

The Rock Report

CASTLE ROCK EDINVAR
HOUSING ASSOCIATION

Issue 11, Spring 2008

A Scottish Charity No. SC006035

A member of **places
& people**

It's what's inside that counts!

We told you about our plans to expand our in-house repairs team in the last issue of the Rock Report and we can now give you more information on how you can get involved in shaping the service.

The pilot project is due to begin in Midlothian and East Lothian in April and we have sent information leaflets and feedback slips to all tenants in those areas. So far, 56 customers have returned the slip and a summary of their feedback is at the foot of the page.

Some members of our Area Customer Liaison Panel (ACLP) came up with the name Home Repairs for the service, which they feel demonstrates that the repairs service is about people's homes, not just buildings or properties.

We already have a good repairs service, and recent improvements such as introducing a Freephone number for reporting repairs 24 hours a day, seven days a week, have had a positive impact. In our recent satisfaction survey, you rated overall satisfaction with the repairs service highly at 8.48 out of ten. However, the survey also highlighted some areas where satisfaction could and should be higher - see table right.....

In addition, although the number of complaints about the repairs service has reduced significantly over the last two years, there are some common themes that consistently let us down. These are delays and lack of explanation for them, general poor communication, and not attending at the agreed time.

Expanding our team and introducing Home Repairs will mean we rely less on external con-

tractors, give us more control of repairs spending, provide local employment opportunities and help us to meet customer needs and expectations.

Home Repairs also aims to improve the repairs service by committing to:

- Agreeing an am or pm appointment for non emergency repairs when you report them
- Attending at the agreed time
- Completing repairs at the first visit, wherever possible
- Letting you know why your repair can't be completed at the first visit and keeping you informed of progress
- Carrying out any other minor repairs at the same time
- Building trust and improved communication by aiming to have the same trades people in each area.

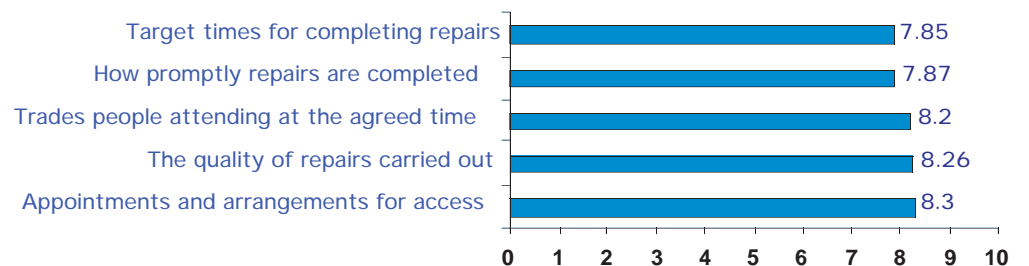
We will monitor the service throughout the pilot by assessing our performance against target response times, assessing customer satisfaction with the service and looking at how much we are spending on repairs.

Have your say!

We plan to hold focus group meetings with interested tenants in the next couple of months. We want to find out what is important to you in terms of the repairs service, what you think of the current service and how you think we can improve it. We are particularly interested in hearing from you if you have recently complained about the repairs service. If you'd like to come along to one of these meetings or would like to find out more please contact Adam McNinch on 0131 657 0634 or email customer@castlerockedinvar.co.uk



Average score out of ten for satisfaction



Customer feedback

The vast majority of customers who have fed back to us agree that our plans will improve the repairs service.

They are particularly keen on plans to make appointments when reporting repairs, being kept informed and doing minor repairs identified during a visit.

Poor communication was mentioned and this is something we aim to address by introducing Home Repairs. Some of you think the service is great while others are pleased that we are making changes. You put forward a few suggestions which we

will take into account along with feedback from the focus groups. We are pleased that around one third of respondents want to join a focus group and look forward to sharing experiences and ideas to help shape the Home Repairs service.

On the horizon.....



Homestake - shared equity

Lothian Homes is purchasing properties at two sites near Easter Road in Edinburgh to sell through Homestake.

There are 14 flats available at the Westpoint Homes Visio 20:20 development at Hawkhill Avenue.

For plans and more details of the flats and whole development, visit

www.westpointhomes.net/developments/visio_2020/index.asp

There are 11 flats available at the Dunne Horizon development at Lochend Butterfly.

For plans and more details of the flats and whole development, visit www.horizon-edinburgh.com/index.php

Some example prices and equity shares are below:

| Development | Size | Full price | Minimum equity stake | Minimum equity price |
|---|-------------|------------|----------------------|----------------------|
| Westpoint Homes Visio 20:20 Hawkhill Avenue | One bedroom | £146,500 | 51% | £74,715 |
| | Two bedroom | £168,000 | 51% | £85,680 |
| Dunne Horizon Lochend Butterfly | One bedroom | £134,225 | 51% | £68,455 |
| | Two bedroom | £166,530 | 51% | £84,931 |

Lothian Homes are also selling properties at Peffer Place in Duddingston with prices from £45,000 for a minimum 60% stake. For more information on Homestake visit www.homeadvantage-edinburgh.co.uk and click on Homestake.

Shared ownership

There are 21 new flats for sale under shared ownership at Harvester's Way in Wester Hailes including wheelchair properties. These range from one bedroom flats at a full price of £95,000 to three bedroom flats at a full price of £132,000. Sharing owners can purchase 25%, 50% or 75% shares, paying an occupancy charge on the remaining share. An example is given below.

| Size | Full price | Percentage share | Percentage price/mortgage | Occupancy charge |
|-------------|------------|------------------|---------------------------|------------------|
| Two bedroom | £115,000 | 25% | £28,750 | £182.89 |
| | | 75% | £86,250 | £83.76 |

To be eligible for both Shared Equity and Shared Ownership, applicants must earn under £22,000 for single applicants and £32,541 for larger households.

Full ownership

Places for People are also selling properties at Harvester's Way in Wester Hailes, with prices ranging from £95,000 for a one bedroom flat to £121,000 for a three bedroom flat.

Important changes to repairs response times

Customer feedback tells us it is more important to keep agreed appointments and complete repairs on the first visit than it is to attend to emergency repairs within three hours.

We realise that our previous three hour emergency repair target was becoming increasingly unrealistic as we increase the geographic area we cover. This was making it difficult for us to deliver what is important to our customers.

There are now three repairs categories and response times as follows:

| Category | Including repairs such as: | Response time |
|---|---|-----------------|
| Emergency | <ul style="list-style-type: none"> serious flooding or leaks no electric power major electrical faults blocked flue, foul drains or toilet (if it is your only toilet), unsecure door or window at ground level no heating or hot water | 24 hours |
| Urgent | <ul style="list-style-type: none"> minor electrical faults dripping tap dripping overflow | 5 working days |
| Some qualifying repairs (Right to Repair) will be carried out within 3 working days. We will advise you when you report your repair. | | |
| Routine | <ul style="list-style-type: none"> repairs to common areas fencing roof and chimney repairs any other repairs not classed as urgent or emergency | 20 working days |

Emergency and out of hours repairs

Our skilled repairs line staff will help to determine which category your repair falls in.

Within the 24 hour emergency repair target we aim to respond on the same day when the repair poses a serious health and safety risk, such as serious water leaks or complete loss of power.

We will only visit your home out of our normal working hours when there is a serious risk to health and safety, as above, or when the 24 hour target falls within the weekend or holiday period.

Garden aid scheme

We currently help a number of tenants to maintain their gardens through our Garden Aid Scheme if they are unable to maintain it themselves due to frailty, old age or disability.

Unfortunately, we are unable to continue operating this scheme from 1 April 2008. However, some Local Authorities have agreed to provide a garden aid service to our tenants who meet the criteria for their scheme.

We have written to tenants in those areas enclosing application forms and offering help to complete them. You can contact Duncan Graham on 0131 657 0689 for more information.

Councils providing Garden Aid Schemes are:

- Edinburgh 0131 529 3030
garden.aid@edinburgh.gov.uk
- Midlothian 0131 561 5285
contactcentre@midlothian.gov.uk
- West Lothian 01506 775 000
customer.service@westlothian.gov.uk

You will be able to apply if you have a disability or meet your Council's minimum age criteria and have no other adult at home who can help with the garden.

We are reviewing our arrangements in the other Council areas we work in and will be contacting customers in those areas shortly.

Whose responsibility is it to.....



... report repairs?

You are responsible for reporting repairs needed to your home, as explained in your tenancy agreement. You can do this by:

- phoning Freephone 0800 432 0007*
24 hours a day, seven days a week
- emailing contactcentre@placesforpeople.co.uk
- visiting our website
www.placesforpeople.co.uk/repairs
- visiting your local office to use one of our telephones or to ask a member of staff to help you report the repair
- writing to the repairs team at our head office

If you are in sheltered housing you can also speak to the manager when they are on duty.

**calls from mobiles aren't free but we will call you straight back if you ask us to*

... carry out repairs?

We are responsible for carrying out most repairs to your home, but you are responsible for certain things such as electric plugs, light bulbs, floor coverings and sheds. Check your tenant handbook or ask us if you are not sure.

You may have to pay us back if we have to repair damage you have caused, for example, if you have:

- lost your keys,
- broken a window,
- blocked a sink or toilet with things like cooking fat and air fresheners,
- tripped your electricity supply with faulty appliances, or
- damaged something when doing home repairs

We will also charge you for changing the lock if we have to force entry to your home to carry out a gas service.

... insure your home?

We insure the building but you are responsible for arranging home contents insurance to protect your belongings against fire, flood, theft or accident.

You can pick up a Money Matters leaflet from any of our offices or ask us to send one out.

ACLP Scotland



Hello, my name is Bernard Kanis, I am a Castle Rock Edinvar tenant, and I was elected as the new Chairperson of the Area Customer Liaison Panel (ACLP) in October last year.

We are currently looking to recruit more customers to the panel so I hope to use my first column in the Rock Report to generate some interest.

Before I continue, I would like to pass on condolences to the family of Janette Klar who died recently. Janette was one of the founding members of the panel and will be sadly missed.

We are a group of tenants who meet Castle Rock Edinvar staff every two months to share our perspectives on the service, the performance of the organisation and discuss future policy.

We operate to a Code of Conduct that we helped to develop, and this ensures meetings run well and that everyone has an opportunity to participate.

We often have guest speakers at our meetings; at our meeting in February Simon Shearer, the Chairperson of the Castle Rock Edinvar Board, came to discuss how the Board and the ACLP could communicate more effectively to ensure customers have a voice at Board level.

Castle Rock Edinvar is committed to providing relevant training for ACLP members. We recently had training on lobbying MSPs and in the near future we will have meeting skills training. This should prove to be a valuable experience!

If you would like to get involved with the panel we would be keen to hear from you. Please contact Adam McNinch on 0131 657 0634 for more information.

Best Wishes
Bernard



Drumming up discussion

The first meeting of 2008 took place in February with tenant reps from across the Lothians getting together in the communal lounge of Drum Court in Gilmerton, Edinburgh.

First of all, the reps heard an update on improvements to sheltered and amenity developments from Douglas Reynolds, Asset Manager, who identified the priorities over the coming years as:

- removing storage heaters
- replacing windows
- repairing roofs
- upgrading fire alarm systems, and
- improving grounds maintenance.

Margaret Robertson, Housing Support Manager, then gave a presentation on how we spend the money you pay in rent and service charges. Both presentations generated a lot of discussion amongst the reps and were followed by questions and answers.

The next Forum will be in June and it will include a presentation from the Welfare & Support team and a discussion about the role of the Sheltered Housing Manager.

There was a high turnout at the Forum and the reps hope that even more people will decide to join the Forum in future. To join or to find out more please contact Adam McNinch on 0131 657 0634.

Registered tenants organisations

Are you and other people living in your area, scheme or development concerned about local problems or issues?

Do you feel that there are improvements that could be made to your environment?

If so, you may wish to set up a Registered Tenants Organisation (RTO).

Tenant groups that meet certain criteria are entitled to be formally registered and have the right to be given a wide range of information, as well as the right to be consulted on aspects of housing policy that might affect them as tenants.

Tina Beattie, Secretary of North Bughtlin Tenants Association (NBTA) in Edinburgh, said: "RTOs are important because they benefit tenants.

"They also benefit landlords through the important feedback that RTOs provide on the issues that affect their tenants."

Setting up an RTO is a great way to make sure the issues in your area are tackled effectively and there is a real sense of satisfaction when you start to see improvements in your area.

Tina added: "It can get busy at times, and we don't always succeed, but every time we've achieved something that benefits one, two or all of the tenants we were elected to represent, we know it's been worth the effort."

We can help you to get an RTO off the ground. There is even funding and training available to help things run smoothly.

To find out more please call Adam McNinch on 0131 657 0634 or speak to your Housing Officer.

Calendar of participation events

Wed 19 March

Wed 2 April

Wed 7 May

Wed 4 June

Tues 10 June

June (date to be confirmed)

ACLP Group Induction Training

ACLP meeting

ACLP Equalities Impact Assessment Training

ACLP meeting

Sheltered & Amenity Tenant Forum

ACLP Meeting Skills Training

Castlebrae careers



We went along to Castlebrae High School's Career Fair in February.

It is the closest high school to our Head Office we are keen for local young people to consider us as an employer, not just a housing provider.

We took along samples of job descriptions from Castle Rock Edinvar and Places for People Scotland Care & Support.

Some pupils were surprised that we could offer such a range of options from Apprentice Plumbers to Housing Assistants, and Support Assistants for those interested in social care.

Maybe some of the pupils we saw will join our staff team in the future - who knows?

Southside research gets the picture

We reported in our last edition that, with Communities Scotland funding, consultants had been appointed to identify the people, projects and organisations that play crucial roles in the Southside community and to get a better understanding of the issues our tenants are concerned about in the area.

Since then, they have spoken to Edinburgh Council, the Police, NHS Lothian and voluntary organisations. Residents groups have given their views on the good and the bad points of living in the area and what they feel might be done to change things for the better.

The research has improved our understanding of what makes the Southside work as a community. People really enjoy living in the area but are concerned about antisocial behaviour, affordable accommodation, planning issues, better child care and opportunities for young people. The findings will have an influence on our neighbourhood plan.



Make your pad fab



Dawn Borthwick has been involved with Fab Pad for about a year. The initial attraction was painting canvases which reawakened Dawn's interest in art, but Fab Pad also gave her the chance to learn new skills.

Dawn had already painted some of her flat but she admits that she didn't really know the methods needed to decorate her

home. Like many people, she knew how she wanted her flat to look but didn't know how to achieve this, but with two home visits Fab Pad staff helped her plan out the tasks needed to transform her home.

Dawn focused on decorating her daughter's bedroom, which involved painting wall canvases, making a matching blind and bedcover, and painting fairy stencils. Both Dawn and her ten year old daughter Tasha enjoyed planning the colours and designs.

Having a bedroom that feels personal and grown-up encourages Tasha to take more responsibility for keeping it tidy and this helps her settle into doing homework and gives her a space to play with friends.

Dawn also made a bathroom blind and a throw and a computer table for her living room. Putting up shelves has helped her to organize her belongings, keep the flat tidier, and this has helped her feel better in herself.

Before she began attending courses Dawn found it difficult to go out, and Fab Pad has helped her gain self-confidence.

The social atmosphere in the weekly workshops and the chance to go on shopping trips has gradually made Dawn more confident in a social environment. She now volunteers at the centre on reception and dealing with the public.

If you are interested in the Fab Pad Project please contact your Housing Officer or local office.



Antisocial behaviour

We take antisocial behaviour (ASB) seriously and want to make sure that all of our tenants feel safe in their homes and neighbourhoods.

You can contact your Housing Officer if you are having problems with antisocial behaviour.

We will offer advice and assistance and will investigate and take further action where appropriate.

You can contact your local office for a copy of our antisocial behaviour and harassment policy.

Your local council may also be able to help - see column right for telephone numbers.

Please remember that serious antisocial or criminal behaviour should be reported to your local police or anonymously to Crimestoppers on 0800 555 111.

Clackmannanshire
Advice Line 0800 0566 210

East Dunbartonshire
0800 131 209 (24 hour helpline)
antisocialbehaviour@eastdunbarton.gov.uk

East Lothian
ASB Helpline 0845 601 8518
asb@eastlothian.gov.uk

Edinburgh
0131 529 7050 (24 hour helpline)
asb@edinburgh.gov.uk
Noise Team 0131 311 3131

Falkirk
01324 508 826
housing.firsteam@falkirk.gov.uk

Midlothian
ASB Hotline 0131 271 6677
asb@midlothian.gov.uk

Stirling
ASB Resolution Team 01786 443 441
asbresolutionteam@stirling.gov.uk

West Lothian
Customer Services 01506 776 301
customer.services@westlothian.gov.uk

Important notice to gas central heating customers

We have a legal obligation to carry out an annual gas safety check in your home.

Un-serviced Gas boilers can be inefficient and dangerous. Annual safety checks are essential for your health and safety and may help keep your gas bills down.

We will contact you to make an appointment for the service, which lasts about an hour and will be carried out by a Corgi registered engineer.

If you don't let us in to do the service within a year of your last one we will take you to court to force entry and you will be responsible for the cost of this.

The Court will normally award us up to £250 costs, and if we have to force entry we will charge you around £100 for changing the locks.

So, it could cost you up to £350 for not letting us in to do a gas service. You could also be putting you and your family at risk.

It is in your interest to have your gas boiler serviced. Please help us to help you.

Charity cup success

In January, a team from Castle Rock Edinvar competed in a charity football event which raised £130 for The Princes Trust.

The 5-a-side tournament was held at the Jack Kane Sports Centre who had donated the use of the hall for the event.

The 'Black and Blues' triumphed over rivals Active Schools, PAVE, Canongate Youth Project and Careers Scotland en route to being crowned Princes Trust Five-a-Side Champions 2008. Goalkeeper Shane Ruck was Man of the Match in the final and Peter Liddell was the tournament's Top Goal scorer.

Shane and Peter are both members of our direct trades team. Other players on the day were: Alister Steele managing director, Robert Foggo income control coordinator, Adam McNinch policy and performance support officer and John McNally housing officer.

The team were pleased to support The Princes Trust and were, of course, delighted that their commitment and teamwork brought home the cup.

The Princes Trust group have already carried out community projects and attended a residential and all the money raised from this event will go towards taking pensioners' groups on outing and lunches.

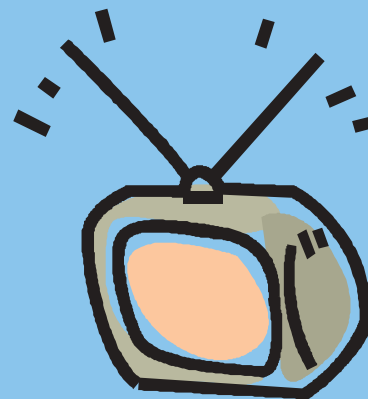
West Lothian Council Tellytalk!

Tellytalk is a videoconferencing service available to tenants in West Lothian who have queries about Housing Benefit, Council Tax Benefit or Council Tax.

It allows you to see and speak to staff in the Revenues Unit at Bathgate and transfer documents electronically without having to travel all the way there.

Tellytalk is available at Council Information Services Centres in Blackburn, Carmondean, Fauldhouse, Armadale and Whitburn.

Revenues staff are trained in deaf awareness and visual impairment awareness.



Support for tenants in Stirling & Tullibody

Our Welfare and Support team are here to check entitlement to benefits, assist with form filling and applications or with appeals if you are experiencing problems.

We can also help with budgeting and household bills and give advice on health, training, employment and so on.

We are now running surgeries for tenants every third Tuesday at Hillview Community Centre, 13a Cultenhove Place, Stirling, FK7 9DU and at Stirling Council's Cornton Office, 50 Johnstone Avenue, Cornton, FK9 5DD.

The next surgeries are on **Tuesday 18 March** at Hillview in the morning and Cornton in the afternoon, where a member of the

team will be available by appointment.

To make an appointment contact our Community Builder, Margaret-Anne Ewart, on 01786 450 577. She may be able to arrange a home visit for you if these dates and times are not suitable.

For information or advice by telephone contact us on 0131 657 0600.

Providing a local service



The Craigmillar team
Back: Hannah, Neil, Leila, Cheryl. Front: Charlie, Deirdre & Gary

We are based at Hay Avenue in Edinburgh, and are responsible for managing tenancies in Craigmillar, Niddrie, West Pilton and Granton Waterfront.

Hannah Williamson is the Senior Housing Officer responsible for managing the team, and also manages the tenancies at the Thistle Foundation. Hannah has worked for us for nearly 15 years and is very active in the regeneration of the Craigmillar/Niddrie area in her free time as well as at work. She also enjoys her grandchildren, cross stitch and holidays in the sun, not necessarily in that order!

Cheryl Neill and Neil Ward are our Housing Officers, who are responsible for letting properties, looking after the estates and are tenants' first point of contact for neighbour problems.

Cheryl manages tenancies in the Peffers, Craigmillar, Great Carleton Square, Niddrie Mains and Hay Drive. She was a Housing Assistant with Edinvar before the merger with Castle Rock. She enjoys going to the gym, socialising with family and friends, cooking and baking.

Neil is a former police officer and manages tenancies in the Hays, Duddingston Row, West Pilton, Saltire Street and Waterfront Avenue. He is keen on classic cars, the 70s and Aberdeen Football Club.

Deirdre Lyall is our Housing Assistant who in her spare time enjoys keep fit and spending time with her two little boys.

Gary Robinson is our Decant Assistant whose main responsibility is ensuring the Thistle tenants' moves go smoothly to and from their decant properties. He enjoys going to the gym, socialising and his daughter Abbie.

Both of our Income Control Officers were previously Kintry Housing Officers.

Charlie Summers covers the Craigmillar/Niddrie area. He enjoys exotic holidays, football and looking after his grandson.

Leila Steward covers the West Pilton area. She enjoys water colour painting and her two children, and is now familiar with the numerous soft play areas in Edinburgh.

We are looking forward to the completion of refurbished properties in the Peffers and the Thistle estates and the new developments in the Wauchope and Greendykes areas. All of these will allow us to allocate new or improved housing to more households and contribute to the improvement of this much misunderstood area of Edinburgh.



Books for West Pilton

Tenants in West Pilton had a christmas surprise last December when a charitable donation of over sixty books was made to local children by Scholastic UK, a company with a longstanding reputation for developing learning throughout the world, reaching millions of parents, teachers and children.

Neil Ward, Housing Officer for West Pilton, said: "Following an initial enquiry made to Scholastic I was delighted when they made their generous donation. It is always encouraging when organisations recognise and support the education, entertainment and personal growth of young people."

In addition to the publishing of childrens books, Scholastic provide a range of products and services to primary and secondary schools and can be contacted at their registered office which is Scholastic Ltd, Westfield Road, Southam, Warwickshire, CV47 0RA

West Pilton arts



Back in October over 100 local children, young people, and adults from West Pilton took part in an arts week to gather ideas to improve the open space in front of the Pilton Youth and Children's Project (PYCP).

Supported by Communities Scotland, we are committed to identifying resources to develop the space into a more useful, attractive community space.

Our plans are on hold at the moment while the West Granton access road plans are finalised and approved because they must be in keeping with the volume of traffic using the road.

Places for People have agreed to meet the costs of adjusting the existing road layout to allow a tram crossing to be incorporated and the access to be made permanent.

This is subject to various planning consents and could take many months to conclude. We will start working on our plans again once this has happened.

Walk this way...

Our Hay Avenue Team will be holding the following estate walkabouts:

Craigmillar

starting at 10am at the parking area on Craigmillar Castle Road walkway on Tuesday 1 April, Tuesday 6 May and Tuesday 3 June 2008.

Niddrie/Hays

starting at 10am at the Hays Community Business Centre on Thursday 17 April, Thursday 15 May and Thursday 19 June 2008.

West Pilton

starting at 10am in front of the Pilton Youth and Children's Project (PYCP) on Tuesday 22 April, Tuesday 27 May and Tuesday 24 June 2008.

You can telephone your housing officer on 0131 657 0600 for more information.



Stuck for ideas on how to occupy the kids during the Easter holidays?

SHAPE discount cards give you access to 22 discounts and 12 volunteering opportunities in Edinburgh. Ask for your SHAPE card now! Phone Clare Halliday on 0131 657 0668 or email: customer@castlerockedinvar.co.uk

Star Spotting



Volunteer of the year award

This is your last chance to nominate a neighbour for our Volunteer of the Year Star Award! All nominations must be received by 28 March 2008.

Do you know someone who has relentlessly helped others or raised funds in your community and given something back? If so, why not nominate them for a Star Award.

Nomination forms are available from your local office, on our website

www.placesforpeople.co.uk, or by phoning Karen Lee on 01772 897 253.

Completed forms should be sent to Vicki Dargue, Customer Relations Manager at the address stated on the nomination form.

A short list will be made in April and a panel of judges will select a winner and runner up who will both be presented with a Star Award at an awards ceremony in May 2008.

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 কাসল রক এডিনভার (Castle Rock Edinvar) সম্পর্কিত বিজ্ঞপ্তি অনুবাদ (বাংলায়) 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)。

سنكون سعداء لترجمة هذا المنشور أو أي من منشورات كاسل روك ايندسفار (Castle Rock Edinvar) الى 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 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۔

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 Adam McNinch on 0131 657 0634



HEAD OFFICE

1 Hay Avenue
Edinburgh
EH16 4RW

0131 657 0600

CENTRAL EDINBURGH AREA OFFICE

Wellgate House
200 Cowgate
Edinburgh, EH1 1NQ

0131 225 2299

MID/EAST LOTHIAN AREA OFFICE

79 Main Street
Newtongrange
Midlothian, EH22 4NA

0131 660 5754

WEST LOTHIAN AREA OFFICE

Pentland House
Almondvale South
Livingston, EH54 6NG

01506 436 530

Opening hours:

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

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

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

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

Our office will close at 4pm on Friday 21 December 2007 and will re-open at 9am on Thursday 3 January 2008. You can still report repairs during the festive season: 0800 432 0007.

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

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