



Midlothian Council Tenants' Newsletter

Winter 2022

Welcome to your latest tenant newsletter - just one of the ways we keep in touch. This issue contains information on our rent consultation which is open to Midlothian Council tenants' and our housing waiting list applicants. There's also details of support if you are struggling with rising living costs.

Holiday opening hours for main offices

Please use the link below for further details of opening times during the holiday season for our offices in Dalkeith.



Opening hours for main offices | Midlothian Council

Rent Consultation

Are you a Midlothian Council tenant or on our housing waiting list?

We want to hear your views.

There's still time to get involved in this rent consultation but it closes on the 16 December 2022 so don't delay in taking part. The consultation presents options for setting next year's rent levels. You can give us your views online or request a paper copy of the form.

Find out more and / or take part in the consultation

Tenant Satisfaction Survey

Thank you to all the 750 Midlothian Council households who recently took part in our Tenant Satisfaction Survey. This survey is carried out every three years and covers many topics within housing. Councillors will review the findings from this survey at the December council meeting. A follow up report will be published in the next few months and will be included in the next tenant's newsletter.



Cost of living support

If you or anyone you know, needs help with the cost of living then please visit our #MidlothianCares pages on the council website. There's lots of helpful information including where to find free, warm spaces, across Midlothian: many of which are also offering free food and drink. For those who need help buying food, there are details of food banks as well as the Central Dalkeith and Woodburn Food Pantry and the Midlothian and Easthouses Development Trust Community Food Pantry, both of which have produce at subsidised prices.



Stay warm and well this winter | Support coping with rising living costs | Midlothian Council



Midlothian Older People's Winter Newsletter

Created especially for residents aged 65 and over, the latest Midlothian Older People's Winter Newsletter is full of great ideas for living life to the full even when the weather turns colder.

There's wealth of handy information on everything from useful local organisations to support for the cost of living, plus tips on keeping active and staying connected with friends and family.

Directory of services for older people | Midlothian Older People's Winter Newsletter 2022/23

Condensation & dampness

Condensation occurs when moist air contacts a cold surface. For example, you can see it on windows and mirrors as tiny droplets of water when you have a shower or bath.

To prevent this from occurring you can:

- Open windows when showering
- Vent tumble dryers directly to the outside
- Turn on extractor fans where fitted

Excessive condensation can lead to dampness and mould growth on walls and furniture and mildew on clothes.

What should I do if I have damp or mould?

- If you have mould on walls make a solution of chlorine bleach and water usually 1 part bleach to 3 parts water.
- Using a stiff bristled brush, scrub the blackened area.
- Rinse thoroughly and dry.

If the mould and dampness keeps returning, and you have done all of the above, then report it as a repair.

To request a repair:

Email contactcentre@midlothian.gov.uk

Call us on **0131 663 7211**

What should I do if I go on holiday in the winter?

If the heating is not on and it gets cold the pipes can freeze causing them to burst.

If you are leaving the house for any time between November and March you should turn off the heating system, turn off the stop valves and drain down both the hot and cold systems by opening the taps.

When you return you should open the taps, turn the stop valve back on and turn off the taps when the water has a steady flow. You can then turn on the heating.

Alternatively we will do this service for free. If you require this service, contact the repairs line on the number below. You should be aware that you will be charged for work arising from burst pipes if precautions have not been taken.

Repairs email contactcentre@midlothian.gov.uk
or call **0131 663 7211**

Stay Safe this Christmas

The Scottish Fire & Rescue Service website provides information on staying safe this Christmas.

- Candle Safety
- Deck the Halls
- Electrical Safety
- Alcohol & Cooking

Scottish Fire & Rescue Service
(firescotland.gov.uk)

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
- LGBT Helpline Scotland
0300 123 2523
- Samaritans
116 123