

Update from ETF

Although restrictions are continuing to ease and some organisations are returning to their office environments, ETF staff remain working at home. This ensures the continued protection of both service users and staff. Nonetheless, ETF continues to operate on a daily basis and staff can be contacted at info@edinburghtenants.org.uk or phone 0131 475 2509. Discussions are taking place with regards to ETF staff returning to the office and a further update will be provided soon.

A New Deal for Tenants

The Scottish Government has published a consultation paper 'A New Deal for Tenants' which aims to deliver stronger tenants' rights, greater protection against eviction and access to higher quality, more affordable and greener housing. The new policies, outlined in the Draft Rented Sector Strategy, are intended to help shape a fairer rented sector that meets the needs of tenants and welcomes responsible landlords. You can download a copy of the consultation at <https://www.gov.scot/news/a-new-deal-for-tenants/>.

ETF are submitting a response to the consultation paper and will be holding an online discussion on **Wednesday 6th April, 1.00pm-3.30pm via Zoom**. If you would like to be involved and help formulate ETF's response to the consultation, please contact ETF's Development Worker Mark Henry by emailing mark@edinburghtenants.org.uk or phone 07918 742468. The closing date for responses to the consultation is **Friday 15th April 2022**.

Tenants Voice

Everyone will shortly be receiving a copy of April's edition of *Tenants Voice*, which will include a special tribute to ETF's Vice Convenor Maud Wylie who sadly passed away in January. If anyone would like to request extra copies, or provide feedback on this edition, please contact the Federation Office by email at info@edinburghtenants.org.uk or phone 0131 475 2509.

ETF Membership Renewals

ETF is still accepting both Member Group and Non-Voting Individual membership applications. If you would like an application form, please contact ETF's Office Manager Mary Callaghan by emailing mary@edinburghtenants.org.uk or phone 07918 660726.

ETF Blog

Are you a tenant, employed in the housing sector, enthusiastic about where you live or interested in community development, then why not become a guest blogger? If you're interested in contributing a blog or would like more information, please contact the Federation office on 0131 475 2509 or email info@edinburghtenants.org.uk. Some useful hints and tips for writing blogs can be found at <http://www.edinburghtenants.org.uk/draft-blog/>.

City of Edinburgh Council Repairs

The City of Edinburgh Council (CEC) carries out around 140,000 repairs, alterations and safety checks to approximately 20,000 Council homes in Edinburgh every year. It's important to let them know if there's a repair or maintenance issue in your home so they can fix it.

It's quick and easy to report a repair on the website at

<https://www.edinburgh.gov.uk/councilhouserepairs>. Once you report it, they'll arrange an appointment time for you – usually within two weeks, although it can be longer during busy periods.

If you have an urgent or emergency repair, you should call the Council on 0131 200 2345. Emergencies are their highest priority and they aim to get someone out as quickly as possible. During periods of high demand this might mean someone coming out in the evening or over the weekend. An emergency repair is something that needs to be fixed quickly because it's a danger to health or safety, for example a significant leak or a dangerous chimney. They aim to attend emergency repairs as soon as possible, usually within four hours.

An urgent repair is something that needs to be fixed quickly but isn't an immediate risk to health and safety, for example a blocked toilet or drain. They aim to attend most urgent repairs as soon as possible, usually by the end of the next working day.

You can find out more on their website www.edinburgh.gov.uk/councilhouserepairs.

CEC Advice Shop

Are you a CEC or Housing Association tenant who is experiencing money or debt problems?

The Advice Shop is the place to go to for information, advice and assistance with any benefit or debt matter. Advisors can help check benefit entitlement, apply for every type of benefit, identify how to maximise income and assist with problems you may have with the Department of Works and Pensions, Council or Social Security Scotland benefits. All this is free and independent so you will get assistance that is non-judgemental and focused on individual situations.

You can contact the Advice Shop on 0131 200 2360 or email advice.shop@edinburgh.gov.uk.

You can also go to a locality office and call the Advice Shop from the free phone there. The Advice Shop's webpages contain helpful information including links to benefit calculators so you can work out for yourself what you may be entitled to at www.edinburgh.gov.uk/advice-shop.

Diary Dates

April 2022

6th April Discussion on ETF's response to the Scottish Government's 'A New Deal for Tenants', 1.00pm, Zoom

15th April Deadline for response to Scottish Government's 'A New Deal for Tenants'

15th April Public Holiday (Easter Friday) - Office closed

18th April Public Holiday (Easter Monday) - Office closed

May 2022

2nd May Public Holiday (May Day) - Office closed

June 2022

2nd & 3rd June Public Holidays (Queen's Jubilee Celebration) - Office closed

Contact the Federation office on 0131 475 2509 for more information. Don't forget that *Federation Matters* and other Federation publications can be downloaded from our website at www.edinburghtenants.org.uk. Do get in touch if you need any more information from us about anything mentioned here.