



# Midlothian Tenants' Newsletter

Winter 2024

## Midlothian Council would like to wish all a Merry Christmas and a Happy New Year

### Christmas opening hours:

Tuesday 24 December, 9am – 5pm  
 Weds 25 December (Christmas Day), Closed  
 Thursday 26 December (Boxing Day), Closed  
 Friday 27 December, Closed  
 Monday 30 December, Closed  
 Tuesday 31 December (Hogmanay), Closed  
 Weds 1 January (New Years Day), Closed  
 Thursday 2 January, Closed  
 Friday 3 January, Closed  
 Monday 6 January, 9am – 5pm



### Useful Numbers:

Emergency services: **999**  
 Police, non-emergency: **101**  
 NHS24: **111**  
 Loss of power: **0800 077 8778**  
 Gas emergencies: **0800 111 999**  
 Flood line Scotland: **0345 988 1188**  
 Emergency social work service: **0800 71 6969**  
 Emergency homelessness: **0808 196 2292**  
 Or out of hours: **0131 201 0450**



**Emergency contacts  
 during the holidays:**

**Emergency Council  
 Housing Repairs  
 0131 663 7211**

**Homeless Services  
 0131 353 0555**

### Tenant Participation:

**Your opinion matters to us.  
 We encourage all our tenants  
 and service users to get involved  
 so they can influence the housing  
 services we deliver.**



We can help and support you in several ways, for example to help you set up a tenant and resident's group or to get involved in tenant scrutiny which can help us improve services for tenants.

You can get involved in a way that suits you, such as:

- Through a tenant and resident's group
- By getting involved in our tenant scrutiny activities
- Joining the Tenant Panel
- Estate walkabouts

For more information the Tenant Participation & Customer Engagement Strategy provides details or please email us on: [tenant.participation@midlothian.gov.uk](mailto:tenant.participation@midlothian.gov.uk)

### Walkabout 2025

**Come and join us, if you are unable to attend you can email any questions to: [tenantparticipation@midlothian.gov.uk](mailto:tenantparticipation@midlothian.gov.uk)**

- Tuesday 11 February, 10am – 12pm.  
Pathhead, Crichton Avenue, Crichton Terrace.
- Thursday 13 March, 12pm – 2pm.  
Roslin, Lawson Johnston Drive, Prentice Fields.
- Wednesday 16 April, 12pm – 2pm.  
Danderhall, Newton Church Rd, Edmonstone Terrace, Edmonstone Rd.
- Monday 19 May, 1pm – 3pm.  
Penicuik, Carlops Crescent, Carlops Avenue, Cuiken Avenue.
- Friday 27 June, 10am – 12pm.  
Bonnyrigg, Sherwood Crescent, Sherwood Loan, Sherwood View.
- Tuesday 15 July, 1pm – 3pm.  
Dalkeith, Gibraltar Terrace, Gibraltar Gardens, Gibraltar Road.

## Are you a Young Carer/ Young Adult Carer?

**Midlothian Young Carers Project (MYCP) supports young people aged 5-25 years who care for a family member or relative experiencing:**

- a disability
- Ill health
- a mental health condition
- Substance use



**MYCP, in conjunction with VOCAL Carers Centre, are here to ensure that all carers:**

- Are identified and supported up to the age of 25 and beyond.
- Are offered a Young Carers Statement/ Adult Carer Support Plan to support them and their loved ones whilst achieving their own goals.
- Are supported for tuition, swimming and bike riding.
- Access the right information and advice at the time of need through our 1-1 meetings, drop ins and awareness raising events.
- Have opportunities for respite and breaks from their caring role- all throughout the year including school holidays.
- Are heard and acted upon within their local carer's services. Please contact us at [youngcarer@midlothian.gov.uk](mailto:youngcarer@midlothian.gov.uk)  
Tel/Text: **07990 437 989** or at:  
<https://supportfinder.vocal.org.uk/partners/midlothian-young-carers>

Rock Trust's Christmas Campaign uses the Scottish expression 'Coorie In' to appeal for donations in support of young people affected by homelessness.

While most of us will have a safe place to stay, to coorie in and find comfort, 9,000 young people in Scotland won't. Some of those young people will be in temporary accommodation, which can be isolating and traumatic.

This Christmas, give the gift of comfort and security [www.rocktrust.org/coorie-in](http://www.rocktrust.org/coorie-in)



## Housing Service Performance Scottish Housing Regulator's, Regulatory Framework:



Each year social landlords need to tell us if they meet the regulatory standards and requirements. They do this by submitting an Annual Assurance Statement (Statement). Each landlord should confirm in its Statement its level of compliance with all of the relevant requirements at [www.housingregulator.gov.scot/for-landlords/regulatory-framework/#section-3](http://www.housingregulator.gov.scot/for-landlords/regulatory-framework/#section-3).

Where a landlord does not fully comply, it should set out in the Statement how and when it will make the necessary improvements to ensure compliance.

[www.midlothian.gov.uk/info/917/housing/323/housing\\_strategy\\_and\\_performance](http://www.midlothian.gov.uk/info/917/housing/323/housing_strategy_and_performance)

## Annual Performance Report

We are pleased to share with you the Annual Performance Report for 2023/2024. This report highlights key areas of our homes. It allows us to measure our progress, compared ourselves with other landlords across Scotland and identify areas where we can improve.

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to meet when delivering housing services. We must tell customers:

- How we are achieving the outcomes.
- How we compare to last year's performance.
- How we compare to other similar landlords.
- Identify any areas where we may need to improve.



Scottish Social Housing Charter November 2022  
[www.gov.scot/publications/scottish-social-housing-charter-november-2022](http://www.gov.scot/publications/scottish-social-housing-charter-november-2022)

## \* Are you ready for winter?

Look out for elderly and vulnerable neighbours and if able clear paths and pavements outside your home. Park sensibly allowing access for gritters and snow ploughs. Follow travel advice and if you must drive, make sure you have a car emergency kit. Where possible, prepare for the impact of severe weather, eg power cuts, shop closures, blocked roads, flooding/property damage.

For information on changes to services check:

[www.midlothian.gov.uk/info/200270/severe\\_weather/571/winter\\_-\\_frequently\\_asked\\_questions](http://www.midlothian.gov.uk/info/200270/severe_weather/571/winter_-_frequently_asked_questions)

For any grit bin issues including empty, damaged or to suggest a new bin location. Follow the link below.

[www.midlothian.gov.uk/info/200287/roads/50/grit\\_bins](http://www.midlothian.gov.uk/info/200287/roads/50/grit_bins)