

# The Rock Report

CASTLE ROCK EDINVAR  
HOUSING ASSOCIATION

Issue 19, Spring 2010

A Scottish Charity No. SC006035

A member of **places  
& people**

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## HOUSING MINISTER OPENS NEW DEVELOPMENT IN THE CAPITAL



Alex Neil, Minister for Housing and Communities, joined community and economic development leaders in January to celebrate the completion of Forthquarter, a 150 unit mixed tenure housing development that forms part of the regeneration of North Edinburgh linking Edinburgh's Waterfront development to the local regeneration of Pennywell. *See pages 4&5*

## White out!



**DURING DECEMBER and January we experienced some of the most challenging weather conditions for decades across our communities.**

With heavy snow, black ice and temperatures consistently below freezing the demand for our services grew by around 25%. Most notable was the demand for snow clearing and the loss of heating.

Home Repairs Team responded splendidly to this challenge, with 50% of the team working in between the Christmas

and New Year period and we were able to continue with a responsive service. In addition we had contractors attending to snow clearance, resorting to the use of a JCB as the snow was so deep! Our emergency repair service took the brunt of the calls, with an increase in emergencies based on the same period last year of 60%. In one day we received 37 requests for no heating or hot water!

A special thank you to all the trades team who kept the service open to customers.

## ACLP Scotland



At meetings held in January two Panel requests were addressed. Firstly, Financial Training to help ensure that Panel Members assess Annual Funding Applications fairly, and also a review of their Code of Conduct to bring it up to date.

The financial training was very useful to new Panel Members and a good reminder to those who have been on the Panel for longer. It was good to know that so far, we've been using sound methods to assess such applications. The Panel does not decide if these funds are awarded, but does put forward their recommendation as to whether or not they should be.

The Code of Conduct session produced some recommendations for change which now go to the National Panel in England for possible inclusion in the new Code of Conduct that will be used by all nine panels across the country.

At the Panel meeting held in February I was re-elected as Chairperson for the Panel, and Eric Robb was returned as Vice Chair.

The Panel also assessed two applications for Annual Funding, decisions will be made by Castle Rock Edinvar on both once further information requested at that meeting is produced; we reviewed the Participation Strategy and the Unacceptable Actions Policy, the Pests and Vermin Leaflet and the ACLP Scotland Participation Work Plan 2010-2011. Suggestions for change/amendments were made in each case.

If you wish to be part of the Panel, and help put forward recommendations to Castle Rock Edinvar on behalf of tenants and residents, please contact me via Sarah Chianta at Castle Rock Edinvar on 0131 657 0606.

Best regards,  
Tina, ACLP Chair

# ALLOCATIONS - THE RIGHT APPROACH?

**Our allocations policy was challenged by tenants from High School Yards in Edinburgh at our Annual General Meeting (AGM) in September 2009.**

They questioned why a higher percentage of new tenants were either vulnerable, requiring support or had no knowledge of how to manage a tenancy, or behave in a way deemed unacceptable by the majority of tenants.

We have a legal obligation to house those in the greatest housing need. We also aim to create and maintain balanced and sustainable communities.

We wrote to local politicians to ask their opinion on this issue and start a debate on this.

Three questions were set for the politicians:

### **1. Is social rented housing becoming a tenure where only homeless people and those in the greatest housing need will be housed?**



Alex Neil MSP

*Alex Neil (SNP) MSP*, Minister for Housing and Communities, stressed that the shortage of social housing was the key factor. It is right that, in this context, those in most housing need should be given reasonable preference for housing.

*Councillor Paul Edie (LibDem)*, Convenor of Health Social Care and Housing for the City of Edinburgh Council, also stressed the shortage of affordable housing as the key issue. Homeless people attract a significant priority in Edinburgh but not the highest priority. This is for people with a medical need to be rehoused.

*Sarah Boyack (Labour) MSP* for Central Edinburgh shares the concerns of her constituents and believes the time is right for a fresh debate about what exactly constitutes greatest housing need and whether allocations rules are flexible enough to promote and protect sustainable communities. She is concerned about the residentialisation of social housing.

### **2. If so, should probationary tenancies be considered for new tenants?**

*Alex Neil MSP* considers that probationary tenancies are appropriate for those who have previously displayed anti-social behaviour. However, this would not be appropriate for all new tenants. The support needs of new tenants should be identified and interventions put in place.



Cllr. Paul Edie

*Councillor Paul Edie* states that it is the landlord's duty to ensure that tenancies are managed and tenants supported in a way which minimises that impact on neighbours. City of Edinburgh Council has an extensive range of local community safety services which we can use to help us with this task.

*Sarah Boyack MSP* advises that Labour's housing team are considering options such as probationary tenancies as part of its manifesto process for the next Scottish Parliament elections.

### **3. Should social rented landlords have more scope to allocate housing based on the sustainability of each development or neighbourhood?**

*Alex Neil MSP* considers it important that landlords balance the needs of those applying for social housing with those of the communities in which they may be housed. It is recognised that this is a difficult and pressurised area and the Scottish Government will be producing new guidance on social housing allocations in 2010 to support landlords with the decisions they face.

*Councillor Paul Edie* understands the difficulty of balancing legislative requirements with the needs of the community. Landlords have to work to create safe and sustainable communities but this is about more than allocation priorities.



Sarah Boyack MSP

*Sarah Boyack MSP* shares our concerns about the unintended consequences of the obligations placed on housing providers. Housing and anti social behaviour issues are the largest single components in her constituency casework and it is imperative that decent tenants are able to be protected.

In summary all the politicians share the concerns of our tenants but stress different areas of housing policy which they are working on to try and address the issues.

We will be developing our own measures to achieve a more flexible allocations policy while remaining within legislative requirements. We will watch for policy development with great interest.

We have succeeded in making sure the issue is in the forefront of debate and if you would like to contribute, please contact Sandy Welsh.

# COMING YOUR WAY - NEW PROPERTIES IN WEST LOTHIAN!

After a year of relative calm for West Lothian housing officers, we are about to embark on several new developments. Some are still subject to planning approval, but we hope to provide the following high quality new build homes:

• **Harburn Road, West Calder** - 12 general needs units for rent - a mix of 2 bedroom flats and 3 and 4 bedroom houses. The builder started on site in January and is due to finish around October this year.

• **Elm Terrace, Blackburn** - 22 units for rent - a mix of 2 bedroom flats, 3 bedroom houses and one 2 bedroom wheelchair house. We hope that this will start on site in the summer this year and take about a year to complete.

• **Johnston Avenue, Uphall** - 14 general needs units for rent - a mix of 2 bedroom flats and 3 bedroom houses. The work will hopefully start this summer with completion following in July 2011.

• **Burngrange, West Calder** - 30 units for rent and ten for shared equity- a mix of 2 bedroom flats, 3 bedroom houses and one 2 bedroom wheelchair house. We aim to start on site in September 2010 with completion due around a year after.

• **Langton Gardens, East Calder** - 26 units for rent and ten shared equity units - a mix of 2 bedroom flats, 3 bed houses and one 2 bedroom wheelchair house. We hope to start the building work in November 2010 and finish in November 2011.

For the rented properties in each of these developments, 50% will be allocated to nominees from West Lothian Council's housing list.

We will be working closely with them to achieve a fair mix of housing groups. The other 50% will be advertised on the Homehunt website, on our own website and in the Herald and Post, around three months before completion.

If you are interested in being considered for any of these properties, you need to be registered on Homehunt before you can make a bid.

You can get a registration pack by calling our Homefinder team on 0131 657 0600 or at your local Castle Rock Edinvar office. Finally, please be aware that these mixes of house types and estimated dates are subject to change.

## YOU SAID - WE DID

Customers told us in recent applicants surveys that they want to know more about who we let our homes to.

We will regularly publish the results of properties let through our choice based lettings system, homehunt. This is for properties in Midlothian, East Lothian and West Lothian. The following tables show the properties let between 1 October 2009 and 31 December 2009.

### Sheltered and Amenity Housing Properties

Address	Date Advertised	No. of Notes of Interests	Priority of Successful Applicant
Salisbury View, Mayfield, Dalkeith	01/10/09	2	"Bronze" Personal Circumstance pass
St Anne's, Main Street, Newtongrange	01/10/09	8	Bronze" Personal Circumstance pass
Forth Street, North Berwick	08/10/09	8	"Gold" Housing Circumstances Pass
Dirleton Court, Dirleton Avenue, North Berwick	08/10/09	7	"Silver" Medical Circumstances Pass
Letham Gardens, Dunbar	15/10/09	11	"Bronze" Personal Circumstance pass
Prestonkirk Gardens, East Linton	29/10/09	16	No priority
Forth Street, North Berwick	29/10/09	11	"Silver" Medical Circumstances Pass
St Anne's, Main St, Newtongrange	29/10/09	16	"Gold" Medical Circumstances Pass
Salisbury View, Mayfield, Dalkeith	29/11/09	10	"Gold" Medical Circumstances Pass
Dirleton Court, Dirleton Avenue, North Berwick	12/11/09	7	No priority
Letham Gardens, Dunbar	26/11/09	3	"Bronze" Personal Circumstance pass
Dirleton Court, Dirleton Avenue, North Berwick	26/11/09	4	No priority
Muirpark Gardens, Tranent	26/11/09	8	"Bronze" Personal Circumstance pass
St Anne's, Main St, Newtongrange	01/10/09	3	No Priority

### West Lothian (General Needs)

Address	Date Advertised	No. of Notes of Interests	Priority of Successful Applicant
Falconer Rise, Dedridge, Livingston	01/10/09	48	"Gold" Housing Circumstances pass
Mowbray Rise, Dedridge, Livingston	08/10/09	37	"Bronze" Overcrowding pass
Glendevon Court, Winchburgh	08/10/09	37	"Silver" Overcrowding pass
Park Terrace, Broxburn	22/10/09	60	"Bronze" personal circumstance pass
Lychgate Lane, Broxburn	12/11/09	42	"Gold" Housing Circumstances pass
Galloway Crescent, Broxburn	04/12/09	30	Withdrawn and used for an urgent management transfer

### East Lothian and Midlothian (General Needs)

Address	Date Advertised	No. of Notes of Interests	Priority of Successful Applicant
Hunterfield Terrace Gorebridge	24/09/09	26	"Silver" Personal Circumstance pass
Carnethie Street, Rosewell	01/10/09	26	"Silver" Medical Circumstances Pass
8 Ground Floor Flats Cockburn Drive, Ormiston	01/10/09	64	3 x East Lothian nominees 2 x "Gold" Housing Circumstances Pass 1 x "Silver" Medical Circumstances pass 2 X No Priority
8 Ground Floor Flats Cockburn Drive, Ormiston	01/10/09	64	4 x East Lothian nominees 2 x "Bronze" Overcrowding pass 1 X "Bronze" Condition of Property pass 1 x "Silver" Overcrowding pass
The Promenade, Port Seton	08/10/09	33	"Gold" Housing Circumstances Pass
Deanpark, Newtongrange	29/10/09	47	"Gold" Medical Circumstances Pass
First Street, Newtongrange	26/11/09	54	"Gold" Medical Circumstances Pass

# HOUSING MINISTER OPENS NEW MIXED TENURE DEVELOPMENT

**The £18 million scheme, with 90 flats for social rent and a further 60 apartments sold on a shared equity basis, was made possible through a unique partnership involving Places for People, West Granton Housing Co-operative, Dunedin Canmore Housing Association, Lothian Homes, City of Edinburgh Council and the Scottish Government.**

ForthQuarter makes a significant contribution to meeting the city's demand for affordable housing. All the homes have been built with the same high quality build and design specifications which has made the development very popular.

At a special ceremony the minister was joined by local councillors and members of the community in a tree planting ceremony before touring some of the newly occupied homes.

Housing and Communities Minister Alex Neil said: "The Scottish Government is committed to increasing the number of affordable homes across Scotland and this year over £44m will directly support the affordable housing sector in Edinburgh.

"The Forthquarter development, with 150 new homes, will benefit people looking for high quality, low-cost homes to buy or rent in the city and it is good news that - with the help of the Scottish Government's Shared Equity

scheme - 60 homes have now been sold to people on low-incomes.

"The project received £8 million of government funding and I'm delighted to meet some of the new residents who are already benefiting from their new homes."

Councillor Paul Edie, Housing Leader for the City of Edinburgh Council, welcomed the mixed tenure development at Granton Waterfront.

He said: "It is widely known that Edinburgh suffers from an acute lack of affordable homes and it is important that the Council, along with its partners in the housing arena, work together to boost the housing market.

"This year has seen a record number for affordable housing completions in the Capital and this development is a great example of partnership working. By supporting our Housing Association partners, the City of Edinburgh Council has helped to deliver much needed affordable rented and shared ownership homes. Forthquarter helps the regeneration of the waterfront area and includes 16 homes which are fully wheelchair accessible."

This has been Edinburgh's largest new build shared equity project to date developed through the Scottish Government's LIFT programme. All properties were sold by the end of December 2009 highlighting the success of both the development and shared equity.





## NEW LOW-COST HOME OWNERSHIP OPPORTUNITIES

Castle Rock Edinvar and Lothian Homes will soon be offering great opportunities for you to buy a high quality new home through either Shared Ownership or Shared Equity.

If you are a First Time Buyer, Council or Housing Association Tenant, on a Council/Housing Association waiting list or are leaving the Armed Forces you may be able to buy a fantastic new Shared Ownership home. Shared Ownership lets you buy either a 25%, 50% or 75% share of a new home and you pay us an occupancy charge on the remainder. The scheme is designed for people on lower incomes who want to buy a great home but can't meet the full cost on the open market.

CASTLE ROCK EDINVAR WILL BE SELLING SHARED OWNERSHIP PROPERTIES AT:

- **'THE PRIMARY', CRAIGMILLAR, EDINBURGH**



THIS EXCITING NEW DEVELOPMENT WILL HAVE A MIX OF 45 X 2, 3 & 4 BEDROOM FLATS AND HOUSES. THESE WILL BE AVAILABLE FROM JUNE 2010.



Shared Equity is a different home ownership option. If you are on a lower income, it lets you buy a stake in a new home from as little as 60% of the full price up to a maximum of 80% (depending on your income and savings). The Scottish Government hold the remaining share under a Shared Equity agreement. This scheme is primarily aimed at First Time Buyers.

LOTHIAN HOMES NEW DEVELOPMENT AT:

- **WAUCHOPE, NIDDRIE/CRAIGMILLAR, EDINBURGH** WILL INCLUDE 11 HIGH QUALITY HOMES AND WILL BE A MIX OF 4 X 1 BEDROOM FLATS AND 7 X 3 BEDROOM HOUSES. THESE WILL BE AVAILABLE FROM AUGUST 2010.

If you would like more information about these or further low cost home ownership opportunities coming soon, please contact the Home Finder Team on tel: 0131 657 0679 or visit our property shop website for all our current vacancies [www.placesforpeople.co.uk/propertyshop](http://www.placesforpeople.co.uk/propertyshop)



## Contacts for our homehunt flyer

We are still really keen to hear from you if you know any organisations, voluntary agencies or contacts who it would be useful for us to send our weekly flyer, this advertises our current vacant properties in Mid, East and West Lothian.

We already have a good database of contacts but would really like to be able to expand this even more. If you do have any suggestions for us, please contact the Home Finder Team on 0131 657 0679.

## SUPPORTING YOUNG PEOPLE WITH WORK OPPORTUNITIES



Steven Jack and Danielle Kelly - our latest Future Jobs Fund employees

**We believe that everyone should be able to live in a place where they and their family can prosper.**

As a result we work closely with organisations to support people to gain skills and improve their access to work opportunities. The recession has made it even

harder for young people to find employment as they are competing against other people with more work experience.

Castle Rock Edinvar is keen to provide opportunities for young people and is participating in a range of programmes, including the

UK Government's Future Jobs Fund Initiative. Through the Future Jobs Fund young people are recruited, through a referral from the Job Centre, for a six month work placement for 25 hours a week and are paid at least the minimum wage.

Three young people, Danielle Kelly, Richard Evans and Steven Jack joined us in January to develop their skills in administration and care-taking and will be with us for the next six months. We hope to have more Future Jobs Fund vacancies in the future.

**If you are aged 18-24 and have been claiming jobs seekers allowance for between six months to a year please ask your Job Centre Adviser about Future Jobs Fund opportunities.**

## Want to be your own boss?



**Some people prefer self employment as it may offer more flexibility around working hours, it can help them to increase their income or sometimes it is just because that is how that particular sector works.**

For example all registered childminders are self employed. Whatever the reason, getting good advice at the outset is really important to ensure you are making sensible business decisions.

With wider role funding provided by the Scottish Government, we have linked up with Edinburgh Chamber of Commerce and the Business Gateway to help people think about whether self employment is for them and to access good advice where they live. At the end of January we launched our first awareness session, at Haywired in Craigmillar, to provide information and guidance to local residents about self employment. This was well attended and is being repeated in neighbourhoods throughout Edinburgh over the coming year.

Further two-hour sessions, all starting at 2pm, in Edinburgh will be held at the following venues in the next month:

**29th March PLEASANCE DAY CENTRE,  
West Adam Street**

**19th April VALLEY PARK COMMUNITY CENTRE,  
37 South House Road**

**26th April COMMUNITY RENEWAL,  
Muirhouse Shopping Centre**

If you are interested in attending these or if you have ideas now and can't wait for a session to come to your neighbourhood please call in confidence to Jimmy O'Connell, Edinburgh Chamber of Commerce, on 0131 552 1042 or 07974 893851.

## QUALITY FURNITURE



## AT AFFORDABLE PRICES!

**Furnishing our homes can be very costly and as a result many people turn to catalogues or use long term expensive credit and before long find themselves with debts they cannot afford to repay.**

However there is another way to furnish your home through restored second hand goods.

Castle Rock Edinvar have teamed up with Edinburgh Furniture Initiative to offer our tenants a discount on good quality used furniture and home accessories.

Your housing officer can issue you a discount card for a 25% discount, lasting six months, on most items in the huge shop of Edinburgh Furniture Initiative at 67 Logie Green Road, Edinburgh.

There is also a delivery service for the larger items, at reasonable rates, in and around the Edinburgh area. The shop is open Monday to Friday 9.30am to 4.30pm and 10am to 4pm every Saturday.

For more information, or to request a discount card, please contact your local housing officer.

## Introducing Home Energy Advisers

We know that many of our customers experience fuel poverty, struggling to find money to heat and provide hot water in their homes.

We are delighted to have secured wider role funding from the Scottish Government to employ two full time Home Energy Advisers. These advisers will be working alongside our Home Repairs team from April this year visiting people in their homes to provide advice about ways to pay fuel bills, how to manage your home to better manage your fuel needs and to look at other ways to conserve energy in your home. They will also ensure you are receiving any financial assistance you may be entitled to.

In the first instance appointments will be offered alongside your annual gas safety check. However if you are currently experiencing difficulty paying your bills and you need some help now please contact the Financial Inclusion Team on **0131 657 0658**.



# Money Matters

**OUR FINANCIAL INCLUSION TEAM, BASED AT 1 HAY AVENUE, WOULD LIKE TO DRAW YOUR ATTENTION TO THE FOLLOWING:**

## **FREE MOBILE CALLS TO DWP- Department of Work and Pensions**

From January 2010 six of the biggest mobile phone network companies will no longer charge their customers for calls to the Department's 0800 Benefit Claim lines. Calls to claim benefits and state pension use 0800 numbers which are already free to customers using BT land lines and mobiles. Currently people calling 0800 numbers from other mobile phone providers are charged for these calls.

The Department has now reached agreement with O2, Orange, Tesco Mobile, T-Mobile, Virgin Mobile and Vodafone to end charges to their customers for mobile calls to around seventy of its 0800 numbers. These numbers are used by people making initial claims for benefit and pensions and to request emergency payments, such as crisis loans. The 0800 numbers that will be included in the scheme are used to claim Jobseeker's Allowance, State Pension, Pension Credit and the Employment and Support Allowance.

## **ARE YOU IN RECEIPT OF INCAPACITY BENEFIT?**

All new applicants for benefit on grounds of sickness since October 2008 have claimed the new benefit called Employment and Support Allowance (ESA). Existing applicants on Incapacity Benefit are to be transferred over to this benefit at some stage after October 2010.

This is likely to be at your review stage so anyone due for a review after October this year is likely to be assessed under the new rules for ESA rather than the old rules for IB. If you have any difficulties with this process please contact the Financial Inclusion Team at 1 Hay Avenue for assistance.

## **TV LICENSING**

As a result of pressure, TV Licensing are changing all 0844 and 0845 numbers to 03 numbers from 4 January 2010. This means all calls will be charged at a standard rate from all landlines and mobile phones, and will be included in all free call packages from mobile providers.

## **USEFUL NUMBERS ARE:**

<b>Customer Enquiries</b>	<b>0300 790 6071</b>
<b>Card payments</b>	<b>0300 790 6063</b>
<b>Change of Address</b>	<b>0300 790 6065</b>
<b>Minicom</b>	<b>0300 790 6050</b>
<b>Cash Payment Plan</b>	<b>0300 555 0300</b>
<b>Translation service</b>	<b>0300 790 6044</b>

The West Pilton tenants Xmas party attracted about 20 local children plus their parents. Much fun was had by all. Grateful thanks to State Street for generously funding the party and to Housing Officer Neil Ward for organising it.



# Rent and Services charges 2010/2011

**You will have already received your letters about your rent and service charges starting from 1 April 2010.**

**Rents:** Around 75% of rents have been frozen at current levels for 2010/2011. The remaining 25% have a maximum increase of 2%. This is because the existing rent is below our "policy" rent for that type and size of property.

**Service Charges:** Some of our developments have seen substantial increases in service charges for either grounds maintenance, common area cleaning or both.

**Grounds Maintenance:** We are in the first year of a contract with Land Engineering based on a specification we set out after feedback from and in consultation with residents. However, this is the first year their costs have been applied to service charges

as our service charges are based on actual expenditure in the previous year. The quality of the grounds maintenance service has met with general approval from residents and we acknowledge that this is the first time residents have seen the cost of this improved service. We had to cut grass more often due to the lengthening growing season and we have also reacted to grounds maintenance issues raised by residents at estate walkabouts.

Any works carried out in addition to the contract are also included in the 2010/2011 service charge calculations. Going forward, we expect to be able to control grounds maintenance cost increases over the next two years.

**Cleaning:** The work was all retendered in 2008 and renegotiated in 2009 for an extension to March 2010 with a 4% increase from April 2010 to 2012. The

retendering was carried out so we could set a universal standard across all our neighbourhoods with fewer contractors.

The new contractors have improved quality but the costs have increased since 2008.

In some developments we have changed from a fortnightly clean to a weekly clean where necessary either after discussion with residents or because the traffic in the stair required it. Any extra cleans that have taken place as a result of estate walkabout visits are also included in the charge for 2010 to 2011.

Anyone who wishes to discuss rents or service charges in more detail or would like a copy of our Rents and Service Charge Policy should contact our Head of Housing Services, Sandy Welsh on tel 0131 657 0600 or email: [sandy.welsh@castlerockedinvar.co.uk](mailto:sandy.welsh@castlerockedinvar.co.uk)

# MONEY ADVICE IN WEST LOTHIAN

## Advice Shop

West Lothian Council Advice shop in Bathgate can provide advice and assistance all West Lothian Residents.

The Advice Shop can help you with checking that your current benefits are correct. The Advice Shop also offers advice on employment problems and problems with debt. They can also provide advice on housing and fuel poverty.

Information is also available on household energy saving. They have assisted many of our tenants with rent arrears and in a few cases preventing them being evicted from their properties

There is no fee involved for any assistance from the Advice Shop.

The Advice shop is located in Waverly Ind Estate, Bathgate (near town centre) Telephone number 01506 776444.

## Credit Union

The Credit Union opened it's branch in Almondvale Centre in 2009.

The Credit Union is a not for profit organisation offering financial services. This can be low interest loans, savings and or budgeting accounts for their members.

To become a member of Livingston credit union you must either live or work in Livingston or East Calder.

The Credit union currently have collection points within Inveralmond High school and Deans Primary in Livingston and hope to open this up in the near future to more schools.

They are working with West Lothian Council Education Department to encourage children to get practical experience in saving and budgeting, to complement the theory they learn in school.

## Star Awards

Employee Reward Scheme



Star Awards focus on the values of our company and they recognise and reward outstanding achievements. You have until the end of March 2010 to put forward nominations for any stars. There are two categories that customers can nominate for:

### GOOD NEIGHBOUR AWARD

This national award is for customers who:

**Relentlessly** helped others in their community  
**Given** something back to their community  
**Volunteered** their time to assist their neighbours  
**Been** involved in local charity work

### THE PEOPLE'S CHOICE AWARD

Nominated by customers, this national award is for the individual who:

**Treated** people as individuals and with courtesy and respect at all times  
**Is** approachable and supportive  
**Treated** concerns and complaints with seriousness and sensitivity  
**Communicated** with care - used positive language free from discrimination  
**Got** the job done and saw it through to the end

If the answer is yes, then it's time to nominate them for a 'Star Award'! Please contact Shelley Hutton on 0131 657 0600 or email [customer@castlerockedinvar.co.uk](mailto:customer@castlerockedinvar.co.uk)

## PUBLIC HOLIDAYS OFFICES ARE CLOSED

Friday 2 April  
Monday 5 April  
Monday 3 May

**CUSTOMER  
CONTACT CENTRE is  
open as usual**

#### HEAD OFFICE

1 Hay Avenue  
Edinburgh  
EH16 4RW

0131 657 0600

Monday - Thursday  
9.00am - 5.00pm  
Friday  
9.00am - 4.00pm

#### WEST LOTHIAN AREA OFFICE

Pentland House  
Almondvale South  
Livingston, EH54 6NG

01506 436 530

Monday & Wed-Friday  
9.00am - 12.30pm  
Tuesday  
10.00am - 12.30pm  
Telephone Contact  
Only:  
1.30pm - 5.00pm  
(4.00pm Friday)

#### MID/EAST LOTHIAN AREA OFFICE

79 Main Street  
Newtongrange  
Midlothian, EH22 4NA

0131 660 5754

Monday - Wednesday  
9.00am - 12.30pm  
1.30pm - 5.00pm  
Thursday  
10.00am - 12.30pm  
1.30pm - 5.00pm  
Friday  
9.00am - 12.30pm  
1.30pm - 4.00pm

## Repairs Number Freephone

# 0800 432 0007

email repairs to:

[contact.centre@placesforpeople.co.uk](mailto:contact.centre@placesforpeople.co.uk)

Internet:

[www.placesforpeople.co.uk/customerservices](http://www.placesforpeople.co.uk/customerservices)

Please be advised that when reporting an emergency repair you should phone

the freephone number to ensure it receives priority

We are happy to translate this or any other Castle Rock Edinvar document into (*language*). Please telephone 0131 657 0600 for more information. Telephone interpretation is available.

আমরা এই বিজ্ঞপ্তি বা অন্য কোন কাসল্ রক এডিনভার (Castle Rock Edinvar) সম্পর্কিত বিজ্ঞপ্তি অনুবাদ (অন্য ভাষায়) করে দিতে পারলে খুশী হব। বিশদ ভাবে জানার জন্য দয়া করে 0131 657 0600 - এ ফোন করুন। টেলিফোন সংলাপে ভাষান্তরের সুবিধা আছে।

我們很樂意將這份或其他Castle Rock Edinvar (城堡岩石)的文件翻譯成(語言)。請打電話到0131 657 0600來得到更多的信息。我們有電話解釋(口譯)。

ملكون سعاداً لترجمة هذا المنشور أو أي من منشورات كاسل روك اينسفار Castle Rock Edinvar إلى اللغة العربية. للمزيد من المعلومات يرجى الاتصال هاتفياً على الرقم 0131 657 0600. الترجمة من خلال الهاتف متوفرة عند الحاجة.

ہم "کاسل راک ایڈنوار" کی اس دستاویز یا کسی دوسرے کا لکھتے کا اردو میں ترجمہ کرتے ہوئے خوشی محسوس کرتے ہیں۔ بریل یا آڈیو تاپے میں اس کے لیے ٹیلیفون نمبر 0131 657 0600 پر فون کریں۔ ٹیلیفون پر ترجمانی کی سروس بھی دستیاب ہے۔

Z przyjemnością przetłumaczymy każdy dokument z Castle Rock Edinvar na język obcy. Więcej informacji uzyskasz pod numerem telefonu 0131 657 0600. Możliwe są również tłumaczenia telefoniczne.

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