



TEMPORARY TIMES

News for Midlothian Tenants in temporary accommodation – Winter 2023

Welcome to this edition of Temporary Times.

Our tenant newsletters are just one of the ways we keep in touch with you. Important updates are also available via: our website, local and social media. This issue provides information on housing services' progress, and on assistance with everyday living.

Improving housing services



You might have taken part in our tenant consultation activity over the last few years, including surveys, tenant meetings, feedback forms or estate walkabouts. Hearing from tenants is always very important in helping us develop and improve our housing services. If you're interested in getting involved in tenant participation please email: tenantparticipation@midlothian.gov.uk or call **07785382170**.

Tenant Satisfaction Survey



Every three years Midlothian Council carries out a Tenant Satisfaction Survey. This survey must be carried out by law and 750 tenants took part in this recent survey which asked a range of housing questions on the services we provide. To find out the results of this survey which were carried out on our behalf by Knowledge Partnership please use link below.

Midlothian Tenant Satisfaction Survey results reveal overall satisfaction | Midlothian Council



Meeting Housing Needs

We are pleased to announce that 101 new council housing developments were completed over recent months at Bonnyrigg, Dalkeith and Newtongrange. We encourage all waiting-list housing applicants to take up the offer of all social housing landlords on their application forms in order that you gain secure housing at the earliest opportunity.

Rapid Rehousing Transition Plans | Rapid Rehousing Transition Plan 2022/23 - 2023/24 (midlothian.gov.uk)

Cheaper broadband and phone packages



Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them "essential" or "basic" broadband.

They're delivered in the same way as normal packages, just at a lower price. Amid rising living costs, there's many companies offering social tariffs to help customers on low incomes.

To find out further information and for a full list of companies offering social tariff rates please use link below.

Cheaper broadband and phone packages - Ofcom

Money worries advice leaflet

As part of its Midlothian Cares initiative, the council has worked with Independent Food Aid Network UK to produce a leaflet with advice for people struggling to make ends meet.

The Worrying about Money leaflet explains how and where to get help and advice in Midlothian.

It can be viewed online:

Midlothian - Worried about Money?
(worryingaboutmoney.co.uk)

Free copies are available in local libraries.



Useful numbers

- Police Scotland Non-Emergency 101
- Scottish Women's Aid 0800 027 1234
- Electric (power cut) 105 or 0800 3163105
- Emergency repairs 0131 663 7211
- Samaritans 116 123
- LGBT Helpline Scotland 0300 123 2523



WATER

If you get a burst pipe:

- If possible, fill your bath with water for flushing the toilet and for washing.
- Turn off the water at the stop valve (usually under your sink).
- Switch off the electricity at the mains.
- Switch off any water heaters.
- Switch off the central heating system. If you have a solid fuel fire or system let the fire die down. Do not attempt to drain the boiler unless the fire has gone out.
- Open all taps to sinks and baths.
- Call emergency repairs: **0131 663 7211**.

If your pipes freeze:

- Turn off the water at the stop valve.
- Open all sinks and bath taps.
- Call emergency repairs: **0131 663 7211**.

Support with living costs

Stay warm and well this winter. The link below highlights help for people living in Midlothian. There's a list of warm spaces you can go to throughout Midlothian. It also has details of the recently opened Woodburn Pantry.

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

