

The Rock Report

CASTLE ROCK EDINVAR
HOUSING ASSOCIATION

Issue 15, Spring 2009

A Scottish Charity No.SC006035

A member of **places
for people**

Gas Safety

EVERY YEAR ABOUT 30 people die, and many suffer ill health, from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained.

It is our responsibility to make sure that gas fittings and flues within your home are maintained in a safe condition and that an annual gas safety check is carried out.

This applies to any gas appliance or flue installed in your home except for appliances owned by you or flues/ chimneys solely connected to appliances owned by you.

If an appliance fails the safety check we will not reconnect it under any circumstances until the fault has been rectified, which we will arrange to be done by a CORGI-registered gas installer. Details of this will be included on the gas safety record.

Each year we spend £270,000 on gas servicing and repairs. Around 11% of tenants fail to give us access, which costs us around £30 each time.

Please do not waste money or put you and your neighbours' lives at risk. Give us access to carry out the necessary gas safety checks.

We are reviewing our gas servicing arrangements with our Area Customer Liaison Panel (ACLP) and we will be considering the issues of tenants not giving access. If you would like to express your views please contact Chris Thomson on 0131 657 0660 or email us at:

customer@castlerockedinvar.co.uk

We will give feedback in the next issue.



MEET THE SPARTANS

YOUNG PEOPLE IN West Pilton are taking part in a programme of football coaching at Spartans FC Community Football Academy at Ainslie Park, Edinburgh.

We funded this community based initiative, which runs until Easter, with a Community Grant of £1,000. Football is a great way for young people in communities to learn to play together as a

team and to respect one another.

We are very keen to support this initiative and other similar programmes in neighbourhoods where we have a significant number of homes.

The football coaching is for boys and girls alike and two sessions are held every Tuesday:

- 4.00-5.00pm for under 12s
- 5.00-6.00pm for over 12s.

This has been very popular and we'd like to thank the following

young people who have shown particular enthusiasm: Kyle Ruthven (pictured), Dylan Robertson, Brad Logan, Owen Logan, Juan Garcia, Roisin Taylor and Jason Cunningham.

Please contact Kenny Cameron, Community Programme Manager, on 0131 552 7854 if you're interested in taking part.

For more information on the Academy visit:

www.spartanscfa.com

www.placesforpeople.co.uk/cre We recently updated our web pages - you can now view customer leaflets and publications, including the Rock Report, online. Have a look and let us know what you think by emailing customer@castlerockedinvar.co.uk

Freephone 0800 432 0007 to report repairs or pay rent - 24 hours a day, 7 days a week

What lies ahead?

Over the last few months our Board of Management has been reviewing the business strategy and developing the business plan and budget for next year.

It has been a challenge to plan for the future during the continuing 'credit crunch', economic downturn and uncertainty over interest rates and inflation.

The Board has agreed that the main priority is to have customer focussed services which meet customer aspirations and deliver excellent performance.

Key priorities include:

- Improving access to our homes through choice based lettings and the new Property Shop website.
- Focussing on early action and support for new and existing tenants to ensure

that they can sustain their tenancies.

- Investing over £7million in repairs and maintenance services.
- Providing a responsive appointment-based repairs service through the continued expansion of Home Repairs.

To make sure we remain financially strong, we have decided to build fewer homes than in previous years to limit how much we need to borrow. We will also keep management costs at the same level as this year.

The standard level of rent increase from 1 April 2009 will be 6%. This is calculated each September and is based on our agreed increase rate of RPI + 1%.

In light of the level of this increase we are more



Managing Director, Alister Steele

aware than ever of our responsibility to ensure that your homes are maintained to a high standard, services are excellent, and that we provide you with value for money.

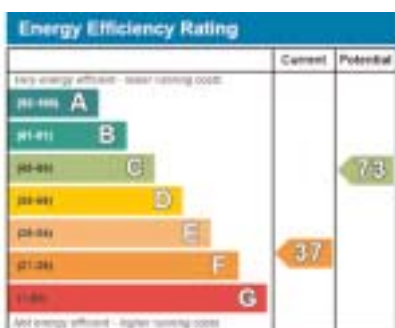
We are committed to meeting the challenges ahead in 2009/10.

Energy Performance Certificates

From 4 January 2009 we must provide all tenants moving into one of our homes with an Energy Performance Certificate (EPC).

An EPC gives you information about the energy efficiency of your home. It provides an energy rating from A to G, where A is very efficient and G is very inefficient.

An example is given below:



The rating is based on factors such as age, layout, construction, heating, lighting, and insulation. The typical rating for a home is currently D or E.

An EPC includes a recommendation report, which lists ways in which the

energy efficiency of the home could be improved, the impact this would have on the rating, and the possible cost savings.

Recommendations may include low cost measures such as low energy light bulbs and cavity wall insulation, and higher cost measures such as replacement boiler or new windows.

We are not required to act on the recommendations. We are however committed to improving our homes and we are required to ensure that all properties we own meet the Scottish Housing Quality Standard (SHQS) by 2015.

We have a planned maintenance programme in place to help us achieve this.

It includes energy efficiency improvements such as cavity wall insulation, boiler replacements, heating upgrades and door and window replacements, as well as other home improvements such as kitchen and bathroom upgrades.

These ongoing home improvements will increase the energy efficiency of all our homes over time.

You can also help to reduce bills and conserve energy by taking some simple steps such as

- turning down your thermostat
- turning the heating off when no one is at home
- switching lights off when they are not necessary
- using low energy light bulbs
- switching appliances off when not in use

For free, independent and local energy saving advice:

Freephone:
0800 512 012.

email:

energyadvice@changeworks.org.uk

log on to

www.changeworks.org.uk

or

www.energysavingtrust.org.uk

New Head of Property Services



"My name is Chris Thomson and I took up the post of Head of Property Services in January this year.

"I have worked within the social housing sector for 18 years, starting in the technical department of Edinvar Housing Association.

"I've held various positions during this time. My most recent experience was at Margaret Blackwood Housing Association as Operations Director, heading the maintenance, housing, customer services and direct works teams.

"One of my initial priorities will be preparing for the up and coming inspection by the Scottish Housing Regulator. During the management of the inspection process we will focus on developing our services, including the role of Home Repairs and the Facilities Team within Lothian Homes.

"There are also a number of service areas where I will be looking to get your feedback over the coming months.

"I attended the February meeting of the Area Customer Liaison Panel (ACLP) to get their views on how to take this forward and this will form part of their annual participation work plan to be agreed in April. There will be more information in the next issue."



As we told you in the last issue of the Rock Report, the Scottish Housing Regulator will inspect us and the services we provide in March 2009.

The two main questions we must answer are:

1. How well are we delivering our services?
2. How is our organisation managed for improvement?

We gave the Regulator our submission document at the end of January 2009. This gave us an opportunity to give the Regulator performance and contextual information, demonstrate our achievements, show that we have plans in place to address any weaknesses we have identified, and show how we achieve continuous improvement.

The Regulator will assess our performance against standards set by Government. To find out more about these standards and to share your views on how we perform against them, contact Shelley on 0131 657 0607 or shelley.hutton@castlerockedinvar.co.uk

We have been using Charter Mark, the Government's standard for customer service excellence, to test and improve our services since 2006.



Following the recent reassessment, we are pleased to report that we continue to meet the standard and have several areas of best practice.

Homehunt

Margaret Dutton (pictured) moved into sheltered housing at Crystallmount in Mayfield in December 2008 and was the first tenant to be housed through the new homehunt choice based lettings system.



Her daughter saw the flat advertised in the Midlothian Advertiser and, after initial enquiries, they applied right away.

Both Margaret and her daughter found the process very easy and enjoyed the opportunity to view the property and find out more about Crystallmount. Margaret was ready to move right away and found all the paperwork easy to understand.

She loves her new flat and found moving into Crystallmount a very positive experience. She enjoys having easy access to shops and services and no longer having to rely on her family all the time.

Having the manager available for support has the added advantage of giving her family reassurance that she is safe.

Property Shop website

Whether you're looking to buy or rent a home, you can get up to date information on the wide range of housing options on offer by visiting our new property shop website.

You can view available homes:

- for rent in Edinburgh through EdIndex choice based lettings (CBL),
- for rent in East, West and Midlothian through homehunt CBL,
- for rent at mid and market value,
- for sale through shared equity and shared ownership, and
- for outright sale.

To find out more log on to:

www.placesforpeople.co.uk/propertyshop

Helping you to stay in your home

We can carry out Medical Adaptations to ease your daily life and help you stay in your home for as long as possible.

These can range from grab rails or lever taps to walk in showers or hoists/ lifting equipment.

If you feel you could benefit from an adaptation to your home you should contact your local Occupational Therapist (OT) via your doctor or social worker.

The OT will assess your ability to carry out everyday tasks in your own home. This may include preparing a meal or drink for yourself, washing, dressing and bathing.

If the OT feels an adaptation is required to your home they will send us a referral on your behalf with the recommended alterations or equipment best suited to enhance your everyday living.

The Referral will give brief details of what works are required and a priority grading indicating how urgent they consider the work to be.

We receive annual grant funding from The Scottish Government and allocate this based on the priority of referrals from the OT.

For more information please contact Brooke McGee on 0131 657 0667 or email brooke.mcgee@castlerockedinvar.co.uk

LIFT SHARED EQUITY



If you are on a low income, this Government funded scheme could help you buy your own home. We will assess an application from you to see whether or not you are eligible.

When buying a home through Lift, you pay for a majority share – normally between 60% and 80 - and we pay for the rest using a grant from the Government, who retain the remaining share. You will not pay any rent or occupancy charge, but you will be responsible for costs involved in buying a home, including legal fees. You will have the option to increase your stake in the future.

See below for shared equity opportunities:

	Peppers refurbishment Edinburgh	Forth Quarter North Edinburgh Waterfront	Prestonpans East Lothian
Homes available:	Two 1 bed flats and one 2 bed main door flat.	60 homes consisting of 1, 2 and 3 bed flats, including four 2 bed wheelchair flats.	Eight 2 bed houses and two 2 bed flats.
Including:	Fitted kitchen, shower over bath, gas central heating, double glazing, and flooring.	White goods in kitchen, communal satellite system, basement car park, and lifts.	To be confirmed
Available from:	Now	May 2009	May 2009
Market value:	£85,000 (1 bed flat) to £115,000 (2 bed flat).	£110,000 (1 bed flat) to £150,000 (3 bed flat).	Approx £110,000 (2 bed flat) to £150,000 (2 bed house).
Equity stake:	60% - 80%	51% - 80%	56% - 80%
Min purchase price:	£51,000 (60% of a 1 bed flat)	£56,100 (51% of a 1 bed flat).	£61,600 (56% of a 2 bed flat).
Eligibility (max annual income)	£22,000 (single person). £32,541 (larger household).	£22,000 (single person). £32,541 (larger household).	£20,950 (single person). £34,650 (larger household).

Contact Moira Ferguson or Lynne Weir in our Home Finder Team on 0131 657 0679 for more information.

ACLP Scotland



My name is Tina Beattie and I have been a member of the Area Customer Liaison Panel since it began. I am a Castle Rock Edinvar tenant and have lived in East Craigs for over 24 years.

The first item of business at our February meeting was for Panel members to elect a Chair and Vice Chair. I was elected Chairperson of ACLP, and Eric Robb was elected Vice Chair and this has been ratified by the Board.

Castle Rock Edinvar is undergoing an Inspection by the Scottish Housing Regulator and we met the inspection team who explained what this involves.

We also heard a presentation by Chris Thomson, Head of Property Services, on how to engage tenants on various aspects of their housing provision, and how to better tackle access issues for, for example, Gas Servicing purposes. Several other tenant related issues will also be initially discussed with the Panel.

Also on the busy February agenda were discussions on ACLP Twinning with a similar organisation to share ideas, topics and goals; funding application decisions; updates from UR View and National Customer Liaison Panel Meetings and a discussion on Satisfaction Surveys and how detailed these should be.

My first report must end on a sad note. Our previous Chairperson, Dr. Bernard Kanis, died suddenly on the 30 January. Bernard was a dedicated and valued member of the Panel, and will be missed from our meetings.

Best Wishes
Tina

Mrs T. Beattie

STIRLING AWARD



We have created 91 affordable homes, a 'kick about' area and recreational facilities in Cornton, Stirling.

The homes benefit from the use of recycled materials and high levels of insulation. The development received Secured by Design status, the Police flagship initiative supporting the principles of "designing out crime".

Local children celebrated with a 5-a-side tournament at their new football pitch, refereed by UEFA qualified James Bee, Business Development Co-ordinator for Places for People.

The joint efforts and support of the local community, design team, Stirling Council and the Scottish Government has resulted in high quality housing and a community people are choosing to live in.



Stuart and Melissa Parmley of Edzell Drive in Cornton were runners up in Cornton Community Council's annual gardening competition, which is open to all Cornton residents. Here is Stuart receiving the award.

Green fingers

It's hard to believe that spring is on its way with all the recent snow, but it won't be long until the growing season starts.

If you're lucky enough to have a garden, we hope to see you getting enjoyment out of looking after it.

Gardens that aren't looked after can bring down the appearance of an entire neighbourhood. We want you to live in an area you are proud of, so please make sure that your garden is kept tidy.

You can do so much with your garden. A vegetable patch is a great source of organic food, will save money on your groceries and help reduce your carbon footprint. Composting will reduce the amount of rubbish in your bin and your garden will benefit the following year.

Planting bulbs is another easy way to brighten up your garden as they flower each year so don't need replanted.

Even if you don't have green fingers just making sure your grass is cut regularly and rubbish is disposed of properly can keep your garden looking good.

You might qualify for a Garden Aid Scheme if you are elderly or disabled and have no other adult at home who can help out with the garden. Contact your local Council or speak to your Housing Officer for more information.

Some areas have incentives to keep your garden looking good, such as gardening competitions or classes. For example, we run free gardening taster courses in Newtongrange for people with little or no gardening experience. Ask your Housing Officer or check the local papers to find out what's available in your area.



Customer service skills for high school pupils

As one of Craigmillar's largest employers, we have been involved with career development at Castlebrae High school for some time now.

We attended their careers fair last year, raising awareness of job opportunities we can provide.

We also took part in some mock interviews for pupils to give them an insight into what to expect when they start looking for jobs.

Following on from this, we were recently invited to support pupils to understand more about the skills prospective employers will expect. Other employers participating on the day included a bakery, a plastering company, local mechanics and a large hotel chain.

Customer service skills are key to almost every job, whether it involves dealing with the public or dealing with colleagues.

We have a customer service training programme for staff called Step Forward, which includes DVD clips of various scenarios, based on real experiences of employees, to encourage discussion about how different situations should be dealt with.

These DVD clips were shown as part of interactive sessions with pupils to get across the importance of customer service in today's service focussed work environments.



Christmas party for kids in West Pilton

We joined with a local tenants group at Christmas time to arrange a Christmas party for more than 30 local children at the Pilton Youth and Children's Project (PYCP).

Thanks to a generous donation from Waitrose, there was an abundance of cake, sweets, juice and other goodies, and several parents brought along home baking and treats. Gary James and Stone the Crow performed their special Christmas magic show which was extremely popular with the children.

Neil Ward, Housing Officer, says: "This party would not have been possible without the assistance of John Lewis Ltd. It's heartening to see that, despite the economic slowdown, John Lewis and Waitrose are still committed to community involvement and their fantastic support deserves recognition.

Community spirit is already very strong in West Pilton and events such as this only serve to further strengthen the community."

Food Co-op open for business



When the supermarket in East Craigs closed last year, it was a blow to local residents, including many of our tenants in North Bughtlin, Balfour Court and Craigmount Brae.

The smaller supermarket planned to replace it will not be open for at least another year, so East Craigs Wider Action Group decided to fill the gap by starting a Food Co-op.

We provided a Community Grant of £500 and the East Craigs Food Co-op was launched in January, with produce

supplied by the Edinburgh Community Food Initiative.

The Food Co-op is run by volunteers and is open to all East Craigs residents. It is held each Monday between 10am and 12noon in the tenants lounge of Margaret Blackwood Housing Association's Laura Ferguson Court in Craigmount Brae.

If you'd like to volunteer to help out, please contact Clare Halliday on 0131 657 0668 or email: clare.halliday@castlerockedinvar.co.uk

Wellgate House office closure



In the last issue we told you of our plans to close the Wellgate House office which provides a housing management service to tenants in the city centre of Edinburgh.

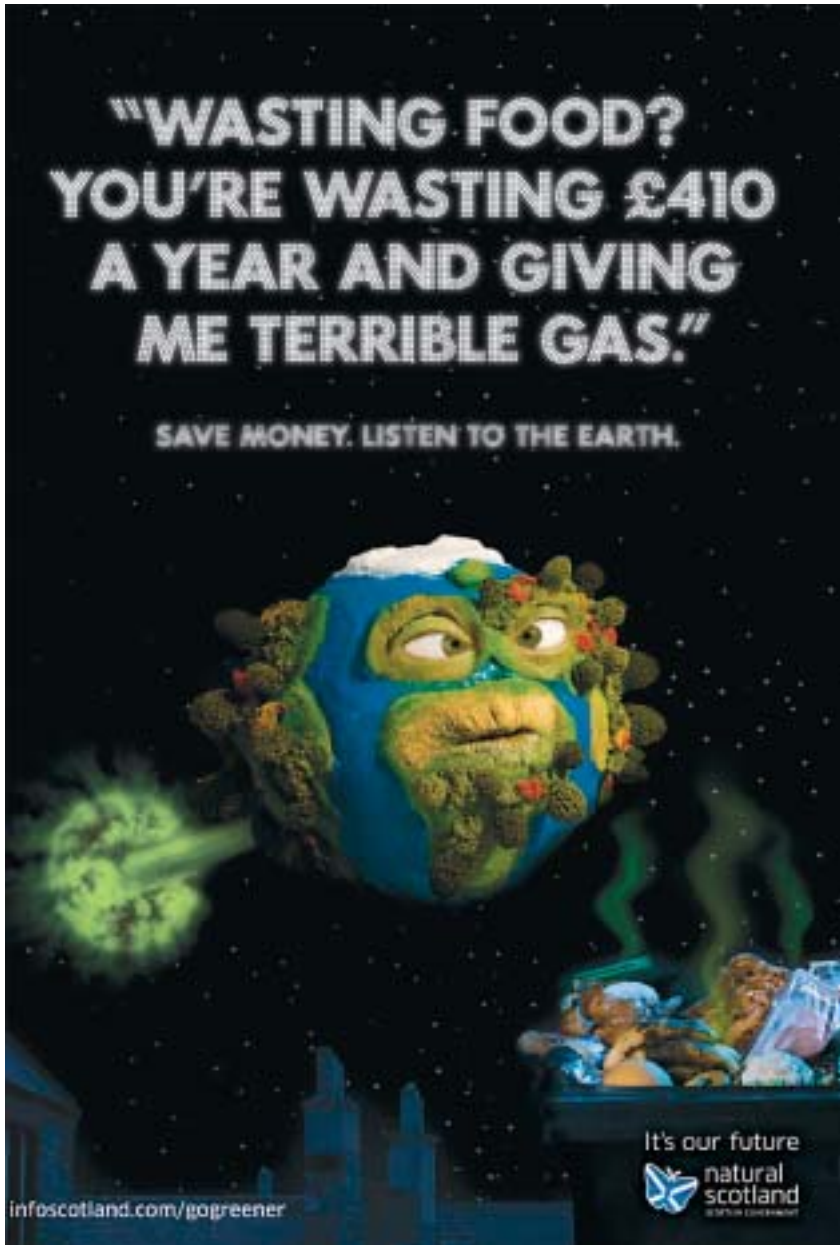
The office will close its doors on Friday 24 April 2009 and the staff based there will relocate to our head office at 1 Hay Avenue.

We gave those of you in the affected area clear information on what this means and how you can continue to access services. We also gave you the opportunity to discuss any concerns.

There was very little feedback from customers. Of the 15 responses we received, only five felt the closure would affect them because of the distance to our head office.

We reminded customers of the variety of methods available to report repairs and pay rent, and gave a commitment to carry out home visits where appropriate.

We are confident that we will continue to provide the same level of service following the move. If you have concerns about how this will affect you, please discuss these with your Housing Officer who will do what they can to help.



The average Scottish household throws away enough food to fill a 50-litre bin every year, or to put it another way, food worth £410!

If we all stopped wasting food, it would have the same environmental impact as taking one in four cars off the road, not to mention the cash we'd all save.

So what can be done to reduce food waste?

Only buy what you need

Make a shopping list based on meals planned for the week, and make a note of what you already have!

Only cook what you can eat

Think about portion sizes when preparing food. Smaller portions mean you're less likely to have leftovers to throw out.

Get creative

Think before you throw away leftovers or food nearing its use by date. Maybe you could use them to make a soup, stew, curry or other tasty dish?

It can be much easier than you think to start cutting back on the amount of food you throw away, and you can start saving money today!

If you have a garden you can also consider composting - that means even if you have leftovers they will go to good use, reduce the amount of rubbish in your bin, and benefit your garden next year!

For more information and fantastic offers and giveaways visit:

www.infoscotland.com/gogreener

Your rent - your responsibility

There are many different ways to pay your rent. They include

- Direct Debit
- Standing Order
- Debit or credit card
(online www.placesforpeople.co.uk/payments or Freephone 0800 432 0007)
- Swipe card at a pay point
- Housing benefit paid directly to us.

Whatever the method it is your responsibility to ensure it is paid - even if you claim housing benefit.

Claiming Housing Benefit?

If your circumstances change then you must act quickly to ensure you do not go into arrears. If you are claiming housing benefit do it as soon as your circumstances change and do not ignore any letters you get asking for information. If you are not sure what is needed you can come into the office or phone us and someone will be able to help.

A small change can have a big impact on your benefits. If you do not tell housing benefit as soon as it happens it can result in too much housing benefit being paid to your account. When this is taken back you could end up with rent arrears.

If you are late in telling housing benefit about any changes in your circumstances you may lose money. The housing benefit rule have changed and your claim can only be backdated 6 months if you are under 60 and you have to have good reason. If you are over 60 entitlement can only be back dated for 3 months.

Falling Behind with your Rent?

We have a dedicated Financial Inclusion Team who can assist you with benefits and give debt advice.

Legal action can be avoided by contacting us as soon as you miss a rent payment. We are here to help you and if you can keep to an arrangement to repay your arrears and keep us informed about any changes in your circumstances we can help you stay in your home.

We will take legal action to repossess your home if you do not pay your rent. Your rent is our main source of income. We need this income to repair and improve your homes.

You can contact us on 0131 657 0600

Do you receive Council Tax Benefit?

If so, you may think that you do not have to pay anything towards your Council Tax bill. Unfortunately, this isn't the case.

Most of us have to pay the Water and Sewerage charges included on our bill, even if we receive full Housing and Council Tax Benefit. Council Tax Benefit does not cover the water and sewerage charges.

How do I pay?

Most local authorities prefer full payment or 10 monthly instalments (April to January). You can usually pay by Direct Debit or by Payment Card (at Post Offices or Paypoints). Your local authority can let you know of any other payment methods available. It is essential that you pay the right amount and you should always let your local authority know if your circumstances or the size of your household changes.

What happens if I don't pay?

Unpaid Council Tax will be passed to a debt collection agency. They add their own administration charge and will contact you to set up a payment plan. If your arrears have got to the stage where Court Action has been taken, then they can apply for direct deductions from certain benefits. If you are having your benefit reduced for Council Tax, this is to make payments towards your Council Tax arrears, not the current year's bill.

Anyone experiencing problems or wishing further advice should contact the Financial Inclusion Team on 0131 657 0600.

Improving homes - improving satisfaction

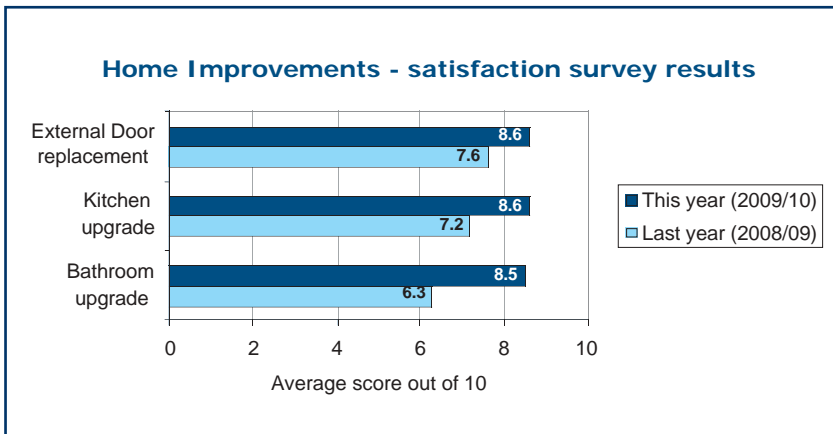
Each year we carry out satisfaction surveys when we complete home improvement projects such as kitchen and bathroom upgrades and replacement doors.

The feedback we get is used improve the service we provide and hopefully, in turn, improve customer satisfaction.

Following surveys carried out last year, we put some things in place to improve the service, including:

- Better quality control with Project Officers liaising between tenants and contractors,
- Better communication to ensure queries are directed to the right person,
- A more streamlined 'snagging' process to prevent delays in resolving outstanding items, and
- Better co-ordination to ensure minimum disruption to your home (for example if you are due a kitchen and bathroom upgrade we will carry these out at the same time to prevent disrupting your home twice).

These simple but effective changes have contributed to greater customer satisfaction , as the chart below shows:



These figures and our plans for improvement are based on the questionnaires that are returned. Around 30% are returned for each project. Unfortunately only 12% were returned for the central heating upgrade which makes it difficult for us to use this information to inform service improvements.

The more questionnaires that are returned the more useful the feedback is so, if one arrives on your doorstep, please return it. You could be helping other customers receive a better service in future.

We are delighted that customer satisfaction has improved. This is helped by effective working relationships with our contractors, which we hope to continue.

The feedback also highlighted some areas where we can improve the service further. As a result of this we plan to:

- review the size of wash hand basin in bathroom upgrades,
- improve product choice in bathroom, kitchen and door replacements in consultation with tenants,
- include door numbers on replacement front doors as standard, and
- develop an energy advice guide.

The above results set a high standard but we aim to improve the results even further next year. More detailed results will be sent to customers who received the home improvements.



Home Repairs

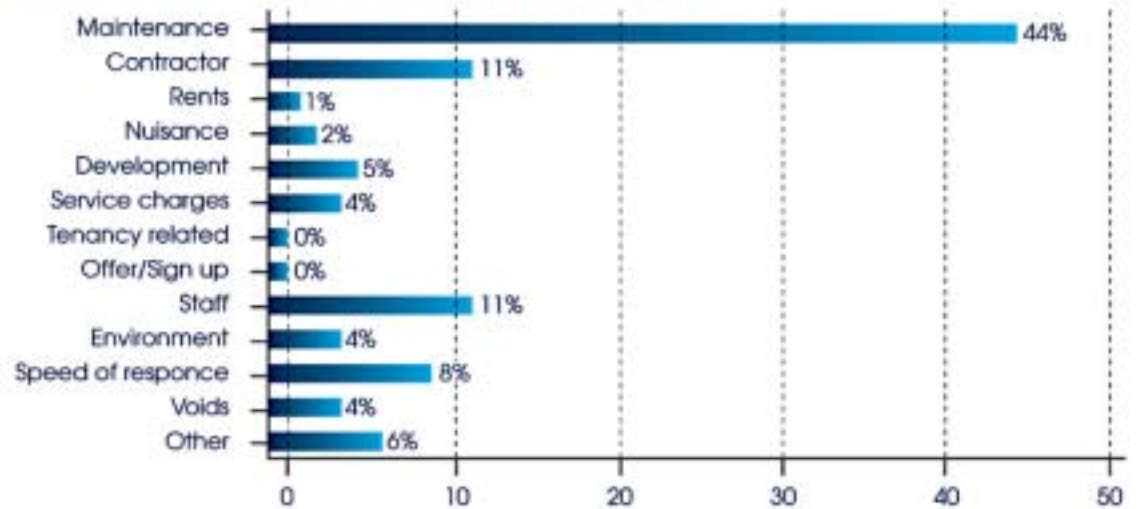
We've grown again! New members of the team, comprising a Trades Supervisor, 3 plumbing and heating engineers, 2 labourers, a joiner and an electrician, are pictured from left: James Dyer, Ian McFarland, Stuart Fleming, Paul Weir, Scott Clarkson, Scott McLennan, Ewen Hood, Greig Haynes.

Complaints Monitoring

Complaints Received: April 2008 - December 2008

Total number of complaints received:	85
Acknowledged within target:	87%

Complaints received by category / service area



Complaints Closed

Complaints Closed: April 2008 - December 2008

Total number of complaints closed:	88
At stage 1:	84
At stage 2:	4
Response within target:	60%

We are close to our target of acknowledging 90% of complaints within two working days. Our performance in responding to complaints within 10 working days is poor at only 60%. It improved each month from April, with 100% of responses sent within 10 working days in July 2008. Performance dipped again after July and we are working hard on improving this to ensure that all complaints are investigated and resolved quickly.



Savings Scheme

We have joined forces with Dunfermline Building Society to offer a savings scheme exclusively for tenants and sharing owners who wish to save.

Benefits of the scheme include:

- you only need £1 to open an account
- DBS will even provide a £1 voucher to open the account
- You can save as much or as little as you like
- It has a competitive rate of interest
- It gives you instant access to your money
- You'll get a LINK card allowing you to withdraw cash from cash machines and ATMs (automatic teller machines)

To open an account you first of all need to contact your Housing Officer who will provide confirmation that you are a tenant or sharing owner and will explain what you need to confirm your identity.

They should also be able to give you a leaflet that includes a £1 voucher.

The next stage is to complete an application form, which you can get from us or from any DBS branch, and take it to a branch with your voucher and relevant identification.

You can even keep the savings account and the same interest rate if you move house or are no longer a tenant.

Visit www.dunfermline.com or call 0845 402 0398 to find your nearest branch.

Open an account by the end of April 2009 and we will enter you into a prize draw to win a luxury hamper!

Not happy with our service?

Please let us know and we will do our best to put things right as quickly as possible. If you're still not happy we have a simple straightforward complaints process for you to follow.

You can pick up a leaflet in any of our reception areas or contact the Complaints Co-ordinator at our head office, on 657 0605 or by email: customer@castlerockedinvar.co.uk

Stage One

You can complain to any member of staff by letter or email, over the phone, or in person at any of our offices. We will respond to your complaint within 10 working days.

Stage Two: Review

If your complaint is not resolved at Stage One you can ask for it to be reviewed by a panel of board members within 20 working days. A review meeting is held within 6 weeks of the request and we advise you of the panel's decision within 5 working days.

This is the final stage of the process. We will give you contact details for the Scottish Public Services Ombudsman so you can ask them to investigate your complaint if you're still not happy.

We hope you don't have cause to complain but if you do, we will resolve it as quickly as possible, learn from it and improve our service where appropriate.

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 ফোন 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)。

منكون سعداء لترجمة هذا المنشور او ليا من منشورات كاسل روك ادينفار Castle Rock Edinvar الى اللغة العربية. للمزيد من المعلومات يرجى الاتصال هاتفيا 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 Elinor Baines on 0131 657 0605

HEAD OFFICE

1 Hay Avenue
Edinburgh
EH16 4RW

0131 657 0600

CENTRAL EDINBURGH AREA OFFICE

Wellgate House
200 Cowgate
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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
This office will close on Friday
24 April 2009 when staff will
relocate to our head office.

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)

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)