

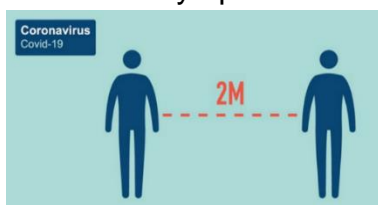
Tenant Panel & RTO News

Autumn edition

September 2020

Welcome to the autumn edition of the Tenant Panel & RTO News. With Covid cases rising and the Scottish Government's new six-person rule, it's important that we all remember to

- wear a face covering
- avoid crowded places
- clean hands and surfaces regularly
- stay 2m away from other people
- self-isolate and book a test if you have COVID-19 symptoms.



You'll know that advice on coronavirus is changing all the time, you can keep up to date by visiting www.nhsinform.scot/coronavirus and www.edinburgh.gov.uk.

New grants programme for tenants' groups

Are you involved with a group that helps Council tenants? We've updated our grants programme. Constituted, tenant-based community groups can now apply for funding for up to £10,000 to support their work around the following key themes:

- day to day running costs for your group, including equipment
- health and wellbeing activity benefiting tenants and other residents
- digital inclusion projects
- community initiatives to support tenants during the Coronavirus outbreak.

The updated criteria reflect feedback gathered from tenants. To find out more, email tenant.panel@edinburgh.gov.uk or call 0131 529 7805.

Repairs Service

Following the Covid 19 outbreak, Housing Property worked on critical repairs only. This was a reduced emergency service to minimise contact as far as possible to protect tenants, residents and staff.

In line with Government guidance



and maintaining safe working practices, Housing Property is now carrying out

emergency as well as critical repairs.

It's vital that we do everything we can to stop the spread of Covid-19 and, at the same time, look after vulnerable people, protect staff from harm and maintain, as far as we can, essential services.

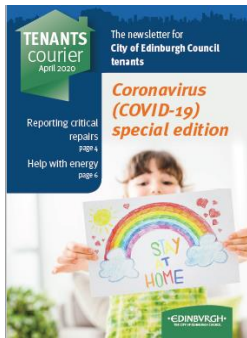
Critical/emergency repairs will be carried out where

- there is a serious risk to health and safety
- there a serious risk to the structure of the property
- the property is not secure.

Examples include

- broken window or door and the property is not secure
- no electricity, heating or hot water
- no washing facilities
- blocked toilet
- smoke alarm repairs
- uncontrollable leaks
- loss of gas heating or hot water (with back-ups)

Tenants' Courier Look out for the next Tenants' Courier, delivered to every tenants' door, which includes the housing budget consultation, service updates and an opportunity to nominate a neighbour or member of staff who has been a 'Lockdown Legend' for you.



Council meetings You can keep up to date with housing related and other discussions on the Council's webcast site. The next Housing, Homelessness and Fair Work committee meeting is on 18 September 2020 (you can watch the meeting live or a recording afterwards <https://edinburgh.public-i.tv/> Committee papers go online the week of the meeting <https://democracy.edinburgh.gov.uk/>

Edinburgh Tenants' Federation's meetings and member events are now being held online, including the upcoming Annual General Meeting on Friday 27 November 2020. Training, support and possibly equipment can be provided. If you would like to take part or find out more, email info@edinburghtenants.org.uk or phone 0131 475 2509.



Connecting Scotland is a Scottish Government programme to get low income families with children or care leavers online. The closing date for applications is 5 October 2020 and must be made through the local authority or a voluntary organisation. Help provided with equipment and getting online. For further information, email tenant.panel@edinburgh.gov.uk



- loss of electric heating and hot water (with back-ups)
- repair general cistern faults
- renew unsecure communal doors
- provide temporary dehumidifiers following leaks or damp
- replace CO2 monitors
- over-paint offensive graffiti.

When you report a critical or emergency repair, we'll let you know how long it will take us to come to your home, which is usually within four hours. Your home will be made safe and if more work is needed, we'll make another appointment with you. Any further work that is not critical nor an emergency will not be done until normal service resumes.

Operatives have been trained to keep you and themselves safe during the work and will follow robust protocols when in your home, including always keeping a two-metre distance from you. Please make sure you also respect the two-metre rule and move to a different room if you can.

To enable us to prioritise the most



urgent repairs and support vulnerable tenants, please don't request non-

urgent or routine repairs at this time. If your repair is not urgent, it won't be logged, and you'll be asked to call back once normal service resumes.

To report a critical/emergency repair please call 0131 200 2345. Thank you for your support.

For further information on the newsheet, email tenant.panel@edinburgh.gov.uk Or call 0131 529 7805.



Call ITS on 0131 242 8181 and quote reference **20-6491**

