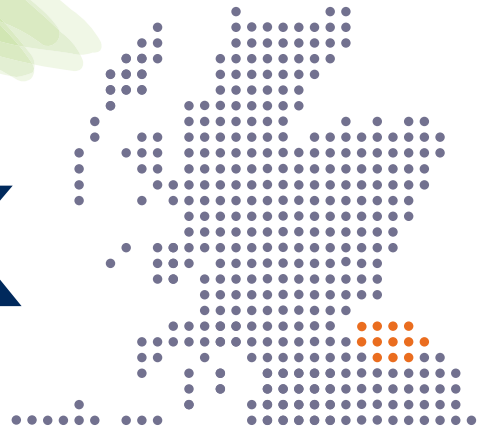


talkback

autumn '13



our vision



- we provide
- : First class affordable rented homes
 - : Excellent customer care
 - : Expert maintenance services
 - : Support for independent living

we are

Professional



Honest



Reliable



Friendly



As you will have seen from our Annual Report, we have a new vision for the future – Healthy Happy Homes. While we can't magically make every one of our tenants healthy and happy, we can make the commitment to ensure that homes are suitable for the tenants who live in them, tenants are treated

in a friendly and courteous manner, and that we will work with tenants to improve neighbourhoods and our services. We want our vision to be clear and straightforward, and to inspire our tenants and staff to work together to make the future better. **Please let us know what you think!**

YOU ARE INVITED!
28 OCTOBER 2013 - 6PM - 8PM
HADDINGTON TOWN HOUSE, BUFFET ROOM
30 OCTOBER 2013 - 2PM - 4PM
THE BRUNTON, ESK ROOM 1
Refreshments will be provided

We are holding two events to present the results of the large scale tenant satisfaction survey carried out last year. Alan Kennedy from Knowledge Partnership, who carried out the survey for us, will explain the results, and then we want you to give us your ideas on what action we should take to improve areas where we aren't doing so well. You are invited to come along and help us improve our services.

If you'd like to come along, please **return the card** which came with your newsletter, or contact our office on **01620 825032**, e-mail **info@elha.com**, or go to **elha.com** and press the big red Live Help button. **We hope to see you there!**

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Congratulations to Nungate TRA for securing over £7,000 of funding from Awards For All Scotland for their speed watch project. This money will be used to buy two speed reactive signs to slow motorists down to address concerns from residents about traffic speeds in the area.

Nungate TRA and East Lothian Tenants and Residents Panel (ELTRP) were also runners up for the Frances Nelson Award at the Tenants Information Service Conference earlier this year.

If you live in the Seggarsdean/Nungate area of Haddington, and you'd like to find out more about Nungate TRA, you can get more information by visiting the website: www.nungatetra.co.uk or e-mailing nungatetra@yahoo.co.uk.

If you'd like find out more about ELTRP, you can call on **0131 665 9304**, e-mail tenantspanel@hotmail.com or visit the website, www.eltrp.co.uk.

Let Us Know What You Think About Our Repair Service

Our latest tenant satisfaction survey gave us a lot of interesting results (see the summer edition for the headline results), but none more than the reaction to our repair service. The overall results showed that most of our tenants think that the repair service was improved since R3 took over, but strangely, satisfaction with the repair service has dropped.

To try to find out how an improved service seems to have resulted in a drop in satisfaction, and how we can change this, we are making it easier for you to give feedback, both positive and negative, about repairs. While the paper forms will still go out to anyone who has had a repair, you can now also log into your on-line tenant account and leave feedback on any repair which you have had done in the last 12 months.

Your Repair History

Your Reference: 010101012

Mrs A Tenant
123 Elha Street
Haddington
East Lothian
EH41 3JL



Repair Request Date	Contractor	Description	Date Completed
16/04/2013	R3 Repairs Ltd	Wash-hand basin single tap is damaged	<input type="button" value="Leave Feedback"/> 29/04/2013
04/01/2013	R3 Repairs Ltd	4101 Door entry system handset faulty	<input type="button" value="Leave Feedback"/> 16/01/2013
05/11/2012	R3 Repairs Ltd	4101 Hot water is not hot enough adjust as required	<input type="button" value="Leave Feedback"/> 09/11/2012
01/11/2012	R3 Repairs Ltd	Internal door frame is loose	<input type="button" value="Leave Feedback"/> 09/11/2012

And don't forget – every time you send feedback on a repair, you're entered into a prize draw to win £50 in shopping vouchers!

Signing up for on-line services is quick and easy – all you need is an e-mail address, your tenant number and a password. If you don't know your tenant number, you can find it on the top of your last rent statement, or by calling us on **01620 825032**, e-mailing enquiries@elha.com or visiting elha.com and clicking the big red Live Help button.

If you have any problems registering, or you want to know more about reporting a repair on-line, cancelling a repair on-line, leaving feedback, or any other on-line service, just let us know and a member of staff can help guide you through the process.



MAKING A COMPLAINT

While we always hope that everyone who receives a service from us is satisfied, we know that there are times when we could have done better. If you feel there has been a breakdown in service, and you want to make a complaint, we aim to make the process as clear and simple as possible.

We follow the complaints procedure issued by the Scottish Public Service Ombudsman (SPSO), which you were sent in the Spring newsletter. If you don't have a copy, you can pick one up at our head office in Haddington, or download a copy from elha.com.

The Scottish Housing Regulator (SHR) has also just published a guide to advise people on what to do if they want to report a complaint or a significant performance failure, and we have these available at our head office, or a copy can be downloaded from the SHR website: www.scottishhousingregulator.gov.uk.

If you do not have internet access or cannot download, and would like us to send you a copy of either/both of these leaflets, please call us on **01620 825032**.

Feeling Low, Anxious or Stressed?

Feeling low, stressed or anxious are common problems. Some people recover in a few weeks on their own, while others need more specialist help and support. That's where Living Life can help.

NHS Living Life is a free telephone service based on Cognitive Behavioural Therapy (CBT). Their self-help coaches and therapists can help you understand some of the reasons why you are feeling low, address negative patterns of thinking and can teach new ways of coping.

Living Life can be accessed either through a referral by your GP or by contacting the service directly by calling **0800 328 9655**.

What type of support does NHS Living Life offer?

Living Life offers two types of telephone support:

- **Living Life Guided Self-Help** involves guided telephone support with a self-help coach over 6-8 weeks.
- **Living Life CBT** offers specialist support with a fully trained therapist over 6-9 telephone sessions.

What happens after phoning the service?

After contacting the service, a questionnaire is sent for completion and return. Arrangements are then made to call and discuss the type of support best suited to your needs.

For further information about Living Life call **0800 328 9655**.

Living Life

0800 328 9655

Mon to Fri 1pm - 9pm



AGM

Our AGM on Monday 23 September was a great success. We celebrated our 25th anniversary, and welcomed friends old and new, and also launched our new Vision for Healthy Happy Homes as we looked to the future as well as our past.

Our guest speaker was Di Alexander, Chair of the Rural and Islands Housing Association Forum (RIHAF), who spoke about ELHA's contribution to rural housing issues in Scotland, as well as congratulating ELHA on continuing to be a thriving, independent, community based housing association.



Pictured cutting our 25th anniversary cake are Robert McNeil, Sheila Kerr, Di Alexander, Peter Hayman, Martin Pollhammer and Frank Colston

GETTING READY FOR WINTER

Scottish winters are never predictable – one year we might have two feet of snow, the next we might get very little snow but a month of gale force winds.

Either way, we all need to make sure we're getting the best value possible from our energy providers. Fortunately there's lots of help available to anyone who wants to make sure their home is as energy efficient as possible.

Changeworks is an environmental charity and social enterprise, working in collaboration with public and voluntary or charitable organisations, schools, communities and businesses.



The Affordable Warmth Team provides education, support and a tailored approach to help and advise individuals in Edinburgh, East Lothian, Midlothian and Fife about their energy consumption and fuel billing. The advisors can arrange home visits or give in-depth advice over the phone. They can help specifically with fuel debts, getting the most out of heating systems, helping people to understand their fuel bills and manage fuel debt.

If you'd like to get advice on energy efficiency, you can ask your Housing Officer to refer you to Changeworks. Our money adviser, Anne Rattray, can also arrange for you to have a home energy check through our Financial Inclusion Service.

And not to forget – if you have a draughty door or window, or a loose roof tile, report them now, before the cold weather arrives.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

Avoid Condensation

As the days cool down and we all close our windows and turn on the central heating, it's a good idea to make sure you're not causing condensation problems by trapping warm damp air inside your home. Remember to open a window or turn on an extractor fan when you're cooking, drying clothes indoors or taking a shower.

Our leaflet, giving information on the difference between damp and condensation, and tips on how to avoid condensation problems, can be picked up from our office, or downloaded from elha.com.

If you do not have internet access or cannot download, and would like us to send you a copy of this leaflet, please call us on **01620 825032**.



Laminate Floors

If you have laminate floors, or want to lay laminate floors in your home, there are a few things you need to remember:

1. You must fill out an Alterations & Improvements form, and receive written permission from us before you put down laminate flooring.
2. We do not normally approve the use of laminate flooring in upper flats, as this can cause an unacceptable level of noise transfer through into the flat below.
3. If we need to make repairs or complete planned maintenance on your home, for example: a central heating upgrade, you are responsible for making sure all flooring is removed before work can take place.
4. If you end your tenancy, you must remove the flooring or you may be charged the cost of doing so.

Please Don't Smoke When Staff Are in Your Home

If you are a smoker, please do not smoke when a member of our staff visits you. Although the smoking ban does not cover private homes, our staff have the same rights to a smoke-free workplace as anyone else, and may refuse to carry out repairs, maintenance, or tenancy management visits if they feel at risk from passive smoking.



Change to Planned Maintenance Calendar

The roof and render works scheduled to take place at Castle View and Castle Terrace in Cockenzie this year have been postponed. A survey of the properties has assessed the properties as being in no immediate need of attention.

Time to Redecorate?

Did you know that all our tenants are eligible to receive discounts from Dulux Decorator Centres even if you haven't been issued with a voucher or paint pack?

All you have to do is provide proof of your tenancy and you can receive discounts, expert advice and free delivery.

To get your discount you can:

- Visit a Dulux Decorator Centre with your tenancy agreement.
- Make your order on-line at www.duluxdecoratorcentre.co.uk/housing/eastlothian or call **0845 602 3128** (Monday to Friday 9 – 5), tell the salesperson you are an ELHA tenant, and have your purchases delivered free to your home.



Twitter@DuluxDecCentre



www.facebook.com/duluxdecoratorcentres

When you call the office...

Repairs, paying rent over the phone, making a rent arrears arrangement, information on homehunt, and dealing with issues with your tenancy are all dealt with by different departments and/or staff members.

It can be very frustrating to be bounced around from person to person when you call, so to help our Receptionists direct you to the person best able to deal with your enquiry, please let them know what you are calling about, rather than asking for a specific person.

