Welcome to the first edition of Midlothian Council’s Tenant e-newsletter.
This edition includes:

**Midlothian Council Tenant’s Garden Competition 2017**

The efforts of green fingered Lewis Bassindale and his wife Jean have been rewarded with three awards in this year’s garden competition for Midlothian Council tenants.

The couple won the gold award for the best overall garden, top spot in the best floral garden category and runners up prize for the most improved garden.

They were presented with their certificates along with vouchers for Dobbies Garden Centre by the Midlothian Provost at their home in Roslin.
Two year old Cain Hay from Loanhead, is dwarfed by the plants that won him a special prize for this year’s tallest sunflowers.

Cain and the Bassindales weren’t the only winners this year. For a full list of who won what please see click here:

https://www.midlothian.gov.uk/info/200277/tenancy/224/tenant_participation/4

Tenant’s Day 2017

Summer fun at Midlothian Tenants’ Day
Midlothian Council Housing services held its annual Tenants Day on Friday 8th September in Dalkeith Arts centre.

A number of fun events were available including a prize raffle, bingo, the smoothie bike and a prize quiz.

The theme of this year’s event was ‘Auld Midlothian’ with plenty of local photos, dressing up outfits and memory boxes supplied by the Scottish Mining Museum.
Tenants had the opportunity to ask pose questions to housing staff and we had three talks covering antisocial behaviour, repairs and our new build programme.

Some photos of the event -
Many thanks to everyone for coming and we look forward to seeing you at next year’s event.

Update from Midlothian Council’s Tenants and Residents Groups

Bonnyrigg North Residents Forum

Last meeting was held on 23rd August 2017 at the Pitcairn Centre, Bonnyrigg High Street. Issues discussed – consultation on new schools in Midlothian, parking issues around Lasswade primary school, potholes in Pendreich Avenue, mess from birds in Bonnyrigg High Street and concerns regarding parking in Bonnyrigg Medical centre.

Agreed actions - Walkabout scheduled for 20 September at 11am (completed and outcomes to be discussed at next meeting)

Next meeting scheduled for 25 October at 6.30pm in Pitcairn Centre.
Cowan Court Tenants Group
Last meeting held on Tuesday 12 September in Cowan Court. Issues discussed – internal repairs, communal garden, and road traffic issues.

Next meeting – Tuesday 7th November at 11am in Cowan Court.

Esk Place Tenants Association
Last meeting held on Tuesday 5th September in Esk Place. Issues discussed – constitution of Esk Place Tenants Association, social events, repairs issues and internal issues.

Next meeting – Tuesday 5th December at 6pm in Esk Place

Poltonhall Residents Group
Last meeting held on 2nd August in Lasswade Rugby Club. Issues discussed – recycling, dog fouling, parking issues around Lasswade High school, council window replacement scheme, and environmental issues.

Agreed actions – Litter pick arranged for 27th September at 12noon.

Next meeting – Wednesday 4th October at 2pm in Lasswade Rugby Club.

Woodburn Tenants Group
Last meeting held on 31 August in the Dalkeith Miners Club. Issues discussed – antisocial behaviour, alleged criminal activities, messy gardens and fly tipping.

Agreed actions – ‘Crime’ theme with relevant speakers for next meeting

Next meeting – Thursday 26 October at 6:30pm in the Dalkeith Miners Club.

No group in your area?
If you would like to start a tenant group in your area please phone Lesley or Greig on 0131 271 3611 or 0131 271 3629.
Midlothian Council Tenant Satisfaction Survey 2017

Congratulations to Mr Laird from Penicuik, he was selected by raffle after completing the 2017 Tenants Satisfaction Survey. Mr Laird won a £50 shopping voucher.

Home Fire Safety Visit

Get your FREE home fire safety visit and FREE smoke alarm now!
As part of the Scottish Fire and Rescue Service commitment to building a safer Scotland we offer everyone in Scotland a free home fire safety visit. We can also fit smoke alarms free of charge if your home requires them.

Get in touch with us, it's so easy to arrange:

- call 0800 0731 999
- text "FIRE" to 80800 from your mobile phone
- complete our online form at http://www.firescotland.gov.uk/your-safety/for-householders/home-fire-safety-visit.aspx
- call your local fire station
A note about cladding on our council low rise buildings

In our low rise properties with cladding we are not carrying out invasive inspections. We do not have high rise tower homes.

Further information about cladding materials

We use Wetherby’s EpsiTherm (EPS) for the low rise housing cladding and, in common with all organic materials, EPS is combustible.

If installed correctly, it will not be an undue fire hazard

However, provided it is specified and installed correctly, in accordance with the manufacturer’s instructions and BS 6203 guidance, it will not present any undue fire hazard.

We have followed recommended practice

The standard recommends that for all applications, the material should be protected by either a laminated facing layer, or fully enclosed by the form of construction, which is the case with our system.

Midlothian Council News and events

Upcoming events

Tenant surgeries: Penicuik

Date: Tuesday 3rd October 2017

Location: Penicuik Library, 39A Carlops Rd
Penicuik
EH26 9EP

Time: 13:00 - 17:00

A housing officer will be available to answer your housing queries
Tenant surgeries: Penicuik

Date: Wednesday 4th October 2017

Location: Penicuik Library, 39A Carlops Rd
Penicuik
EH26 9EP

Time: 09:30 - 13:00

A housing officer will be available to answer your housing queries.

Poltonhall Residents Group meeting

Date: 4th October 2017

Location: Lasswade Rugby Club,
Rosewell Road
Bonnyrigg
EH19 3PR

Time: 14:00 - 15:30

Come along to our residents group meeting for all Poltonhall residents.
The meetings are held every two months and all Poltonhall residents are invited.
Guest speakers will discuss tackling dog fouling and waste services. Just come along, or phone us on 0131 271 3611 for more information.

Midlothian Community Council Training Day

Date: 7th October 2017

Location: Lasswade Centre, 9 Eskdale Drive
Bonnyrigg
EH19 2LA

Time: 10:00 - 14:30

Cost: Free but booking required
Are you a current or prospective community councillor? Or are you a local resident looking to get more involved with your community council? Then why not join in with our annual training day.

For more information, contact Catherine Duns on 0131 270 5769 or email catherine.duns@midlothian.gov.uk

Bonnyrigg North Residents Forum meeting

Date: 25th October 2017

Location: Pitcairn Centre, 72 High Street, Bonnyrigg, EH19 2AE

Time: 18:30 – 20:00

Come along to our meeting for all residents of Eldindean, Pendreich, Viewbank and Rae’s Gardens areas.

The meetings are held every two months.

Just come along, or phone us on 0131 271 3629 for more information.

Woodburn Tenant Group meeting

Date: 26th October 2017

Location: Dalkeith Miners Club, Woodburn Road, Dalkeith, EH22 2AT

Time: 18:30 – 20:00

Come along to our tenant group meeting for all Woodburn tenants.

The meetings are held every two months and all Woodburn tenants are invited.

Guest speakers will discuss tackling crime. Just come along, or phone us on 0131 271 3611 for more information.
News

Well done to the Poltonhall litter pickers!

The Poltonhall Residents Group held a community litter pick on Wednesday 27 September and in just one hour, managed to tidy up eight bags of rubbish. The Residents Forum received help from the Unpaid Work Team and Waste Services who provided extra helpers, materials and took the rubbish away to be disposed. Many thanks to all who helped out!

Midlothian Tenant Panel

Want to be kept up to date about housing in Midlothian but don’t have the time to go to meetings? Want to have your say without having to speak out in front of others? Our panel might be just for you!

Our panel members give us their opinions from the comfort of their own homes. To find out more phone 0131 271 3611, email tenantparticipation@midlothian.gov.uk or message us on facebook (search for ‘Midlothian Council Housing Information’).

Scottish Housing Day was sweet!

To celebrate Scottish Housing Day on 21 September we held an information stall in Buccleuch House and gave away freebies and sweeties to everyone who came over to say hello!

We also celebrated building our 1000th new home since we began our new build programme in 2006. Thanks to everyone who helped out on the day.
Estate Walkabouts

Why not take part in a walkabout in your neighbourhood and help inspect the area for issues such as dog fouling, fly tipping and messy gardens? Join council officers on the day or report any issues in advance by phoning 0131 271 3611 or 0131 271 3629.

Meeting point will be in local area and will be confirmed closer to walkabout. Meeting time – 11am

See below for dates of the next scheduled walkabouts –

<table>
<thead>
<tr>
<th>Area</th>
<th>Date</th>
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<tbody>
<tr>
<td>Penicuik</td>
<td>Wed 25/10/17</td>
</tr>
<tr>
<td>Woodburn</td>
<td>Wed 22/11/17</td>
</tr>
<tr>
<td>Bonnyrigg</td>
<td>Wed 20/12/17</td>
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Useful contact numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact number</th>
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</thead>
<tbody>
<tr>
<td>Housing</td>
<td>0131 270 7500</td>
</tr>
<tr>
<td>Housing repairs</td>
<td>0131 662 7211</td>
</tr>
<tr>
<td>Rents and payments</td>
<td>0131 271 3201</td>
</tr>
<tr>
<td>Rent arrears</td>
<td>0131 271 3499</td>
</tr>
<tr>
<td>Antisocial behaviour</td>
<td>0131 271 6677</td>
</tr>
<tr>
<td>Mediation</td>
<td>0131 271 3617</td>
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<tr>
<td>Housing Benefit</td>
<td>0131 271 3201</td>
</tr>
<tr>
<td>Council Tax</td>
<td>0131 271 3201</td>
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<tr>
<td>Welfare rights</td>
<td>0131 271 3781 or 0131 270 8922</td>
</tr>
<tr>
<td>Scottish Welfare Fund</td>
<td>0131 270 5600</td>
</tr>
<tr>
<td>Rubbish and recycling</td>
<td>0131 561 5284</td>
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<tr>
<td>Dog fouling</td>
<td>0131 561 5284</td>
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<tr>
<td>Animal welfare and pest control</td>
<td>0131 561 5284</td>
</tr>
<tr>
<td>Environmental health</td>
<td>0131 271 3345</td>
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<tr>
<td>Roads and pavements</td>
<td>0131 663 1103</td>
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<tr>
<td>Adult and Social Care</td>
<td>0131 271 3900</td>
</tr>
<tr>
<td>Children and Families</td>
<td>0131 271 3413 or 0800 731 6969</td>
</tr>
<tr>
<td>Homelessness</td>
<td>0131 271 3397 or 0131 663 7211</td>
</tr>
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Other useful contact numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td>Police Scotland</td>
<td>999 or 101 (non-emergencies)</td>
</tr>
<tr>
<td>Scottish Water emergencies</td>
<td>0845 600 8855</td>
</tr>
<tr>
<td>Scottish Water enquiries</td>
<td>0845 601 8855</td>
</tr>
<tr>
<td>Gas emergencies</td>
<td>0800 111 999</td>
</tr>
<tr>
<td>Scottish Power</td>
<td>0800 092 9290 (for powercuts)</td>
</tr>
<tr>
<td>Citizens Advice Bureau</td>
<td>Penicuik – 01968 675259</td>
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<tr>
<td></td>
<td>Dalkeith – 0131 660 1636</td>
</tr>
<tr>
<td>Home Energy Advice Scotland</td>
<td>0808 808 2282</td>
</tr>
</tbody>
</table>

More Information

If you would like information on our tenant groups, or on any of our tenant participation activities please contact us on the details below:

Lesley Connell                        Greig Henderson
Tenant Participation Officer          Tenant Participation Officer
lesley.connell@midlothian.gov.uk      greig.henderson@midlothian.gov.uk

0131 271 3611                        0131 271 3629

Follow us on Facebook – search for ‘Midlothian Council Housing Information’