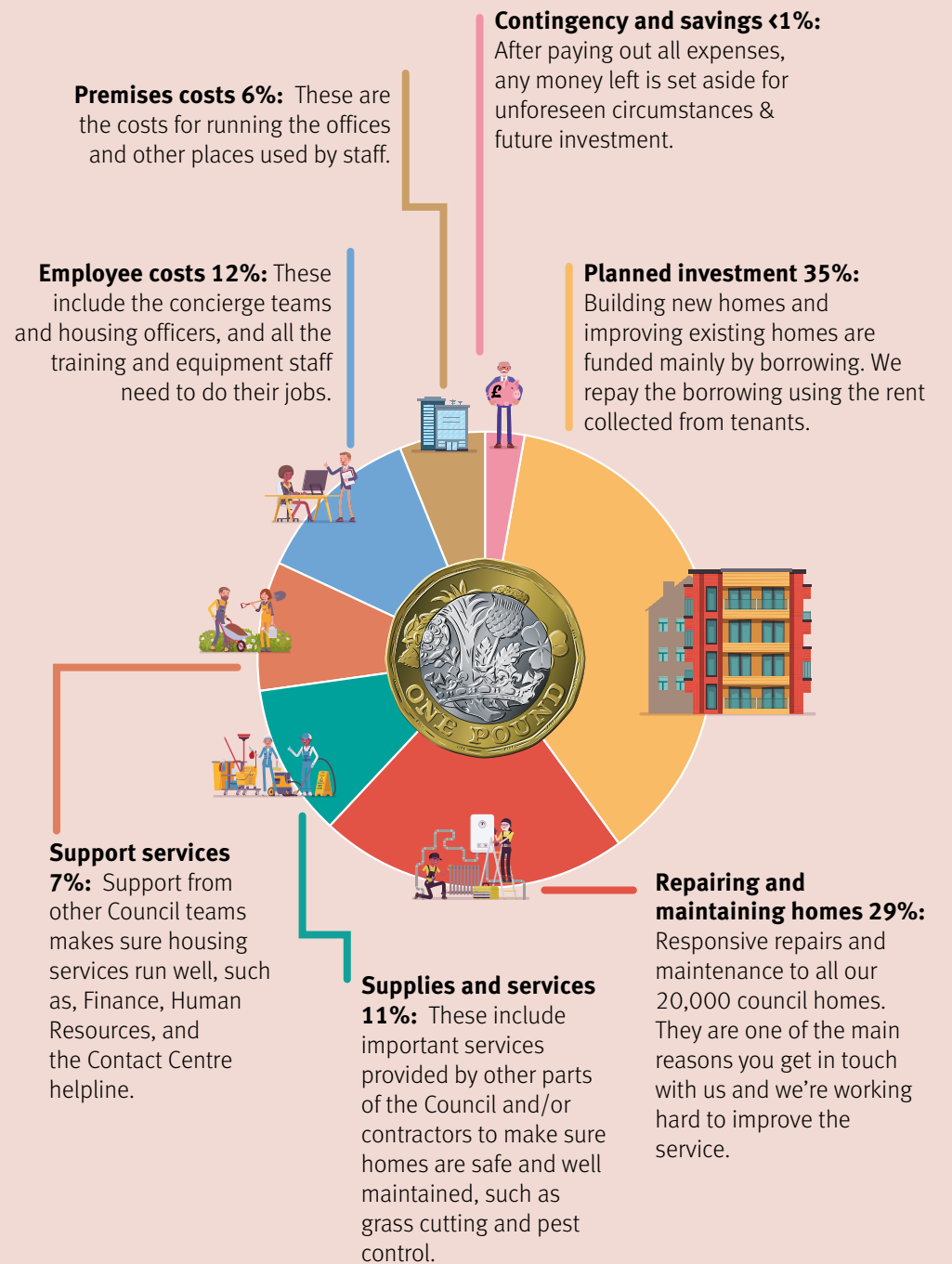
Key findings from the consultation include:

- There was an understanding of the need to increase rents to pay for increased costs, but financial pressure from the cost-of-living crisis remained a concern to some tenants.
- Nearly 60% of respondents thought the Council should consider charging a higher rent for new built homes and/or newly modernised homes.
- There was support for investing in new homes, but tenants also believed investment priority should be given to improving existing homes.
- Just over a third of the respondents had found it more difficult to pay rent over the last 12 months, but less than half of them had sought advice or help.

In addition to the rent increase, Councillors also agreed to continue the Tenant Hardship Fund to support tenants facing financial hardship, including those who cannot access benefits. If you need help paying your rent, please contact your local Housing Officer and speak to them about what help is available to you, or visit www.edinburgh.gov.uk/costofliving

Your rent

Almost all of the funding for the housing service comes from your rents and we must balance keeping rents affordable with having enough money to spend on improving homes and services. The diagram on page 11 shows how your rent was spent in 2023/24.



Our priorities

Our investment priorities have remained the same in the last few years and we aim to deliver the following core commitments:

- Continue to deliver and improve housing management and maintenance services and support tenants to sustain tenancies;
- Continue the programme to build new social rented Council homes to meet housing need;
- Make homes more energy efficient and easier to heat and contribute to the city's ambition to be net zero carbon;
- Deliver improvements to mixed tenure blocks to make all Council tenancies warm, energy efficient, modern and secure;
- Deliver improvements to your estates i.e. the areas surrounding our homes, to align with the investment made to the new and existing homes; and
- Support and enable large scale regeneration in the city (such as the regeneration of Granton waterfront).

Planned investment in the next ten years

Earlier this year, the Council agreed to a £3.8 billion 10-year capital investment programme to support the delivery of the core commitments by building new homes and improving existing homes and surrounding areas. This investment is to be supported by a 7% annual rent increase for five years, with an assumption of a 7% annual rent increase for the following five years.

The money we invest in the capital programme is mostly funded through borrowing, which is repaid by rents over 20-30 years. This is like a mortgage, where the repayments include both the money used to invest and interests on the loan.

The Housing Service repays its borrowing using the rental income we collect from tenants. As shown under the Your rent section, repaying borrowing for previous investment accounted for about 35% of the housing budget in 2023/24.

For every £1 million of additional rental income we raise, we're able to borrow and invest around £16.5 million. In other words, if we borrow £16.5 million to invest in new and existing homes, it will require a repayment of £1 million every year for 30 years.

The investment is also funded in other ways, which helps reduce the amount of money we need to borrow. These other ways of funding include government grants, receipts from sale of assets and using savings we have. This is similar to a deposit for a mortgage, the more deposit we can raise, the less borrowing we would require.

Unfortunately, the grant funding we get from Scottish Government for delivering new affordable homes has been reduced. When this is combined with increased costs, it means we either need to look at new ways to fund homes or different funding sources or we will have to reduce the number of homes we can deliver overall.

Have your say

You could win a £100 shopping voucher by completing our short survey to tell us about your views on rent. You can either complete and return the survey below using the Freepost HOUSING RESEARCH envelope provided (no other address details such as road, city or post code are required) or do it online by going to www.edinburgh.gov.uk/tenantsconsultation or scan the QR code on page 10 by 29 November 2024.

1. Looking at the core commitments we want to deliver, where do you think we should be prioritising investment? Please rank your options from 1 to 6, with 1 being your top priority.

Deliver and improve housing management and repairs and maintenance services	
Build more new social rented homes	
Improve energy efficiency standards of existing homes and meet net zero target	
Deliver improvement in mixed tenure blocks to make them more warm, modern and secure	
Improve wider estates for areas surrounding our homes	
Support and enable large scale regeneration of strategic importance to the city	

2. Do you have any additional comments on the investment priorities?

3. Did you know that the Council agreed to a five-year rent strategy to increase rent by 7% every year for the next five years in February 2024?

- Yes No



4. Do you have any comments on the five-year rent strategy?

5. Have you found it more difficult to pay for your rent over the last 12 months?

Yes No Not applicable

6. If yes, have you sought any advice or help to assist you with paying your rent in the last 12 months?

Yes No Don't know

7. If yes, how satisfied were you with the assistance you received meeting your needs?

Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied

8. In addition to the Tenant Hardship Fund, what more could we do to help you with financial advice and support?

About You

This information is really helpful for us. It tells us a bit more about who is responding to our consultation. Your response will still be completely confidential.

The Council uses this information to make sure responses to consultations are genuine and that each person is submitting only one response. The Council will also use the contact information provided to contact the winner of the prize draw. For more information about your rights and the City of Edinburgh Council's Privacy Notice visit www.edinburgh.gov.uk/privacynotices

Name:
Phone/Email:
Address:
Postcode:

Please tick this box if you want to enter the £100 shopping voucher prize draw. We will use the information provided to contact the winner.

Please tick this box if you are happy to be contacted by the Council to help shape and improve services and plan investment.

What age group are you?

16-24 25-34 35-44 45-54
 55-64 65-74 75+



How long have you been a tenant with the City of Edinburgh Council?

- Less than 1 year 1-2 years 3-5 years
 6-10 years 10 + years

Do you get help from government to pay your rent through Housing Benefits (HB) or Universal Credits (UC)?

- Yes, all of my rent by HB Yes, all of my rent by UC No, none of my rent
 Yes, some of my rent by HB Yes, some of my rent by UC Prefer not to say/ Don't know

To what extent do you agree or disagree with the following statements about this consultation?

a I was given all the information that I needed to have my say.

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

b This consultation was clear and easy to understand.

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

c I was given the opportunity to have my say.

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

Please provide any other comments or suggestions you may have about this consultation process



The future of Edinburgh's housing

We're developing a new strategy for housing in Edinburgh. The Local Housing Strategy (LHS) will set out the priorities and vision for all kinds of housing and housing services across the city for at least the next five years.

We began working with residents and organisations in May this year to develop the strategy. We started with a survey asking what people feel are Edinburgh's housing priorities. There's also been a series of public events and community outreach sessions to gather feedback and ideas.

When the strategy is ready it will be reviewed every year to track its progress.

To find out more about the work carried out to date and to comment on the draft strategy, which will be available online from December 2024 to February 2025, please visit www.edinburgh.gov.uk/local-housing-strategy

If you have any comments or want more information, please email us at localhousingstrategy@edinburgh.gov.uk or call 0131 529 5202.



Are we meeting our standards?

Our focus is making sure our tenants have decent housing and the quality services they deserve.

Every year, social landlords must publish an Annual Assurance Statement. This report shows if they're meeting all regulatory standards or highlights areas that need improvement.

This year, we presented our Annual Assurance Statement to the Housing, Homelessness, and Fair Work Committee on 1 October 2024.

You can view our full statement by visiting www.housingregulator.gov.scot or email housing.research@edinburgh.gov.uk if you would like further information.

Annual Performance Report for Tenants

Complaint Handling Improvement

In 2023/24, we improved our complaint handling, dealing with 95.8% of Stage 1 complaints and 88.5% of Stage 2 complaints on time (up from 93.8% and 86.1% the previous year). Response times also got faster, with Stage 1 complaints resolved in an average of 11.3 days (down from 16.4), and Stage 2 complaints in 17.2 days (down from 40.1).

Faster Repairs

Emergency repairs were completed in an average of 5.3 hours, an improvement on last year's 6.0 hours, though still short of the 4-hour target. Non-emergency repairs went down from 15.8 to 13.2 days. Getting repairs 'Right First Time' went up from 71.0% to 76.9%.

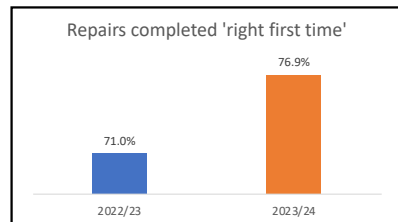
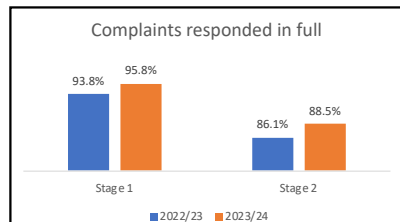
Adaptations and Rent Collection

The average time to complete adaptations went down from 84.4 to 66.5 days, and the number of households waiting dropped from 135 to 129. Rent collection increased from 98.6% to 99.2%, though rent arrears rose slightly, in part due to Universal Credit changes.

Smoke Detector Compliance

99% of council homes now have integrated smoke detection systems. If yours is not installed yet, please get in touch with your housing officer right away and we'll fit as a matter of urgency.

To find out more visit: www.edinburgh.gov.uk/council-tenants/council-housing-annual-tenants-report



Checks on housing services

The Scottish Housing Regulator (SHR) ensures that social housing providers operate properly and effectively. Each year, the SHR reviews information provided by landlords about their housing services and works with landlords on improvements when needed.

Engagement Plans for individual landlords are published on the SHR website.

Currently, the SHR is working with the City of Edinburgh Council on improving services for people who are homeless, service quality, housing stock quality, and tenant and resident safety.

Visit www.housingregulator.gov.scot to find out more.

Important information for tenants on making a complaint or telling us about a Significant Performance Failure

The Scottish Housing Regulator has updated its guidance for tenants on complaints and Significant Performance Failures (SPFs). You can find more details on their website at www.housingregulator.gov.scot

A complaint is any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. If you need to make a complaint about our services, you can ask for a copy of our complaints procedure. If you're not satisfied after going through the process, you can refer your complaint to the Scottish Public Services Ombudsman. You can contact the Ombudsman at:

- Address: Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS
- Website: sps.o.org.uk
- Phone: 0800 377 7330
- Contact Form: www.sps.o.org.uk/contact-form

A Significant Performance Failure (SPF) is when a landlord:

- repeatedly fails to meet standards set by the Scottish Social Housing Charter or agreed with tenants
- fails to report its performance to tenants each year, or the report doesn't match actual results
- seriously falls short of governance and financial management standards
- acts (or doesn't act) in a way that harms tenants' interests and affects many tenants.

Examples of an SPF include:

- often not finishing repairs on time.
- stopping tenants from applying for another home
- putting tenants' safety at risk, for example, by not doing gas safety checks on time.

If you think there's an SPF, please tell us first and give us a fair chance to fix it. If we don't, you can report the SPF directly to the Scottish Housing Regulator. Fill out the SPF form on their website, or contact them by phone on 0141 242 5642, or email shr@shr.gov.scot For more details, visit www.housingregulator.gov.scot



News from Edinburgh Tenants' Federation

Come along to the Edinburgh Tenants Federation (ETF) Annual General Meeting (AGM) to find out more about the work they've been doing.

This free event will include looking back at their work over the last 12 months, a financial update, the ETF Awards, food, drinks and entertainment.

The AGM will be on Friday 15 November 2024 from 6.30pm at the Leonardo Murrayfield Hotel, 187 Clermiston Road, Edinburgh, EH12 6UG.

To book your free space visit the Eventbrite website www.eventbrite.co.uk/o/edinburgh-tenants-federation-6736152289 or phone the ETF office on 0131 475 2509 or email info@edinburghtenants.org.uk.

To find out more about what ETF does or get their support for a housing issue, please contact them on the details above. You can also follow them on Facebook - www.facebook.com/EdinburghTenant or X (formerly known as Twitter) www.twitter.com/EdinburghTenant



Got something to share?

Do you have an idea or a story worth sharing? Perhaps a new take on housing, a poem, or a recipe your friends really like? We'd love to hear from you.

Your contributions - whether an opinion piece, a personal story, or a favourite recipe - will help to make this newsletter more interesting and varied.

Feel free to share your thoughts and ideas with us. We can improve this newsletter together.

Email tenant.panel@edinburgh.gov.uk

Win a £25 voucher – give us your views on this newsletter

Give us your feedback on the Tenants' Courier, and you could win a £25 shopping voucher (open to council tenants only).

to us for free using Freepost HOUSING RESEARCH (no other address details needed) by 29 November 2024.

To enter, complete the short survey online at www.edinburgh.gov.uk/tenantcourier or fill out the questions below and mail them

Your feedback will help us improve and make sure you're getting the news and information that matter most to you.

1. The Tenants' Courier newsletter is sent to you twice a year. How often do you read it?
 - a. Every time
 - b. Most of the time
 - c. Occasionally
 - d. Very rarely
2. Do you find the content of the newsletter useful?
 - a. Yes, very
 - b. Yes, somewhat
 - c. No, not much
 - d. No, not at all
3. How often would you like to receive newsletters?
 - a. Twice a year is fine
 - b. Fewer newsletters
 - c. More newsletters
 - d. If you answered fewer or more newsletters, please tell us how often you'd like to receive it
4. How satisfied are you with the newsletter's overall layout and content?
 - a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very dissatisfied
5. How satisfied are you with the length of the newsletter?
 - a. Very satisfied
 - b. I'd prefer it to have more articles
 - c. I'd prefer it to be a bit shorter with fewer articles
 - d. I'd prefer it to be much shorter
6. More and more people can access the internet. We'd like to provide our tenants with more information digitally more often in the future. Would that suit you?
 - a. Yes, that would be great
 - b. Maybe, I'll think about it
 - c. No thanks, I prefer printed copies
 - d. I can't access the internet
7. What type of content do you prefer to read (you can tick more than one option)?
 - a. Information related to my tenancy
 - b. Stories about things that are happening in the local community
 - c. Information about help and support services that are available to me
 - d. Getting to know more about Council staff and/or the work they do
 - e. Practical advice e.g. tips on how to save money on heating bills
 - f. Other (please tell us what below)



8. What do you enjoy most about the Tenants' Courier?

9. What do you enjoy least about the Tenants' Courier?

10. Are there any improvements or changes you would like us to make?

11. Would you like us to continue doing the 'Kids' puzzle' section?

- a. Yes
- b. No

12. Do you have any other comments?

Thank you. If you would like to be entered into the prize draw, please provide your contact details:

Name:
Email
Address:
Telephone No:

KID'S CORNER



For a chance to win a £20 shopping voucher, find these words and return to 'Freepost HOUSING RESEARCH' by 29 November 2024 or email tenant.panel@edinburgh.gov.uk. You must be under 16 and live in a council tenancy. Please remember to provide your contact details (name, age, address). Well done to Charlotte who won last edition's puzzle.

R	Q	O	Z	A	K	S	L	L	S	D	D	E	T	G
T	N	S	F	U	F	P	R	I	M	N	V	V	E	R
R	X	J	E	R	S	E	S	G	V	K	B	G	Y	O
S	J	D	E	S	T	Q	O	H	I	K	F	T	Q	T
A	N	A	E	O	M	Y	Y	T	C	Y	M	O	Q	A
Y	C	L	O	T	F	D	R	N	M	J	E	M	I	L
H	K	C	R	L	E	I	Z	I	H	T	E	U	M	U
Y	S	U	J	O	O	C	F	N	W	A	Q	O	U	G
D	B	D	A	L	R	S	T	G	H	Y	Q	J	B	E
L	N	E	S	M	O	K	E	O	E	H	G	Y	S	R
Y	T	L	U	G	R	R	R	D	R	M	W	C	Y	O
E	C	N	A	M	R	O	F	R	E	P	E	C	J	G
W	I	L	I	C	V	N	X	M	C	X	E	O	U	B
W	M	B	A	Y	S	Z	J	U	N	S	X	A	P	V
E	Z	W	H	X	K	A	N	N	L	M	O	M	M	P

smoke detector lightning reach performance poem regulator scooter

Find these words in the puzzle. Words can go in any direction. Words can share letters as they cross over each other.



Useful contacts

Council House Repairs

[www.edinburgh.gov.uk/
councilhoureparements](http://www.edinburgh.gov.uk/councilhoureparements)
repairsdirect@edinburgh.gov.uk
0131 200 2345

South East Locality Office

40 Captain's Road
EH17 8QF
southeast.locality@edinburgh.gov.uk
0131 529 5151

North East Locality Office

101 Niddrie Mains Road
EH16 4DS
northeast.locality@edinburgh.gov.uk
0131 529 3111

South West Locality Office

10 Westside Plaza
EH14 2ST
southwest.locality@edinburgh.gov.uk
0131 527 3800

North West Locality Office

8 West Pilton Gardens
EH4 4DP
northwest.locality@edinburgh.gov.uk
0131 529 5050



You can get this document on audio CD, in Braille or large print if you ask us. Please contact Interpretation and Translation Service (ITS) by email at its@edinburgh.gov.uk and quote reference number 24-1383 . ITS can also give information on community language translations.