

TENANTS' courier

Winter 2022

The newsletter for
Edinburgh Council tenants

A photograph of three children smiling and hugging each other. The child on the left is a girl with long blonde hair wearing a blue denim jacket. The child in the middle is a girl with dark hair wearing a pink and blue knit hat and a dark jacket. The child on the right is a boy wearing a maroon knit hat and a white sweater. They are outdoors with trees in the background.

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Introducing new Housing Convener, Jane Meagher

Hello everyone,

Welcome to the winter edition of the Tenants' Courier. I'm your new Housing Convener and it's a pleasure to introduce myself.

With the days getting darker, this edition shines a light on the support available to help you to save money and stay warm this winter. In these pages we look at how to check you're not missing out on financial support - like a winter fuel or cold weather payment, a warm home discount or child winter heating assistance. Benefits are there to help us when it's hard to make ends meet so, please do double check that you're receiving everything you're entitled to.

Knowing how stressful money worries can be, we also look at debt and mental health support. Plus, we have a series of tips for making the most of your local library and free days out.

When the weather turns, please also look out for yourself and neighbours who may benefit from some company or small errands. Speaking of which, if you have a neighbour who has gone out of their way to do some good in the community this year,

let us know! Nominations are open for the Good Neighbour Award 2022.

Rising food and energy costs are making it extremely difficult for many people to manage their money. I know that it is a really worrying time. To understand the true impact and make sure we continue to help we'll be contacting 1,000 tenants to take part in a telephone survey. It will also go online on the Council's Consultation and Engagement Hub so do look out for that and have your say. The consultation closes on 23 December 2022. You'll find the consultation here

www.edinburgh.gov.uk/tenantsconsultation

Together with our partners, we're here to help and give advice. I really hope that you find this edition useful.

Jane

Struggling to pay rent? Speak to us now

Rising food and energy costs, and the Covid-19 pandemic, have made it difficult for many people to manage their money. But it's still important that you pay your rent on time. If you miss rent payments it can get harder and harder to catch up.

Contact your housing officer today to discuss. If you're not sure who your housing officer is, call your local office (contact details on the back page of this newsletter).

If you're worried about paying your rent please speak to us. We can help by:

- referring you for money and debt advice
- helping you to apply for benefits and funding to help pay rent
- setting up a repayment plan.



Financial help check

It's estimated that around £8 billion of income related benefits are not claimed in the UK. In Edinburgh over £10 million of Pension Credit is unclaimed every year.

Benefits are there to help us when it's hard to make ends meet. Please check if you're missing out on any financial support by using the Advice.scot online benefits calculator to make sure that you get all the support available to you, for example, you may be entitled to:

- **Warm Home Discount:** Last year up to £140 was provided towards energy bills. This year it's £150. Check with your supplier to find out if you qualify.
- **Winter Heating Payment:** This new benefit replaces the Cold Weather Payment in Scotland from this year. You do not have to do anything. A £50 payment will be paid automatically to anyone who qualifies. Payments for winter 2022 will start to be made from February 2023.

- **Winter Fuel Payment:** If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills.
- **Child Winter Heating Assistance** is an annual payment to help with the costs of heating for disabled children. Households can get £214.10 per eligible child or young person.

Check if you can get any more financial support by going to adsbenefits.inbest.ai/benefits-calculator.turn2us.org.uk or call 0808 800 9060 (Monday to Friday, 9am-5pm). Advice is available to everyone in Scotland at no cost and regardless of personal circumstance. Calls to numbers beginning 0800 and 0808 are free from all landlines and mobiles.



Rising energy and food prices will affect most households this winter

If you're worried about paying the bills, prices going up or how to make ends meet, then you're not alone. These worries can have a knock-on effect on our mental health and wellbeing - including on those around us. So, it's important to know that there's help and advice out there.

Money worries

If you're worrying about money, heating your home or paying the bills, we've put all the support and advice in one place:

- debt advice
- grants and benefit payments
- help with school costs and nursery fees
- housing support
- how to save on your energy bills and make your home warmer
- grants to upgrade your heating and discounts from energy suppliers
- community cafes, food banks and pantries.

www.edinburgh.gov.uk/costofliving or call 0131 200 2360

Feeling overwhelmed?

Anxiety and low mood can impact on your social life and relationships. iThrive Edinburgh has mental health and wellbeing self-help apps, services, activities and advice in one place to help with:

- anxiety and low mood
- feeling lonely or isolated
- mindfulness
- stress
- feeling overwhelmed
- healthy eating.

Visit ithriveedinburgh.org.uk or call Breathing Space 0800 83 85 87 (calls to numbers beginning 0800 and 0808 are free from all landlines and mobiles).



Not able to get online?



If you do not have a computer or smart phone, please come to any of our libraries where we can help you get online for free. We also have free WiFi in our libraries.

Energy Top Tips



With the rise in energy prices, it's even more important to know how to cut down your usage and what extra support is available right now.

Follow this simple advice from our energy experts to help you get through the winter.

- Turning your thermostat down by 1 degree can reduce heating costs by £145 for a three-bedroom home.
- Wash your clothes below 30° and reduce use by one run per week. Clothes will still be clean and you can save up to £34 per year.
- Keep your shower time to just four minutes and save £95 per year, for a typical four-person household.
- Most households in the UK will receive £400 discount on energy bills from October, some households will be entitled to more. You can check what support you will receive at helpforhouseholds.campaign.gov.uk.
- Check if you qualify for the £150 Warm Home Discount and apply via your electricity supplier. Many suppliers are now accepting applications, others are due to open very soon.
- To avoid estimated bills and ensure your payments are accurate, submit regular meter readings to your supplier.

(Figures from the Energy Saving Trust based on November price cap tariffs)

For more energy saving advice, visit homeenergyscotland.org or call 0808 808 2282.

Energy Advice Service

The Energy Advice Service is a free service available to all council tenants. They helped 790 tenants last year with fuel billing and supplier debt issues through working with energy suppliers, energy saving advice and referrals to additional support services. They also helped to make around £170,000 of savings for these tenants.



Having trouble with your energy supply?

If you're having a problem with your energy supply, contact your supplier straight away. You can get their contact details from their website.

Tell them what's happening, and what you want them to do. They might be able to sort it out then and there. Citizens Advice Scotland suggest you note down the date and time you get in touch, who you speak to and the problem you talk about.

If your supplier doesn't solve your problem then, send them an email or letter repeating what you said to them. This means you'll have a record of the discussion. When you write to your supplier, include your account number and any reference numbers you have. This makes it easier to sort out your problem.



Useful contacts

The Advice Shop

The Advice Shop provides information and support on a range of concerns, including fuel. Find them at 249 High Street, EH1 1YJ or call 0131 200 2360 or email advice.shop@edinburgh.gov.uk

Turn2us

Turn2us provide useful advice on their website www.turn2us.org.uk They also have a helpline you can call on 0808 802 2000 from 9am to 5pm Mondays to Fridays. All calls are free from a UK landline and from most mobiles (please check with your network provider). A Text Relay service is available for those who are deaf or hard of hearing. They're very busy so please use the website if you can.

Crisis grants

The Scottish Welfare Fund helps families and people in Scotland on low incomes. You can apply for a crisis grant if you're in crisis because of a disaster (like a fire or flood), or an emergency (like losing your money or job, or an unexpected expense).

You must be 16 or older and on a low income, or getting certain benefits, to apply for these grants. You must apply to the Council where you live or where you intend to live if you're leaving hospital, prison or residential care.

Call 0131 529 5299
or email
**welfarefundteam@
edinburgh.gov.uk**

Fuel Foundation

The Fuel Foundation can help if

- you're living without heat, light and power because your meters have been switched off and you've no funds or money available to get them back on again
- your meters will switch off very soon (i.e. within the next 24-48 hours) and again there is no chance of any funds or money to avoid self-disconnection
- you're paying for heat, light and power in a very expensive way that you won't be able to keep going, for example, an unregulated doorstep loan.

You have to be referred to the Fuel Foundation – For more information speak to your housing officer.

We recognise the cost of living crisis remains a huge challenge and understand that these resources cannot provide all the solutions, but we hope they can give you some options and help you to reduce costs and prioritise your wellbeing.



Reporting a repair just got easier

We've made some improvements to the way you can report a repair. You can now use our website to

- tell us about a non-emergency repair in or around your home
- let us know about damp, mould or condensation
- report a stair lighting problem
- contact us about your annual gas safety inspection.

Visit our website if you need to report a repair www.edinburgh.gov.uk/councilhourepareps

Of course if you would prefer to call us, or you don't have online access, you can still report your repair by calling 0131 200 2345.

Have your say

Every year we ask Council tenants for their views on how their rent should be spent. We use the responses to help us plan our investment priorities and Council housing budget for the following year. This year, with the cost of living crisis on everyone's mind, we'd like to find out more the financial challenges you're facing and how best to support you.

The cost of living crisis is also making it more expensive to run our housing services. It's now costing more to bring our Council homes up to meet statutory energy efficiency standards and to build new affordable homes. If we're not going to increase rents then we'll not be able to achieve all our plans and will have to prioritise investment. You can read more about it in the Housing Revenue Account Budget Strategy 2023/24 report that was discussed at the Housing, Homelessness and Fair Work Committee on 29 September 2022. Visit www.edinburgh.gov.uk/hhfws22 for more detail.

Over the next few months, we'll be contacting 1,000 randomly chosen tenants to take part in a telephone survey and will also put the survey on the Council's Consultation and Engagement Hub so you can all have your say. Look out for the communication about the survey through the post and on social media. The consultation closes on 23 December 2022.

You'll find the consultation here www.edinburgh.gov.uk/tenantsconsultation If you'd like a paper copy of the consultation please phone 0131 529 7805 or email housing.research@edinburgh.gov.uk



Tenants' annual report

The Scottish Housing Regulator monitors, assesses and reports on the Scottish Social Housing Charter, which set the standards and outcomes that all social landlords should aim to achieve.

We must report performance every year to tenants by 31 October and give an Assurance Statement setting out how the relevant regulatory requirements are met.

Rest assured

The Scottish Housing Regulator (SHR) checks that tenants are being provided with the services they should be. Every year all social landlords are required to prepare and publish an Annual Assurance Statement to declare that they are sure their organisation meet their regulatory requirements and standards or to highlight areas where they need to improve. This year's Assurance Statement was reported to the Housing, Homelessness and Fair Work Committee on 29 September 2022. You can find the City of Edinburgh Council statement on the Scottish Housing Regulator's website www.housingregulator.gov.scot or email tenant.panel@edinburgh.gov.uk or call 0131 529 7805 if you would like a copy.

You can read our Landlord Performance Report at www.edinburgh.gov.uk/council-housing-tenants-report or email tenant.panel@edinburgh.gov.uk or call 0131 529 7805 for a paper copy. You can also visit www.housingregulator.gov.scot to see how we compare to other landlords and national trends at Scottish Housing Regulator's website.

Did you know?

We're investing £5.5 million over the next five years to replace 46 lifts in 22 high-rise blocks across the city. We understand how difficult it can be when a lift breaks down in a high-rise block, which is why we're committed to improving how repairs are managed and replacing the ones that need it over the next few years. We've already replaced 48 lifts in high-rises since 2011.



There are 28 libraries in Edinburgh. They're free to join – all you need is ID.

1. Borrow books. Pop into any library to browse, or go online to order what you want, then pick up your choices at the library.
2. Free period products. These are easily accessible in libraries and can be picked up without talking to staff. The products we offer are sustainable and some are reusable.
3. Free activities. Our libraries offer free activities for everyone. We have everything from Bookbug sessions for babies to Library Link for our older generation. We'll even deliver books to your home if you cannot come to the library and visit us.
4. Download books, audiobooks, newspapers, and magazines. We have a huge selection of newspapers and magazine which are completely free to download to your phone – everything from the Edinburgh Evening News to the Beano (yes, we have comics too!). We also have a great selection of ebooks and audiobooks.
5. Free Wi-Fi. If you do not have your own device, we have computers you can use in the library for free.
6. Get a National Entitlement Card. If you are eligible for a bus pass (National Entitlement Card) we can help you apply and make sure you get the free travel you are entitled to. Children and young people from 5-22 can now apply for an NEC.
7. Places to work and study. Our bigger libraries have desks you can work or study at. Central library has quiet study desks which are ideal if you need to work, and your home is cold or noisy.



For lots more information on where our libraries are how to contact us and how to join go to www.edinburgh.gov.uk/libraries. To browse our catalogue, order books and get more information on our Resources go to yourlibrary.edinburgh.gov.uk or just pop in and see us.

Free days out

We're lucky to live in a city with a wide variety of attractions, parks and outdoor spaces to explore, many of them for free.

By walking, wheeling, biking or using public transport, you can reach lots of places all around Edinburgh where you can enjoy spending time with friends and family.

You could take the kids to a new playpark, go for a walk with a friend around one of the beautiful parks or beaches, or discover more about Scotland's history and culture by visiting a museum or gallery.

If you visit Silverknowes and Cramond beaches, they look out on the Firth of Forth, and on a clear day, you can see all the way to Fife.

Or you could take a trip into town and visit the National Portrait Gallery, where you can see portraits of and by famous Scots past and present. Just down the road is the Royal Botanic Gardens, there you'll find 70 acres of spectacular and diverse plant life to walk around and enjoy.

You could plan a trip to one place or plan a day out that takes in several stops. Why not take a picnic if the weather is fine.



Tenant Discount Scheme has ended

The Tenant Discount Scheme ended on 30 September. The Scheme ran for four years. It was a new idea that we had never tried before. We know that some tenants made use of the Discount Scheme and will be disappointed that it is no longer available but there was a limited uptake from tenants overall. If you've purchased a digital gift card, reloadable card, or gift card through the scheme, you'll still be able to use it until its expiry date. You can check the expiry date on the back of the card or by visiting the retailer's website.

Get covered

Did you know the Council offers a pay as you go insurance policy to help protect your possessions and personal belongings?

Our home contents insurance policy covers you for fire, theft, water damage, floods and much more. During Christmas and other religious festivals, the scheme automatically increases the contents sum insured by £1,500 or 15% (whichever is greater) for one month before and one month after the special occasion.

It also covers:

- the contents of fridges and freezers (excluding damage caused if the electricity supplier deliberately cuts off the supply to your home)
- money and gift vouchers (up to £750) (excludes theft where there are no signs of force or violence to get into, or out of your home).

Accidental damage to TVs, aerials and home computers is also covered (excludes items designed to be portable including laptops, mobile phones, iPods, etc). Cover for portable items is available under the Extended Accidental Damage optional cover (for an additional premium).

To find out more about the insurance scheme, where premiums can be paid alongside your rent, visit www.edinburgh.gov.uk/homecontentsinsurance



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Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Free period products

A new law means that period products are now free in public buildings in Scotland. A wide range of products are available including plastic free tampons, sanitary towels and reusable cups, pants and pads.

In Edinburgh, you can pick up free period products in libraries, community centres, Edinburgh Leisure buildings, schools, further education colleges, museums and galleries.

If you need to pick some up, you'll be able to easily find them in these buildings, usually in toilets including women's and disabled, or gender-neutral toilets for non-binary, transgender people, and men's, or on a visible stand.

Update from Edinburgh Tenants Federation – Autumn 2022

It's been a busy few months here at Edinburgh Tenants Federation (ETF) and we're delighted that, as restrictions continue to ease, we're able to hold in person, online and blended meetings – a mix of both. Our recent activities include:

- First blended members' meeting with Penumbra to learn about the support they provide to tenants for their housing and mental health.
- A meeting of the ETF High Flats Group, where Councillor Cammy Day, Leader of the Council, and Councillor Jane Meagher, Housing, Homelessness and Fair Work Committee Convenor, spoke about the Administration's plans for moving forward.
- Executive Committee Review Day held to discuss progress, challenges & opportunities and agree plans for the year ahead. ETF Work Plan for 2022/2023 agreed.
- Repairs meetings with council officers.
- Stair cleaning project meetings with council officers and contractors.

The ETF Annual General Meeting took place on Friday 4 November at Boroughmuir Rugby Club, Meggetland Wynd



You can find out more about the work of ETF at www.edinburghtenants.org.uk

Redbraes Community Garden

At the end of a cul-de-sac off Bonnington Road lies a sheltered community garden tenderly cared for by local residents. The garden was developed in 2007 from a design by award-winning local landscape designer, Becky Govier.

After the surrounding flats were built, this left-over, small piece of land was turned into a restful and productive garden by local volunteers, with the help of a Big Lottery Fund grant.

At the entrance to the garden is a memorial, established in remembrance of the Polish officers who were billeted in Scotland during World War Two. They brought their mascot, a bear named Wojtek, with them and a plaque was given to the garden where it remains the centrepiece of the annual commemorative gathering. (Wojtek died in Edinburgh Zoo in 1963).

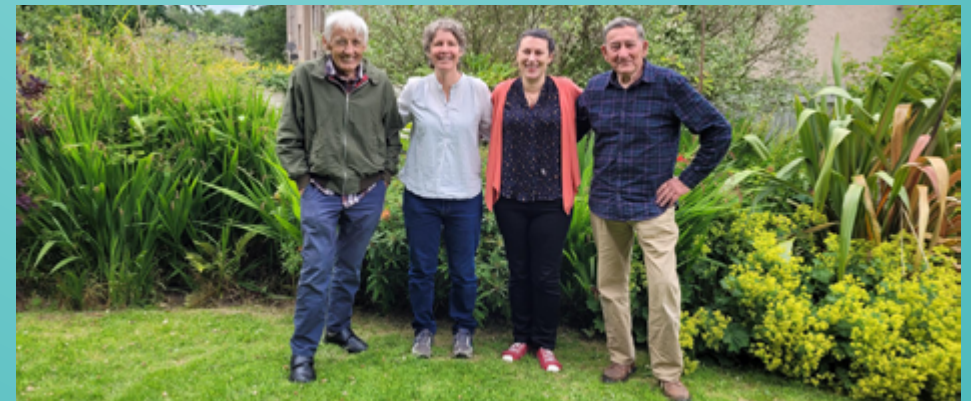
The garden prospered and in 2009 it won the prestigious First Prize in the Edinburgh in Bloom contest.

The garden is also very productive in fruit and vegetables, which are eagerly enjoyed by the local community. An active composting regime is followed and rainwater collection used as much as possible.

The garden is open all year and has hosted performances by African musicians and Spanish dancers, and educational visits by the local primary school. The Rwandan High Commissioner, MPs and MSPs have also visited.

An interesting episode was when a detachment of American sailors visited the garden following their arrival in Leith and they helpfully moved a heavy storage hut to a new location on the site.

Drop in if you're in the area.



Volunteers from Redbraes Community Garden: Davie, Grace, Zena and Julian

Could you foster?

We urgently need foster carers for children of all ages. They need permanent or temporary homes where they can have happy experiences, create good memories, and achieve a sense of belonging and being loved. We're especially looking for foster families for brothers and sisters so that they can stay together, teenagers, and children with disabilities. There are different ways of fostering that will suit various employment and family situations. So, if you haven't thought about fostering before but are looking for a more fulfilling way of life, then fostering could be the right option for you.

Who can foster with us?

Our foster carers come from all sorts of backgrounds and family situations. You can be single, married or living with a partner, not working, working, or retired. You can be a homeowner or a renter and we welcome applications from people of all ethnic, cultural, and religious backgrounds regardless of sexuality or gender.

Ways you can foster

Fostering doesn't always have to be full-time. As a short-breaks carer you can foster alongside your regular job, for example, you could provide short breaks care to a child or young person at weekends.

How we support you

We offer a generous support package to our foster carers:

- full training and ongoing support to develop the skills and knowledge you need to be a foster carer
- financial support with a fostering fee to reflect the valuable service you are providing, along with a maintenance allowance to cover your foster child's expenses while in your care
- payment for 28 days where there are times when you do not have a child living with you*
- up to 21 days paid holidays per year.*

*full-time fostering 0-18 years only

Want to chat things through?

Request a call back on 0800 174 833 or by emailing us at fosterchildren@edinburgh.gov.uk or come along to our monthly drop-in, first Thursday of the month, anytime from 5-7pm at our Waverley Court Office, 4 East Market Street. Find out more at www.edinburghfostering.org.uk



Edinburgh Partnership

The Edinburgh Partnership is made up of groups of people working together to improve the city, the services provided to its citizens and the lives of everyone living and working in the city.

The Partnership includes public bodies like the Council, Police and NHS Lothian along with the third sector, community councils, tenants' groups and the private sector, for example.

Our shared vision is that "Edinburgh is a thriving, connected, inspiring and fair city, where all forms of poverty and inequality are reduced." Brilliantly ambitious and easy to say but how do we make it happen?

What commitments are needed and what actions must be taken by all partners to help meet the vision? How can communities be empowered to meaningfully influence how this vision is met. How can you, your group, help? Following the pandemic, these discussions are restarting. To find out more and have your say email communityplanning@edinburgh.gov.uk or contact your local office.



THE EDINBURGH PARTNERSHIP

Niddrie House residents join in community litter pick

During the 'Craigmillar Week of Action', people living in Craigmillar Town Centre, Greendykes and Niddrie House worked with their housing associations and the Council to carry out litter picks and remove bulky waste and illegally dumped items from common stairs, gardens and communal spaces.

Several skips were filled with rubbish and areas were looking much cleaner and tidier. Well done everybody and a huge thanks to everyone for getting involved.



Complaints and significant performance failures: information for tenants of social landlords

The Scottish Housing Regulator has published updated information for tenants about complaints and significant performance failures (SPF). You can find out more on their website www.housingregulator.gov.scot and here's a summary.

Complaints

If you want to make a complaint about us you can ask for a copy of our complaints procedure.

If you reach the end of our complaints procedure and you're still not satisfied, you can refer your complaint to the Scottish Public Services Ombudsman at Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS. You can find more on their website, spsso.org.uk, or call 0800 377 7330 or email using their

contact form which you can find at www.spsso.org.uk/contact-form

The Ombudsman has the statutory authority and powers to investigate a complaint.

Landlords must make it easy for tenants and others to make complaints and provide feedback on services, and let people know what they have done in response to complaints and feedback.

Significant Performance Failures

A SPF is where a landlord:

- consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- has materially failed to meet the Standards of Governance and Financial Management; and
- has acted, or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

An SPF could happen where a landlord is, for example,

- consistently not doing repairs when it should
- not allowing tenants to apply for another house
- putting tenants' safety at risk, for example because it is not doing gas safety checks when it should.

If you think there's an SPF you need to raise the issue directly with us as first and give us the chance to respond in a reasonable timescale to sort the issue out. If we do not deal with it then you can report the SPF to the SHR using their SPF reporting form, which you'll find on their website. Or call them on 0141 242 5642 or email shr@shr.gov.scot





Looking for work, training or to get back in to education?

The Edinburgh Guarantee brings together employers, education providers, training providers and the public sector to help people of all ages and backgrounds find fair work, training or further education.

Get the support you need to achieve success - from rebuilding self-confidence if you've been out of work, to an educational opportunity or a more rewarding job - no matter your background. The Edinburgh Guarantee partnership can help you to build your employability skills, access support with welfare, housing and benefits, search for jobs and training opportunities or start your own business.

The Edinburgh Guarantee team has worked with more than 600 employers and training providers, including small businesses and large corporate organisations. Over 5,500 jobs, apprenticeships or training opportunities have been identified and promoted on the website, and over 4,000 people matched into jobs.

Contact the Edinburgh Guarantee to find out more: edinburghguarantee@edinburgh.gov.uk or 0131 529 3525. You can also find live opportunities on their jobs board. Visit their website www.edinburghguarantee.org



Good Neighbour Award 2022

Does your neighbour make your home and neighbourhood a better place to live? If so, why not nominate your neighbour for this award? Complete the form below and return using the address 'Freepost HOUSING RESEARCH' or email [housing.research@edinburgh.gov.uk](mailto:research@edinburgh.gov.uk).

Winners will receive a £60 gift voucher.

Nominators will be entered into a prize draw for a chance to win a £50 gift voucher. Please note the nominator or the nominee must be a council tenant. Terms and conditions apply. Winners will be chosen by a judging panel made up of volunteer tenants. Nominations are open from Monday 3 October to Friday 20 January 2023. (Add tear off line)

The Good Neighbour Award 2022 – Nomination Form

Name of person you're nominating
Address of person you're nominating
Please tell us why you're nominating your neighbour (include as much detail as you can to support your nomination)



Please tell us why you're nominating your neighbour (include as much detail as you can to support your nomination) (continued)

Your name

Your address

Your telephone number

Your email

We'll tell your neighbour that they've been nominated. Are you happy for us to tell them it came from you? If not, your nomination will be kept anonymous.

Yes No

Your personal information will be kept securely, treated confidentially and only used for this nomination. The Council's Privacy Notice is available at www.edinburgh.gov.uk or email tenant.panel@edinburgh.gov.uk to find out more.

Please return the completed form using the address 'Freepost HOUSING RESEARCH' or email housing.research@edinburgh.gov.uk.

KID'S CORNER



For a chance to win a £20 shopping voucher, match these mixed-up questions to their right answers and return to 'Freepost HOUSING RESEARCH' by 23 December 2022 or email tenant.panel@edinburgh.gov.uk. You must be under 16 and live in a council tenancy. Please remember to provide your contact details (name, age, address). All the answers can be found in the newsletter. Well done to Pola who won last edition's puzzle.

Match these mixed up questions to their right answers

1. How much is the Child Winter Heating Assistance for children with disabilities?	A. The Beano
2. Which famous comic can you download for free at your local library?	B. Friday 20 January 2023
3. If you visit Silverknowes beach on a sunny day you can see all the way to _____?	C. 0800 870 8800
4. What date does the Good Neighbour Award close?	D. Friday 4 November 2022
5. What is the free Energy Advice Service phone number?	E. www.edinburgh.gov.uk/tenantsconsultation
6. What date was the ETF AGM?	F. Fife
7. What is the link to the Rent Consultation Hub?	G. £214.10

Your personal information will be kept securely, treated confidentially and only used for this quiz. The Council's Privacy Notice is available at www.edinburgh.gov.uk or email tenant.panel@edinburgh.gov.uk to find out more.



Useful contacts

Council House Repairs

[www.edinburgh.gov.uk/
councilhouserepairs](http://www.edinburgh.gov.uk/councilhouserepairs)
repairsdirect@edinburgh.gov.uk
0131 200 2345

South East Locality Office

40 Captain's Road Edinburgh
EH17 8QF
southeast.locality@edinburgh.gov.uk
0131 529 5151

North East Locality Office

101 Niddrie Mains Road
EH16 4DS
northeast.locality@edinburgh.gov.uk
0131 529 3111

South West Locality Office

10 Westside Plaza Edinburgh
EH14 2ST
southwest.locality@edinburgh.gov.uk
0131 527 3800

North West Locality Office

8 West Pilton Gardens
EH4 4DP
northwest.locality@edinburgh.gov.uk
0131 529 5050



You can get this document on audio CD, in Braille or large print if you ask us. Please contact Interpretation and Translation Service (ITS) by email at its@edinburgh.gov.uk and quote reference number 22-8094 . ITS can also give information on community language translations.