

Information Hubs 'One- stop-shop'

Is your home
winter-ready?

Energy Angels

Accessible homes

ELTRP News

Apply now: Council Tax
Reductions & eBilling



www.eastlothian.gov.uk/housing



ELTRP
✓ LIKE THIS

You & Your Community

- 3 Information Hubs
- 4 Affordable Housing

Your Home

- 6 Are you Winter Ready?
- 7 Condensation & Mould
- 8 Winter Heating Payment
- 9 Landlord Consent

Housing News

- 10 Accessible Homes
- 11 Netcall
- 12 New Builds
- 14 Landlord Report
- 16 Energy Angels

Money Matters

Support and Advice on:

- 17 Your Rent
- 19 Your Council Tax
- 20 Your Bills + Heating
- 21 Council Tax Fraud
- 22 Council Tax eBilling
- 23 Rent Consultation

East Lothian Tenants & Residents Panel

- 24 Latest from ELTRP
- 25 Haddington Closes
- 26 Local Residents' Groups

- 27 Reporting an issue
or emergency
- 28 General contacts



Homefront can be provided in Braille, large print, audiotape, or your own language. For assistance please call **01620 827 827**. British Sign Language (BSL) users can contact us via [**www.contactscotland-bsl.org**](http://www.contactscotland-bsl.org).

You & Your Community



Information Hubs

East Lothian Information Hubs are 'One-Stop-Shop' events where the public can engage with multiple organisations face-to-face, gaining information, advice, support and guidance on everyday living concerns and enquiries.

The organisations attending cover a wide range of topics and subject areas including:

- **benefits and financial advice**
- **children and family support**
- **accessing emergency food**
- **employment support**
- **housing and rent teams**
- **health services**
- **sports and leisure activities**
- **social groups, mental health advice**
- **transport**
- **climate information**
- **support for carers and people with learning and/or physical disabilities**



**East Lothian
Information Hubs**



Come along and enjoy free refreshments - there will be activities for young children to enjoy while parents speak to organisations.

For more information and list of organisations attending each upcoming event visit: www.volunteereastlothian.org.uk/information-hubs



**8 December 2025
11am - 1pm
The Fraser Centre
Tranent**

**2 February 2026
2:30pm - 4:30pm
Prestonpans
Community Centre**





**105 new
council
houses
complete
in 2025**

Over the course of 2026 social and mid-market rent properties will become available at Saltcoats in Gullane by Castle Rock Edinvar, and in Wallyford by Wheatley Homes East.

You & Your Community



Affordable housing update

New Build House Completions

Along with our Housing Association partners, so far we've completed 105 new homes in the 2025/26 financial year:

28 for council rent at Fa'side Lodge, Tranent
31 for council rent at Longniddry Village
11 mid-market rent homes** at Longniddry Village
24 mid-market rent homes in Wallyford
28 low-cost ownership homes*
 for first time buyers at Burghgate, Musselburgh

***Affordable Home Ownership**

In East Lothian there are a number of schemes aimed at helping those on low incomes who want to own their own home but cannot afford to pay the full price. Shared Equity allows you to purchase a share in a property built by a Housing Association. There are currently no new properties under this scheme however there are resale properties which are usually advertised in the property websites Rightmove, ESPC and Zoopla.

****Mid-Market Rent**

Developed for households who might struggle to afford private sector renting and are unable to afford a mortgage. There are a number of mid-market housing landlords in East Lothian. Each landlord has their own criteria for applicants, but generally applicants should have a connection to the local area and be in work with an income of between £20,000 and £46,000 depending on the property size and type.

Landlord	Location	Contact
Touchstone	Dunbar, Haddington, North Berwick, Wallyford	0131 657 5139 rentingscotland@touchstoneresi.co.uk www.touchstoneresi.co.uk
Lowther Homes	North Berwick, Longniddry, Prestonpans, Aberlady, Gullane, Wallyford	0800 561 6666 info@lowtherhomes.com www.Lowtherhomes.com
LAR Housing Trust	Macmerry, Old Craighall, Cockenzie, Musselburgh, Prestonpans, Dunbar	0300 107 0203 lettings@larhousingtrust.co.uk www.larhousingtrust.co.uk
East Lothian Mid-Market Homes LLP	Dunbar, Haddington, North Berwick, Wallyford	elmidmarkethomes@eastlothian.gov.uk

Properties also advertised at: www.rightmove.co.uk www.fbrseed.com littlejohns.ltd.uk

Shared Ownership

This enables you to buy a stake in a property owned by a Housing Association. An occupancy payment would be paid for the part of the property you do not own. You will have the opportunity to purchase further stakes in the property where you can eventually own it outright. Shared Ownership properties will be advertised by the Housing Association on property portals such as ESPC, Rightmove and Zoopla.

LIFT [Low Cost Initiative for First Time Buyers]

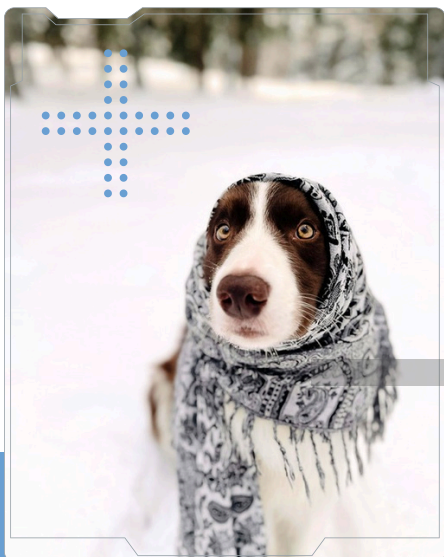
This is a shared Equity scheme for priority access groups which allows purchasers to buy a new build home through the council or a Housing Association (New Supply Shared Equity - NSSE) or to purchase a property within a certain price threshold on the open market (Open Market Shared Equity – OMSE). Applications can be found at the following www.mygov.scot/open-market-shared-equity-scheme

LCHO [Low Cost Homes Ownership]

This is an East Lothian Council scheme where new build properties are sold at a percentage discount and the council will hold a Standard Security against the discounted proportion. Properties are in Haddington, Wallyford, North Berwick and Dunbar. This scheme is for first time buyers or those who have had a change in circumstances and cannot afford a property on the open market. Available properties will be advertised on property portals such as Rightmove, Zoopla and ESPC and the council's web and social media pages.

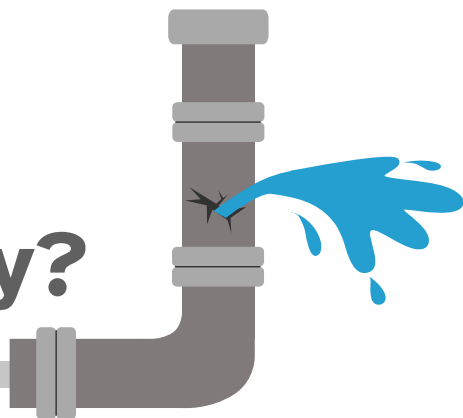
For more information on your housing options visit www.eastlothian.gov.uk/housing





You & Your Home

Are you winter-ready?



As the weather starts to get much colder, now is the perfect time to prepare for winter.

Rather than wait til extreme weather affects you, and others in the community, here are a few practical tips to help get ready for winter.

Preventing burst pipes

Keeping your central heating at a minimum of 12-15 degrees can prevent frozen pipes. We know this can be difficult due to the current cost of living and high fuel costs but try to keep it on low at least, even if you are not at home or only using certain rooms.

Planning on going away?

Turn off the water supply and drain the system – the council will do this for you free of charge.

If your pipes do freeze


If possible, apply a gentle heat such as a hot water bottle or hairdryer. Never use a naked flame. Raise the temperature in the home but **do not switch on the immersion heater.**


If your pipes burst


- Turn off the main stopcock which is usually found underneath the kitchen sink.
- Switch off the immersion heater and damp down a coal fire if a back boiler is fitted.
- Call the Repairs Contact Centre on **01875 824311**

If it's an emergency and it's out of office hours, call 01875 612 818

Be a good neighbour

 If you're able, help by clearing snow and ice from paths and pavements outside your home

 Be careful where you park – sometimes our gritters can't get access to roads because cars are blocking roads.

 **If you have elderly and vulnerable neighbours, make sure they're warm and have food and medicines.**

For more winter tips and advice on emergency situations visit **www.ready.scot**



You & Your Home

Keeping condensation & mould at bay

There is always some moisture in the air even if you can't see it. You might notice condensation more in certain areas such as around windows, on north-facing walls or behind wardrobes and cupboards. When surfaces stay cold, this can lead to unsightly and potentially harmful mould growth.

With energy bills rising, it's tempting to reduce heating to save money. However, keeping your home warm is one of the most effective ways to prevent condensation and mould. Cold homes are more vulnerable to damp, which can cause damage to your property and affect your health.



Condensation occurs when warm, moist air in your home comes into contact with cold surfaces and forms water droplets.

Report mould, heating or ventilation issues to our Repairs Helpline

01875 824311



Keeping your home warm is one of the most effective ways to keep it dry and prevent condensation and mould. Cold homes are more vulnerable to damp, which can cause damage to your property and affect your health.

Prevent condensation by:

- ✓ **Making sure your house is heated regularly, even at a low, consistent temperature** (around 16–18°C)
- ✓ **Reducing the amount of moisture produced in your home by covering pans when cooking and avoiding drying clothes indoors**
- ✓ **Ventilating rooms, especially after cooking, bathing, or showering - using extractor fans provided.**

A warm home is a healthier home, so if heating costs are a concern please contact East Lothian Energy Advice Service:

Changeworks www.changeworks.org.uk or call **0131 555 4010**.

Alternatively speak to your energy provider about flexible options.



For more advice on preventing condensation and mould in your home visit: www.eastlothian.gov.uk/condensation-and-mould

You & Your Home

Pension-Age Winter Heating Payment

Thousands of pensioners set to benefit from the ***Pension Age Winter Heating Payment*** to help with heating costs.

Eligible people of State Pension age will receive between £101.70 and £305.10 depending on their circumstances. Starting this November, most payments will be made automatically (no action required) and will continue throughout the winter.

Social Security Scotland's Pension Age Winter Heating Payment replaces Winter Fuel Payment.

Payment eligibility requires individuals to have been born on or before 21 September 1959 and residing in Scotland during the qualifying week - Monday 15 September to Sunday 21 September 2025.

Payment amount depends on:

- **your age**
- **the age of anyone you live with who is also eligible for Pension Age Winter Heating Payment**
- **if you receive certain benefits from the Department for Work and Pensions (DWP) as a joint award**
- **if you live in residential care**

For pensioners with a taxable income of over £35,000, the payment will be taken back through the tax system.

You can access the online eligibility checker and find out more at www.mygov.scot/pension-age-winter-heating-payment



**SCAM
ALERT**

BEWARE OF WINTER HEATING PAYMENT SCAMS

Social Security Scotland will not request any personal information and will not contact you by email or text. If you receive an email or text about winter heating payments, **DO NOT RESPOND. IT IS A SCAM.**

Time for a change?

If you're thinking about making improvements or changes to your home, you must apply for written permission from us first.

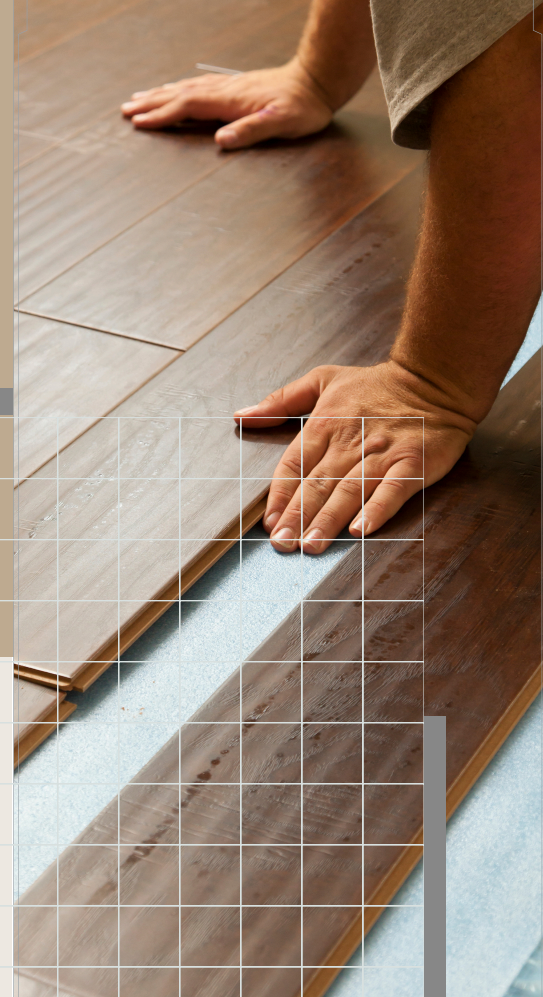
This is called **Landlord Consent**.

You'll need permission for most types of work, including:

- **changes to gas pipework or gas appliances**
- alterations or improvements to the property, such as fitting an electric shower or laminate flooring
- **adding new fixtures or fittings, inside or outside**
- building or installing a garage, driveway, shed, greenhouse, fence, wall, dog-run, garden decking, or any other external structure
- **installing an electric car charger**
- **painting or decorating the outside of your home**

To request advice or apply for permission, please email: permissions@eastlothian.gov.uk

We consider all requests fairly and may set conditions including the standard of work required.



If you carry out work without your landlord's consent, you may be asked to return the property to its original condition. In some cases, we may give permission after the work is done, but this is not guaranteed.

If reinstatement is required, you'll be given the chance to arrange the work yourself. If you choose not to, we can carry out the work – but you will be charged for the cost.

If you do not return the property to its original state when asked, we may need to force access to carry out the work, and you will be charged for this.

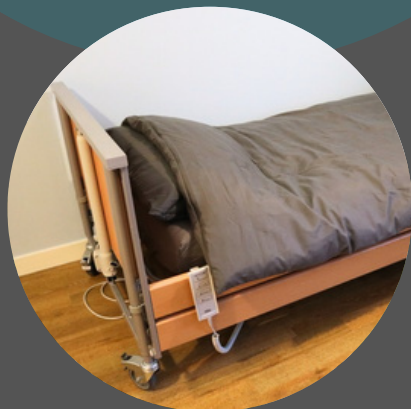


Livingwell

Accessible homes for older people



Livingwell offers more than just housing. It's a supportive and engaging community to help prevent isolation and loneliness and focus on wellbeing.



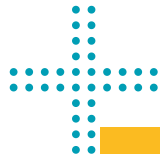
Wheatley Group's **Livingwell** service is bringing 29 new accessible homes to Wallyford, designed to help older people live independently in their home. The new development, made up of 90 new flats, is managed by Wheatley Homes East and is due to be completed in spring 2026.

Staff are onsite at set times to support residents. Daily check-ins, using the technology in each flat, helps provide peace of mind for residents and their families.

The Livingwell service has already been successful in other parts of Scotland, in Edinburgh and West Lothian and its arrival in East Lothian is expected to make a positive and lasting impact on the lives of older residents, offering them a safe, warm, and connected environment to thrive.

These one and two bedroomed accessible homes, aimed at applicants aged 55+, will be allocated through East Lothian Council's housing list.

If you're interested - either for yourself or someone you know - please email our Service Development Team at chsdt@eastlothian.gov.uk



Netcall

*Heard the message;
“Your call will be recorded”
when phoning a call centre?*

It's really common these days. Some council services, including our main Contact Centre and Property Maintenance already use a system that records calls called **Netcall**. And now when you speak to a Housing or Tenancy Support Officer, your call will also be managed by Netcall. Sheltered Housing and our Housing Options Team will soon be using it too.

How does Netcall benefit you?

Netcall includes a call recording function to make sure every conversation you have with us via our housing duty lines are handled fairly and effectively. Call recordings create an extra layer of safety and accountability for everyone involved. Recordings will help us improve accuracy by enabling us to double-check our discussion with you to ensure that no aspect of your conversation will be forgotten about or misheard. Please be assured that we take your privacy seriously. All call recordings will be stored securely and retained in line with our Data Protection policy. Netcall also provides a callback service. We know how frustrating it can be to wait on hold and this function allows you to hold your place in the queue while getting on with your day.



Here's how it works

If our phone lines are busy, you'll have the option to request a callback. When you do this, the system will hold your place in the queue, so you don't lose your spot. Once it's your turn, a member of our team will call you back. Simple!

What difference will I notice?

When you call our duty lines, you'll hear a short message advising that your call will be recorded. You may also be offered the option to request a callback if our lines are busy. Other than this, nothing about how you contact us will change.



**13 of 28
new
council
houses
created
for
assisted
living**

Housing News

Let's talk about new builds...

A site in the centre of Tranent, with a rich and varied history, has now been transformed as the home of 28 much needed new council houses, 13 of which will be assisted living properties.

The land near the top of Church Street became available for development following the demolition of the Fa'side Lodge care home in 2016. We then worked with partners including the Scottish Government to identify the best use for the site.

The result is that we now have 10 much needed new one-bedroom flats as well as four 2-bedroom flats and a wheelchair accessible bungalow for council rent. In addition, 13 properties will be leased to East Lothian Health and Social Care Partnership for people with support needs – a mix of one and two-bedroom flats, cottage flats and bungalows.

The site has been an important one in Tranent life for centuries, lately as the location of the Fa'side Lodge care home which was built in the 1970s, as well as a church and GP surgery. Before that it housed the much-loved Tranent Public School, which was built in 1877 but was sadly destroyed by fire in 1958.



Fa'side Tranent

It's believed that housing had been on the site since the early 17th century and it was known as *Pigeon Square* up to the mid-1800s, before being demolished ahead of the school construction.

Councillor Andy Forrest, East Lothian Council Spokesperson for Housing and Property Maintenance, said:

"There has been a huge amount of local interest in this development, as it sits in an important site in Tranent town centre. I'm delighted that we have been able to deliver these high-quality homes for council tenants and for those needing assisted living facilities. One-bedroom properties are in huge demand from many people on our housing waiting list so the fact we have taken ownership of 10 of them on this site alone is good news – and the accessible properties will no doubt make a huge difference to the lives of tenants."

David Hood, Head of Operations for East Lothian Health & Social Care Partnership (ELHSCP), commented:

"We are thrilled to have such dedicated, purpose-built residences in East Lothian. These facilities support the delivery of a number of Integration Joint Board strategic objectives, specifically assisting people to live independently in their own homes, with the added benefit of being able to provide support onsite if and when they require it."

For more information on your housing options, visit www.eastlothian.gov.uk/housing



How we're performing as a landlord



Our Landlord Report to Tenants provides comprehensive information on our performance.



Our Landlord Report, published annually at the end of October, shows how we have performed against the Scottish Social Housing Charter standards. It provides information on key issues for tenants like repairs, property allocations, rent and homelessness. It shows which parts of the housing service are performing well and areas where we need to improve.

The report is produced in partnership with *East Lothian Tenants and Residents Panel* (ELTRP) who we work with to help improve our services. A full copy of the report can be downloaded from our website:

www.eastlothian.gov.uk/landlord-report

For a printed copy, call us on **0800 413 721** or email tenantconsultation@eastlothian.gov.uk and we'll post you out a copy.



Housing News

Scottish Government Grant Funding helps pay for our new builds, whilst money we collect in rent, our Housing Revenue Account (not Council Tax), enabled us to complete:

19,238 non-emergency

3,354 emergency repairs

140 new kitchen installations

417 bathroom installations

389 new doors + windows

The key features of Housing Provider Performance in this year's report show we have:

9,390

council properties:

144 empty

42 undergoing major works

allocated:

662

homes, inc 38 new builds

Applicants on our housing list:

4000+

An average of **347** days spent in temporary accommodation by homeless households

62.52 days is our average re-let time

£80.59

tenants average weekly rent



Turnaround timesaver



New approach improving our voids re-letting times

Sometimes, making a void property* ready for a new tenant takes longer than we would like it to. We're working on lots of ways to improve this. One step we have taken is to work with the **Energy Angels** company who make sure the home has a gas and electricity supply to enable us work on the property as quickly as possible. This also makes taking over energy payments faster and easier for the next new tenant, on moving in. In the past, resolving gas and electricity supply issues could be a lengthy process. Energy Angels now manages this, and through them we have joined up with **OVO** as our preferred supplier. They also try to install smart meters during the void period to assist with accurate billing for new tenants.



What do these changes mean for me?

If you're moving into a new tenancy, you'll receive a welcome letter from OVO confirming they are your current utility provider for your new tenancy. You are under no obligation to stay with OVO. Once you move in, you are free to switch to any energy supplier of your choice.



**Void properties are council houses that are empty after a tenant has left, but the property is not ready for a new tenant to move into.*

Helping you feel supported in your council home



Paying your rent

Whether you've recently moved into a new council home or if you've been a council tenant for a while, we want to make sure you have everything you need to feel confident and supported, starting with understanding how to pay your rent.

Paying your rent on time helps us maintain your home and provide essential services to all tenants, so we want to make sure you know where to get help with paying your rent if you need it.

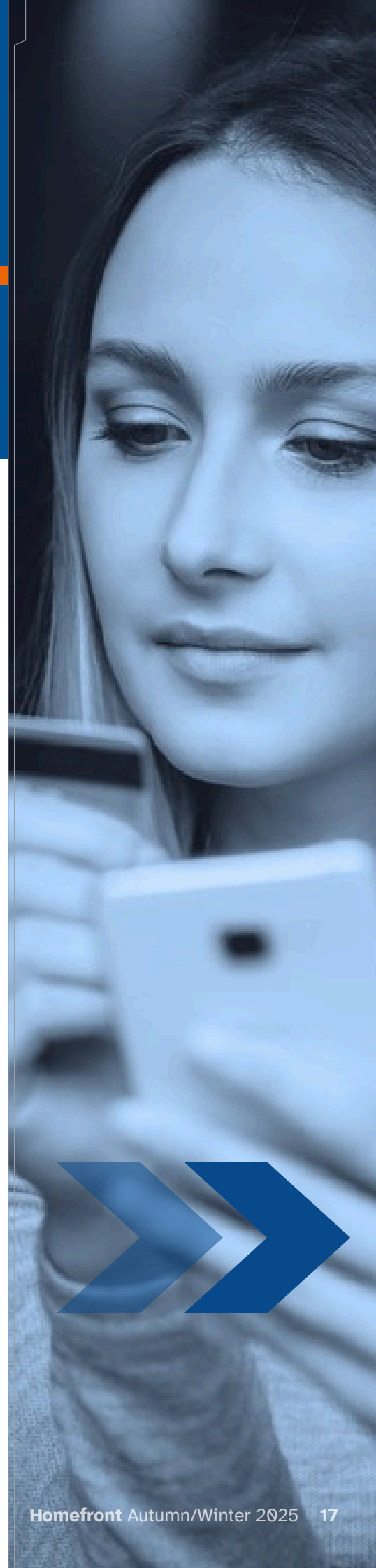
Your rent is charged fortnightly. To avoid falling into arrears, please make sure your payments are made on time.

Direct Debit is our preferred payment option and a simple and secure way to make regular payments which helps avoid payments being forgotten.

You can set up your instalments to pay:

- **fortnightly at the start of each rent period**
- **monthly on the 8th, 16th, 23rd or last day**
- **of the month**

You can also pay on the council website or over the phone by calling our dedicated payment line. If you prefer, you can pay at a Post Office or PayPoint outlet. Just get in touch and we'll send you a payment card.



Tips to stay organised and informed:

- **use a rent calendar to keep track of your rent payments – payment dates are on our website**
- **if your financial or household situation changes let us know as soon as possible – we may be able to help or offer advice**
- **talk to us if you're worried about falling behind with your payments – early communication helps, so if you're struggling, get in touch straight away**



Our Rent Income team regularly checks all rent accounts. If you miss a payment we'll contact you to offer support. If you're struggling to pay your rent or have any concerns, don't wait. Talk to us early, we're here to help. We can help by:

- **setting up a personal payment plan tailored to your situation**
- **helping identify if you're eligible for financial support**
- **offering advice and support to prevent the situation from getting worse**

Rent Income Team T: 01620 827528 www.eastlothian.gov.uk/rent-advice
E: rentadvice@eastlothian.gov.uk

Dedicated Rent Payment Line T: 01875 824301

Further advice and support



Our team work alongside housing and finance colleagues, and local trusted advice partners including **Citizens Advice Bureau** (CAB) in Haddington or Musselburgh - who are all here to help when needed. CAB are an independent charity providing confidential advice and information on a variety of topics including; benefits, debt and money, housing, work, and family matters.

CAB Haddington T: 01620 824471 www.haddingtoncab.org.uk
CAB Musselburgh T: 0131 653 2748 www.musselburghcab.org.uk



Help with your Council Tax payments

Council Tax funds around a quarter of essential local services we provide and it's crucial that we continue to deliver these services, including **social care, housing and schools**, to our growing communities.

If you've fallen behind with your Council Tax payments, or are struggling to manage, don't ignore the problem. Please get in touch as soon as possible and we'll do everything we can to help you.

We can help to make sure you're receiving any discount or exemption you may be entitled to or even discuss arrangements to spread your payments over a longer period of time.

If you've built up arrears, along with other debts, we can provide information about the Scottish Government's Debt Arrangement Scheme (DAS). A DAS can provide much needed breathing space, enabling you to repay your debts in full over an extended period of time through their debt payment programme.

Find out more or apply for a reduction:

www.eastlothian.gov.uk/council-tax

www.eastlothian.gov.uk/claim-ctr

or call 01875 824 314



Am I eligible for a Council Tax Reduction?

Don't miss out on valuable support. Find out if you're eligible for help with your Council Tax payments via the Council Tax Reduction Scheme.

Eligibility depends on your income, including income from your partner or other people who live with you.

You may qualify whether you own your home, you're working, out-of-work, are retired, studying or a carer.

Note: If you have more than £16,000 in savings you will not qualify, although the savings rule does not apply if you receive the guarantee element of Pension Credit.



Worried about bills or heating your home?

Each year, many benefits and other forms of financial support go unclaimed, or can change, so if you feel like your income is in need of a boost, it may be time to check you're receiving everything you're entitled to.



Our Financial Inclusion team is here to provide up to date information on types of support available, eligibility criteria, and how to apply.

Visit us at: www.eastlothian.gov.uk/boost



If you'd prefer to speak to one of us, just call: **01620 827827**

You can also email questions or concerns to: **financialinclusion@eastlothian.gov.uk**

You can also use the independent benefits calculator: www.entitledto.co.uk



Fraud: Council Tax Evasion



Did you know?

Council Tax fraud costs your local community thousands of pounds every year?

When someone deliberately gives false information to reduce or avoid paying the correct amount of Council Tax, such as claiming Single Person Discount when they are actually living with other adults, they are committing fraud. Fraud like this takes money away from vital local services provided by the council which we all rely on, like housing, schools, and community support.

Report It

We've made it easier than ever for residents to play their part in protecting public funds. We've launched a new **Report It** page on the council website, where you can help by quickly and confidentially reporting anyone you suspect of committing Council Tax fraud.

Report Council Tax Fraud
www.eastlothian.gov.uk/ct-fraud

You don't need to give your name. All reports are strictly confidential. Reporting helps ensure Council Tax is fair and support goes to those who genuinely need it.

Thank you for helping to keep our communities fair and honest. **Together, we can make a difference.**

Money Matters

Switch to Council Tax eBilling



Over 24,000 households in East Lothian have already switched to eBilling and receive their Council Tax bill by email.

- ✓ it's completely secure
- ✓ it's faster - you receive your bill as soon as a change is made to your account
- ✓ it's accessible - you can view your bill on your smartphone, tablet or PC at any time

To switch to eBills, visit

www.eastlothian.gov.uk/council-tax





Update: Rent Consultation

Our rent consultation started on the 1st October this year, when we wrote to all our tenants explaining that rent would have to increase by a minimum of 7% in 2026/27 (*an average of £6.12 per week*) to pay for essential repairs, maintenance, and improvements.

The increase also ensures our properties meet national standards and we can continue our programme of property safety checks and upgrades.

The consultation presented three options in respect of next year's rent increase: 7%, 8%, or more than 8% (*but no higher than an average rise of £8 per week*).

We also consulted with the East Lothian Tenants and Residents Panel (ELTRP).

Thank you to everyone who provided feedback, and for taking the time to share what you think our spending priorities should be and suggestions on how we can improve our service.

The consultation ended on 14th November and we are now looking at all the responses received. A summary of these will go into a report to a special, full meeting of East Lothian Council in February 2026 when the budget and rent levels will be agreed by your councillors.

We will write to you again after this meeting, letting you know what was agreed. You will hear from us at least four weeks before Monday 6th April 2026, which is the date that your payment will be adjusted.

Tenant & Resident Group News

ELTRP update



east lothian tenants and residents panel



It's been a period of change and reflection for the East Lothian Tenants and Residents Panel (ELTRP). After many years of dedicated service, Jim Herron has stepped down as Chair of ELTRP. Jim played a vital role in strengthening the voice of tenants across East Lothian, and we'd like to extend our warmest thanks to him for his commitment, leadership, and tireless efforts over the years. We wish Jim and his family all the very best for the future.

Stepping into the role of Interim Chair is Susan Forgie, who brings enthusiasm and experience to the position as we move forward.



The ELTRP Executive Committee is taking time to review our role and aims, exploring how we can be even more effective in representing tenants' views. We're also looking at new ways to engage with tenants, including through social media and other communication channels, to make it easier for everyone to stay informed and get involved.

And finally, we're ending the year on a festive note — with the ELTRP Christmas Party on Thursday 11th December at the Maitlandfield House Hotel in Haddington. It promises to be a fantastic event and a great chance for tenants and community members to come together and celebrate the year's achievements!

As always, thank you for your continued support and involvement with ELTRP.

Tenant & Resident Group News

Haddington Central TRA has bright plans for the town's closes



Haddington Central Tenants + Residents Association (HCTRA) has secured funding to launch an exciting new project that will create opportunities for local people to have their say on the transformation of our old town centre closes.

These well-used closes are part of everyday life in Haddington but many no longer reflect their history or the character of the town. The project aims to transform them in ways that celebrate their past, strengthens their place in the present, and makes them feel safer and more welcoming for everyone.

We've been working in partnership with East Lothian Council, Haddington and District Community Council and Haddington's History Society and have now started the first phase at Ross's Close, with plans to follow on to Shiels Close and Mitchell's Close.



Each space will be shaped through community ideas and creativity with residents, schools and local businesses invited to get involved.

It's a chance for everyone to help shape something lasting, build local pride and make our town centre feel more connected and vibrant.

Inspired by similar work in Edinburgh, the project will focus on bringing people together and celebrating what makes Haddington unique. The aim is to create something that feels true to the town, designed by the people who live here and for the people who use the town centre and its closes every day.

Interim Chair ELTRP and Chairperson Haddington Central TRA **Susan Forgie**

Keep an eye out for updates and community workshops over the coming months or to get involved email haddingtoncentraltra@gmail.com

workshops

Tenant & Resident Group News

In your neighbourhood

TENANT & RESIDENT GROUP ACTIVITY HIGHLIGHTS

HADDINGTON

Haddington West TRA launched in May 2025, covering the Letham Mains and Arthur's Way developments. Key issues they have been dealing with are; liaising with developers to resolve roads and pavement issues including the installation of crossing points on a walk to school route, and liaising with factors around maintenance of the area and issues with billing. The group is also developing links with Letham Primary School, looking at ways of expanding community activities. They're always happy to welcome new group members.

For more information contact: Alison Brimelow, Chair Haddingtonwesttra@gmail.com



Harkness Crescent



Brunton Court



DUNBAR

Dunbar Newtonlees & Fair Acres Residents Association (DNFRA) is a relatively new group. They've been working with the council and developers to tackle various issues including disabled parking provision and electric vehicle charging points and some issues with roads, pavements, street lights, parking bays and signage.

For more information contact: Mary Mayer, Secretary sec@dnfra.co.uk

ELPHINSTONE

The Elphinstone Community Association recently hosted its biggest and best Annual Fair Day yet – an affordable, action-packed day for children from the village and surrounding areas. The fancy dress competition was a highlight, with an impressive number of entrants. Planning is already underway for next year's event. Looking ahead, the Association decided to form a two-part committee: one group will focus on the fair and other fundraising activities, while the other will concentrate on community matters such as speeding, dog fouling, and the repair and maintenance of shared spaces. This new structure came into effect from October.

For more information contact: elphinstonecommunity@outlook.com

Need to report an issue in your home?

Our Property Maintenance team is always busy with planned work and emergency and non-emergency repairs to your properties. Here's a quick guide on how to get in touch with us when you need to report any issues and details of when to report more serious issues to other agencies.

Emergency Repairs

Call **01875 824311** during normal working hours or 01875 612 818 at other times.

When you phone us to report an emergency repair we will give you advice to help keep you safe until one of our team reaches you. We try to respond to emergency call-outs within four hours.

A repair is classed as an emergency if it:

- **presents a serious risk of injury or death to you, your household or the public**
- **presents a serious risk to the structure of the property if not resolved immediately**
- **has resulted in the property being insecure**
- **could place a vulnerable tenant's health or security at risk**

Examples include a water leak, a broken lock on your front door, electrical problems or a broken toilet.

Gas leak



If you suspect there is a gas leak in your property please report it immediately to the **National Gas Emergency Service** on **0800 111 999**.

After contacting National Gas Emergency Service you must also report gas leaks to the council. Call **01875 824311** from 9am to 5pm Monday to Friday and **01875 612 818** at any other time.

Non-emergency situations

To report a non-emergency repair, anything from a broken door on a kitchen unit to a broken bath or shower screen, call us on 01875 824311.

If you are worried about damp or mould in your home, you should report this to our Contact Centre on 01875 824311.

For more information on repairs and maintenance visit:

www.eastlothian.gov.uk/repairs

Contact us



**East Lothian
Council**

Comhairle Lodainn An Ear

PHONE

01620 827 827

EMAIL

tenantconsultation@eastlothian.gov.uk

WEBSITE

www.eastlothian.gov.uk/housing

HOMEFRONT PRODUCED BY

East Lothian Council's Housing
and Communications Teams

John Muir House
Brewery Park
Haddington
East Lothian EH41 3HA



WITH THANKS TO

East Lothian Tenants' +
Residents Panel

tenantspanel@eltrp.co.uk

0131 665 9304

47 Bridge Street
Musselburgh EH21 6AA