

Tenants Voice



EDINBURGH TENANTS
FEDERATION

Issue 93 - March 2015

Council rents to increase by 2%

ETF would like to thank everyone who was involved in our deputation to the full meeting of the Council on 12th February 2015. The campaign managed to attract a lot of very positive publicity for the Federation's rent freeze campaign and we are very pleased with the feedback we have received through our Facebook and Twitter pages. Despite the Federation's campaign for a rent freeze, Councillors agreed to increase Council tenants' rents by 2% from April 2015. Council tenants will be informed of the decision by letter.



ETF representatives outside the deputation

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The Federation had a six week long campaign that took Executive Committee members round local areas including Area Housing Offices to speak to tenants asking if they knew what their rent pays for. The campaign culminated in a petition and protest outside the City Chambers with a giant Kit Kat signifying the campaign slogan *Gie's a Break, Gie's a Rent Freeze*. The campaign unleashed the creative side of ETF, and included members that are relatively new to ETF events. It was great to see new members work alongside more experienced volunteers to plan the deputation. Although ETF is disappointed that the rent freeze did not go ahead, volunteers should be proud of their efforts.



ETF's campaign slogan

We had good press coverage of the campaign and Sheila Rutherford-McCallum, a tenants' representative from Ratho Station was interviewed by BBC and STV and appeared on both their news programmes. Nearly 1,600 people saw our posts on the deputation and Council meeting on Facebook.

Katie McWhinnie, a tenant's representative from Murrayburn commented, "I had a fantastic day, the turnout was excellent and holding the new ETF banner was superb."



Sheila being interviewed by the BBC outside the deputation

Betty Stevenson, Convenor of ETF was interviewed by the Edinburgh Evening News and was quoted in the edition published on 13/02/15. Betty commented "We're disappointed that the Council did not listen to Federation members' request for a rent freeze. Council tenants have had seven years of inflation busting increases and were asking for a break while we sit down with the Council and plan for future investment. However we remain committed to joint working with the Council and our new Rents Group will be a great opportunity for Council tenants to get involved, understand what their rents pay for and help to influence rents issues in Edinburgh."

To find out more about the new Rents Group, please contact Clare at the Federation office on 0131 475 2509 or email clare@edinburghtenants.org.uk.

Mark Henry, ETF Development Worker

Federation Meeting

Council tenants gathered for a Federation Meeting focussing on rents on Saturday 24th January 2015. The main aims of the meeting were as follows:

- To explain the Federation members' campaign for a rent freeze for 2015/2016
- Explain the Council's five year rent strategy
- To encourage tenants to get involved in rents issues going forward
- Allow tenants to become more involved in rent discussions.

Tenants were asked to vote on a series of quick fire questions about rents both at the beginning and the end of the meeting.



Delegates voting at the recent Federation Meeting

Some of the feedback from tenants at the meeting included:

"I do not understand a five year rent strategy. Very few tenants do."

"Increased rents and welfare reforms are a recipe for disaster."

"Keeping rents low will help tenants to be able to stay in their homes and therefore reduce homelessness."

Tenants were asked to come up with ideas to use in ETF's deputation and this was how the idea for the slogan *Gie's a Break, Gie's a Rent Freeze* was born. Tenants also suggested having an ETF banner on the day and we are very pleased to report we have a new banner which was used for the first time at the deputation.

A full report from the day will be available soon, so watch this space for further details.

Mark Henry, ETF Development Worker

Corrections to December 2014 edition of *Tenants Voice*

The December 2014 edition of *Tenants Voice* included inaccurate information about the Council's rent policy:

1. In the article we said 30% of tenants "pay full rent". This is not correct. The article should have said that the number of tenants who "pay full rent" is 16%.
2. In the article, we said rents would be higher than they actually would be under the Council's proposals. The article should have said that an increase in rent for a two bedroomed flat would be £1.82 per week if there was a rent increase of inflation, and £4.27 per week if the rent increase was inflation plus 2.7%.
3. In the article we said "the Council wants to put aside £20 million to deal with the impact of Welfare Reform; however the Council already has a reserve fund of £20 million." This is not correct. The correct information is that the Council wants to have a reserve of £20 million set aside to ensure that services can continue to be delivered, even if there are problems with funding in the future.

Struggling to Heat Your Home?



If you're struggling to heat your home, there are plenty of places to get help. By getting in touch with an energy saving advice organisation you could save money.

A council tenant said, "Sometimes people don't know who to ask for help about managing their money and keeping their bills down. It can be difficult to ask for help, but because there's so many ways to get advice there's something to suit everyone. It might just be a phone call or you could get advice face to face."

Home Energy Scotland can offer advice and support to people in Edinburgh, whether you own your home, rent from a private landlord, or are a Council or housing association tenant.

Between October and December 2014, 2,535 Edinburgh residents got in touch with Home Energy Scotland. Over 800 people were referred for benefits and tax checks, social tariffs and insulation schemes.

If you live in a home in Edinburgh that is in Council Tax Band A, B, or C, you could get free insulation.

One tenant got in touch and got her old storage heaters replaced by the Council. Insulation was also added to her loft. She said, "It's like winning the lottery! It will make such a difference to my living situation."

To get help, call the Home Energy Scotland advice centre free of charge from landlines and mobiles on 0808 808 2282 or text 81025 for a callback.

Top tips for saving energy:

- Switch off lights in empty rooms
- Close curtains at dusk
- Only fill the kettle with as much water as you need every time you boil it
- Cook with lids on saucepans and match the cooking ring to saucepan size
- Try not to put furniture in front of radiators
- Wait until you have a full load before using the washing machine, and use a lower temperature wash cycle
- Use the shower instead of the bath if possible

- Tumble dryers cost lots to run – dry clothes outside, on a pulley or a clothes rail for free
- Turn electrical appliances off at the plug instead of leaving them on standby. (Phone chargers use electricity even when they are not plugged into your phone)
- Set room thermostats between 18-21°C (or 21-23°C if there are older people, very young children or someone with health difficulties in the home).

Katie Ward, Senior Project Manager, City of Edinburgh Council

Update on ETF Registered Social Landlord (RSL) Group

The group aims to provide support and information and to generally promote the interests of individuals and Tenants' and Residents' Associations of Edinburgh's Housing Associations (RSL's).

On Saturday 17th January 2015, the group organised an open information session on the impending arrival of Universal Credit, the new means tested credit for people of working age which is being introduced in stages. It is due to be introduced in Edinburgh in the coming weeks.

Graeme Russell, Housing Services Director of Dunedin Canmore and Sheila Reid, City of Edinburgh Council's Welfare Reform Manager gave an excellent joint presentation and answered questions from members of the public on the impact Universal Credit will have for new claimants aged 18 to 64.

The group is currently working on preparations for their Inaugural Meeting to be held on Monday 27th April 2015 at 7.00pm in the Norton Park Conference Centre. The purpose of the meeting is to appoint a Committee and Office Bearers (Chairperson, Vice-Chairperson, Secretary and Treasurer) and to agree a constitution.

If you are a Tenant or a member of a Tenants' and Residents' Association of any of Edinburgh's RSL's and would like to get involved as a member of this friendly and expanding group, or to be included on our mailing list, please get in touch.

Our most recent meeting took place on Tuesday 17th February 2015 in the Norton Park Conference Centre and a fuller update will be given in the next edition of *Tenants Voice*, so watch this space for further details.

You can contact the group by email at rsstenants@yahoo.co.uk or by phoning Terry Kirby on 0131 228 9405.

Bryan Pitbladdo, ETF Registered Social Landlord Tenants' Group

BEEM Regional Network

The RTO Regional Network committee of BEEM (Borders, Edinburgh, East Lothian and Midlothian) are out and about meeting with RTOs to chat about the work they do on behalf of RTOs in the BEEM area.

Our role is to give tenants a recognised voice, alongside the professional organisations, working in partnership with the Scottish Government on national policy issues. We give a broadly representative view of those RTOs who choose to get involved and help shape national housing policy throughout Scotland.

We would be delighted if you can join them for a cuppa and light lunch:

Edinburgh RTOs meeting:

Thursday 23rd April 2015, at 11am to 3pm at the Grassmarket Centre, 86 Candlemaker Row, Edinburgh, EH1 2QA.

Can you please advise if you are able to attend by contacting:

Cath McArthur on 0131 665 4625 or email catherinemcarthur@hotmail.com.

Thank you and we look forward to seeing you there.



Regeneration Update

There has been a lot of activity for a number of the regeneration areas in Edinburgh.

The North Sighthill Development Group was recalled before Christmas for an update on the plans for the area. Napier University had expressed an interest in acquiring the site but the plans for housing still remain. Officials said that an option to provide a new access road from Broomhouse Road to serve the university and the new housing development had been investigated but this option is not being progressed. There are changes proposed to the housing mix planned for the site. There is high demand in the area for family houses for rent and sale. It is proposed to increase the number of family houses and to build fewer flats. This will mean that there will be fewer homes on the site but the Council has advised that there will be no reduction in the number of homes for social rent. Another major amendment is there will not be a community centre due to budget constraints within the Council. The North Sighthill Residents Association are unhappy with this decision as there are limited facilities in the area which are already stretched to capacity and the group is now considering other options.

Building work on the new affordable homes is well underway in Pennywell. The Improving Muirhouse and Pennywell group continues to meet regularly to discuss the plans for not only the development in Pennywell but for all the Muirhouse, Pennywell and Pilton area.

Phase 1 has started and includes 193 properties in total, 108 affordable homes and 85 for private sale. First handovers for the affordable homes are due in summer.



Before and after photos of West Pilton Crescent



The Council consulted with local residents on regeneration proposals for part of Coatfield Lane and Giles Street at the end of last year and are now considering the options to take the project forward.

The building of the affordable housing in Gracemount is now complete and the building of properties for sale continues. The 21st Century Gracemount Residents Association held their first Annual General Meeting in January where a new committee was elected to continue discussions with the Council and the Factor on matters in the area.

Justine Bradd, ETF Outreach Worker

Chartered Institute of Housing Awards

The first Council housing project to be built in Edinburgh for a generation has won a prestigious award – its third so far!

The ambitious Gracemount development came top in the Excellence in Regeneration category of the Chartered Institute of Housing (CIH) Scotland Awards, beating off competition from Glasgow's Commonwealth Games village. Judges were impressed with how well engaged the community was with the project, the well-designed homes and the transformation of the area. The community was involved in the master planning of the development and the local primary schools helped to design the new play park.

It is the third national award earned by Gracemount, which is a partnership between the City of Edinburgh Council and The Cruden Group and is the first phase of the Council's 21st Century Homes Programme. In addition to the new homes, the development supported over 40 local companies and a number of employment opportunities and apprenticeships.

Gracemount won the 'Best Partnership in Affordable Housing Delivery' category of the 2012 Homes for Scotland Awards and 'Community Partnership of the Year' in the Scottish Homes Award in 2011.

Housing Leader Councillor Cammy Day said: "Winning not one but three national awards is amazing, and I am delighted that the industry recognises our ongoing commitment to providing affordable and quality housing."

Rachel Fraser, City of Edinburgh Council

Update on Tenant Led Inspections

report a **repair**

We are delighted to report that ETF's Tenant Led Inspections (TLI) Team has started to plan for the forthcoming Tenant Led Inspection on the Repairs Reporting process for the City of Edinburgh Council.

This will be the Federation's fourth TLI on a Council service to tenants. TLIs are where tenants **take the lead** in finding out about how a landlord's service *really* works and report back suggestions for improvement. You don't have to be a member of a tenants' group or have any specialist knowledge, you just have to be a Council tenant and have a willingness to find out how things work with a view to making suggestions for improvements. To find out more about Tenant Led Inspections, please contact Mark Henry at the Federation office on 0131 475 2509 or email mark@edinburghtenants.org.uk.

Maud Wylie, ETF Tenant Led Inspector

Update from Hailesland Park

We at Hailesland Park are delighted that a bench now stands in the area to commemorate some of our past volunteers and community activists that are sadly now longer with us. We received funding through the South West Neighbourhood Partnership to allow us to embark on this project and we are very happy with the final outcome. Elizabeth Allison, Ivor Browne and John Moody contributed a lot to our community through their hard work and endless hours of volunteering and this bench is a fitting way to allow us to remember and pay tribute to them.



The bench at Hailesland Park

Maud Wylie, Chair of Hailesland Park Neighbourhood Council and member of ETF Executive Committee

Are there any exciting initiatives happening in your area?

Are there any issues in your area that are of concern?

Would you like to share your views on any subjects?

Calling all RTOs

Would you simply like to give an update on what is happening in your RTO?

Would you like to share any examples of good practice?

If so, we want to hear from you.

ETF would like to highlight the fabulous work that our Registered Tenant Organisations (RTOs) are doing throughout the city and we would love to include this in our next edition of *Tenants Voice*. If your RTO would be interested in doing this, could you submit your article by Monday 13th April 2015. If you would like to discuss this further or require assistance to write an article, please contact me on 0131 475 2509 or email mark@edinburghtenants.org.uk.

Mark Henry, ETF Development Worker

Things to think about when applying for a bank account

There are numerous banks out there that can offer an account for your community group and it's best to check with a local branch to see what is on offer. Although they probably won't be able to open an account in a branch, they have dedicated phone teams to deal with enquiries and some allow you to apply online.

So what information do you need before you apply to open a bank account?

For all signatories you will need their:

- Full name
- Any previous names they have been known by
- Date of birth
- Current address
- Previous address if less than three years at current address.
- A bank account number if they have a personal account (this saves having another credit check).

Some banks may do a credit check on all signatories.

Once the telephone/online application has been completed, a hard copy will be posted out which will then need to be signed. The signatories may need to go into the bank to show a form of identification (ID) and submit the application.

Some forms of ID

Photo

- Drivers licence - full or provisional
- Valid Passport

Proof of address

- Utility bill (gas/electricity)
- Council Tax letter
- Benefits letter
- Phone bill

If a signatory does not have a form of photo ID it is worth checking with the bank to see if they will accept another form of identification.

And remember to make sure you have the correct number of signatories stated in your constitution; if you go in with too many or too few the bank may not open the account.

Justine Bradd, ETF Outreach Worker

ETF Student Placement



Hi Folks, It's me again! In the last edition of *Tenants Voice*, I introduced myself as a student just starting my work placement here at the Federation. Unbelievably I have now been here for 11 weeks (time flies when you're having fun) and I have been asked to give members a bit of an update about what I have been up to during my time here so far.

Well first of all I would like to say how grateful I am to the staff and all members for the warm welcome I have received here. Almost instantly I was made to feel completely included and part of the team. I would also like to thank all members of the Executive Committee who despite how busy they are have all consistently taken time to welcome me and take me under their wing!

One of my main goals on placement has been to try and get a group off the ground in Broomhouse where apparently there was a strong tenants' organisation in the past that has petered out for various reasons. With this in mind I have spent time out in Broomhouse, meeting with various community members and organisations such as the Health Strategy Team, Sighthill, Parkhead and Broomhouse Community Council, The One Stop Shop and the Broomhouse Centre who have all been incredibly supportive and helpful. Before Christmas we publicised and held our first meeting where community members were invited along to have their say about issues in their local area. While take up has been gradual, the involvement that we have had has been very encouraging and I feel very confident for the future of a group in Broomhouse.

As well as the Broomhouse group I was also kept busy by being involved in the planning for the Fair Rents Conference which was held on 24th January. Being involved in this and the previous Federation meeting has been a real eye opener to the amount of work and organisation that goes in to creating these events and has given me a new found respect for events managers everywhere!

As well as this I have been lucky enough to tag along with Justine, the Federation's Outreach Worker and get out and about to see some of the great work being done by groups as well as getting involved with road-shows, the Council's Tenant Participation Strategy and seeing the Executive Committee in action at various Council meetings. As well as keeping up to date with my studies it has certainly been a nonstop 11 weeks but I have been thoroughly enjoying the challenge and look forward to what else ETF has in store for me!

As I said before I always look forward to meeting up with members, hearing about what folk have been up to and getting tips and advice from the wealth of experience that makes up the Federation.

Euan Maclachlan

International Tenants' Issues

Betty Stevenson, Convenor and Clare MacGillivray, Development Coordinator of ETF recently met with Magnus Hammer, Secretariat of the International Union of Tenants (IUT) to discuss global housing issues.

Top of the agenda was the affordability of rents to tenants of social housing round the world, as well as how different tenants' organisations operate and the issues of welfare reform and human rights.

The IUT will be holding their bi-annual Congress in October 2016 in Scotland and we look forward to connecting with Magnus again on international issues.



Betty and Clare meeting Magnus of the International Union of Tenants

Clare MacGillivray, ETF Development Co-ordinator

ETF Website and e-newsletter

ETF's website is live at www.edinburghtenants.org.uk and has links to our Facebook and Twitter pages too. You can access our Twitter page at <https://twitter.com/EdinburghTenant>.

Each member group can have their own page on the website and we are encouraging as many groups as possible to get online. To find out more, please contact Mary on 0131 475 2509 or email mary@edinburghtenants.org.uk.

ETF's new e-newsletter was launched in December and will be sent out to our members who have already signed up to receive information by email. We have still to come up with a name for our new e-newsletter, so if anyone has any suggestions, please contact Mark on 0131 475 2509 or email mark@edinburghtenants.org.uk. If you would like to receive our monthly bulletin by email please sign up by going to our website www.edinburghtenants.org.uk and register; you can also receive paper copies of *Federation Matters* if you wish. Our website also allows you to book for any forthcoming Federation events that are advertised in both our online bulletin and *Federation Matters* via Eventbrite.

Mark Henry, ETF Development Worker



We asked our imaginative members how the Federation should celebrate the magnificent achievement of serving tenants in Edinburgh for 25 years.

The wide range of suggestions we received included:

Have a party!!



Do karaoke



Have a Ceilidh



Country and western theme



Hold a Quiz night



Have a games night



So what do you think of these ideas? Do you have other amazing ideas?

Do you want to help plan the event(s)?

If you have any ideas on how to celebrate the Federation's 25th Anniversary or would like to help with the planning then please give us a ring at the office 0131 475 2509 or send us an email justine@edinburghtenants.org.uk and join the fun!

Justine Bradd, Outreach Worker, Edinburgh Tenants Federation

Join the City of Edinburgh Council Tenants' Panel

The new City of Edinburgh Council Tenants' Panel was launched at the Council's Tenants' Conference in October 2014 and ETF would like to encourage tenants to sign up. The Tenants' Panel will provide tenants with opportunities to tell the Council what they think about housing services and what can be improved. Any tenant and their family members, aged 16 and above and living with them, can join. If you would like any further information about the Tenants' Panel or would like to join, please contact Sam Reeves, Senior Tenant Participation Officer on 0131 529 7805 or email sam.reeves@edinburgh.gov.uk.



Volunteer Centre Awards



ETF is delighted to continue to work in partnership with the City of Edinburgh Council and the Volunteer Centre Edinburgh on the Inspiring Volunteer Awards, 2015. Last year's event was hugely successful for ETF as our Convenor Betty Stevenson won the Inspiring Volunteer of the Year and Davie Thomson, ETF EC member won the Tenant Participation Champion. You can now nominate up to three individuals and one team involved in tenant participation. The **Tenant Participation Volunteer Award** is for individuals and **Team of the Year** is for tenants' and residents' groups. Nominations close on Wednesday 1st April 2015 at 8.00pm. You can nominate online at <https://www.surveymonkey.com/s/IVA2015>. Volunteer Week runs from 1st to 7th June 2015 and the winners will be recognised at a glittering ceremony on Tuesday 16th June 2015. To find out more please contact Lara Celini on 0131 225 0630 or email lara.celini@volunteeredinburgh.org.uk.



Betty and Davie receiving their awards from the Lord Provost at last year's event

Care and Repair Edinburgh

Care and Repair Edinburgh are a small charity who assist older people with household repairs and small jobs. We have a team of volunteer Handypersons who can carry out small DIY tasks such as replacing lightbulbs, assembling small flat pack furniture or fixing shelves. Our Technical Handypersons can help programme TVs and connect computers to printers. We can also offer a Small Joinery Repair service for which a small charge is made. For larger repairs we can put you in touch with a reputable tradesperson from our approved list to give you an estimate. Lastly, we are the sole Edinburgh agent for the Keysafe Company's only Police approved keysafe, so your loved ones and carers can let themselves in without you having to get up. Call us today on 0131 337 1111 to find out how we can help or email us on reception@careandrepaiiredinburgh.org.uk.

Interested in volunteering to help with the above? Call us on 0131 337 1111 or email reception@careandrepaiiredinburgh.org.uk.

Yvonne Georgeson, Care and Repair Edinburgh

Update from Councillor Day

Vice Convenor Health, Social Care and Housing Committee,
City of Edinburgh Council



Setting the Council's Budget for 2015/16

As you will all know, the Council met to set its budget for 2015/16 on 12th February. The financial pressures the city is facing are really challenging and the proposed budget certainly generated a large amount of interest with the biggest response yet to our budget consultation. I'd like to thank all of you who took part and to ETF for their deputation – we need to hear from you so that we can make sure we're delivering the services that the people of Edinburgh want.



The Council also approved an inflation only rent rise, the lowest in over a decade. We were able to do this and also to approve the HRA Investment Strategy and outline five year capital investment programme. This programme was pulled together as a result of consultation with you – we listened and have focussed on your priorities:

- Reducing household energy costs
- Building new affordable homes
- Providing a quality repairs services and
- Investing in neighbourhoods.

The panel to the right shows how we plan to do this over the coming years. Thanks again to all of you who took part in the consultation process.

We had really good feedback from you on our performance last year and, when you compare the results across the country, the City of Edinburgh Council's housing service is in the top three Scottish local authorities for satisfaction with service, home and neighbourhood. I'm really proud of this but we will keep working to improve and hopefully, through continuing to listen to you and delivering on our investment strategy, we'll climb even further up the rankings in the next survey!

Improving your Homes and Building New Homes



We listened to your suggestions and took on board your priorities. Over the next five years we will invest:

- £35 million to provide 5,000 tenants with new kitchens and bathrooms.
- £3 million to fit secure door entry systems in 1,240 homes in 240 blocks.
- £15.3 million to install new heating systems in 5,100 homes.
- £6 million to insulate 800 'hard to treat' homes.
- £3.4 million to provide 1,200 tenants with replacement, triple glazed windows.
- £7.5 million to adapt 2,500 homes to ensure that tenants can remain at home.
- £12.5 million to improve neighbourhoods across the city.

We also plan to build 400 new affordable homes through 21st Century Homes, in addition to the 1,400 new homes already committed to.

Award Winning Homes at Gracemount

I couldn't have an update without passing on my congratulations to the 21st Century Homes team who have picked up an Excellence in Regeneration award for the Gracemount development. As you'll read elsewhere in this edition, this is the third national award this development has picked up. The local community was also involved in the planning of the development so thanks and congratulations should go to them also for their input. It really does prove that the excellent quality affordable homes we're delivering are second to none.



ETF Convenors' Report



Welcome to the first Convenor's report of the year and it certainly has been a very busy start to 2015. Throughout the year ETF will be holding a number of meetings and events and it would be good to see as many tenants' groups as possible there. This will allow us to continue to represent your views and ensure that we are doing this effectively.

One of the biggest pieces of work that we have been involved with in recent months has been tenants' rents. You will be able to read more about this piece of work elsewhere in *Tenants Voice*.

We would like to pay tribute to ETF's student Euan Maclachlan who will shortly be finishing his placement with ETF. Euan has been a tremendous support to ETF and we would like to thank him for all the work he has done for us and wish him all the best in the future.

Our Tenant Led Inspection Team is in the process of carrying out their training for the forthcoming inspection on the Repairs Reporting process of the City of Edinburgh Council. We are looking forward to receiving the findings from the Inspectors.

Clare MacGillivray and myself had a very positive meeting with Magnus Hammer from the International Union of Tenants. It was great to hear about tenants, groups, Councillors and politicians working together in the different countries. It is certainly something we can learn from in the future.

We were very sorry to hear about the sad passing of George Pitcher. George was a very hard working community activist and was a past member of the Federation's Executive Committee and the ETF Repairs Group. I will certainly miss the cuddles George used to give to me.

We are very proud of the commitment our volunteers have shown in improving housing services. However we need to build on getting our members more involved and encourage other people to join with us so we can make tenants' influence even stronger. Therefore we would be grateful if you and representatives of your group would attend ETF events in the coming year to ensure we continue to deliver for tenants in the city.

Betty Stevenson, Convenor, Edinburgh Tenants Federation

Winner of Christmas wordsearch competition



Congratulations to Christopher Robinson of the Bingham Community Centre who won our Christmas wordsearch competition.

Which is best for you?



OR



At Edinburgh Tenants Federation we are always looking for ways to improve our service and one way for us to do this is to check that you are receiving *Tenants Voice* in the format that is best for you. *Tenants Voice* will continue to be sent out in paper format for those that wish to receive it but for people who would rather download a copy we are setting up a system that will send you an email when a new edition is available on our website.

If you would like to join us in this venture which will also help to save the environment by reducing the number of trees we use and thereby save the Federation postage costs, then just drop us a quick email to mary@edinburghtenants.org.uk and we will add you to our list for an email prompt to download *Tenants Voice*.

Mary Cockburn, Office Manager, Edinburgh Tenants Federation

Find out more

about care and support services in your area



Working together for a caring,
healthier, safer Edinburgh



Come along and find out more about
Self-directed support and other services
in your area between 10am-4pm.

Craigmillar Library Hub
Monday 23 March

Drumrae Library Hub
Tuesday 31 March

Wester Hailes Library
Tuesday 24 March

Central Library
Wednesday 1 April

Leith Library
Wednesday 25 March

Call **0131 529 6552** or email
rachel.howe@edinburgh.gov.uk

NHS
Lothian

• **EDINBURGH** •
THE CITY OF EDINBURGH COUNCIL

Dates for your diary

The Federation office will be closed on the following public holidays:

Friday 3rd April 2015

Monday 6th April 2015

Monday 20th April 2015

Monday 4th May 2015

Monday 18th May 2015

RSL Tenants Group Inaugural Meeting

Monday 27th April 2015, 7.00pm, Norton Park Conference Centre

Federation Meeting

Wednesday 13th May 2015, venue and time to be confirmed.

ETF Annual General Meeting and Conference

Friday 19th June 2015, venue and time to be confirmed.

Comments, compliments, complaints

Please give us feedback on this publication. If you have any comments, compliments or complaints we would like to know. Just contact us at the ETF office.

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.

Thoughtful Quote

'Every accomplishment begins with the decision to try.'

Gail Devers, three time Olympic champion in track and field.

Copy Deadline



Tenants Voice is usually published four times a year and is distributed to nearly 4,000 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 Edinburgh Tenants Federation. If you would like to contribute an article, please do so by the following deadline:

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Monday 13th April 2015



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

