

Winter Edition Tenants' Newsletter 2021



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Christmas Closure Times

Our offices will close on Friday 24 December 2021 at 12 noon.

Services will start again on Wednesday 5 January 2022.

Contact details for emergency housing repairs and homeless services during the holiday period can be found on the council website:

[Opening hours and emergency numbers | Christmas and New Year | Midlothian Council](#)



Tenant Participation Updates

Tenant Participation meetings have continued to be held online using the Microsoft Teams platform. We have recently introduced our informal Coffee & Chat sessions and if you would like to join this group please contact the Tenant Participation Officer by emailing: tenantparticipation@midlothian.gov.uk or calling 07785382170.

Some of our Tenant panel members have been busy attending online meetings and acting as judges at the recent Midlothian Council Tenant Garden Competition.

In November our Tenant panel members and staff met on the Teams platform to hear a presentation by Scotland's Housing Network on our annual performance figures for 2020/21. This is an important meeting in the Housing section calendar and covers a wide range of topics such as rent, repairs and tenant satisfaction. Everyone present had the opportunity to ask any questions and received a copy of the report before this meeting took place.

Work with us for better services

Are you recently retired, have a young family or just looking for a new challenge? Then why not get involved in your housing service and join our Tenant Panel or simply taking part in online meetings or surveys.

Tenant Participation gives Midlothian Council Tenants a voice to influence decisions made in the housing service. We are always looking at ways to improve the service you receive and would encourage tenants and service users to get more involved to help us achieve this.. If you would like further information please email tenantparticipation@midlothian.gov.uk or call 07785382170.



Housing Service Performance

Scottish Housing Charter

The Charter sets out the service quality and value for money that existing and future service users should expect from us. It sets out standards for easy communication with the council and for tenant participation.

The Charter was developed in consultation with tenants, tenant organisations, social landlords, other stakeholders and the Scottish Housing Regulator.

[Housing strategy and performance | Midlothian Council](#)

Regulatory Framework

Our housing services are regulated by the Scottish Housing Regulator. It revised its Regulatory Framework in February 2019. All landlords must comply with the Regulator's requirements, which are published in chapter 3 of the Regulatory Framework. This Framework requires publication of an Engagement Plan for each landlord which is available on the council's website. The council must also provide an Annual Assurance Statement of compliance which is available on the council's website.

[Housing strategy and performance | Midlothian Council](#)

Landlord Performance Report

The Charter requires the council to publish Landlord Performance Report. You can compare our performance with other social housing providers on the Housing Regulator's website.

[Landlord performance | Scottish Housing Regulator](#)

Landlord Performance Report to Tenants

Our key housing performance is provided in our Landlord Report to Tenants for 2020/21 which is available on the council's website.

[Put link here for this year's report](#)

Significant Performance Failures

The Scottish Housing Regulator has published a leaflet for tenants who may wish to report significant performance failures. This can be accessed here:

[How we regulate: A guide for tenants and service users | Scottish Housing Regulator](#)

If you want to find out more about our performance or would like to ask any questions you can contact us directly on 07785382170 or email tenantparticipation@midlothian.gov.uk

Domestic Abuse –Staying Safe

Unfortunately during the holiday season cases of domestic abuse can increase for many reasons. Domestic abuse is everyone's business. Domestic abuse is not acceptable, and it's not inevitable. No one should live in fear of domestic abuse. If you, or anyone you know, is being abused or is at risk of abuse, please contact Police Scotland on 101 or if it's an emergency 999.

Or if you need support please contact Scotland's Domestic Abuse and Forced Marriage Helpline on 0800 027 1234.

Disclosure Scheme for Domestic Abuse Scotland

The Disclosure Scheme for Domestic Abuse Scotland (DSDAS) gives people the right to ask about the background of their partner. It also allows concerned relatives and friends, the right to ask about someone's partner. They can ask if they have been abusive in the past. DSDAS could provide information that can help a person make a positive choice to protect themselves and their future.

If you are worried that your partner might have an abusive past, or you are worried about someone else then you can easily make a DSDAS application in confidence:

[Make a DSDAS application](#)



Festive Waste Collection and Recycling

Kerbside collections

There are **no changes** to kerbside collections of waste/recycling over the Festive period. Collections continue on the Public Holidays: 27,28 December and 3,4 January.

Please put out your bins for 7am. Collection times may vary.

In icy or snowy weather, there may be delays to your bin collections. Please leave your bin out and we will collect it as soon as possible. There is no need to phone the Contact Centre.

Recycling Centre

The Recycling Centres will only be closed on:

25, 26 December

1, 2 January.

The sites will close at 12 noon on 24 and 31 December. Last entry at 11.30am.

For further information on waste and recycling during the holiday season please use the link below:

[Festive waste collections and recycling | Festive waste collections and recycling | Midlothian Council](#)



New Garden Group in Dalkeith

Grow and Learn in Nature



Starts Friday 28 January 10-30-12

At Dalkeith Country Park

Are you interested in gardening and appreciate the health benefits of being outdoors in all weathers? Would you like to meet other people and help to restore the community tranquil garden at Dalkeith Country Park?

Learn about

How to make your outdoors space more nature friendly, biodiversity, plant care, soil health, propagation and so much more.

[Book on Eventbrite](#)

For more information contact cll@midlothian.gov.uk

Changeworks' Affordable Warmth Service – support available to Midlothian Residents

Midlothian Council works in partnership with Changeworks, who can provide practical support to Midlothian residents, so you can live in an affordably warm home. Their advice is impartial and delivered by experts. Their Affordable Warmth Advisors can support you via telephone, email, post or a home visit*.

They can support you to:

- Keep your home affordably warm and dry, even if you are on a low income
- Understand your electricity, heating and/or gas bills and manage energy debt
- Assist with communicating with your fuel suppliers
- Know how to save energy in the home, including how to use your heating system
- Read your meters, including getting to grips with pre-payment meters
- Switch to a cheaper supplier or tariff

Contact Changeworks Affordable Warmth Services for help with heating and electricity bill payment or supply issues:

Call free on 0800 870 8800 Our opening hours are 9am-5pm Monday to Friday

Request a call back for support: <https://www.changeworks.org.uk/referral>

Email warmth@changeworks.org.uk and a friendly advisor will get in touch.

*Home visits follow current government safety guidelines.



Useful Numbers

Emergency repairs 0131 663 7211

Police Scotland Non-Emergency 101

Scottish Women's Aid 0800 027 1234

Age Scotland –Friendship line 0800 12 44222

Gas Emergencies 0800 111 999

Electric (power cut) 105 or 0800 3163105

Samaritans 116 123

