

# The Rock Report

CASTLE ROCK EDINVAR  
HOUSING ASSOCIATION

Issue 12, Summer 2008

A Scottish Charity No. SC006035

## Welcoming new tenants to Kirkintilloch



Margaret Jamieson receives flowers from Rhondda Geekie, Leader of East Dunbartonshire Council to welcome her to her new home in Kirkintilloch. Margaret moved to her new home from Twechar, where we will start on a project involving housing for sale, rent and shared equity later this year. East Dunbartonshire is a new area for us and we are pleased to assist in providing much needed affordable housing in the area. See page 3 for more details.

A member of **places & people**

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## Money Matters

**YOU SHOULD ALL HAVE received an invitation to the event we are holding for tenants on Tuesday 24 June at the Melting Pot, 5 Rose Street, Edinburgh.**

To make sure as many of you as possible can attend, we are running the event twice: 2pm-4pm OR 6pm-8pm.

If this Rock Report reaches you in time you can still phone 0131 657 0634 or email [customer@castlerockedinvar.co.uk](mailto:customer@castlerockedinvar.co.uk) to let us know you are coming along.

### The purpose of the event is to talk about:

- How our rent policy works
- How your rent is spent
- Issues affecting rent and service charges
- Products and services available to help with money matters
- Our plans for improving homes over the next three years
- Energy Efficiency

There is a chance for attendees to win one of these great prizes:

- Indesit BAAN 10 A+ rated energy efficient fridge freezer donated by Scottish Hydro Electric
- Luxury food hamper donated by Dunfermline Building Society.

Sandy Welsh, Head of Housing Services, will start things off with a brief talk about some of the issues affecting rent and service charges, including:

- how rents and service charges are set
- Government proposals
- Affordability and comparability of rents

And you'll get a chance to ask questions and let us know what you think.

Andy Ashcroft, Head of Property Services, will then give a brief talk on investing in your homes, now and in the future, and there will be time for questions and discussion.

There will be a number of information and advice stalls where staff and tenants on the Area Customer Liaison Panel (ACLP) will be available to give you information and take your questions and suggestions on a variety of topics, including:

- **Housing Options** - Affordable rent, choice based lettings, mid and market rents, shared ownership and shared equity (homestake)
- **Financial Inclusion** - Ways to pay your rent, benefit advice, grants and loans, saving schemes and debt advice

- **Customer Involvement** - ACLP, Sheltered and Amenity Tenant Forum, Registered Tenants Organisations, Ur View (young tenant involvement), Mystery Shopping, Voice (telephone focus group) and Futures Group.
- **Investing in your homes** - Progress towards the Scottish Housing Quality Standard, going beyond the standard and how you can get involved.

We have also asked some external agencies along to provide information and advice for tenants:

- **Scottish Hydro Electric** offer Castle Rock Edinvar tenants white goods packages at discount rates. See right for a great offer!
- **Dunfermline Building Society** offer Castle Rock Edinvar tenants and sharing owners exclusive savings accounts and will also answer any questions you have about personal finance.
- **Energy Saving Scotland Advice Centre** will give advice on how to make your home more energy efficient, saving you money as well as energy! You can phone their advice line direct on 0800 512 012.

All Castle Rock Edinvar tenants can take advantage of this great offer: £209 for the Indesit BAAN 10 A+ rated fridge freezer (+delivery of £15) by phone 0845 609 0022 quoting CRE01 or online at: [thehydroshop.co.uk](http://thehydroshop.co.uk) using promotional code SHWH02070702.



**Scottish Hydro Electric**

**DUNFERMLINE**  
SCOTLAND'S BUILDING SOCIETY

**CHANGeworks**  
RESOURCES FOR LIFE  
Working with

**energy saving trust™**

# Essential Gas Safety Checks for your Home

**WE CARRY OUT ANNUAL gas safety checks and service gas central heating systems in over 4,000 homes every year.**

This makes your gas central heating more efficient, keeps your gas bills as low as possible, and helps to protect against potentially fatal gas and Carbon Monoxide leaks.

We take this responsibility to our tenants very seriously and will contact you in good time to make sure this essential work can be done within a year of the last service, at a convenient time for you.

If you don't allow us access to do this work then we will take legal action against you to gain entry to your home. If we do have to force entry then it can cost you up to £350 in legal and repair costs.

So far this year we have charged over £9,000 to around 40 tenants for forcing entry. Make sure you aren't one of them!

## Savings on lift maintenance

**FROM 1 JULY 2008 OUR LIFT maintenance contract will be with Otis.**

This should significantly reduce maintenance costs for all of our lifts.

As a result of this change you may see a different engineer in your block to service the lift but there will be no other change to the service.

Any lift breakdown should continue to be reported through the customer contact centre on 0800 432 0007.

# Home Repairs



Andy Ashcroft, Head of Property Services and Bob Buchanan, Direct Trades Manager (l-r front), welcome Home Repairs to our Property Services Department. From left to right: David Ferrigan, Electrician; Steven Donoghue, Trades Supervisor; Mark Fallowes, Plumber; Billy Stewart, Plasterer; George Rutherford, Labourer; Douglas Davies, Joiner; Martyin Cranston, Electrician; James Fletcher, Joiner; Alistair Stewart, Plumber and Martyn Davies, Joiner. Not pictured are Lindsay Wright, Repairs Manager; Alex Chambers, Trades Supervisor and Terry Cattlin, Labourer.

## THE HOME REPAIRS PILOT programme is now well underway in Midlothian and East Lothian.

The team are delivering our responsive repairs service in these areas as well as carrying out repairs necessary to make sure empty properties are ready to be re-let to new tenants within target timescales.

We have carried out 121 satisfaction questionnaires for tenants who have received repairs during the pilot.

The chart (1) below shows the average score out of 10 compared to the average score for the same area in January 2007, which was based on 130 questionnaires.

This shows a significant increase in customer satisfaction, which is extremely promising for Home Repairs. We will continue to monitor customer satisfaction going forward to

ensure that Home Repairs is meeting its key aims, which were to:

- **Improve customer confidence in the service**
- **Offering you an am or pm appointment when you report repairs.**
- **Attending to repairs at the agreed time**
- **Completing repairs first time wherever possible**
- **Keeping you informed of progress if a repair can't be completed first time.**
- **Carry out other minor repairs when visiting your home where possible**
- **Improve customer relations through having the same trades people in each area.**

The focus groups we held with tenants reinforced to us the importance of these aims to our customers and highlighted that in meeting them we are also meeting customers' expectations and

therefore improving satisfaction with the service.

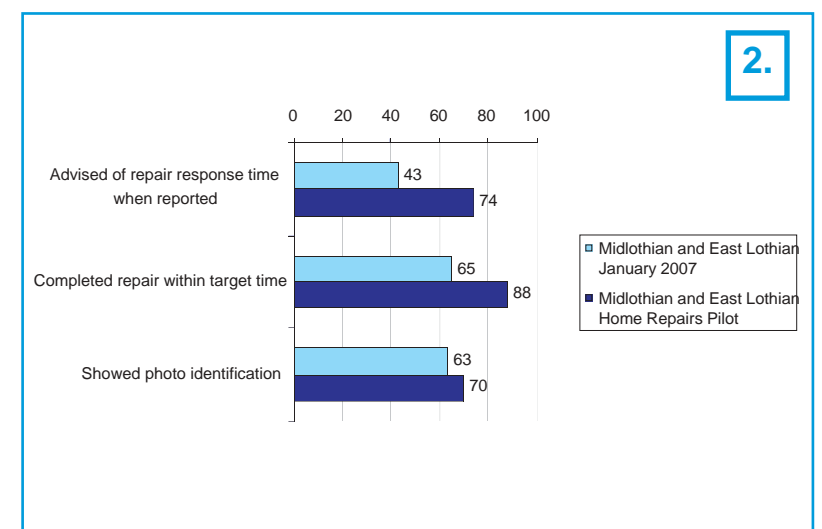
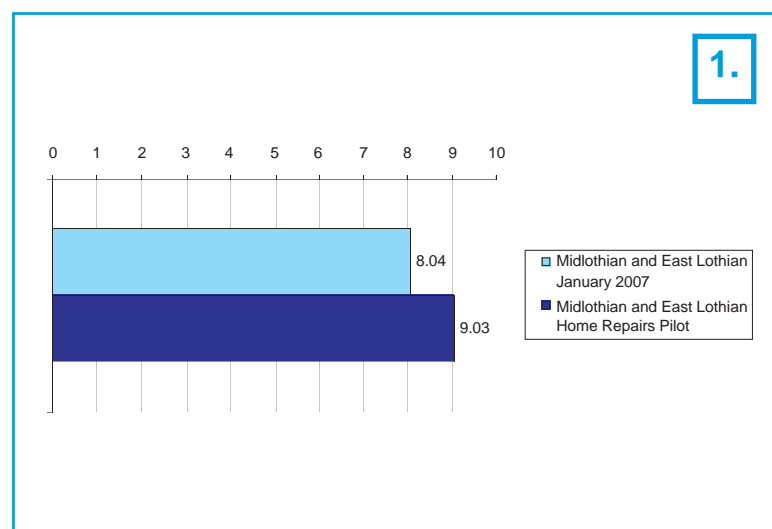
We have already noticed a significant improvement, including the three aspects of the service shown in the chart (2) below.

This chart shows the percentage of customers who say we did these things during the pilot compared with the percentage of customers in the same area who said we did back in January 2007.

Again, this shows a significant improvement and we are confident that this trend will continue as Home Repairs expands.

The second phase of Home Repairs will see the service being extended to the South East Edinburgh area from October 2008.

This will be closely monitored to ensure the success of phase one continues.



# Affordable homes in East Dunbartonshire

**EAST DUNBARTONSHIRE Council Leader, Rhondda Geekie, attended a special event on 1 May 2008 to mark the completion of 40 new affordable homes at Alloway Court in Kirkintilloch.**

This includes 28 homes for rent and 12 Homestake shared equity homes through the Scottish Government's LIFT initiative.

Over 200 applications were received for these homes and they were all sold prior to completion. Council Leader Rhondda Geekie points out that this demonstrates the demand for this type of development.

We are working with East Dunbartonshire Council, Cruden Estates and the Scottish Government to build a total of 107 new affordable homes in the area.

Alex Robertson of the Scottish Government's Housing Investment Division said: "East Dunbartonshire is an area with high house prices and a significant problem with homelessness, so investment in affordable



I-r: Alister Steele, Rhondda Geekie and David Whitton MSP

housing here is a priority for us."

Alister Steele Managing Director said: "This development is the result of an innovative approach between the public and private sectors and a housing association that has delivered a high quality development with a range of affordable housing

opportunities on a site made available at nil value by East Dunbartonshire Council.

"All of the homes are now occupied and we look forward to moving on site with the next phases of the affordable housing development plan at Bearsden, Bishopbriggs and Milton of Campsie."



## St Anne's celebrates 25 years

**On Wednesday 30th April St Anne's sheltered housing in Newtongrange celebrated its 25th Anniversary.**

The lounge was packed out with residents, friends and staff. Acknowledgements and thanks were made by Sandy Welsh, Head of Housing Services.

Simon Shearer, Castle Rock Edinvar Chairperson and Mrs Mathieson, a resident who moved in to St Anne's in the first year of its opening, then cut a cake to mark the occasion.

A great time was had by all, and thanks to the efforts of the St Anne's Social Club the feast of goodies was remarkable!

# Be amazed at what you *can* afford!!

Lothian Homes are marketing for sale under Shared Ownership for Castle Rock Edinvar Housing Association, 21 properties ranging from one to three bedroom, including wheelchair properties, at our development at Harvester's Way, Wester Hailes. Prices here range from £95,000 for a one bedroom to £132,000 for a three bedroom, with Sharing Owners able to purchase at 25%, 50% or 75% of these values, and pay an occupancy charge on the remaining share. For example, a two bedroom property at £115,000 could be purchased at a 25% share with you having to find £28,750 from a mortgage or savings, and the occupancy charge would be £182.89 per month. If you bought the same flat at a 75% share, your charges would be only £83.76 per month, but the mortgage required would be £86,250.



**Prices from £23,750 (25% share)**

To be eligible for this development, applicants must earn under £22,000 for single applicants and £32,541 for larger households.

Priority will be given to Council or Housing Association tenants and first time buyers.

For more information contact Christine McNally on 0131 660 5754 or the Allocations Section on 0131 657 0679 or visit [www.homeadvantage-edinburgh.co.uk](http://www.homeadvantage-edinburgh.co.uk)



# Planned Maintenance Program

The information below shows our plans and proposed dates for major work if we are carrying out improvements to your home. You can contact us for more information.

## West Lothian

**Kitchen Upgrade** - Livingston  
45, 47, 63, 79, 82, 83, 87, 104, 116  
Barclay Way

39, 51, 63, 117 Cameron Way  
14 Davidson Way  
7 Erskine Way  
4, 5, 14, 19, 20, 22, 36, 38, 48, 50, 53  
54, 76 Ferguson Way  
4 Elie Avenue

**Subject to survey:**

1, 9, 21, 39, 40 Davidson Way  
27, 29, 47, 48, 64 Erskine Way  
38 Lindsay Way  
15 Moncreiff Way  
19 Elie Avenue

**Bathroom Upgrade** - Livingston

51 Cameron Way  
17, 31 Lamont Way  
4, 27 Lindsay Way  
14 Davidson Way  
32 East Glen Avenue

**Subject to survey:**

39, 63, 117 Cameron Way  
24 Graham Way  
7, 36 Lamont Way  
2A, 5, 12, 20, 29 Lindsay Way  
1, 9, 21, 25, 39, 40 Davidson Way  
45, 46, 93 Huntly Avenue  
4, 19 Elie Avenue  
147 Lenzie Avenue

**Central Heating Upgrade**

116 Barclay Way  
37 Davidson Way  
48 Erskine Way  
39, 51 Gordon Way  
8 Lamont Way  
25, 27 Lindsay Way  
2, 23 Logan Way  
18 Moncreiff Way

**Replace Defective Doors**  
1-29 (odd) Bridgen Place, Bathgate

**Roof Overhauls**

54, 57, 61, 64, 68, 72, 74, 82, 86, 96,  
104 Ivanhoe Rise  
89, 97 Mowbray Rise  
120, 131 Durward Rise  
42, 44, 57, 63 Kenilworth Rise  
87 Barclay Way  
1, 9, 37, 39, 40, 50 Davidson Way  
2, 6, 29, 37, 47, 58, 63, 64 Erskine Way  
4, 14, 22, 36, 44, 68 Ferguson Way  
1, 24 Graham Way  
8, 17 Lamont Way  
21, 25, 27, 29 Lindsay Way  
3B, 23, 29 Logan Way  
5A, 30, 64, 82 Moncreiff Way  
30B, 47B, 76 Morrison Way  
227, 249 Sutherland Way

**Window Replacement**

161 Camps Rigg, Livingston

**Electrical Repairs**

Dedridge, Livingston

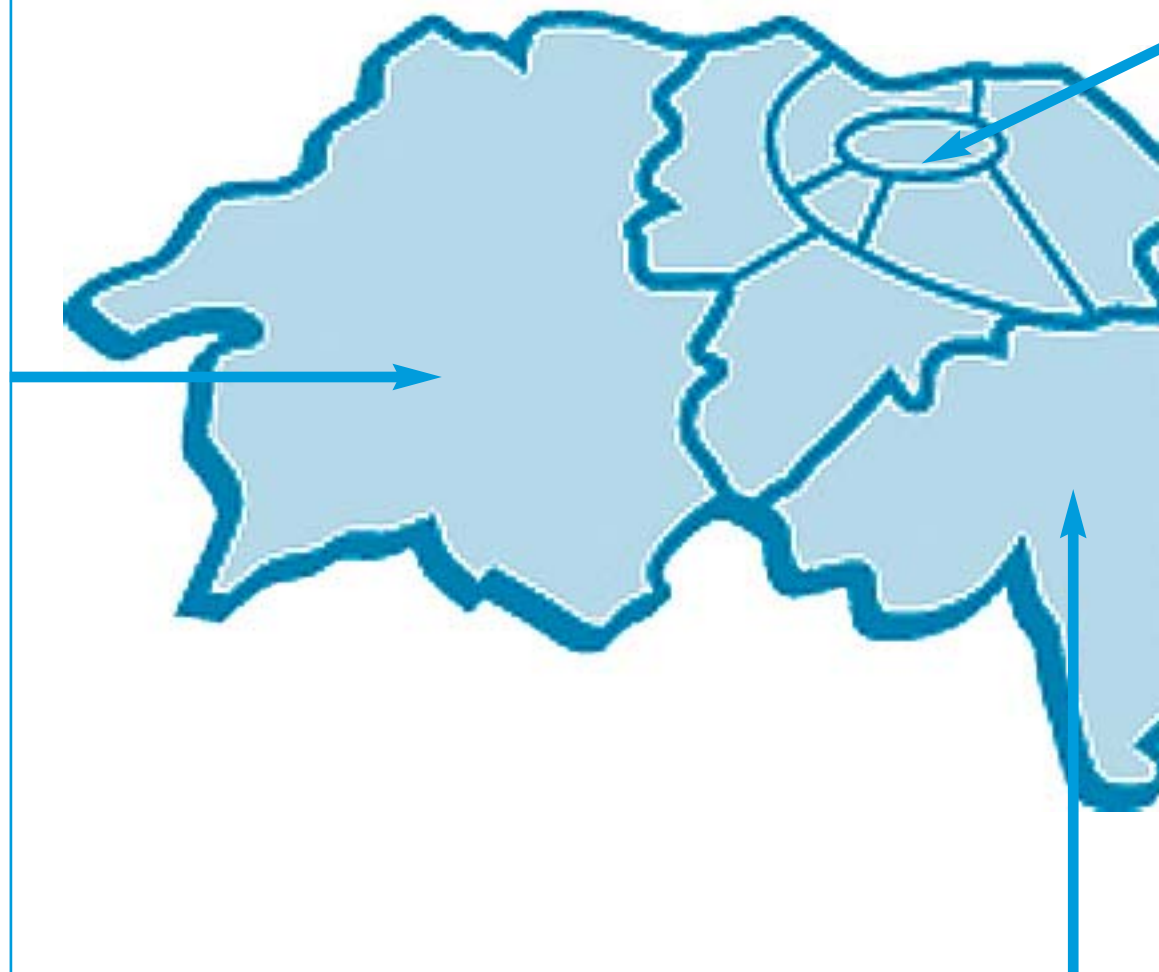
**Internal Painterwork (stairs)**

26-48 Harthill Road, Fauldhouse  
23-37 Church Place, Fauldhouse

**External Painterwork**

Galmeilen, Broxburn  
83, 92, 98 Jubilee Avenue,  
Livingston

**Kitchen Upgrade:** July - November 2008  
**Bathroom Upgrade:** September - December 2008  
**Central Heating/Boiler Upgrade:** August - November 2008  
**External Door Replacement:** July - September 2008  
**Roof Overhaul:** July - October 2008  
**Window Replacement:** August - December 2008  
**Patio Door Replacement:** August - December 2008



## Midlothian

**Kitchen Upgrade** - Newtongrange

39 Sixth Street  
12, 67, 82, 83, 95, 96, 99 Main Street  
6 Abbeygrange  
16, 26, 40 Ninth Street  
**Subject to survey:**  
5, 13 Lingerwood Road  
21 Sixth Street

**Bathroom Upgrade** - Newtongrange

41 Easthouses,  
83, 95, 96 Main Street  
16, 26, 40 Ninth Street

**Thermostatic Radiator Valves**

Crystallmount, Dalkeith

**Roof Overhauls**

83, 94, 95, 99, 105 Main Street

**External Door replacement**

- Newtongrange  
44 Dean Park (rear)  
10 Fifth Street (rear)  
41 Lingerwood road (rear)  
14 The Square (front)  
30 Third Street (front)  
12, 26, 41, 94-96, 99 Main Street  
**Subject to survey:**  
41 Easthouses  
105 Main Street

**Internal Painterwork (stairs)**

Crystallmount, Dalkeith  
27, 29, 31 Croft Street, Dalkeith  
Ft A1-4, Ft B1-4 Stone Place, Mayfield

**External Painterwork**

59, 61 Kaimes View, Danderhall  
2-42, 17-37 Fourth Street,  
Newtongrange  
5, 15 Rosedale Neuk, Newtongrange  
2-38 (even) Third Street, Newtongrange  
1, 3, 5 Wheatsheaf Lane, Dalkeith  
Flats 1-8 Parkside Court, Dalkeith  
1, 3, 7 Hilltown Terrace, Dalkeith  
27, 29, 31 Croft Street, Dalkeith  
Ft A1-4, Ft B1-4 Stone Place, Mayfield  
Salisbury View, Mayfield  
Blocks 4-11 Whitehill Road, Rosewell

**Digital Upgrade**

Salisbury View, Mayfield  
Crystallmount, Dalkeith  
Ross Glen Court, Roslin



# Summer April 2008 - March 2009

and cyclical improvement works this year. We will write to you in advance to contact the planned team on 0131 657 0600 if you have any queries.

**Electrical Repairs:** September - October 2008

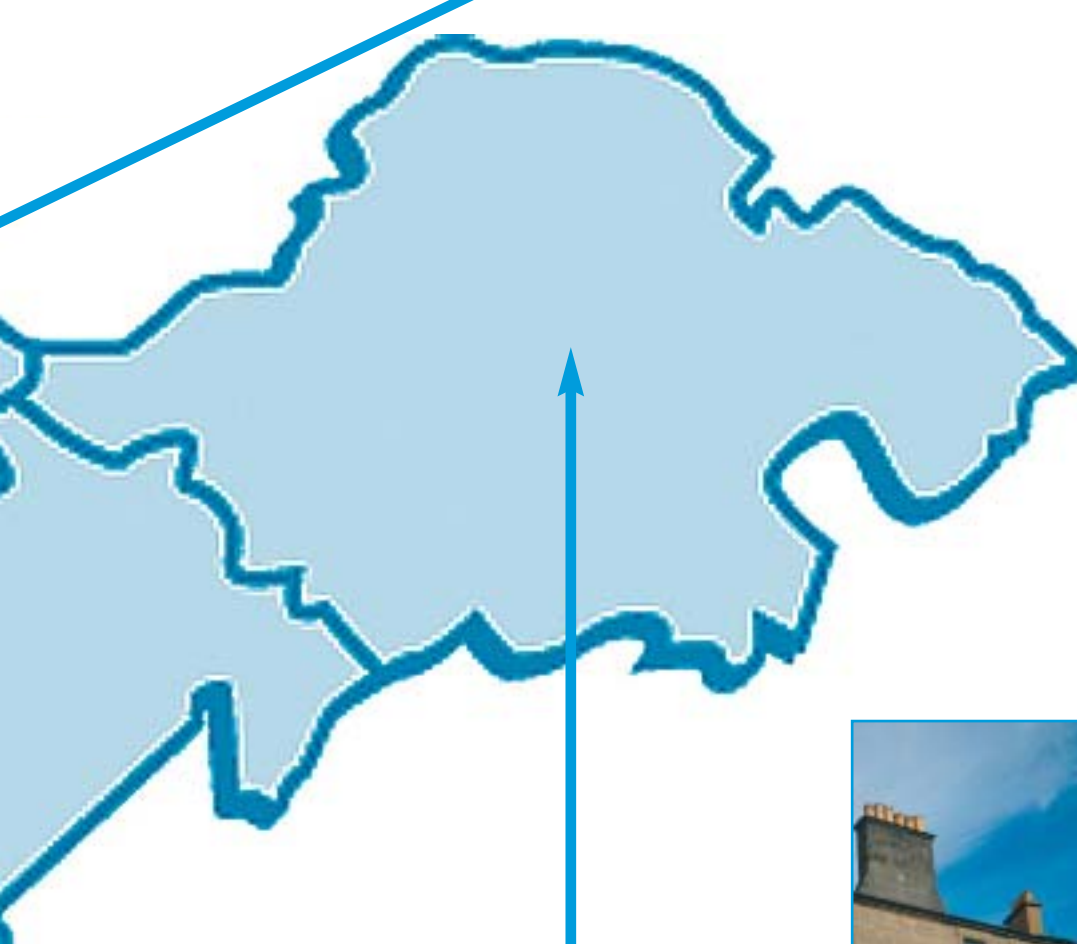
**Structural Repairs:** July - December 2008

**Digital Upgrade to Communal Aerials:** April - December 2008

**Draughtproofing Windows:** August - November 2008

**Internal Painterwork:** September - December 2008

**External Painterwork:** June - October 2008



## Edinburgh

<p><b>Kitchen Upgrade</b>                  6/5 Hermits Croft                  2/1, 2/5, 2/6 St Leonards Hill                  5/4 Gray's Court                  9/1 West Adam Street                  6 (3F4) Smithfield Street                  9 (1F1) Steward Terrace                  6 (1F4) Wardlaw Street                  23 Gibson Terrace                  40 (PF1), 40 (1F1) Watson Crescent                  4, 16 North Bughtlin Bank                  7/1, 22, 26 North Bughtlin Brae                  1,2,9 North Bughtlin Gate  <b>subject to survey:</b>                  23 St Mary's Street                  65/13 Buccleuch Street                  21/1 Roxburgh Street                  16 (2F3) Edina Place                  12/2 Harrismith Place</p> <p><b>Bathroom Upgrade</b>                  9/1 West Adam Street                  14 (2F2), 21/1 Roxburgh Street                  170 Canongate                  6 (3F4) Smithfield Street                  6 (1F4) Wardlaw Street                  23 Gibson Terrace                  26 Ellens Glen Loan                  20,26 North Bughtlin Brae                  6 North Bughtlin Gate                  20(1,3-7), 37(1-7), 57(1-7)                  Craigmount Brae  <b>Subject to survey:</b>                  5,6 Forbes Street                  89(2F1),105(1F3) St Leonards St                  59 (1F2) St Leonards Hill</p> <p><b>Heating and/or boiler upgrade</b>                  19(1-3,5,6,11,13) High Street                  170 Canongate                  1-5, 6(2-6), 7(1-3,5-8), 8(1,3-6),                  9-13 Great Carleton Square</p> <p><b>Structural Repairs</b>                  Hermits and Terrars Croft</p>	<p><b>Window Replacement</b>                  4 Moncrieff Terrace (over 2 years)                  13(1F4) Wardlaw Place                  15(3F1) Watson Crescent                  2(1F2) Tay Street                  26 Ellens Glen Loan  <b>Subject to Survey:</b>                  119(1F4), 134(1F3), 144(1F2),                  314(1F3) Gorgie Road                  13(2F1) Bryson Road                  49(3F2) Albert Street</p> <p><b>Patio Door Replacement</b>                  37-41, 45-49 (odd) Pleasance                  9,13,15,19 Roxburgh Street                  42-44, 47-49 Drummond Street</p> <p><b>Digital Upgrade</b>                  13,16-18,22,27-30,34-52                  Drummond Street                  3 Roxburgh Place                  2,4,6,9,11,13-17,19,21                  Roxburgh Street                  2 Toddricks Wynd                  5,13,27 Blackfriars Street                  58 High Street                  Dundee Terrace                  40-42 Shore Road, South                  Queensferry</p> <p><b>Internal Painterwork (stairs)</b>                  10,18 Duke Street                  42, 43 Water Street                  Balfour Court</p> <p><b>External Painterwork</b>                  18 Claremount Park                  26 Halmyre Street                  33-41 (odd) Cables Wynd                  Drum Court                  Balfour Court                  St Stephen's Court</p> <p><b>Draughtproofing windows</b>                  170 Canongate</p>
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## East Lothian

<p><b>Heating and/or Boiler upgrade</b>                  10 C, D, F, G Church Street, Dunbar                  3-8, 10-17, 19-27 Lauderdale House, Dunbar                  1-10 Prestonkirk Gardens, East Linton                  Forth Street, North Berwick                  Market Court Haddington</p> <p><b>Internal Painterwork (stairs)</b>                  Lauderdale House and Letham Gardens, Dunbar                  Market Court, Haddington                  Muirpark Gardens, Tranent</p>	<p><b>External Painterwork</b>                  21 Forth Street North Berwick</p> <p><b>Structural Repairs</b>                  North High Street, Musselburgh</p> <p><b>Digital Upgrade</b>                  Letham Gardens, Dunbar</p> <p><b>Draughtproofing windows</b>                  3-8, 10-17, 19-27 Lauderdale House, Dunbar</p>
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## ACLP Scotland



On behalf of the ACLP, I congratulate Shelley Hutton and Elinor Baines, who won the Places for People Star Award in the category 'Innovation' for introducing a new method of measuring customer satisfaction. You can see examples of some satisfaction feedback on page seven.

Congratulations also to Tina Beattie, secretary of North Bughtlin Tenants Association and ACLP member, who was nominated for the Volunteer of the Year Star Award by a member of her local community, and all other runners up and nominees. See the Star Spotting article for more details.

Castle Rock Edinvar's Annual General Meeting (AGM) will be held on Friday 19 September and all tenants who are 'community members' will be invited to attend. Community members get copies of accounts and the opportunity to pose questions to the Chairperson at the AGM. You can apply for 'community membership' by completing a short form and paying a one-off subscription fee of £1.00.

Contact us on 0131 657 0671 or email [customer@castlerockedinvar.co.uk](mailto:customer@castlerockedinvar.co.uk) to ask for an application form.

The ACLP encourages all tenants to attend **Money Matters**, the tenant event being held on Tuesday 24 June, particularly as the main focus of the event is the rent policy, which affects us all as tenants. It is a great opportunity to find out more and to make your views known. There will be lots of other information available and I will be there to chat to anyone who is interested in the ACLP or other ways of getting involved. There are more details on the front page as well as in the leaflet which was sent to all tenants.

I look forward to seeing you there!

Best Wishes  
Bernard

# Hearts of East Craigs



**THE OFFICIAL LAUNCH OF Corstorphine Police Station's new street football pitch was held on 11 April in the grounds of East Craigs Primary school.**

The portable sports pitch, fits in the back of a trailer, and can be erected on any surface. Quickly assembled, it is ideal for setting up in local housing areas, supermarket car parks and school playgrounds for a few hours.

Street football rules differ from regular football, aiming to encourage socially acceptable behaviour, promote safety and development of interpersonal skills, and additional points awarded for fair play and positive behaviour (so the team scoring the least goals can still win the game!)

Our thanks go to PC Jeff Whelan who has been instrumental in raising the funds and purchasing the pitch. We look forward to seeing the pitch making its debut throughout the West of Edinburgh over the coming months.

Laryea Kingston plays in the first team for Hearts FC and came along to play in the inaugural game and he stayed around afterwards to sign autographs and have his photograph taken with the children taking part.

Josh Urquhart who's grandmother Joey Urquhart is a local Castle Rock Edinvar tenant, was awarded 'Man of the Match' in the game in which Laryea Kingston played.

**Bottom pic l-r: Laryea Kingston, Josh Urquhart and PC Jeff Whelan.**

## Star spotting

**THE FIRST EVER PLACES FOR People Star Awards took place on Monday 19 May in York.**

The event celebrated the achievements of over 400 staff that were recognised as making a positive contribution and going the extra mile to help Places for People deliver an excellent range of services and products.

Among the staff attending the event were seven members of Castle Rock Edinvar staff. We were successful winning the award for 'Innovation' and having runners up in three categories:

\***Shelley Hutton** and **Elinor Baines** from our Policy and Performance Team won the Innovation award for developing an effective methodology for measuring customer satisfaction and importance which is now used across the Group. This methodology helps ensure that customer feedback is meaningful and helps us to improve what matters most to our customers.

\***Margaret Robertson** Housing Support Manager was runner up in the Innovation category for setting up a project for elderly Asian people

in partnership with Milan. This involved earmarking six grouped new build flats for these tenants in their own community with support provided by Milan. This was the only category where the winner and runner-up were from the same region so we are delighted to be innovators within the Group.

\***Margaret-Anne Ewart** Community Builder based in Stirling was runner up in the External Customer Excellence category. Her job was to settle and give information to ex Council tenants moving into new Castle Rock Edinvar homes. Stirling is a new area for Castle Rock Edinvar and the work Margaret-Anne does is essential to our success. It was her personal approach and the way she built excellent rapport with the community that won her this prize.

\***Parisa Saadat** Administration Assistant and Receptionist at our Head Office was runner up in the Green Office category for effective, creative and enthusiastic co-ordination of the Green Office Action Plan for all offices and sheltered housing developments.

Congratulations to all our winners and runners up and also to all other nominees who are listed below.

\***Anne Wallace** Senior Housing Officer, **Irene Brown** Sheltered Housing Manager and **Alex MacIndoe** Senior Property Inspector were all nominated by customers for the People's Choice Award.

\***Clare Halliday** Neighbourhood Co-ordinator for the Innovation Award.

\***Evelyn Brogan** Sheltered Housing Manager for the Leading Change Award.

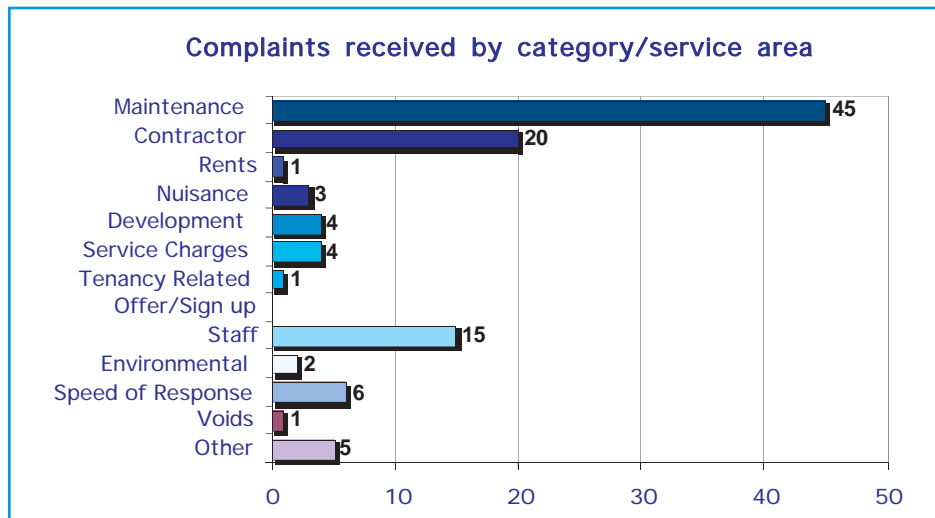
\***Lindsay Wright** Repairs Manager, **Paula Keddie** Cleaner/Caretaker and **Neil Ward** Housing Officer for the Going the Extra Mile Award.

\***Tina Beattie** who is a customer on the Area Customer Liaison Panel as well as being secretary of North Bughtlin Tenants' Association was nominated for the Volunteer of the Year Award by a member of her neighbourhood.

The first year of the Star Awards has been a great success for our staff and we hope that 2008/09 is as successful!

# Complaints Monitoring

Complaints received: April 2007 - March 2008	
total number of complaints received	107
Acknowledged within 2 working days	98 (92%)



The number of complaints received has reduced by 25% compared to the previous year. We have also increased the number of complaints acknowledged within target by 12%.

Complaints closed: April 2007 - March 2008	
total number of complaints closed	101
responded to within 10 working days	61 (60%)
satisfied with complaints process	68 (67%)

The percentage of complaints responded to within target has reduced by 9% compared to last year, which is mainly due to poor performance in January to March 2008. This was highlighted as an issue and we have seen a significant improvement in performance since April 2008.

The percentage of complainants recorded as satisfied with the complaints process has increased by 6%. However, this figure is a percentage of all complainants

and does not take into account those who we have been unable to contact to find out if they are satisfied or not. We are changing the way we gather this information to ensure that we have a more accurate picture of how satisfied you are with the way we handle complaints.

99 complaints were resolved at stage one. Of the two which went to appeal, one was upheld and one was not. None were investigated by the Scottish Public Services Ombudsman.

## Learning from Complaints

Throughout the year we have learnt from a number of complaints where the issues being complained about could have been avoided and could potentially be prevented in future. Some examples include:

- Using customer feedback on how we dealt with an anti social behaviour complaint in the review of the anti social behaviour and harassment policy.
- Amending mutual exchange paperwork to make sure that housing is appropriate to needs of exchange applicants.

- Closer monitoring of contractor performance to make sure that standards are being met.
- Staff training in dealing with difficult situations
- New contract for stair cleaning in a number of areas
- Amended address database to ensure both tenants in a joint tenancy are named on correspondence relating to their tenancy
- Identified the need to remind tenants that it is their responsibility to take out home contents insurance to protect their belongings.

**We aim to provide an excellent service but we know that sometimes things can go wrong. Let us know if you think our service isn't up to standard and we will do our best to put things right as quickly as possible. If you are still not happy, you can make a formal complaint by contacting any member of staff in writing, over the phone, or in person at any of our offices. You can get a leaflet in any of our offices or by phoning 0131 657 0605.**

# New tenants satisfaction survey

We sent out 788 satisfaction questionnaires to tenants who moved into their homes between April 07 and March 08. The questionnaire covers the allocation process from the initial interview to the state of the property when the keys are handed over.

- 202 questionnaires were returned, which is a 26% return rate.
- The overall satisfaction score for the allocation process is 8.3 out of 10.
- The highest scores were 8.9 out of 10 for the interview, the tenants' handbook, explanation of rights and responsibilities and advice on ways to pay rent.
- The lowest score was 6.7 out of 10 for advice on how to use heating system, and this was the only aspect of the service where satisfaction was rated significantly lower than importance.
- The score for state of repair was 7.8 out of 10.

We are improving the information available on the huge variety of heating systems in our properties and hope to see a big improvement in satisfaction this year. Home Repairs are now responsible for bringing empty properties up to standard within target timescales, which will help to improve satisfaction with the state of repair when properties are re-let.

## Home improvements satisfaction survey

We sent satisfaction surveys out to tenants who had received a home improvement from us during the course of the year. This included central heating, bathroom and kitchen upgrades as well as door and window replacements. The figures below should be taken in context of relatively low return rates.

Project	Returns (%)	Overall satisfaction score (last years score in brackets)
Central heating upgrade	38 (24%)	8.6 out of 10 (7.9)
Bathroom upgrade	18 (19%)	6.3 out of 10 (7.4)
Kitchen upgrade	25 (19%)	7.2 out of 10 (7.9)
External door replacement	13 (17%)	7.6 out of 10 (7.5)
Window replacement	3 (8%)	Insufficient data

The low score for the bathroom upgrade does not reflect the positive feedback received throughout the project, but does highlight some issues. The scores for the kitchen upgrade were high in most areas but the overall score was let down by how delays were handled.

In last year's external door replacement satisfaction was very low with the locking mechanisms (6.6) and instructions for use (6.9). We took this on board by using different doors for this project resulting in satisfaction increasing to 8.2 and 9.2 out of 10 respectively. We will continue to use these doors.

While there is some variation between projects, satisfaction is consistently higher in the quality of workmanship and products used and contractor's conduct and care within customers' homes.

The common areas of lower satisfaction include communication before and throughout projects particularly relating to delays, failure to keep to timescales, length of time to address outstanding items and inadequate explanations for delays. Satisfaction with these aspects was highest in the central heating upgrade, which also had the highest overall satisfaction score.

The following changes are being made in response to this feedback:

- Better 'quality control' by Project Officers having more of a liaison role between tenants and contractors, and by projects being staggered.
- Improved communication by giving tenants Project Officer's business cards to make sure queries or concerns are made to the right person.
- A more streamlined 'snagging' process to ensure any issues are picked up and addressed as quickly as possible.

By addressing these key issues, overall satisfaction should improve.

## Tamzin Cebula



We were saddened recently by the sudden death of Tamzin Cebula, Income Control Officer. Tamzin was a popular and valued member of the Team with a wealth of experience. Tamzin worked with us for five years after spells with Help the Aged and the Citizens Advice Bureau.

She chose this career path despite possessing a degree in law. Tamzin was renowned for her straight talking, no nonsense attitude, but more so for her love of horses.

She will be sadly missed by colleagues and customers alike, and our thoughts are very much with her family at this sad time.



CASTLE ROCK EDINVAR  
HOUSING ASSOCIATION

NEW

### Creative Café for ADULTS Starting September '08



CRAFTS, CHAT, COFFEE & CAKE....

#### FREE WORKSHOPS HELD TWICE WEEKLY FOR ADULTS

- Learn new creative skills—glass painting, mosaic work, drawing and painting, photography
  - Invited guest speakers
  - Coffee Mornings where you get to sell your creative wares (only if you want to!)
- Learn new skills and develop your enterprise skills by making and selling creative arts 'n crafts objects. The workshops will take place every Tuesday and Thursday at PYCP from 10-1pm
- If you would like to join please contact  
Neil Ward :  
Housing Officer, Castle Rock Edinvar  
T : 0131 6570648  
neil.ward@castlerockedinvar.co.uk  
Adele Conn :  
Programme Manager, Impact Arts  
T : 0131 6592933  
adele@impactarts.co.uk



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 কাসল্ 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 ايندسوار (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 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.

## 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:

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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)

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