

Tenants Voice

Issue 123 - February 2025



EDINBURGH TENANTS
FEDERATION

Convenor's Report

I would like to start my report by saying I hope everybody is safe and well after the horrific weather we have had. At the moment, we have real concerns over the rent increase the council wants to impose on us over a 10 year period. I will be attending a meeting with councillors from the different parties to discuss this and the impact it will have on tenants.



It has been a very busy time for me dealing with tenants who have had no heating or hot water due to their boilers. It has been a difficult time for the council with restructuring and staff changes. We had a positive meeting with the call centre and those meetings will continue. We had our Round Table Meeting in February with tenants and councillors, which gave you a chance to get answers to the queries you put forward. I had a meeting with the new Housing Convenor, Councillor Cameron, which was positive, and I look forward to working with her.

Please keep safe and warm as winter is not finished with us yet.

Betty Stone, Convenor

Dates for your Diary

- **Digital Focus Group – Thursday 6th March 2pm-4pm at Norton Park.**
- **ACE IT Digital Skills Sessions – Tuesday 11th March, Tuesday 18th March, Tuesday 25th March, Tuesday 1st April – all sessions are 2pm-4pm at Norton Park.**
- **Norton Park Community Film Event – Tuesday 22nd April 1pm-4pm at Norton Park.**
- **ETF Drop In - Tuesday 29th April 1pm-3pm and Tuesday 17th June 10am-12pm at Norton Park.**



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Next Edition

If you wish to contribute an article to the next edition of Tenants Voice please send us your articles by Friday 30th May 2025.

ETF AGM 2024

The AGM took place on Friday 15th November, where the achievements of ETF were highlighted. The event was highly successful, ETF were delighted to welcome tenants, residents, councillors and partner organisations from across Edinburgh.

Thank you to our guest speaker Councillor Jane Meagher, who discussed the current housing situation and challenges in Edinburgh. Several attendees asked Cllr Meagher questions related to housing issues across the city that sparked important conversations.

ETF staff delivered a presentation on the work of ETF over the past year and outlined a workplan for the year ahead. There was then a quiz and disco as part of the social event, it was wonderful to see so many people enjoying themselves on the night. Thank you to everyone who attended and for continuing to support the work of ETF.



ETF Awards 2024

To recognise the amazing work of tenant volunteers, Tenant and Resident Associations (TRAs) and housing staff across Edinburgh ETF held an Awards Ceremony at our AGM. It was wonderful to see the range of nominations submitted for awards across the four categories, exhibiting the variety of hard work and good practice taking place across the city.

The finalists and winners recognised at the Awards Ceremony were:

Tenant and Resident Group 2024

- Winner: Willowbrae and Duddingston Residents Association
- Finalist: Oxfangs (North) Community Association
- Finalist: Prospects Tenants Forum

Individual Tenant and Resident 2024

- Winners: Sue Taylor and Sharon Robertson

Housing Staff Member 2024

- Winner: Sam Reeves – City of Edinburgh Council
- Finalists: Demi-Lee Ludson and Alex Buchan – City of Edinburgh Council
- Finalist: Danny McDonagh – Rock Trust

Community Project 2024 (Group or Organisation)

- Winner: Edible Estates
- Finalist: People Know How

Congratulations to those recognised on your achievements and thank you to everyone who submitted nominations. This was the first year for some time that ETF have run awards, we have received some excellent feedback so hope to make the Awards Ceremony a yearly event.

ETF'S PUBLIC INFORMATION COMIC



ETF tenant members worked with staff across 2023 and 2024 to develop ETF's first Public Information Comic called "Tam's Story". The comic follows a social tenant called Tam who notices issues in his community and works with his neighbours to set up a Tenants and Residents Association (TRA) to make improvements in the neighbourhood. The comic story was created by tenants and brought to life in illustration by artist Tanya Roberts. The tenants and staff are proud of this comic and would love to hear your thoughts on it, you can download this from our website as a PDF or ask us for a paper copy.



ETF are hoping to produce similar resources in the future, as comics are an accessible way to share information and promote the work of the Federation. Please send any comments to info@edinburghtenants.org.uk, message us on Facebook or X (formerly known as Twitter) or phone the office on 0131 4752509.

Student Placements

We were delighted to have a Social Services student, join us one day a week from October 2024. They have been helping with a range of tasks and coming to community events and meetings with staff, including a Cost-of-Living Event in December. In January 2025, we also welcomed a third-year Learning in Communities student, who will be with us three days a week until May. We offered a short work placement to an ESOL student who helped us update some of our mailing lists over the two weeks they were with us. We are also offering a short work placement for a local high school student who will help us with developing resources and content for social media. Please keep an eye out for our new students at our events and please say hello.



Street Law Workshop on Tolerable Standards

Street Law students from the University of Edinburgh kindly ran a workshop in November for ETF members on the Tolerable Standards and Repairing Standards. The Street Law students were highly knowledgeable on this legislation, outlining it in a clear way for attendees. The aim was to strengthen tenants' knowledge and understanding of their rights. There was highly positive feedback from those who attended. ETF hope to collaborate with the Street Law course in the future to provide further informative workshops on housing law.

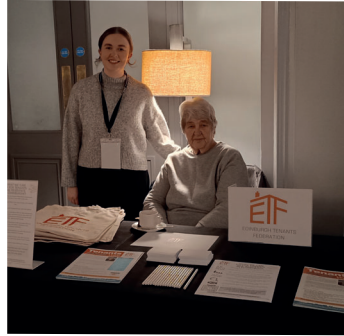
Thank you to Terry

Terry Kirby recently stepped down from his role on the Executive Committee (EC) at ETF and the EC, staff and volunteers want to take the time to thank him for his hard work and commitment in this role. Terry always attended meetings with a smile and his sense of humour will be missed. We wish Terry all the best and hope to keep in touch.



Tenants Information Service National Housing Conference 2024

ETF staff and Executive Committee (EC) members attended the TIS National Housing Conference and Exhibition in November 2024. This was a fantastic event that was highly informative and enjoyable for all. ETF staff held a stall on the first day of the conference and were able to talk to delegates about their work and develop new partnerships. Staff and EC members also attended multiple workshops and heard from a range of speakers, including a Scottish Housing Regulator event and a workshop by Glasgow Youth Council.



Two ETF tenant members, Betty Stone and Harry Woodward, were selected as finalists at the TIS National Excellence Awards for the Lifetime Achievement Category. It was great that Harry and Betty were both recognised for their hard work and commitment.

ETF Challenge Poverty Week Event 2024

ETF held an event on Monday 7th October 2024 at Norton Park Conference Centre for Challenge Poverty Week (CPW) on the theme of housing. The aim of the event was to raise awareness of issues related to housing and poverty.



ETF were delighted to have three guest speakers at the event. PhD student Aaron Sheridan kindly shared his research on council-built communities in Edinburgh, particularly focusing on Wester Hailes. Changeworks, Scotland's leading environmental charity, shared information on their work and fuel poverty. Rock Trust, a youth homelessness charity, engaged attendees with an interactive workshop on facts around youth homelessness and housing. There were also stalls from partner organisations, including Crisis, Edinburgh and Lothians Regional Equality Council and the Advice Shop.

Thank you to everyone who attended, we hope you were able to connect with others and learn something new. ETF hope to do another event on CPW this year after the success of this event.

Poverty Alliance Annual Conference

ETF staff attended the Poverty Alliance Annual Conference in Edinburgh in December. The theme was "Making Change" and had several inspiring guest speakers and workshops encouraging partners to think about how they can push for change to tackle poverty in Scotland. One of the key topics was affordable and safe housing which is a vital part of anti-poverty work. Thanks to the Poverty Alliance for putting this event on, it was useful and informative.

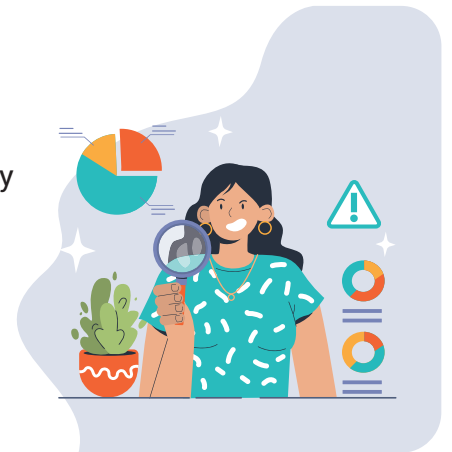


High Flats Meeting

On Monday 28th November there was an ETF High Flats Meeting at Birnies Court Community Room. Graeme Reid, Head of High Rise Management and Investment at the Council, spoke at the meeting on the programme of improvements and retrofitting of high flats, outlining which blocks will see development first and answering questions attendees had. Staff from the Scottish Fire and Rescue Service also spoke at the meeting, highlighting important fire safety concerns for those living in high flats. Attendees decided upon some priorities for the group for 2025, including rents, repairs and the environment. Please get in touch with ETF if you are interested in attending future High Flats Meetings.

Introduction to Scrutiny Session

ETF staff delivered a workshop on Introduction to Scrutiny for tenants in Edinburgh in November, as the beginning of a longer Independent Scrutiny Project that will get started in early 2025. The workshop outlined what scrutiny is, what its purpose is within housing services and the benefits that scrutiny can bring to social landlords and tenants. If you wish to find out more about tenant scrutiny or ETF's upcoming scrutiny project, please contact us by email at info@edinburghtenants.org.uk or phone the office on 0131 475 2509.



EFT Drop In

ETF will be trialling a drop-in session for its members that will hopefully run every 8 weeks on Tuesdays and will allow tenants or residents living in Edinburgh to pop in for a cuppa and a chat and get support with any individual housing issues they are facing such as repairs, antisocial behaviour, environmental improvements etc.

The drop-in will be held at Norton Park and transport will be available if required but will need to be booked in advance.

The provisional dates for these sessions are:

- Tuesday 18th February – 2.30m – 4.30pm
- Tuesday 29th April – 1pm – 3pm
- Tuesday 17th June – 10am – 12pm



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ETF are on Bluesky

As part of ETF's ongoing development work, working on social media presence has been a big part of this. Bluesky is a new social media platform that has become very popular in the last few months and many partner organisations have joined this platform. ETF set up a Bluesky account in November 2024 and exceeded 200 followers by January 2025.

If you have a Bluesky account please consider following us to find out about ETF's latest news and events in 2025: edinburgh.tenants@bsky.social



Consultations

Scottish Housing Regulator Consultation

ETF held an online session in October 2024 with members to generate an organisational response to the Scottish Parliament Consultation on the Scrutiny of the Scottish Housing Regulator (SHR). Robyn Kane, secretary of ETF, then attended the Scottish Parliament on Tuesday 3rd December to sit on a panel to provide further feedback on the SHR. Robyn raised that the SHR could be doing more to push the council to update standards of social housing in Edinburgh. Robyn also shared the ETF Comic, emphasising the need for the SHR to communicate with tenants in different ways to improve engagement. A recording and full report of this meeting can be found on the Scottish Parliament website. Please get in touch with ETF if you need help accessing this.



Visitor Levy Consultation

ETF submitted an organisational response to the City of Edinburgh Council Visitor Levy consultation in December 2024. A visitor levy is a payment for people visiting Edinburgh for an overnight stay who are staying in paid accommodation. If councillors decide to adopt this scheme it will come into place in the city from July 2026. One of the suggestions made by ETF members was that the total amount of money raised from the visitor levy that goes towards housing in the city should be increased from the proposed £5 million to £10 million. If you wish to hear more about how ETF responded please contact us.

Communal Heating System Charter

ETF were contacted by the Local Heating Energy Efficiency Strategy (LHEES) team in November 2024 to provide feedback on the Communal Heating System Charter that they are developing. This charter will hopefully ensure stronger regulation of existing and new communal heating systems across Edinburgh. ETF staff have been working to support multiple groups that have had major issues with their communal heating systems, so recognise the challenges that come with the operation of these systems.

Staying Warm and Saving Money: Home Energy Scotland Support for Tenants

Home Energy Scotland is a valuable resource for tenants in Scotland who are looking to improve their home's energy efficiency and reduce their energy bills. This free and impartial service offers a range of support options tailored to the needs of tenants, including:



Energy Advice and Support: Home Energy Scotland advisors can help tenants understand their energy bills, provide tailored advice to help save money and stay warm during the winter.

Fuel Poverty Advice: Home Energy Scotland can provide guidance on fuel poverty issues and connect tenants with relevant support services, such as benefits advice and local energy advice providers.

They can also help tenants of private sector landlords access available grants and funding opportunities, such as **Warmer Homes Scotland**. This programme could improve the energy efficiency of properties by funding the installation of measures such as insulation and draught proofing. Making homes warmer, more comfortable, and cheaper to heat. Home Energy Scotland is the only place to access this funding. Home Energy Scotland is the only place to access this funding.

To access Home Energy Scotland's support, tenants can contact them by calling the freephone number **0808 808 2282** or by visiting their website (www.homeenergyscotland.org).

Heat with Rent Withdrawal in Some Multistorey Blocks

The Council recently wrote to some tenants to let them know that the way they pay for their heating is changing.

Some tenants' home are heated through storage heaters. Tenants pay for their heating through a set weekly charge called Heat with Rent (HWR). The amount tenants are charged depends on how many rooms are in their home.

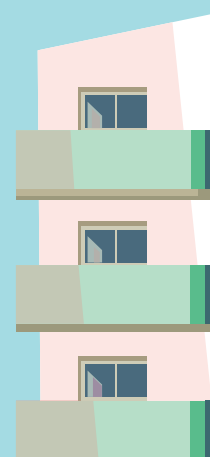
This change will only affect some tenants who pay the HWR charge and have storage heaters. The Council contacted tenants in December, January and February to let them know about the changes and what they need to do.

There have been changes in the energy market, which means that HWR will stop after the **2 March**. This means that tenants affected will need to contact their electricity supplier. They will need to ask this supplier to combine the two meters that are in the home at the moment and replace them with a single smart meter. Tenants should not do anything until March.

This will make sure that they don't end up paying two standing charges. If they don't do anything then Scottish Power (who deliver HWR now) will begin billing them directly for their heating from **1 April**.

Radio Teleswitch Service is also being shutdown in June 2025. This is the signal that tells storage heaters when to charge and release heat. This signal is broadcast by the BBC and will be turned off on **30 June**. This may mean that heaters don't function properly. To make sure this doesn't happen, tenants are advised to get smart meters installed.

The Council will contact the tenants who are affected again in March and April. This will remind them of the changes and what they need to do.



Edinburgh Dog and Cat Home

Launched in 2019, our Pet Food Bank provides food, jackets, collars, leads, bowls, and bedding to owners that can't afford the things their pet needs. We also have trained and experienced staff on hand in case you might need any advice or other support.

We cared for hundreds of dogs and cats last year, many from loving homes and families. We know that social issues such as financial difficulties, illness, homelessness, and domestic abuse can all affect your ability to give your pet the things they need. Our goal here is to empower owners to keep their pets where they belong – at home.



In 2024 we also launched free Pet Care Clinics in the community. These are monthly drop-in clinics for any pet owners who want advice and support to care for their pets.

Whether you're looking for a one-off chat, a monthly catch-up or advice about where to get the best accessible care for your pet, we want to help.

If you, or anyone you know, needs support caring for their pet they can contact us directly: 0131 669 5331. To see our Pet Food Bank and Pet Care Clinic locations go to our website: <https://edch.org.uk/>

What a city we live in...

By Colin Campbell, Edinburgh Food Project

There's so much to admire when walking through Edinburgh. From the majestic views of Arthur's Seat from Dumbiedykes, to the sweeping vistas from the high rises in Moredun, not forgetting the grandeur of the architecture in the city centre that draws the eye upward towards the heavens. Such sights prompted Queen Victoria to breathlessly declare of Edinburgh, "*This is a city of shifting light, of changing skies, of sudden vistas. A city so beautiful it breaks the heart again and again.*"



There is no denying that over 100 years later Queen Victoria's observation still holds true. There is much about the panoramas of our capital to break a romantic's heart. I count myself amongst them. An Irishman, drawn across the sea to this beautiful city, and to one of her bonnie lasses in particular, to make my home here. So often, however, it is for reasons other than the beauty of the city that my heart breaks.

At the coalface of where our beautiful city meets the ugly reality of Scotland's thorny social problems lies the work of the Edinburgh Food Project. Our 7 foodbank centres are simultaneously a source of hope to those in desperate need and a stain on the conscience of a nation that has become increasingly accepting of the presence of foodbanks.

For those living with the ever-present anxiety that poverty brings, there is little time or energy to enjoy what Edinburgh offers. A family trip to marvel at the dinosaur bones in the National Museum, or to feed the animals at Gorgie Farm can feel like an exhausting challenge. For others, meeting friends for coffee at the Botanic is completely out of reach. For people experiencing homelessness or in temporary accommodation, who we see regularly at our Grassmarket foodbank centre, simple pleasures such as a peaceful night's sleep or a quiet night in are beyond the reach of your circumstances. Uncertainty, hunger and loneliness can dog your every moment.

This lack of means shrinks the opportunities that people have to not only enjoy what's on their doorstep, but also to escape their predicament. Preparing for a job interview can be nerve-wracking. But, without smart clothes or the internet to carry out research, the stress increases. Never mind the worry of whether you can afford the bus fare to the interview in the first place.

To paraphrase the old proverb:

For want of a £5 the bus fare was lost.

For want of the bus fare the bus journey was lost.

For want of the journey the job interview was lost.

For want of the job interview the job was lost.

For want of the job the flat was lost.

For want of the flat, stability, safety, the dignity of work, contributing to your community, health...was lost.

And all for the want of £5.



These are the narrow margins many of our fellow citizens live with. The barriers they face are often hidden from those of us who haven't experienced them. Yet, their stories are all too familiar at our foodbanks. The cost-of-living crisis, childcare costs, and precarious, low-paid work are not conducive to long-term planning and the ability for people to not only live with dignity but to achieve their goals.

The Edinburgh Food Project believes it shouldn't be this way, not here, not in our capital, not in 2025. While our foodbanks meet an immediate need by providing emergency food, we offer more than that.



Our in-house Money Advice Service attends each of our foodbanks. Last year, they helped 147 people to claim the benefits and grants they were entitled to. On average, each of those people was £2,300 better off as a result of that support. Not a life-changing sum, but enough to provide financial breathing space to people during a time of crisis.

No one organisation can meet the complex ways poverty affects people's lives. So, alongside our Money Advice Service, we have built partnerships with other fantastic charities. These charities attend our foodbanks, providing support that enables people to navigate the housing system, gain employment and have their voice heard.

In Craigmillar, our Community Hub brings a range of these charities together under one roof. Our simple aim is to act as a resource for the whole community. Here, you can access free housing and energy support, improve your digital skills and get advice on benefits. We understand that loneliness and isolation often accompany living in poverty. At our Hub, you can join one of our community groups that bring people together to learn, have fun, exercise and make friends.

Yes, my heart is more often broken by the stories of those we support than by the view of Arthur's Seat from the top deck of the number 21 bus. However, I'm proud to be part of an organisation working to support people out of poverty and to end people's reliance on foodbanks for good.



We live in a great city; we all should be able to enjoy it.



The City of Edinburgh Council - Lightning Reach

Find financial support this winter

Trying to keep your home warm with rising energy bills can bring added worry in winter. This year, the Council has launched a trial with the Lightning Reach service to help residents find the support that they need. So far, nearly 300 Edinburgh residents have used the service to find financial support.

Lightning Reach matches users to 2500 financial support schemes from charities, organisations and councils. Over £15m has already been awarded to individuals and households, with the **successful applicants receiving £1070 on average**.

Under their Winter Warmth Network, there is a wide variety of support available including:

- energy and bills
- home improvements and energy upgrades
- furniture and white goods
- warm clothing and essentials.

Visit their website today to find and apply for tailored support.

www.lightningreach.org/application-portal

Case study

Darren, Montrose, Scotland

"There was so much support on the portal that no one had told me about, which is fantastic."

Struggling with rising energy bills and living costs, veteran Darren saw his mental health decline. His debt and increasing expenses triggered his PTSD, making it difficult to support himself and his two children.

Through Lightning Reach, Darren applied to a grant from the Royal British Legion. Within a week, he received energy vouchers that helped him pay off his debt and keep his account in credit. Darren also accessed other support, including disability payments and assistance from his local council and energy provider.

"It's really made a big improvement on my life. Without the portal, I would have never had help like this."

Full story here: www.lightningreach.org/stories-darren



in support has been awarded through the Lightning Reach portal so far



individuals are already using Lightning Reach to find support

Updates from The Advice Shop

The Advice Shop

can help with information,
advice and representation

Carer Support Payment – replacing Carer's Allowance

Scotland's new Carer Support Payment is being rolled out to replace Carer's Allowance. This payment will provide financial assistance to those who care for someone with a disability or long-term illness. If you're already receiving Carer's Allowance, you'll be automatically moved to the new benefit in due course. The new payment is administered by Social Security Scotland, providing a more streamlined and accessible service. To be entitled to get Carer Support Payment (CSP) you must:



- be 16 or over
- usually live in Scotland
- provide care for 35 hours or more a week, this includes if you provide care all day every day
- not earn more than £151 a week after tax, National Insurance and expenses

The person you provide care for must get certain disability benefits such as PIP, DLA, Adult Disability Payment - to see the full list of benefits, check the Social Security Scotland website. It's possible that some people not eligible for Carer's Allowance will be eligible for CSP for example, certain students. To learn more or make an application, visit the Social Security Scotland website or contact their helpline on 0800 182 2222.

Universal Credit Migration

During 2024 the DWP migrated Tax Credit claimants onto Universal Credit as part of the UK Government's plan to simplify the benefits system.

Now, if you're currently receiving certain 'legacy benefits', such as Employment Support Allowance, Income Support or Housing Benefit, you will be contacted by the DWP about migrating to Universal Credit. It's important to act promptly if you receive a 'Migration Notice', as there's a limited time to make your claim and there are some protections about your level of income that may be lost if the process is not followed.

If you need advice or support during this process, contact the Advice Shop at the City of Edinburgh Council on 0131 200 2360 or through our website.

Pension Age Disability Payment – replacing Attendance Allowance

In Scotland Attendance Allowance is being replaced with a new benefit called the Pension Age Disability Payment which will be administered by Social Security Scotland. This change is part of Scotland's efforts to create 'a fairer and more compassionate social security system'. The new benefit will continue to support older people with disabilities and/or long-term health conditions to cover the extra costs related to their additional needs. Pension Age Disability Payment (PADP) will be available for residents in Edinburgh from 22nd April 2025. You can apply for PADP if you have:

- reached State Pension age, AND
- had care needs during the day or night for 6 months or more because of a disability or health condition

Those already receiving Attendance Allowance will be moved to PADP automatically by Social Security Scotland unless they contact the DWP about a change of circumstances related to their claim, with no interruption to payments. Keep an eye out for communications from Social Security Scotland regarding this transition.

Pension Credit

If you're of State Pension age and on a low income, you may qualify for Pension Credit. This benefit not only tops up your income but can also open doors to additional entitlements, such as help with housing costs, free TV licenses, and winter heating payments. Many people miss out on Pension Credit because they don't realise they are eligible. To check if you qualify, you can use the online Pension Credit calculator on the [GOV.UK](https://www.gov.uk) website or contact the Advice Shop on 0131 200 2360 for a free benefit check.

Tenants Together Scotland: Your Voice in Housing

Tenants Together, we're all about making sure tenants' voices are heard loud and clear across Scotland. We were previously known as Regional Networks but are now Tenants Together. We're a national network committed to empowering tenants like you to influence the future of social housing and protect your rights.

What We Do

We believe that tenants should have a say in the decisions that affect their homes and communities.



That's why we:

- Work with the Scottish Government and housing organisations to ensure your views shape policies.
- Represent tenants on national boards, committees, and taskforces to tackle key issues.
- Create spaces for tenants to come together, share ideas, and address challenges in housing.
- Keep tenant participation at the heart of Scotland's social housing sector.

Why Get Involved?

By joining Tenants Together, you'll be part of a growing community of people making a real difference in housing across Scotland. It's free to join, and you'll get opportunities to connect with other tenants, share your experiences, and help bring about positive change.

How to Get Involved!

Becoming a member is easy—just visit www.tenants-together.scot and click on the subscribe button or drop us an email at info@tenants-together.scot. We'd love to hear from you and welcome you to the network!

Together, we can create a stronger voice for tenants across Scotland. Join us today and help shape the future of housing!

ETF can be contacted by:

Email: info@edinburghtenants.org.uk

X (Twitter): @EdinburghTenant

Facebook: EdinburghTenant

www.edinburghtenants.org.uk

Phone: 0131 475 2509



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Your Stair Cleaning Service (City of Edinburgh Council)



A new company

We're pleased to welcome new cleaning company, Perfect Clean. They'll be providing your stair cleaning service from 2 December 2024. You'll be seeing new staff uniforms and vans in your areas.

Perfect Clean are a well-established, Edinburgh based company and they'll provide more information to you directly soon. This will be a big switch over, and we're aiming to make the change as seamless as possible. Please bear with us if there are any teething problems as we move to the new company.

ISS UK Ltd

The current stair cleaning provider, ISS UK Ltd, has long service in Edinburgh. We'd like to thank them for all the time and effort they've put into helping to keep the city clean over the last 15+ years, including your stairs and the surrounding areas. We'd especially like to thank them for all the emergency cleaning, which would see teams out, across the city, in all weather conditions, including in the middle of the night, dealing with significant cleaning challenges. We wish ISS UK Ltd well with its new, future working focus.

Winter cleaning update

Winter weather can disrupt cleaning and schedules. In low temperatures spraying or wet mopping stairs can be unsafe for everyone. Sometimes it can be colder inside the stair than outside, and some areas can be affected more often because they are in higher parts of the city. If the weather is too cold for a full clean, the operatives will still sweep the stairs and remove rubbish. They'll also help with extra tasks like clearing leaves, snow, or gritting footpaths when needed. Missed cleans will be rescheduled for when the weather improves. If several cleans are missed, additional cleaning will be arranged at no extra cost to residents.

The cleaning you can expect

The stair cleaning service is provided weekly based on the number of residents contributing towards its cost. Council tenants pay for the service along with their rent. Private owners can opt in, which increases the frequency of cleaning. Owners are billed annually but can arrange to pay in instalments. A basic standard of cleaning is provided to help keep your stairs and surrounding area clean. In addition, deep cleaning and emergency cleaning is provided as required.

Each time the cleaners visit, they will:

- ✓ sweep all staircases and other hard floor areas
- ✓ carefully remove dust, dirt, litter, and any spillages from all floor surfaces
- ✓ apply a deep cleaning agent mixed with cold water to clean and disinfect hard floors
- ✓ if needed, wet scrub stairs, landings, and deck access areas to remove dirt and soil stuck to surfaces
- ✓ finish by mopping with clean water. Any splashes will be removed with dry mopping at the end
- ✓ wipe down handrails with a damp cloth
- ✓ clean window ledges and dados, removing dust, debris, and cobwebs
- ✓ sweep and wash front and back steps, including porches and platforms.

Note: Cleaners will only move mats; any other items left on the stairs by residents will be cleaned around. The standard clean does not include ledges above residents' doors, walls, balustrades, or high-level dusting.

Contact us

If you have any queries, or want to report an emergency stair clean, please email stair.cleaning2@edinburgh.gov.uk or call 0131 529 7827.

For an emergency clean on a public holiday, weekend or out with office hours please call 0131 200 2000 or 0800 0325968.

Locality Updates



Willowbrae and Duddingston Residents Association

Willowbrae residents had a successful Christmas lunch outing in December. Many of those who attended were meeting for the first time, which was lovely to see. The Castle Chorus choir also visited the sheltered housing complex to sing carols, which was greatly enjoyed by all. The work planned on the car park is due to start in March 2025.

Oxgangs (North) Community Association

Oxgangs (North) are working towards gaining funding for community activities and are also keen to invite new members to join the group. If you live in Oxgangs (North) you can contact info@edinburghtenants.org.uk or phone 0131 475 2509 for more information on this group.

Dumbiedykes Working Group

The tenants and residents of Dumbiedykes were very happy to have their new bus service start in December 2024, as this was one of their main aims as a group. The number 60 bus stops at Holyrood Road, runs hourly during the day and goes through the Pleasance, Tollcross and on to Haymarket station. One of the tenants in the area did a great job of putting up lots of posters in the community to advertise this bus service.

Maidencraig Court

ETF staff have been supporting meetings with Maidencraig Court residents on issues regarding their heating system, repairs and billing. Council officers and councillors have been attending these meetings to identify the issues and answer questions residents have.

Hailesland Park Residents Association

Hailesland Park Residents Association have been planning their AGM which they hope to hold in March, and invite some guest speakers to this. They are hoping to acquire funding very soon in order to put some events on for the tenants and residents in the three blocks.

New Groups

ETF staff have been contacted by individuals from multiple different areas across the city seeking our support with setting up new groups in their area. Staff have meetings planned with residents from Granton, Lighthouse Court and Parkgrove/Clermiston, where there is interest in forming groups.

If you live in one of these areas, or live elsewhere but would like information on how to set up a tenants and residents group in Edinburgh, please contact ETF at 0131 475 2509 or email info@edinburghtenants.org.uk. You can also follow us on X (Twitter) or Facebook for our latest news and updates.

North East Locality Office

101 Niddrie Mains Road,
Edinburgh, EH16 4DS
Telephone number: 0131 529 3111
Email: northeast.locality@edinburgh.gov.uk

South West Locality Office

10 Westside Plaza,
Edinburgh, EH14 2ST
Telephone number: 0131 527 3800
Email: southwest.locality@edinburgh.gov.uk

North West Locality Office

8 West Pilton Gardens,
Edinburgh, EH4 4DP
Telephone number: 0131 529 5050
Email: northwest.locality@edinburgh.gov.uk

South East Locality Office

40 Captain's Road,
Edinburgh, EH17 8QF
Telephone number: 0131 529 5151
Email: southeast.locality@edinburgh.gov.uk

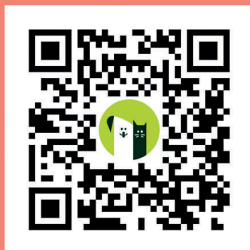
EVERY PET **DESERVES TO EAT WELL**

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FOOD BANKS
SUPPORT
HUNDREDS OF
FAMILIES EACH
WEEK**

**EVERY DONATION
MAKES A
DIFFERENCE TO A
PET AND A
FAMILY**



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About Edinburgh Tenants Federation

Edinburgh Tenants Federation is the umbrella organisation for tenants' and residents' groups in Edinburgh and a Registered Tenant Organisation. Tenants' and residents' groups can become members of ETF and individuals can become Associate Members. Just contact the ETF office on 0131 475 2509 or email info@edinburghtenants.org.uk for more information.

Tenants Voice is usually published three times a year and is distributed to nearly 3,000 tenants, residents, decision makers and other interested individuals throughout Edinburgh. We always welcome contributions from our readers, though we stress that material included in *Tenants Voice* does not always represent the opinions of ETF.

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The views expressed in this newsletter are not necessarily those of ETF.



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