

The Rock Report

CASTLE ROCK EDINVAR
HOUSING ASSOCIATION

Issue 18, Winter 2009

A Scottish Charity No. SC006035

A member of **places
& people**

Rent freeze

You will be pleased to learn that there will be no rent increase for the majority of tenants in April 2010.

Our policy for setting rent increases is to use the rate of inflation in September each year plus 1%. Last year this meant relatively high rent increases of 6 or 7% but this year the rate of inflation in September 2009 was negative so we plan to freeze most rents at current levels.

Around 27% of rents will increase, as they are currently below our rent policy level, but the maximum increase will be 2%.

This follows the pattern of the past three years with the number of rents below our policy level reducing each year. Service charges are set according to what it costs to provide the services and we anticipate that these charges will increase in April 2010.

We discussed the idea of a rent freeze with customers at our customer conferences in the summer and it was generally considered to be a fair approach. Please let us know what you think by contacting Sandy Welsh, Head of Housing Services on 0131 657 0600 or emailing:

customer@castlerockedinvar.co.uk



Cllr. Tom Buchanan (l) with Castle Rock Edinvar Managing Director Alister Steele

Regeneration in Craigmillar continues

We started construction on a major new affordable homes project at Wauchope Square recently, signalling the next stage in PARC's £200 million Craigmillar regeneration.

Cllr Tom Buchanan, Chair of PARC, was delighted to be able to launch the next phase of redevelopment, he explained: "I'm hugely grateful to the combination of the Services for Communities team along with Castle Rock Edinvar and the council to get this regeneration going forward.

"This [Wauchope Square] would be a fantastic place to come, have a family here and live in a new and inspiring community."

Alister Steele, Managing Director of Castle Rock Edinvar, said: "I'm pleased the next stage is getting underway and I think it's important to keep the regeneration process going at this time. I think it demonstrates Castle Rock Edinvar's commitment to the area and it also shows how an organisation like ourselves, the council and PARC

can work together to make sure that investment continues.

The plans for the new development have taken account of the current economic climate and tightening of public expenditure, being reshaped and fine tuned to suit the times we are now operating in.

The new homes, which are due to be complete by the end of October 2010, will be a mixture of one and two bedroom apartments and three bedroom houses for affordable rent, shared equity and home ownership.

Money matters at Christmas

The Christmas season is upon us and along with excited kids and mulled wine it brings the pressure of 'how do we pay for it?'

This applies to us as well because our service to tenants is paid for by rental income. As a result of rent not being paid over the festive season last year, our total rent arrears increased by nearly £40,000.

If you find yourself with money worries, do not ignore it, as this will only make things worse. **Ask for help.**

You can speak to our specially trained staff in confidence if you're having problems paying your rent. We are happy to give the help that best suits your situation.

We understand the financial pressures at this time of year but please remember that the roof over your head is the most important thing for you and your family. Please take full advantage of the range of advice and assistance we offer.

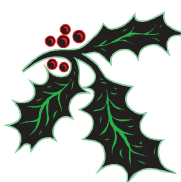
We have had to evict 11 households for rent arrears between April and September 2009 and several more cases are due to call in court before the end of the year. Please remember that eviction can be avoided through tenants working with staff to resolve their rent or money problems.

**Paying your rent is not a choice - it is a necessity.
Contact us on 0131 657 0600**

Seasons greetings from all at Castle Rock Edinvar

Our offices close at 12.30pm on Thursday 24 December 2009 and will re-open on Tuesday 5 January 2010.

You can still report repairs and make rent payments by phoning 0800 432 0007.



FINANCIAL INCLUSION – what does it mean?



Financial Inclusion is all about making sure that everyone has access to:

- an appropriate bank account,
- affordable loans and credit facilities
- free face to-face money advice

Many people, particularly those living on low incomes and in certain post-codes, can't access mainstream financial products such as bank accounts and low cost loans.

This imposes extra costs on individuals and their families. For example households that operate solely with cash are unable to make savings via direct debits on utility bills and are far more likely to use the alternative credit sources such as doorstep lenders and pay interest many times that of a standard personal loan.

We try to ensure that all of our customers are financially included. The Financial Inclusion Team,

based at Hay Avenue, are able to:

- make sure you are claiming all the benefits you are entitled to,
- help with making claims, any appeals or other problems experienced, and
- help develop your budgeting skills.

In Edinburgh, we are also able to offer you access to free money advice through a Big Lottery funded Money Advice project. This is provided by Citizens Advice Edinburgh and can help customers with more complex debt problems.

We are particularly keen to help reduce reliance on loans and minimise debt. However, we understand that emergency situations arise.

If you are in need of additional money you can apply for a budgeting loan from the [Social Fund](#) if you are in receipt of Income Support, income-based Job Seekers Allowance, income-based Employment and Support Allowance or Guarantee Pension Credit.

This is interest free and paid back a little each week from on-going benefit. If you are not eligible for the Social Fund there are other options open to you.

Credit Unions are financial organisations that are available to members for savings and loans. They are regulated just like banks but are there solely for the benefit of their members.

- Capital Credit Union is available to anyone living or working in Edinburgh, the Lothians and Borders, tel:[0131 225 9901](tel:0131 225 9901)
- Craigmillar Credit Union is available to anyone working or living in an area that covers most of east Edinburgh, tel: [0131 661 9942](tel:0131 661 9942)

Credit Unions operate with very competitive interest rates on their loans for new customers and the rate improves when you have saved regularly for a period of time.

As a member of Places for People we can also offer personal loans at a competitive rate of interest. The amount you can borrow depends on how long you have had your tenancy. If you are interested in these loans please call [0845 603 6695](tel:0845 603 6695) or e-mail: financial.services@placesforpeople.co.uk

There are other ways to reduce your outgoings. If you are having problems with your gas and/or electricity bills, it is worth contact-

ing your existing suppliers to see if they can offer a better tariff. If you do not already get both from the same supplier this is also a good option as all suppliers offer a dual fuel discount. There is also the Home Heat Helpline on: [0800 33 66 99](tel:0800 33 66 99). They can give advice and help with any problems you are experiencing.

You could also look into Energy Assistance Packages, which we told you about in the last issue. It can provide advice and support to enable you to maximise your income and reduce your fuel bills to make your home warmer and more comfortable.

They can also signpost to energy providers for social tariffs if you are eligible, which could save you up to 20% on your annual fuel bill. Call the Energy Saving Scotland Advice Centre on: [0800 512 012](tel:0800 512 012).

People on low incomes often do not have contents insurance to cover their belongings in case of fire, flood, theft, etc. In partnership with Allianz, we can offer tenants an affordable insurance service called "My Home".

If you would like to discuss your finances in confidence please call the Financial Inclusion team on: [0131 657 0600](tel:0131 657 0600).

Have your circumstances changed?

Have you lost your job?

Are you working less hours?

Are you having benefit problems?

If you answered yes to any of the above, we may be able to provide advice or assistance to guide you through whatever problems you may be having. We can only help if you tell us about your change in circumstances so please help us to help you by letting us know.

This also helps to address any associated problems with your rent account and can prevent you from falling into rent arrears.

If we are not the best people to help with the issues you contact us about, we can put you in touch with other agencies and organisations that will be able to help.

You can contact us on [0131 657 0600](tel:0131 657 0600) or email: customer@castlerockedinvar.co.uk

CALLING ALL TENANTS IN RECEIPT OF CHILD BENEFIT...

From 2 November 2009 Child Benefit is no longer taken into account as income for Housing Benefit purposes.

If you are in receipt of some housing benefit then the Council will automatically recalculate your housing benefit entitlement.

If you have recently claimed housing benefit and missed out on an award because your income was too high you could now be eligible.

To find out if you are entitled to housing benefit contact our Financial Inclusion Team on [0131 657 0600](tel:0131 657 0600) or your local Council's Housing Benefit team for a calculation. You will need to provide all your income details when you make the call.

Remember this only applies to tenants in receipt of Child Benefit

COULD SHELTERED HOUSING BE FOR YOU?

Tenants and friends are welcome to come along to the following sheltered housing open days to find out what sheltered housing is really like.

You will have a chance to look around the developments and chat to the Sheltered Housing Managers and tenants to find out all you need to know.

Join us for mince pies and tea, coffee or mulled wine between 10.00am and 3.00pm on the following dates:

- **Tuesday 1 December**
@ Dirleton Court, North Berwick
- **Monday 7 December**
@ Market Court, Haddington
- **Tuesday 8 December**
@ Muirpark Gardens, Tranent
- **Tuesday 15 December**
@ Letham Gardens, Dunbar

For more information about sheltered housing please contact the Sheltered Housing Team on 0131 657 0600 or look at the 'Moving to Sheltered Housing' leaflet in your Tenant Handbook.



Letham Gardens, Dunbar

Making the most of homehunt

Registering for homehunt is the first step towards looking for a new home in Mid, East or West Lothian. Here are some tips to help in your search.

PRIORITY PASS FORMS

Once you've registered on homehunt, please make sure you return your priority pass forms as soon as possible. If you think you qualify for more than one priority pass, please complete all the forms that apply to your situation. This is very important as it lets us assess your housing need and the award of a priority pass may mean you are housed within a shorter time scale.

ADVERTISING

We advertise all our vacant

properties on the homehunt website: www.homehunt.info and on our own website, www.placesforpeople.co.uk/propertyshop and in the following local newspapers: Midlothian Advertiser, Lothian Times, East Lothian News, Musselburgh News, East Lothian Times, Peebles Times, West Lothian Herald & Post

APPLYING FOR PROPERTIES

Please remember you only need to apply once for each property you are interested in, you don't need to apply several times.

Take a note of the size of the property advertised so you don't overcrowd or under-occupy it. Our Allocation & Transfer Policy says we will allocate a double

bedroom to; couples, single parents, two same sex children under the age of 14, and two mixed sex children under the age of seven, if available, a single bedroom will be allocated to other members of your household.

Please make sure you give us your correct registration number and the address of the property you are interested in before the closing date, which is 11am each Thursday.

WHAT IF YOUR CIRCUMSTANCES CHANGE?

If your circumstances change, please contact the Home Finder Team on Tel: **0131 657 0679**, with all the details and we will update your application or priority pass.

SHARED EQUITY Baxters Gate, Tranent

Lothian Homes are selling one bedroom flats through the shared equity LIFT scheme.

This means you can buy a stake in these properties from as little as 60% of the full value, up to a maximum 80% share, this will depend on your income and savings.

The Scottish Government hold the remaining share under a shared equity agreement. The price for a 60% share in a one bedroom flat is **£63,000**.

Please contact the Home Finder Team on **0131 657 0679** for more details.

ACLP Scotland



At our October Meeting we heard that the Tenant Events held during July and August produced some interesting ideas for improvements to take forward. They also highlighted common complaint issues that tenants have with the repairs service we currently receive. We look forward to seeing a change in this service to reflect at least some of these ideas.

We also discussed the introduction, on trial in some areas from November 2009, of Homecheck, a service designed to update information lodged with our landlords, verify who lives at the property, check the condition of the property and to discuss any other relevant issues.

A new procedure for Estate Walkabouts was also discussed and we started working on an Environmental Information Pack which, when completed, will be given to new tenants at sign up.

Also on the Agenda were the Respect Standard, Participation Strategy (Equality Impact Assessment), the revised Development Survey and Information Share/Good Practice. As you can see, we certainly have a varied agenda!

From January 2010, the Panel meetings will change to align with Places for People policy, and we will be splitting the meeting into two sections, one to cover policy and procedural issues and the other to cover scrutiny of services and recommendations for improvement.

Please remember that if you would like to find out how to become involved with ACLP you can contact me through Sarah Chianta on 0131 657 0606.

As this is my last Report for 2009, I'd like to finish by extending my very best wishes to you for the Holiday Season.

*Best regards,
Tina, ACLP Chair*

The Rock Report

CASTLE ROCK EDINVAR
HOUSING ASSOCIATION

Improving communications

In November we held a focus group to discuss what you think of the Rock Report and what we could do to make it better.

This was followed by another focus group about what you are looking for from a Castle Rock Edinvar website.

We'd like to thank everyone who took part and shared their views.

You came up with lots of good ideas that will be shared with the Area Customer Liaison Panel (ACLP) and will be considered when reviewing the Rock Report and developing the website.

Here are some of the ideas we'll be looking into as a starting point:

- Symbols and Logos to make website easy to navigate and articles in Rock Report easy to identify at a glance.

- Pastel backgrounds and dark text to improve readability.

- Quiz or competition in the Rock Report linked to the content.

- A news section on website so that information is always up to date and relevant.

- Interactive sections on website so it's not just one way communication

We are always keen to hear your views on the Rock Report and the website.

If you have ideas or suggestions call Shelley or Elinor on 0131 657 0600 or email: customer@castlerockedinvar.co.uk
www.castlerockedinvar.co.uk

Annual rent statements

you said...we did!

You have told us that your quarterly rent statements are not helpful, difficult to understand, and are not always accurate.

This is because they do not always include recent payments and the balance shown depends on when housing benefit is paid to us, which varies from council to council.

As a result of your feedback, we are trying to improve the information we provide. In the meantime you will no longer receive a quarterly rent statement.

We will send you an annual rent statement in April to show your rent balance at the end of the financial year (31 March 2010) when the statement will be most accurate.

You can request a copy of your rent statement at any time just contact the Income Control Team on 0131 657 0600 who will send you a copy.

Modernising Repairs

Following on from the customer conferences held in the summer, we arranged two focus groups to take forward some of the ideas suggested.

The first was held in Edinburgh on 2 November and the second will be in Livingston on 7 December, after this newsletter goes to print.

The group reviewed a range of scenarios that our staff have to deal with when receiving calls for repairs.

They found that, whilst common sense is the most appropriate approach, this needs to be more formal so that staff and customers understand what to expect.

In addition they felt that:

- there should be special arrangements for vulnerable customers.

- customers who repeatedly abuse the service should have to pay for the wasted costs.

- Emergency response times should be reduced

- Repairs categories (emergency, urgent and routine) need to be redefined.

In December, the group will focus on agreeing:

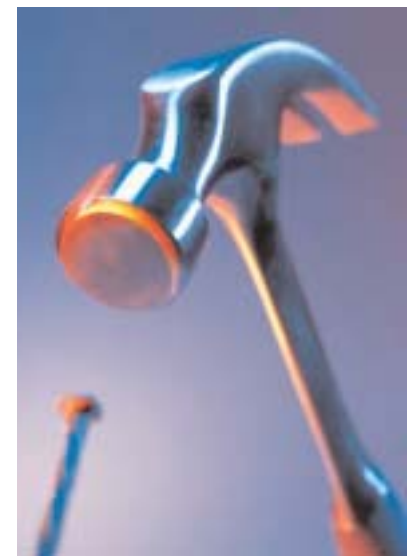
- what type of repairs fall into each category

- response times for each category

- charges for wasted resources particularly around 'no access'.

After the final focus group we will make a recommendation to the Board and to our partners within the Places for People group.

We will gather views from customer



contact centre staff and will prepare a new guide for staff and customers.

Our aim is to have this in place with our contractors on board from 1 April 2010.

For a copy of the outcome report please contact Chris Thomson, Head of Property Services on: 0131 657 0660 or email: chris.thomson@castlerockedinvar.co.uk

Community Design in Twechar



We are expecting planning approval from East Dunbartonshire Council in January 2010 for our application to provide 42 new homes for rent and shared equity in the village of Twechar.

The local community were involved in the design of the proposed new homes. The Design Working Group included 16 member of the community and met regularly to consider site layout, public open space, finished look of homes and internal layouts for each property type.

The wider community was then invited to an open day in August 2009 to view the proposals and give their feedback. This is a positive example of involving the local community in design from the early

planning stages.

Feedback from the Community Open Day has been very positive as can be seen from the feedback questionnaire results - see table right.

If the planning application is approved work would be expected to start on site in January 2011 with the first homes becoming available between September 2011 and January 2012.

We are carrying out a study of the Twechar housing market that should be concluded in February 2010.

The results will help inform our discussions with East Dunbartonshire Council on how to ensure the vision for Twechar is delivered in the current economic climate.

	Strongly Agree	Agree	Disagree
Appropriateness for Twechar	16%	81%	3%
Internal layouts	30%	70%	
Car parking well integrated	20%	70%	10%
Overall site layout	29%	71%	

Removing barriers to participation...

To find out if our participation strategy is inclusive for all we carried out an equalities impact assessment.

The aim of this is to help us identify any barriers and any changes we need to make to remove them.

We consulted with organisations who have an interest in equalities and participation, and received valuable feedback from six organisations including registered tenants organisations.

Thank you to all who participated.

The revised strategy will be reviewed by the Area Customer Liaison Panel at their December meeting.

The suggested changes are summarised below.

We have been more explicit in our commitments particularly around literacy and linguistic barriers and cultural sensitivity.

We also say we will investigate and implement a broad range of tools and methods to overcome barriers.

We have made it clear that we will use the information we already hold on communication needs of customers to ensure accessibility.

For more information on the equality impact assessment or the participation strategy call Shelley Hutton on 0131 657 0607 or email: customer@castlerockedinvar.co.uk

Future Jobs Fund

The Places for People Group were successful in securing funding to support 6 month employment opportunities for out of work 18-24 year olds through the Future Jobs Fund.

Castle Rock Edinvar are keen to support this UK wide initiative and have created three assistant level jobs to start in the new year, two in Craigmillar and one in Livingston. With the support of Job Centre Plus, suitable candidates have been identified and encouraged to apply for the positions.

Heather Macnaughton, Head of Neighbourhood Regeneration, said "These are difficult times for young people to get any sort of work experience and get their foot in the door, we are pleased to be able to offer these opportunities and help young people develop their skills."

There are many other Future Jobs Fund opportunities in your area. If you are aged 18-24 and currently out of work talk to your job centre adviser and see what might be available.

Make sure you deal with your rubbish properly

BAG IT – TIE IT – BIN IT!

We all have a responsibility to look after our common areas, including bin stores, and to dispose of rubbish properly.

We receive complaints from neighbours if these areas are not being looked after. We are seeing bin stores filled with household rubbish such as cardboard boxes and packaging, unwanted items and bin bags that should be either recycled or placed in the wheelie bins provided.

Not only do untidy bin areas attract vermin, but if we have to clean and tidy your bin store or common area on a regular basis, you will have to pay for it, which is unfair on those tenants who are doing their bit. By making sure that you bag it - tie it - bin it, you could save yourself money!

If you have any larger items to be uplifted or too much rubbish for your wheelie bin, you must contact your local Council for a special uplift. They will advise you where to leave the item safely in order for them to pick it up. Some local authorities have a charge for this service. Alternatively, you could save money and take excess or larger rubbish to your local recycling centre, usually free of charge!

Remember to think before you put your rubbish or unwanted items out. Can you recycle it? If not, Bag it - Tie it - Bin it!

Keep your area attractive and clean and tidy.



Lettings Policy – your questions answered

A question was asked at our AGM relating to our lettings policy. It was suggested that housing people with support needs or people who find it difficult to manage their tenancy can lead to higher levels of antisocial behaviour, which in turn limits our ability to create sustainable communities.

Our lettings policy is based on legislation which means that we have to give priority to those with the most need for housing. Whilst we are of course committed to housing those in the most need we appreciate that we also have a responsibility to protect the interests of existing tenants. We also want to continue working towards our aims of creating sustainable communities where people choose to live.

The legislation means that there is little scope in our lettings policy for ensuring a balance between the needs of new tenants and the expectations of existing tenants.

After an interesting we agreed to lobby politicians from different parties on this issue. We have recently written to several politicians and we will post their responses in a future issue.

Estate Standards

In the last issue of the Rock Report, we gave you some feedback from the discussions on estate standards held at the customer conferences in the summer.

The Area Customer Liaison Panel (ACLP) have considered the feedback and have approved the introduction of a 1-10 scale which customers can use during estate walkabouts to judge the quality of the service we provide. This new approach will be introduced from April 2010.

A common criticism relating to estate walkabouts is that suggestions made are ignored or take a long time to put in place. We have to consider all suggestions in the context of our overall budget and, while it can take time to consider or complete requests, we understand the frustration caused by not knowing what is happening following a walkabout.

To address this issue we will write to customers following an estate walkabout, being clear about what we can do and realistic about timescales. We will also consider putting notice boards up in common areas, where appropriate, to update customers with progress.

A Christmas gift for the environment (and your pocket!)



The Scottish Government's Go Greener campaign is encouraging us to make an extra effort in the lead up to Christmas and reduce energy use by making small changes to the way we live.

Every year in the UK around £8 billion of energy is wasted, enough to give every man, woman and child £125.

GREEN SAVINGS...

On average, around 8% of our electricity bills go on standby power for TVs, microwaves, digital radios, broadband and games consoles, so you can make an easy saving by switching appliances off at the socket.

Using energy efficient lightbulbs and switching lights off when you leave the room could save you around £40 each year.

By turning down your thermostat by just one degree, you can cut heating bills by up to 10%. You'll save even more if you close your curtains at night to stop heat escaping.

GO GREENER TOP TIPS:

- Recycle household waste using locally-provided facilities
- Turn the tap off when brushing your teeth
- Switch to using energy-saving light bulbs
- Leave the car at home and walk, cycle, use public transport or car share
- Use rechargeable instead of disposable batteries
- Re-use carrier bags when you shop
- Buy more seasonal and unpackaged food
- Hang your washing up to dry rather than using a tumble dryer
- Organise or volunteer in an environmental project in your local community
- Avoid flying when you can, and pay back the environmental impact of any flights you have to take

For more information and tips, plus a chance to win some fantastic giveaways and money saving offers visit www.infoscotland.com/gogreener

Greener Office...Greener World

We've been working hard at greening the office over the last few years and the second Castle Rock Edinvar Green Office Week took place recently. As a company we are reducing energy use and waste and what we spend on them.

DAY ONE

We got some valuable tips on reducing energy at home and in the office from an expert speaker from Changeworks. See the Go Greener Top Tips.

DAY TWO

Our focus was on reduce, reuse, recycle, with the emphasis on reduce. We held a swap shop and learned that one man's junk is another man's treasure! Anything that was left over was donated to the British Heart Foundation or to a table sale to raise funds for the Places for People Scotland Care and Support Service Users Conference.

DAY THREE

This day was about Food Waste Awareness. We held a Big Green Lunch – a communal lunch where we shared out home made soups, bread, cakes, garden fruit and veg. It was all package free and there was definitely no waste!

DAY FOUR

We focussed on transport and encouraged staff to think about getting about without their cars to and from work and appointments. We also advertised our car pool list for car sharing and encouraged public transport, cycling and walking.

DAY FIVE

Green Homes – we heard from the Business Environmental Partnership on how we can be more efficient in work and at home. We also held a celebration at the end of the day with a 'green party' using the prize money received by Parisa Saadat for being the Green Office Star of Places for People for all her efforts over the year.

We gathered lots of staff suggestions over the week and we'd love to hear what you are doing at home and elsewhere and any suggestions you may have. Please email greenoffice@castlerockedinvar.co.uk

Cure for the cold



Our repairs line is open 24 hours a day, seven days a week, even at Christmas, so we will be on hand to help if you do have burst or frozen pipes this winter, but here are some tips to help prevent them:

- Try to keep the temperature around 15 °C (even when your home is empty).
- Drain your heating system if you're going to be away for a while, and make sure a neighbour has a key or knows how to contact someone who does in case of an emergency.
- Know where your 'stopcock' is so you can shut off the water supply to your home if you have a burst pipe. It is usually, but not always, under the kitchen sink and usually turns clockwise to shut off the water supply.

- If you live in a flat, please check that your neighbours' water supply is not affected when you shut off the stopcock.
- You can phone us on: **0800 432 0007** if you can't find your stopcock, it is difficult to turn, or you don't know how to drain your heating system.

IF YOU HAVE A FROZEN PIPE (no hot or cold water from your taps)

- Phone **0800 432 0007** to report it.
- Turn off your stopcock, immersion heater and central heating and allow solid fuel fires to die down.
- Drain the system by opening the cold taps but never hot taps as this could cause your water cylinder to collapse.
- Check for obvious burst/sprung joints and gently thaw using a hairdryer, fan heater or heated cloths.

- **DO NOT** use an intense heat to thaw the pipe, as this could burst it.
- **DO NOT** switch on the central heating boiler or immersion heater to thaw out the pipe.

IF YOUR PIPES BURST

- Phone **0800 432 0007** to report it.
- Turn off your stopcock and turn on your taps to drain the system.
- Turn off your boiler or immersion heater connected to your hot water system.
- Collect water in a basin to minimize water damage to your home, and store it in the bath or another large container for washing, flushing toilets, etc.
- You can do a temporary repair to a burst pipe by binding it tightly with a cloth or tape, but it is important that a proper

- repair is carried out by a qualified plumber as soon as possible.
- Turn off the electricity supply if there is a chance water is coming into contact with electrical fittings or wires – water and electricity can be a deadly combination!
- And finally, if water is collecting in your ceiling, you can prevent further damage by piercing the bulge and collecting the water in a basin.

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

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

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

我們很樂意將這份或其他Castle Rock Edinvar (城堡岩)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)。

ستكون سعاداً لترجمة هذا المنشور أو أيضاً من منشورات كاسل روك ادينفار Castle Rock Edinvar إلى اللغة العربية. للزيد من المعلومات يرجى الاتصال هاتفياً على الرقم 0131 657 0600. الترجمة من خلال الهاتف متوفرة عند الحاجة.

ہم "کاسل راک اڈینوار" کی اس دستاویز یا کسی دوسرے کاغذات کا اردو میں ترجمہ کرتے ہوئے خوشی محسوس کرتے ہیں۔ براہ مہربانی مزید معلومات 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.

Repairs Number Freephone

0800 432 0007

email repairs to:

contactcentre@placesforpeople.co.uk

Internet:

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

Can You Read This?

We can provide all Castle Rock Edinvar documents in large print, Braille or audio tape.

If you would like to request this service contact Elinor Baines on **0131 657 0605**

Email: customer@castlerockedinvar.co.uk (general enquiries)