

# talkback

AUTUMN 2025

elha.com  
east lothian housing association

## Viral Treats, Holiday Plans, and Weekday Lunches

**Did you know that if you receive a Bronze, Gold or Platinum Key Tenant Discount, you're also eligible for Housing Perks?**

With Housing Perks you can buy vouchers at a discounted price. For example:

- 9% off at Greggs and 11% off at Starbucks – savings when you need lunch on the go!
- 6% off AirBnB – great if you're planning a trip
- 4% off most supermarkets – a 4% discount on a year's worth of groceries adds up to a lot
- Up to 11% off eating out or getting food delivered.



Find out more about Housing Perks:

[www.elha.com/page/housing-perks](http://www.elha.com/page/housing-perks)



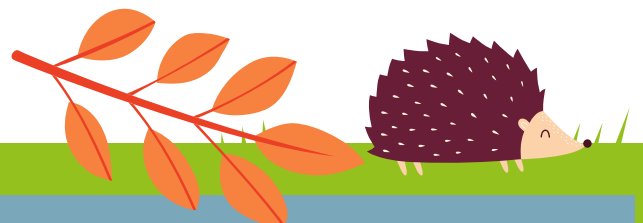
**Families Together is a voluntary organisation which works with families to find the best route to living well in East Lothian and beyond.**

They can provide a wide range of advice and support:

- Finding local resources
- Finance and budgeting
- Children and family life
- Household issues

You can find more information and a link to their contact form on the East Lothian Council website:

[www.elha.com/news/families-together-east-lothian](http://www.elha.com/news/families-together-east-lothian)

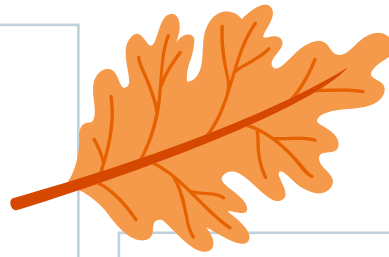


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# Social Security Scotland



## Pension Age Disability Payment

New claims for Pension Age Disability Payment can now be made across the whole of Scotland.

Pension Age Disability Payment is the Scottish Government's replacement for DWP's Attendance Allowance for eligible customers living in Scotland.

New Claims for Pension Age Disability Payment have been accepted in pilot local authority areas since 21 October 2024. From 22 April 2025 the Scottish Government has expanded this coverage to the whole of Scotland.

All eligible customers living in Scotland will now make a new claim to Pension Age Disability Payment instead of Attendance Allowance.

Customers living in Scotland and already receiving Attendance Allowance do not need to take any action. They will have their claims transferred to Pension Age Disability Payment by the end of 2025.

[www.socialsecurity.gov.scot/](http://www.socialsecurity.gov.scot/)

## Checking your State Pension Age



**Important reminder about checking State Pension age for those born between 6 April 1960 and 5 March 1961**

The Pensions Act 2014 sets out the timescale for the increase in State Pension age from 66 to 67, affecting those born between 6 April 1960 and 5 March 1961. Anyone born between these dates should check their State Pension age to find out the earliest point at which they'll be eligible for their State Pension.

You can check your State Pension age by clicking on the DWP's calculator:

[www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)



## Annual Assurance Statement

Every year we send an Assurance Statement to the Scottish Housing Regulator, confirming that we comply with our regulatory framework (or setting out any action we need to take to ensure we comply).

The 2025 Assurance Statement is now complete and is available on **elha.com**:

[www.elha.com/page/assurance-statement](http://www.elha.com/page/assurance-statement)

## Appointments – Help Us to Help You!

We understand that things happen, and plans can change but please always get in touch to let us know if we've made any appointment with you and you are not going to be at home.

Our Money and Home Energy Adviser, Andrew, has had several appointments recently where he has arrived at our tenant's home at the agreed time to find that they were not in.

Please contact us through your **My Home** account as soon as you know that you are not going to be home. Alternatively, you can ring us on **01620 825032** and leave Andrew a message.





# The Dos & Don'ts of Living in Shared Spaces

Did you know that around one third of our tenants have some sort of shared space with their neighbours, from living in a block of flats with a communal stair to trying to fit everyone's car into limited parking spaces?

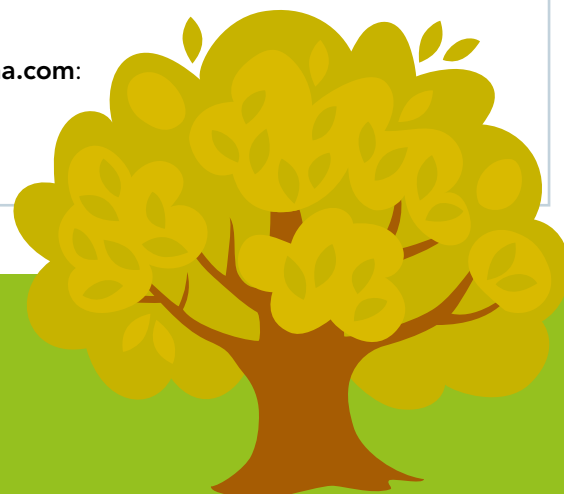
It's important to remember that everyone has their own way of doing things, and what might never bother you can cause stress to others. And if a neighbour is annoying you, they may have no idea that their actions are impacting negatively on you. This is why, if something is bothering you, we always recommend you talk to your neighbour first, before contacting us. A friendly conversation can resolve many situations before they become conflicts.

Some simple dos and don'ts (based on a few situations we have been asked to mediate in recently):

- Don't put your rubbish in your neighbour's bin if yours is full – if you routinely run out of space in your bin, check to make sure you are using the recycling options correctly
- Do monitor your pets – if your cat has urinated in the communal stair, please clean it up and spritz the area with citrus or another type of cat-repellant substance so they know not to do it there again
- Don't use bike sheds as storage for other items, the only thing in bike stores should be bikes
- Do make sure bin stores are clearly accessible to Waste Services, if a car is parked in front of the access, or if a large sofa has been wedged in there, Waste Services will not empty your bins
- Don't disable the controlled entry door locks, these additional locks may feel inconvenient to you, but to a vulnerable neighbour they may be an extra layer of security they rely on to feel safe in their home
- Do park your car with consideration for other users, car parking spaces are limited in many of our developments, so please take this into consideration, particularly if you have guests over
- Don't shout at people for parking in front of your house

There's more advice on Getting Along With Neighbours available at **elha.com**:

[www.elha.com/page/neighbour-complaints-asb-mediation](http://www.elha.com/page/neighbour-complaints-asb-mediation)





# On Your Bike!



E-bikes and e-scooters are a fun and environmentally friendly way to get around. If you own an e-bike or e-scooter, or are thinking about purchasing one, here are some handy tips on buying, using and keeping these items safely:

## Buying

- Make sure you purchase the e-bike / e-scooter from a reputable supplier and that it meets relevant British or European safety standards
- If buying an e-bike conversion kit, purchase from a reputable seller and check that it complies with British or European standards, take particular care if you're buying online
- If you decide to build your own, check that all components are compatible
- Register all products with the manufacturer so that you get updated with any recall or safety information (you can check any products you have bought are not subject to a product recall here: Electrical Safety First's website or Government website)

## Storage

- Do not store or charge your e-bikes or e-scooters in communal areas (or on a balcony if you have one) – these are escape routes.
- Store e-bikes, e-scooters and their batteries in a cool place
- Follow manufacturer's instructions for storage and maintenance of lithium-ion batteries if they are not going to be used for extended periods of time
- Keep e-bikes and e-scooters away from combustible or flammable materials – this includes whilst charging

## Charging

E-bikes and e-scooters are usually powered by rechargeable lithium-ion batteries which are lightweight, and hold lots of power. Safe charging is vital to prevent fire:

- Follow the manufacturer's instructions on charging and charging times
- Never overcharge your battery, and unplug your charger when you're not using it
- Do not charge any items while you are sleeping or away from your home
- Make sure your smoke alarms are working, and that you are charging in an area where these are present
- Always use the manufacturers approved charger, and make sure it is in good condition (if you spot wear and tear or damage, buy an official replacement from a reputable seller)
- Do not cover chargers or batteries packs when charging as this can lead to overheating and fire
- If you must use an extension lead for charging, make sure it is correct for use, uncoiled and appropriately rated for charging
- Make sure your socket outlet is not overloaded

## Damage and Disposal

- Damaged batteries can overheat and catch fire without warning so regularly check for signs of damage
- If you suspect that there is any damage to your battery, you should replace it – do not use or charge it
- Do not dispose of lithium-ion batteries in your household waste or normal recycling - you must take them to your local recycling centre which can be found here: East Lothian Recycling Centres

[www.eastlothian.gov.uk/  
directory/10061/  
recycling\\_centres](http://www.eastlothian.gov.uk/directory/10061/recycling_centres)

**In the event of an e-bike, e-scooter or lithium-ion battery fire, do not attempt to extinguish the fire. Get out, stay out and call 999.**

Further advice can be found at E-bike and E-Scooters | Scottish Fire and Rescue Service



[www.firescotland.gov.uk/  
at-home/  
e-bike-and-e-scooters/](http://www.firescotland.gov.uk/at-home/e-bike-and-e-scooters/)

Please be aware that there are many legal restrictions regarding where e-scooters can be used. E-scooters can only be used on private land, and our communal paths and car parks are not private land.

# How Did We Do Last Year?

Every year we update the Scottish Housing Regulator (SHR) with our performance figures in the Annual Return on the Charter (ARC).

The SHR have released their report on landlord performance.

<http://bit.ly/4gGd9KC>

We also publish the figures on our Performance 365 Microsite.

<https://performance365.elha.com/>

We have a summary leaflet available, and you can also track our monthly performance, for example, how many new tenancies we've started and how many repairs have been done, plus lots more.

If you'd like to know more about how we get these figures, or take part in scrutinising our performance, why not come along to a Tenant Engagement Group (TIG) meeting?

Our TIG-Panel meets four times a year to discuss a wide range of tenant participation activities over refreshments, and our TIG-Scrutiny tenants choose an area each year to look at in detail. If you're interested, fill out the Join In form in your My Home account.

[www.elha.com/dashboard](http://www.elha.com/dashboard)



## Your Neighbourhood and Your Discounts

We spend a lot of time working to make sure that communal areas around our homes are kept in a clean, tidy, and safe condition and that gardens are kept to a reasonable standard.

We carry out regular inspections of our estates and will contact people who are not following the terms of their Tenancy Agreement by leaving items in shared spaces (stairs, bin stores, drying greens, etc) or allowing their gardens to become unkempt and overgrown, all which have an impact on the safety and wellbeing of tenants, staff and others in the area.

89% of our tenants currently have a rent discount through our Key Tenant Scheme. The Key Tenant Scheme discounts help to recognise where tenants are managing their tenancies well. If a tenant is in breach of the terms of the Tenancy Agreement with us, they do not qualify for higher level Rent Discounts which save people up to £360.00 each year.

We cannot have situations where we are awarding significant Rent Discounts to some tenants who are not complying with the terms of their Tenancy Agreement and creating work for our staff who are having to repeatedly make contact and request work to be done. This is not fair on the vast majority of our tenants who do consider the area around them, their neighbours, and our staff and contractors.

**We will remove a Gold or Platinum Key Tenant Discount from tenants who are found not to meet the terms of the scheme, and anyone in this situation would need to re-apply for their Key Tenant status once they've resolved the problem.**

Please take a moment to consider the area around you, and if there is any action you feel that you need to take. If you know that you need to do something but struggling to do so, please get in touch with the Housing Team through your My Home account or on **01620 825032**. We should be able to help, or sign post you to someone that can.

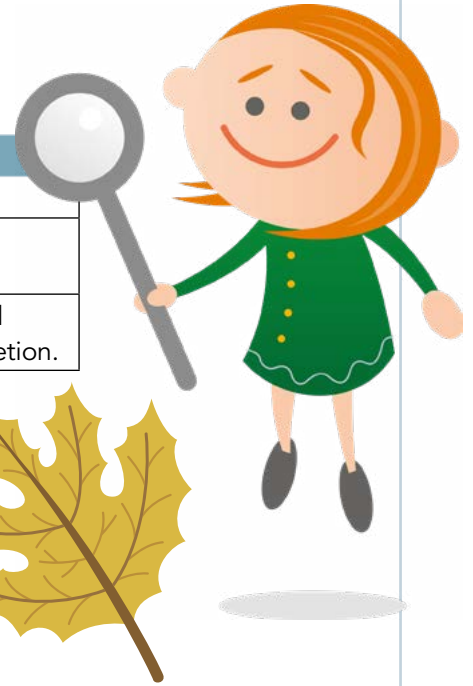




## Consultation Calendar

Over the next financial year, we have several consultations planned.

Consultation	Start Date	Who we're consulting with
Garden Care Review	October 2025	All tenants using the service
Rent Increase Consultation	January 2026	All tenants
Repair Satisfaction surveys	Ongoing	Any tenant who has had a repair will receive a survey shortly after completion.



## Planned Maintenance 2025-26

Please note that this Planned Maintenance Calendar is subject to change: external work is weather-dependent, some maintenance may be postponed if the current fixtures and fittings are in good condition, supply chain issues and other restrictions may also have an impact on start dates.

Town	Roof Replacement	Window Replacement	Bathroom Replacement	Kitchen Replacement
Dunbar		1 (Lammermoor)		
Haddington	12 (Davidson Terrace)	16 (Davidson Terrace)		
		17 (Seggarsdean)		
Musselburgh	30 (North High Street)		7 (Windsor Park)	
Pencaitland		1 (Tyne Park)	1 (Tyne Park)	
Port Seton			6 (South Seton Park)	
Prestonpans				13 (Mallard Walk / Jim Bush Drive)
Whitecraig		12 (Whitecraig Avenue)		

