

# Homefront

The newsletter for East Lothian Council tenants

AUTUMN/WINTER 2023



## New Council Housing at Windygoul

In this issue:

**Damp & mould review**

**Local Housing Strategy update**

**Help with rent payments**

**Are you ready for winter?**

  
East Lothian  
Council

[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

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# Rent Level Consultation

have your say

Tenant News



We have recently written to all our tenants and provided a questionnaire asking for your views on the proposed rent level increase for 2024/25.

**This year the council is considering the following options for a 2024/25 rent increase:**

## Option 1

A **5%** rent increase which will mean that the average rent will rise by an average of **£3.82** each week (*please note that this is against the average rent figure but should give you an idea of the approximate level of increase you can expect*). This would allow our current investment programme to be delivered but with no flexibility should there be further increases in costs.

## Option 2

A **6%** increase which will mean your rent will rise by an average of **£4.59** per week (*again using the average rent figures*). This increase would generate a further **£367,000** of revenue which could help provide some flexibility to allow us to meet the new energy efficiency standards.

It will also provide some additional capacity to enable us to plan and deliver more adaptations to meet the needs of our tenants. However, it is likely that we may still need to reduce and reprioritise our investment programmes to ensure they are financially deliverable.

## Option 3

A **7%** increase which will mean your rent will rise by an average of **£5.35** per week (*using the average rent figure*). This would generate a further **£733,000** of revenue which would allow us to maintain our current investment plans as well as provide additional funding to help meet some of the wider demands such as adaptations, extensions and energy efficiency as well as maintaining service levels.

**If you have already completed and returned your questionnaire to us, thank you! If not please return it to us by Friday 15th December or you can complete the questionnaire online at [www.eastlothianconsultations.co.uk](http://www.eastlothianconsultations.co.uk)**

# Damp and Mould Process Review

We made you aware in our Spring/Summer edition of Homefront that we had established a working group of various professionals to review and develop our approach to mould and dampness.

Using Scottish Housing Regulator approved guidelines, the group looked at taking a 'root cause' approach to minimise mould and damp within our properties.

We have created new working procedures between the relevant departments involved and, where necessary, we continue to involve independent, qualified damp consultants.



In addition to streamlining our damp and mould process, the group has also revised the existing **Condensation and Mould** Leaflet to provide information and advice on how to manage and avoid this problem within your home.

This leaflet will be available on the council website and in print from all local council offices for reference throughout the winter months ahead.



## Condensation and Mould removal advice

Where condensation appears, mould is likely to grow, particularly on cold external walls and ceilings.

You can help prevent condensation by:

- Making sure that your house is **heated** regularly
- **Reducing** the amount of **moisture** produced in your home
- **Ventilating** rooms, especially after cooking or having a bath or shower

Condensation can be treated by the careful use of a specialist mould remover or soapy water and disposable wipes/kitchen towel. Every wipe/towel must be single use and bagged and binned immediately.

Remember if you are using a specialist mould remover you should always follow the manufacturer's instructions. Fungicidal paints are also available and can help prevent mould re-appearing.

Some daily household activities create more moisture than you might expect...



We will continue to improve our approach. If you are experiencing problems with damp and mould, please report it by calling our contact centre on **01875 824311** and asking for the Repairs Team.

# Are you ready for winter?

As the weather starts to get colder, it is important to prepare now for winter, rather than waiting until extreme weather affects you and others in the community.

Here are a few practical tips to help you get ready for winter

## Help to prevent burst pipes

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

## Never leave a dripping tap

- ✿ If you are 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 – this 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 are 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 are warm and have food and medicines.

**Shared home ownership, low cost ownership  
and mid market rent**

# Important Changes to the Scottish Government's LIFT Scheme in East Lothian

**Do you want to buy your own home but don't think you can afford to pay the full price?**

**The LIFT Open Market Shared Equity (OMSE)** scheme could help.

The LIFT OMSE scheme helps first-time buyers, and other priority groups including current local authority and housing association tenants, get onto the property ladder. The Scottish Government provides funding of between 10 and 40% of the property valuation or sale price (whichever is lower) and gets the same percentage back when the property is sold. In most areas, you can choose to increase your share in the future.

When buying through the LIFT scheme, you choose a property for sale on the open market. You can purchase any size of property as long as it is large enough to avoid overcrowding.

**To be eligible, the property must be:**

- 🏠 Advertised for sale publicly e.g. on a website or social media site, and
- 🏠 Have a sale price (including any amount paid over valuation) within the maximum threshold for the area.

**If you offer over the valuation amount, you must fund that extra amount yourself**

## Price Thresholds in East Lothian

Property price thresholds have increased, meaning a higher number of properties in the area could be eligible to purchase through the scheme.

<b>Property size</b>	<b>Threshold price</b>
<b>2 apartment</b>	<b>£130,000</b>
<b>3 apartment*</b>	<b>£175,000</b>
<b>4 apartment</b>	<b>£200,000</b>
<b>5 apartment</b>	<b>£260,000</b>
<b>6 apartment</b>	<b>£355,000</b>

### Changes to LIFT Scheme in East Lothian (continued)

Price thresholds are set by number of apartments. An apartment is a habitable room, including bedrooms, living rooms, dining rooms and box rooms (depending

on size). Kitchens, bathrooms and conservatories are not classed as apartments. \*For example, a three-apartment property could have two bedrooms and a living room.

### LIFT Example

**A family of four with a household income of £46,800 purchased a 3-bedroom home in East Lothian with the help of LIFT.**

**Property valuation: £195,000**

**Sales price: £200,000** (including amount offered over valuation)

**Scottish Government contribution: £78,000 (40%)**

**Buyer contribution (mortgage and deposit): £117,000 (60%)**

In this example, the buyer contributed £5,000 of savings to offer over the valuation price. The Scottish Government contributed 40% of the property price and will get the same percentage back when the property is sold. The buyer can choose to increase their share in the property over time.

In addition to first time buyers, the following groups get priority access to the scheme:

- 🏠 **Social renters**
- 🏠 **People with a disability who can demonstrate a housing need**
- 🏠 **Members of the armed forces**
- 🏠 **Veterans who have left the armed forces within the past two years**
- 🏠 **Widows, widowers and other partners of service personnel who have lost their life while serving in the armed forces within the last two years**
- 🏠 **People aged over 60 who can demonstrate a housing need**

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Link Housing administers the LIFT scheme on behalf of the Scottish Government for the whole of Scotland. Applications to the scheme are made through Link's dedicated LIFT team.

Visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) or contact [lift@linksharedequity.co.uk](mailto:lift@linksharedequity.co.uk) or **0330 303 0125** for more information on the LIFT scheme or to apply online.

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## Mid-market rent

**East Lothian has a number of landlords who provide properties to rent at mid-market rent levels.**

Mid-market rent housing is designed to assist households that are unlikely to be successfully housed by the council or a housing association due to pressures on housing supply. The rents for mid-market properties are higher than traditional social housing but are set below the private rented market.

Although there is no defined client group, mid-market housing does have eligibility criteria. You must have a local connection to the area along with meeting a targeted income of between £14,000 to £43,000 per year depending on the property size and type.

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### Providers of mid market in East Lothian are:

#### **Touchstone – Edinburgh**

have properties in Haddington, Dunbar and North Berwick. They advertise available properties through **Rightmove** which has a function for you to sign up to notifications when there is an available property in your preferred area. They also advertise on **Zoopla**.

[www.touchstoneresi.co.uk](http://www.touchstoneresi.co.uk)

T: 0131 657 5139

E: [rentinscotland@touchstoneresi.co.uk](mailto:rentinscotland@touchstoneresi.co.uk)

**Lowther Homes** have properties in North Berwick, Longniddry, Prestonpans, Wallyford, Aberlady and Gullane. They advertise available properties on their

Instagram page @**lowtherhomes** as well as on **Rightmove** and **Zoopla**.

[www.lowtherhomes.com](http://www.lowtherhomes.com)

T: 0800 561 6666

E: [info@lowtherhomes.com](mailto:info@lowtherhomes.com)

**LAR Housing Trust** have properties in Macmerry, Old Craighall, Cockenzie, Musselburgh, Prestonpans and Dunbar. Please contact them directly or see their website for further information on how to apply for available properties.

[www.larhousingtrust.co.uk](http://www.larhousingtrust.co.uk)

T: 0300 107 0203

E: [lettings@larhousingtrust.co.uk](mailto:lettings@larhousingtrust.co.uk)

## Shared home ownership, low cost ownership and mid market rent (continued)

### Affordable Home Ownership

If you wish to become a homeowner and are able to secure a mortgage, there are a number of different schemes available within East Lothian.

### Shared Equity

This scheme allows you to purchase a share in a property built by a housing association. Properties which are available through shared equity will be advertised on the council website or on **Rightmove**, **ESPC** or **Zoopla**.

### Shared Ownership

This allows you to buy a stake of 25%, 50% or 75% in a property owned by a housing association. You will then pay an occupancy payment for the part of the home you do not own.

You will have the opportunity to purchase further stakes in the property and 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**.

### LCHO Low-Cost Homes Ownership

This is a council scheme where certain new-build properties are sold at a percentage discount and the council will hold a Standard Security against the discounted proportion. Current 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 at a lower fixed price on property portals such as **Rightmove**, **Zoopla**, **ESPC** and the council website.

[www.rightmove.co.uk](http://www.rightmove.co.uk)

[www.zoopla.co.uk](http://www.zoopla.co.uk)

[www.espc.com](http://www.espc.com)

[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

# Local Housing Strategy

**East Lothian's draft Local Housing Strategy (LHS) 2024-2029 was published and consulted on this autumn.**

The LHS is a five year plan for housing of all tenures and housing services. This means everyone in East Lothian is affected by the LHS.

The draft LHS places residents at its heart, with the overall vision that by 2029: *People in East Lothian have access to warm, high quality, affordable homes which meet their needs and enable them to live in communities with the support and services they require.*

## Consultation on the draft LHS

The draft LHS was approved by Cabinet in September. The draft LHS then went out for an eight week consultation. This let people comment on the draft strategy and its actions.

Public events were held across East Lothian, where residents could pop in to view information on the draft LHS and talk to the Housing Strategy Team.

People could also give their views through a survey, which was available in local libraries and online.

## What's next?

Information gathered in the consultation will be used to make any necessary changes to the LHS. A final version of the LHS will be presented to Cabinet in January 2024.

The LHS will then be submitted to the Scottish Government. After it is signed off by the Scottish Government, it will be adopted in April 2024. The LHS will be updated yearly, with progress tracked by small working groups.

# Affordable Housing Programme

**East Lothian Council continues to deliver its extensive affordable housing programme. Since spring we have seen a number of completions throughout East Lothian, with 95 houses and flats providing much needed accommodation.**

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At the **Windygoul** site in Tranent, **Springfield** is building 60 new homes for the council. These include three wheelchair accessible bungalows and 14 amenity ground floor flats for older people. To date, 26 properties have been completed, including eight amenity flats, with a further 12 homes scheduled for completion prior to Christmas.

Springfield Partnerships Managing Director, Tom Leggeat, said:

*“We’re pleased to work with East Lothian Council to bring a significant development of 60 much needed affordable homes to the area. The homes we are building in Tranent are very energy efficient, include the provision for electric car charging and meet a range of varying needs, including homes for wheelchair users and with extra amenity for older people. We’re delighted with the progress made with 26 of the homes completed and 12 more scheduled to be handed over in time for Christmas.”*

**Stewart Milne** has completed the affordable housing part of the development at East Linton, providing 28 new council homes with a mix of one, two and three bed cottage flats and houses – four units being available for older people, along with two wheelchair accessible bungalows.

At our **Letham Mains** site in Haddington, **Taylor Wimpey** has completed 25 new homes including two amenity homes for older people and three homes suitable for wheelchair users. Twelve further flats should be handed over shortly. In addition to these, Taylor Wimpey has commenced on a further site at Letham that will provide 35 new homes including four flats for older people. Completion is scheduled for spring/summer next year.

**Persimmon Homes** is building 45 new homes for the council at Craighall North (also known as Burgh Gate). To date, 16 homes have been handed over, including six ground floor

flats for older people along with a wheelchair accessible bungalow. A further four amenity units and a wheelchair bungalow are part of the remaining homes to be delivered.

### Works are progressing at a couple of further sites:

- **Ravensheugh, Musselburgh** where Hadden is building 12 new homes for the council including four amenity properties for older people, expected to complete early in the new year.
- **Lempockwells, Pencaitland** where Cruden Homes is building 30 homes including four amenity flats for older people. Completions are scheduled for early in the new year.

In addition, the council has also bought 11 houses and flats across East Lothian off the open market since April 2023, which will be provided as new council homes.

Our affordable housing partners also continue to develop within East Lothian with **LAR Housing Trust** having provided much needed mid market rental housing in Prestonpans at their developments in Jim Bush Drive and Preston Works – 42 units with a mix of two bed flats and three bed houses.

**Wheatley Homes East** (formerly Dunedin Canmore) has seen a number of completions for social rent at their Wallyford development, with Cruden Homes building 15 homes – a mix of three and four bed properties.

There will be three bed houses on the **Wallace Park** development in Wallyford delivered by Wheatley Homes East's mid market housing arm called **Lowther Homes**. These properties will be advertised on **Rightmove** for mid market rent and available early 2024.

Wheatley Homes East, with **Balfour Beatty**, is developing 36 homes for social rent in Macmerry, which will deliver one, two and three bed houses and flats. To be considered for one of these properties please ensure that you have an up to date council housing application.

**Castle Rock Edinvar**, which is part of Places for People Scotland, will have provided the first phase of completions at Whitecraig with **Miller Homes** completing 25 units for social and mid market rent with a mix of two and three bed houses. The second phase of 38 social rent properties with a mix of two, three and four bed houses and flats continues to be completed through the end of 2023 and early 2024. These properties are advertised



Councillor Andy Forrest - Spokesperson for Housing & Property Maintenance;  
Diana Boreman - Partnerships Project Manager at Springfield Properties;  
Wendy McGuire - Head of Housing, East Lothian Council

on Scotland Home Search website.  
[www.scotlandhomesearch.co.uk](http://www.scotlandhomesearch.co.uk)

The second development of affordable housing at **Blindwells** will shortly be completing at Phase three, with **Persimmon Homes** providing two, three and four bed houses and flats for social rent with Castle Rock Edinvar. These properties will be advertised on **Scotland Home Search** website  
[www.scotlandhomesearch.co.uk](http://www.scotlandhomesearch.co.uk)

Finally, the **Newton Manor** development by **Robertson Homes** in Dunbar will shortly be advertised. These are homes for social rent through **East Lothian Housing Association**, providing much needed

two, three and four bed houses and flats. These properties will be advertised in the **These Homes** website [www.thesehomes.com](http://www.thesehomes.com)

Further information on new developments within East Lothian can be found on our website or by speaking to your local housing office.  
[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

It's important to note that if you are offered a new build property your move-in date may be subject to change due to global issues within the construction industry meaning that completion dates can be affected. We would ask for your understanding and patience if this does happen.

Anne Thompson in her new home in East Linton



Council tenant Ann Thompson moved into her new home in East Linton in July this year and is delighted with her new property. Ann, 74, told us she had moved to East Linton when she was 12 years old after her father's job with the Co-op took him from Pathhead to East Lothian. She grew up in the village, moving away to Tranent for a while after she got married but moving back to East Linton with husband George and bringing up their two children there.

Once the children were grown up the couple moved around a bit before settling in Aberlady. However, George had mobility issues so they applied to downsize their two bedroom flat and move to a smaller new home in East Linton. Sadly, George passed away earlier this year. Ann went ahead with the move as it was even more important to her after losing George to be closer to friends and family. Daughter Sarah-Jane now lives in another new council home in East Linton with her two children so Ann is close by for visits and babysitting! She said:

“

***I couldn't believe it when I was offered this property. You hear about how many people are on the waiting list but this just shows that moves do happen. It made sense to let a family move into the two bedroom property so the move has benefited others as well as me. It's almost unbelievable. I feel really lucky to be where I am.***

”

# Landlord Report to Tenants

**Our latest Landlord Report is now available on the council website.**

We produce this document every year in partnership with East Lothian Tenants and Residents Panel to let our tenants know how we are performing as your landlord.

This latest report covers the period 1st April 2022 to 31st March 2023, at a time when our services were continuing to recover from the pandemic, which is still having an impact on some of the things that we do.

However, it is also important to note the current financial challenges and the impact the cost-of-living crisis is having on our tenants and the council.

Moving forward, despite these challenges, we will continue to work hard and remain committed to increasing the stock of high quality affordable accommodation for local people, providing excellent accommodation for our current and prospective tenants, making our neighbourhoods safe, secure and vibrant and supporting people to live independently in their own homes.



**You can find out more and view the full report at [www.eastlothian.gov.uk/housing](http://www.eastlothian.gov.uk/housing)**



Shown below are some of the highlights of this year's report.



**PROPERTIES**  
ALLOCATED  
INCLUDING

**102**  
NEW BUILDS



AVERAGE  
DAYS TAKEN TO  
RE-LET VACATED  
PROPERTIES



**PROPERTIES**  
MANAGED BY US



**APPLICANTS**  
ON HOUSING LIST



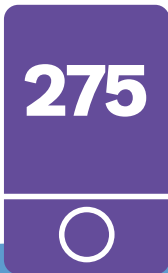
**NEW BATHROOMS**  
INSTALLED  
INC ADAPTED  
BATHROOMS



**EMERGENCY**  
**REPAIRS**  
COMPLETED



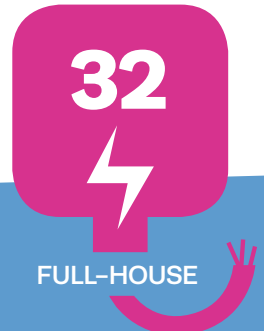
**NEW KITCHENS**  
INSTALLED



**HEATING**  
INC CONDENSING GAS BOILERS,  
AIR SOURCE HEAT PUMPS  
& HIGH HEAT RETENTION  
STORAGE HEATING



**WINDOWS**  
& **DOORS**  
(WHOLE HOUSE)



**FULL-HOUSE**  
**REWIRING**

# Tenancy Support

Tenancy support can provide a valuable service to council tenants, helping them to maximise their income, claim benefits, apply for grants and much more, for example:

- dealing with letters
- accessing other services
- helping to find essential household items for your home
- discussing housing options
- help reporting repairs
- help with developing independent living skills
- settling into the community
- exploring training, employment, and educational opportunities

This is what some of the tenants who have received help from our Tenancy Support Officers have said:

I felt pleased and confident that there was someone who listened to me and understood my problems and cared. You also helped me to turn my house into a home – Thank you.

If it was not for the help I received, I would probably be homeless and would not be in the position I am in now – thank you so much.

The Tenancy Support Worker took stress off other members of my family. Until she came we had no way to resolve a lot of my problems. Her help was invaluable.

We have five Tenancy Support Officers who cover the whole of East Lothian. If you feel you would benefit from tenancy support, please contact your Housing Officer on **01620 827 827** who will make a referral to the team. This is a free and confidential service which is designed to give new and existing East Lothian Council tenants support to help maintain their tenancy.

# Reporting repairs

In an emergency (out of office hours) call  
**01875 612 818**

If you need to report a repair, ask about the progress of a repair or to seek advice about repairs to your council house, please call  
**01875 824311**

Some tenants are entitled to speedier repairs and assistance with organising them.

You may qualify if you are:

- a disabled person who uses a wheelchair or walking frame
- have advanced terminal illness
- use medical equipment such as ventilators or kidney dialysis machines
- have mental health problems or learning difficulties
- if your first language is not English

We will only arrange this if the reported fault has a negative effect on your condition. We may also offer extra assistance, such as accompanied visits or arranging an interpreter, or other special arrangements that will meet your needs and be appropriate for the repair.

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

**\*You must report any gas leaks to the council**

# Comments, complaints & compliments

We welcome comments and compliments from customers receiving our services and we always try to sort out complaints and concerns.

Your feedback gives us valuable information which can be used to improve the delivery of our services and raise customer satisfaction.

It is important that complaints are taken seriously and every effort is made to resolve customer concerns locally and quickly. Resolving complaints early saves money, creates better customer relations and can also improve how the council is viewed by people who use our services.

**To make a complaint, comment or compliment, you can:**

Phone the Customer Feedback Team to talk things through on  
**0131 653 5290**

Get a feedback form from your local council office or library - this form includes a **FREEPOST** envelope to return your comments.

Visit the council website at  
**[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)**  
and complete our online form



# East Lothian Tenants and Residents Panel Update

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## **ELTRP Executive Committee (EC)**

continues to work hard to ensure the organisation is an effective and meaningful resource to both tenants and partner agencies. The office is now fully operational and people can pop in between 10am and 2pm, Monday to Thursday.

The EC continues to be an active partner with the council's housing teams and has worked on various activities to ensure tenants' voices are represented and listened to. These include being involved in the production of the **Landlord Report to Tenants**. This is a performance report on the work the council carries out during the year. Tenants asked that Estate Inspections and Local Housing Partnership spend be included in the report, so tenants can see the progress of inspections and monitor the spend. Tenants are delighted these activities are now included in the report.

EC representatives are also involved in the **Anti-Social Behaviour Overview**

**Group** which monitors and reports on anti-social behaviour throughout East Lothian. ELTRP representatives ensure that any local group's concerns or difficulties are raised at the meetings and plans are in place to deal with ongoing issues.

ELTRP continues to sit on the **Housing Revenue Group** that looks at the rent consultation process and monitors the Housing Revenue Account budget. The meetings have been particularly difficult as the council continues to face financial challenges, but ELTRP representatives are keen that tenants are involved in all discussions and decisions taken and help shape the priorities for tenants.

The EC is also keen to continue with the **Scrutiny programme** which came to a halt due to COVID and have secured agreement from the council to restart this activity. This will look at tenant satisfaction with the repairs service including how tenants are asked for their views, and how the repairs process could be improved.

**Our members had told us how much they enjoyed the open evening last year where they had access to service providers.**

So, this year's event was bigger and better. It was held in the Fraser Centre, Tranent, and various services attended to provide information to tenants and residents. The event was a fantastic success and one ELTRP intends to run annually. We would like to thank all the tenants and residents

who came along to the event, with particular thanks to all the services that came along on the night; Housing Service, Housing Officers, Tenancy Support, Occupational Therapists, Rent Income Team, Safer Communities, Connected Communities, Repairs Service, Volunteer Centre East Lothian, Ageing Well and everyone else that came along. Your attendance was very much appreciated and we look forward to your attendance at next year's event!



ELTRP Open Evening

# Sparkle AWARDS

ELTRP SPARKLE AWARDS will be held in the **Maitlandfield House Hotel, Haddington** **Thursday 14th December from 6.30pm.**

Do you know of any local Tenants and Residents Group, or an individual involved in the local group that deserves special recognition at our awards ceremony? Please let us know - **T 0131 665 9304** or email **tenantpanel@hotmail.co.uk**

Please also remember to book your place for this very special event!

## Tenants and Residents Associations (TRAs) update

### We currently have 24 groups across East Lothian.

All the members of the Tenants and Residents Groups in East Lothian are volunteers and work extremely hard to promote community participation and get as many people involved as possible. The TRAs would be happy for more people to become involved, so please have a look at our website or contact us to find out if there is a TRA in your area.

ELTRP is also here to help start a TRA in your area if there isn't already one there, so again please contact us to find out more and/or have a chat with Sue, our Outreach Officer.

The success of the TRAs comes with members of the community working together, identifying concerns, issues and improvements; working with the relevant people to address these and find a solution. The community has a louder voice when they come together as a group!

As always, the TRAs have been working behind the scenes for the benefit of their local communities. Here's a snapshot of just some of the excellent work being carried out in East Lothian:

### Brunton Court Tenants Group – BCTG (Musselburgh)

successfully applied for Area Partnership funding for outings for all the sheltered housing complexes in East Lothian during 2022/23.

Due to all their hard work, determination and passion for their fellow tenants they were nominated as finalists for the Tenants Information Service (TIS) Award.

### Harkness Crescent TRA (Tranent)

are a passionate and determined group of people who want to continuously improve their area.

To date they have done so much - improved both their front and back gardens, had benches and planters installed, flowers and vegetables are grown for everyone.

They have addressed antisocial behaviour in the area as well as always challenging people who bring their dogs to the front garden and leave things behind! They always want to hear from their neighbours about how they can continue to improve their area. For more information, please contact Viv at [vtowsey@gmail.com](mailto:vtowsey@gmail.com)

### **Beach Lane TRA – BLTRA (Musselburgh)**

are meeting on a regular basis to discuss concerns such as antisocial behaviour, roof maintenance, general repairs and improving planters. For more information please contact Linda at [L.Finlayson13@hotmail.com](mailto:L.Finlayson13@hotmail.com)

### **Cockenzie Port Seton TRA**

Cockenzie West TRA and Golf Drive TRA have now become Cockenzie Port Seton TRA. The group held an AGM in September, and all agreed to merge groups to cover the whole area.

Would you like to join & help take issues & concerns forward for the community? For more information please contact Diane at [cpstra23@gmail.com](mailto:cpstra23@gmail.com)

### **Fisherrow Links Tenants and Residents Association (FLTRA) - FLTRA (Musselburgh)**

was established in March 2022 to bring the community together with the hope of protecting the unique Links area, valued by the whole town and visitors alike. Fisherrow Links is a wide open green space stretching to the beach and the sea, full of amenities; a playpark, bowling club, pitch and putt, football pitches, promenade and most importantly accessible open space and open views, recognized as essential for health and wellbeing and

to be enjoyed by everyone.

The group meets to discuss ideas, raise concerns, and plan action. They recently sent out questionnaires and hope the responses will help plan future activity. This year they have been working with the other Musselburgh Tenants and Residents Associations to address common town wide issues. For more information, please contact [fisherrowlinkstra@gmail.com](mailto:fisherrowlinkstra@gmail.com)

### **Levenhall TRA (Musselburgh)**

has three current priorities: Campaigning for a 20mph speed limit on Ravensheugh Road; increasing community engagement re the design of the proposed Musselburgh Flood Protection Scheme; and becoming a sustainable community – providing community support by caring for others and thinking about how to protect and enhance the local environment. For more information, please contact [levenhalltra@gmail.com](mailto:levenhalltra@gmail.com)

### **Ormiston West TRA**

This is a group that has been going for a long time. A meeting is due to happen soon and there will be a discussion about possibly expanding the area the group covers. For more information, please contact Sue at [scairns@tis.org.uk](mailto:scairns@tis.org.uk) in the interim.



## Haddington East TRA (HETRA)

HETRA covers the section of Haddington to the east of Hardgate, from Abbots View across the Tyne and the playing fields/skatepark on Whittingehame Drive and beyond to Briery Bank and Seggarsdean. They are looking for new members to grow the group. If you live in the area mentioned and want to make a difference please come along to the monthly open meetings, held on the first Monday of each month from 7pm in the Nungate Community Centre. Recent successful projects include a plaque at the John Knox Tree, the Haddington skatepark and the Segggarsdean playpark. You can find out more on the Facebook group [www.facebook.com/groups/1642337859615593/](https://www.facebook.com/groups/1642337859615593/)

## Haddington Central TRA

The group recently held pop up events such as a childrens' activity fairy garden, a community Q&A event and a community picnic. Currently it is involved in giving views on plans for the future of the Herdmanflat former hospital site as well as working to promote better mental health strategies in the community.

A strong believer in community democracy and diversity, it holds community outreach and engagement as vitally important. To find out more contact [haddingtoncentralTRA@gmail.com](mailto:haddingtoncentralTRA@gmail.com)

## St Clements Wells (Barratt Homes) RA, Wallyford

The residents association recently conducted their first resident vote to legally change the factor for the fully completed area of the estate last month. Residents resoundingly voted in favour of this motion and the change will come into force next year.

This gives the residents more power to control the factoring arrangements on their estate as well as saving each household close to £60 per household per annum- a total saving figure of £8340 saved for the 139 houses involved. Indeed, this saving figure may even grow larger as they continue to negotiate favourable terms for factoring with the new provider.

**The TRA Area Partnership reps** and subs have been working extremely hard in their areas. ELTRP will organise a meeting before the end of the year for these reps.

**Dunbar and East Linton Area Partnership** TRAs will meet up in December to elect reps and subs in their area.

TRA representatives are attending the **Local Housing Partnership (LHP)** meetings in their areas which have now started up again on a regular basis.

## We have new groups:

### Burgh Gate TRA, Musselburgh

The group has discussed factoring, adoption of roads and much more. If you are interested in finding out more or getting involved please contact [BurghGateTRA@gmail.com](mailto:BurghGateTRA@gmail.com)

### Gilsland Grange Mews Association, North Berwick

The group is working together to develop the community and make significant improvements to their local area. For more information, please contact [gilslandmewsassociation@gmail.com](mailto:gilslandmewsassociation@gmail.com)

### Mansfield Court Tenants Group, Musselburgh

The group is working hard to organise outings for everyone in the sheltered housing complex and improve their environment.

### Well Wynd Tenants Group, Tranent

The group is working hard to resolve concerns and issues raised including the bin store, outside seating areas, conservatory and much more... For more information please contact [lieforit@aol.com](mailto:lieforit@aol.com)

### Newtonlees Residents Association, Dunbar

This is a new group in Dunbar covering Comrie Avenue, Sinton Park, Dempster

Place and Manderson Drive. They are still looking for more members of the community to get involved and take forward issues raised including factoring, roads, play areas, signage etc. Please contact Sue at [scairns@tis.org.uk](mailto:scairns@tis.org.uk) in the interim.

We are also aware that some areas in East Lothian are not represented with a Tenants and Residents group Macmerry, Aberlady, Longniddry and many more, so if anyone wishes to explore this further **Sue Cairns**, Outreach Officer at ELTRP is more than happy to support new groups in any way she can.

**Fiona Drape**, our Administrator is in the office now Monday–Thursday 10am–2pm.

Patsy King and Sue Cairns are still currently working from home, so for more information about any of the groups contact Sue Cairns, Outreach Officer, on [scairns@tis.org.uk](mailto:scairns@tis.org.uk) or Patsy King, Development Officer, on [pkings@tis.org.uk](mailto:pkings@tis.org.uk) or visit our website [www.eltrp.co.uk](http://www.eltrp.co.uk).

For more information  
e: [tenantspanel@hotmail.com](mailto:tenantspanel@hotmail.com)

[www.eltrp.co.uk](http://www.eltrp.co.uk) 

 [@EastLothianTRP](https://www.facebook.com/EastLothianTRP) 

 [twitter.com/ELTRP1](https://twitter.com/ELTRP1) 

# ANTISOCIAL BEHAVIOUR STRATEGY

The Antisocial Behaviour Strategy sets out how Police Scotland and the council intend tackling antisocial behaviour for the next five years.

Representatives from both agencies have already held a number of meetings in relation to the updating of the strategy, and in March of this year East Lothian and Tenants and Residents Panel held a special event at which members were asked their views on what should be included in the document.

In early 2024 the strategy will be put out for public consultation. This will give you the chance to let both agencies know your views. More information will be available soon and we will keep you informed in future editions of Homefront.

You can report antisocial behaviour to us quickly and easily by visiting [eastlothian.gov.uk/asb](https://www.eastlothian.gov.uk/asb) or calling 01875 824307.

# DIGITAL SWITCH-OVER



**By 2025, telephone providers will be moving their customers from old analogue landlines over to new upgraded landline services using digital technology.**

**The existing analogue technology which has supported phone and broadband services for decades will be switched off and replaced with newer digital technology.**

This will be in the form of a broadband telephone line, which uses an internet connection. Services that rely on the old landline system such as home phones and healthcare devices will be switched over to the new digital connection.

The alarm systems within both our amenity and sheltered housing properties currently operate via an analogue phone line. We are now in the process of reaching out to all our tenants affected by this change and explaining the process in more detail alongside discussing available options.

## **Amenity Properties**

We have recently consulted with our amenity housing tenants with a community alarm in place. We have identified that the majority do not require a replacement alarm system and are happy for the existing alarm to be removed from their home. With this in mind, we have ruled out the option of implementing a district wide digital replacement alarm system for our amenity properties.



Our **Telecare Team** is working alongside Community Housing and for those who do wish to continue with an alarm, we can offer a Telecare digital alarm tailored to suit the tenants' individual needs. This will be put in place prior to the existing alarm removal to ensure there will be no disruption to the service.

### **Sheltered Housing Complexes**

Our sheltered complexes contain various communal areas and each property is connected to our Sheltered Housing office via the alarm system so we need to replace the systems within these buildings.

We are in the process of looking into alternatives and will be in contact with sheltered housing residents when we have more information.

**We do not expect the removal of the existing alarms to be an intrusive process.** We only intend to remove the alarm equipment and minimal trunking where necessary.

Community Housing staff will provide guidance and assistance throughout this process and will be there to support those affected through the digital switchover.

**If you wish to discuss this further, please contact Vicky McIntosh on 0131 653 5304.**

## You & Your Community

Ross Prentice, Managing Director, Prentice Coaches;  
John Jenkins, Visitor Manager at Glenkinchie Distillery;  
and Provost John McMillan

# PINGO on-demand bus service

Have you tried PINGO yet? PINGO, 109 DRT, is an on-demand bus service which allows customers to book a journey not served by a regular service.

Pingo is operated by Prentice Coaches. It operates within an area of the county linking rural communities of East Saltoun, Humbie and New Winton to Tranent, Blindwells, Meadowmill Sports Centre, Longniddry and East Lothian Community Hospital and also links up with other services in the existing transport network.

The service is ideal for people who don't readily have access to a car or wish to reduce their car usage. It provides a link for local residents not connected by main public transport services, who want to travel to a town centre for shopping, visiting a library or sports centre.

This service is the result of East Lothian Council working in

partnership with SEStran on the 'Go SEStran' project which will deliver a Mobility-as-a-Service (MaaS) platform and Demand Responsive Transport (DRT) service in the South East of Scotland which has been funded by the Transport Scotland MaaS Investment Fund Round 2.

Journeys can be pre-booked using the **Pingo App**, online or by phone at [www.prentice.info](http://www.prentice.info) or by T **01620 822620**.

Passengers then get on board at the nearest pick up point or bus stop and are dropped off at their chosen destination or bus stop for onward travel.



The PINGO service is available Mondays – Fridays , with full details of locations served at [prentice.info/109.html](http://prentice.info/109.html)

## Other useful services include:

### Dial-A-Bus East Lothian

Taking customers to Asda at The Jewel and Tesco, Haddington.

Fares are £2 each way (the first journey is free). Carers can travel, also at £2 each way. Please advise if a carer will be travelling with you at the time of booking. Holders of the National Blind Concessionary Card travel for free. Registration is required to use the service, however registration is free.

Please call your local office to book  
- 0131 447 1718

[hcltransport.org.uk/dial-a-bus-eastlothian](http://hcltransport.org.uk/dial-a-bus-eastlothian)

### Dial-a-Ride

Handicabs Lothian Limited – HcL Transport

For anyone who has some form of mobility challenges. HcL Transport provides supported community transport services in Edinburgh and the Lothians. It provides door-through-door services for people with limited mobility who are unable to use ordinary buses and/or suffering a degree of social exclusion due to age, disability, additional support needs, health issues (long or short term) and geographic remoteness. Drivers not only collect passengers from their front door but help passengers from inside their homes and onto the bus.

This can include drivers helping passengers to put their coat on, turning the key to lock their home and assisting them from their home to the vehicle and safely into a seat and fastening their seatbelt.

Dial-A-Ride is £5.00 for the first mile and then 60p per mile thereafter. The first journey is up to £6 off.

[eastspace.org.uk/services/dial-a-ride-and-dial-a-bus-handicabs-lothian-limited-hcl-transport/](http://eastspace.org.uk/services/dial-a-ride-and-dial-a-bus-handicabs-lothian-limited-hcl-transport/)

### East Lothian GP Transport Service

Royal Voluntary Service volunteers provide patient transport for essential appointments and visits to and from hospital, to a GP or other medical appointment where confidence or mobility issues can make it difficult or impossible to attend by using public transport or if you live in rural areas with limited transport. Volunteers provide company and support to help you get to and from your appointment. They can also be on hand to help you check in and wait with you before returning home. Our volunteers can also take a carer if that helps with confidence to attend.

[royalvoluntaryservice.org.uk/our-services](http://royalvoluntaryservice.org.uk/our-services)

# New Restrictions announced for East Lothian's Scottish Welfare Fund

**The Scottish Government's Scottish Welfare Fund delivers financial support through the provision of Community Care Grants and Crisis Grants for those experiencing significant financial hardship and has provided a vital life-line to many local residents in recent years.**

In order to support local residents, temporary top-up funding had been secured which has meant a greater level of funding has been available overall to support people through the most difficult of times. However, in 2023/24 no additional funding is available to help support the scheme, meaning that only the core allocation of funding received from the Scottish Government is available, up to the end of March 2024.

We have seen a significant rise in Scottish Welfare Fund applications and this has resulted in heightened pressure on the fund. The cost of living crisis has created a huge surge in demand for Crisis Grants. In order to manage the fund up to end March 2024 and ensure payments can be made to those most in need, from 1 September

2023, the criteria to award Community Care Grants has been limited to make awards to only the highest and most compelling priority applicants and the criteria for awarding Crisis Grants, which is high priority only at present, may have to be amended.

Under the highest and most compelling priority rating, the council will apply the following criteria when assessing Community Care Grant claims:

1. **the applicant's need would be judged to be immediate and extremely severe**
2. **the applicant is judged to be highly vulnerable and at immediate risk**
3. **an award for the item or money requested would have a substantial, immediate and sustained effect in resolving or improving the health and wellbeing of the applicant or their family**
4. **there will be significant and immediate adverse consequences if the item or money is not provided**



Although there is significant pressure on our Scottish Welfare Fund budget, we are committed to doing what we can to support local residents in the months ahead.

We will continue to work with other council services and external agencies to identify other forms of support which may help you.

We would encourage anyone in need of help to check out our recently updated **Cost of Living** leaflet, which is available at [www.eastlothian.gov.uk/cost-of-living-support](http://www.eastlothian.gov.uk/cost-of-living-support) and contains various forms of financial support available. You can also contact us and we'll send you a printed copy.

If you have any questions about the Scottish Welfare Fund, Community Care Grant or Crisis Grant, or think you may be eligible and wish to apply, phone our **Scottish Welfare Fund** helpline on **01620 828790** (Mon to Thu 1pm-5pm or Fri 1pm-4pm)

Or email [scottishwelfarefund@eastlothian.gov.uk](mailto:scottishwelfarefund@eastlothian.gov.uk)

We will do what we can to help, including making referrals to other agencies that may offer other forms of support.

**We're living through stressful times just now, and everyone's feeling it.**

**Our staff are doing their best to assist local residents and businesses whilst delivering essential services.**

**Please, be nice.**

*Thanks for your patience & politeness*



**BE NICE**  
RESPECT US AS WE RESPECT YOU



# How we can work together to manage your rent payments

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Not being able to pay your rent or building up arrears can be stressful, and you may think there's no way out, but the worst thing you can do is ignore it.

Rent is a priority bill and it's important to keep your payments up-to-date, but we understand there may be reasons why you've fallen behind with your rent. Perhaps your income or expenses have changed and you have less money, you may have lost your job, reduced your hours or had a change in your household if someone has moved in or out.

With cost of living pressures, we are now supporting many tenants who have never been in this situation before, so you're certainly not alone if you're feeling the strain.

If you feel overwhelmed and not sure what do, follow our 5-step guide.

## STEP 1

### CONTACT YOUR LANDLORD

If you're a council tenant and struggling to pay your rent, the first thing to do is contact our friendly Rent Income team.

Try to do this at the earliest possible stage, even before your payment is due – the sooner we know the better. If you rent your home from a Housing Association or private landlord, we would urge you to get in touch with them straight away.

Try to be honest about your situation and if you can only pay some of your rent, but not the full amount, tell us and we can look at setting up an affordable repayment plan for you.

We know lots of people find it hard to talk about money, but don't be afraid or embarrassed to ask for help, that's what we're here for. Whether you've missed one payment, or are struggling with high level arrears, it's always best to get in touch so we can talk through your options and help you through this difficult time.



 citizens  
advice  
scotland

## STEP 2

### PREPARE A BUDGET

If you're struggling to pay other bills or manage debt, it's important that you get some help and make a plan for the future.

**The Money Advice Service Online Budget Planner** can help you take stock of your financial position and better manage your income and outgoings. Visit [www.moneyadviceservice.org](http://www.moneyadviceservice.org)

However, if you're unsure and need some advice, our local **Citizens Advice Bureau (CAB)** provide free, independent and confidential advice to local residents on a range of matters including benefits, debt and housing advice. To find out more, contact your nearest CAB:

#### Haddington CAB

**E** [cab@haddingtoncab.org.uk](mailto:cab@haddingtoncab.org.uk)  
**T** 01620 824471

#### Musselburgh CAB

**www.musselburghcab.org.uk**  
**T** 0131 653 2748

### STEP 3

#### MANAGE YOUR OUTGOINGS

Check you're on the best tariffs for monthly bills. For example:

**Social tariffs** are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband. Visit [www.ofcom.org.uk](http://www.ofcom.org.uk) and select the '*Phones and Internet*' tab.

Energy bills can be particularly challenging if you live alone, are elderly, are living with a disability or health issue, on a low income, or just starting out in your first home.

Advice and support is available to help reduce your energy costs and heat your home more efficiently. You can contact **Home Energy Scotland** or the **Energy Saving Trust** for help.

To find out more visit

[www.homeenergyscotland.org](http://www.homeenergyscotland.org)

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

### STEP 4

#### BOOST YOUR INCOME

Depending on your circumstances, you may be entitled to some financial support to help pay your rent. If you're working age and out-of-work or on a low income, you may be entitled to Universal Credit, including some help towards your housing costs. You can apply online at – [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

If you're claiming Universal Credit, you can also switch to twice-monthly payments or have your rent paid direct to your landlord if that helps.

If you're claiming Universal Credit for the first time, Citizens Advice Scotland provide a dedicated **Help to Claim service**.

Phone **0800 023 2581** or visit – [www.cas.org.uk/helptoclaim](http://www.cas.org.uk/helptoclaim)

If you're pension age, you may qualify for Housing Benefit. You can apply if you're working or out of work.

Working age Housing Benefit is only available if you live in supported or temporary accommodation. If you're working age and in general accommodation, you can apply for Universal Credit to help with your housing costs.

How much you get depends on how much rent you pay, how many people live with you, your household income, including benefits, pensions and savings. Apply online at –

[www.eastlothian.gov.uk/apply-for-hb](http://www.eastlothian.gov.uk/apply-for-hb)

If you're entitled to Housing Benefit or the housing costs element of Universal Credit and are still unable to pay your rent, you may be eligible for a Discretionary Housing Payment. This is not a long-term solution, but may help to get you through a difficult period.

A **Discretionary Housing Payment** may also be awarded if your benefit has reduced as a result of the bedroom tax or benefit cap. Apply online at –

[www.eastlothian.gov.uk/dhp](http://www.eastlothian.gov.uk/dhp)

There are other forms of financial support available. To find out what you may be entitled to, check out our online **Benefits Calculator** at

[www.eastlothian.gov.uk/entitled-to](http://www.eastlothian.gov.uk/entitled-to)

You can also contact the council's Financial Inclusion team for advice.

Visit [www.eastlothian.gov.uk/financial-inclusion](http://www.eastlothian.gov.uk/financial-inclusion)

Email [financialinclusion@eastlothian.gov.uk](mailto:financialinclusion@eastlothian.gov.uk)

Phone **01620 827 827**

## STEP 5

### GET HELP AND ADVICE

There are lots of council teams and other organisations who can provide support and advice.

If you are a council tenant and need advice, we would urge you to contact the Rent Income team in the first instance. Even if they can't help, they'll know who can and will put you in touch with other council teams or organisations. They can even make a referral on your behalf and arrange for someone to contact you.

### REMEMBER

One of our friendly Rent Income team members can visit you at home if you're unable to travel, or feel more comfortable talking about your situation in your own home.

If you can get online, there's also lots of information on the council website, including our **Helping with the Cost of Living** leaflet. Visit [www.eastlothian.gov.uk/cost-of-living-support](http://www.eastlothian.gov.uk/cost-of-living-support)

To find out more about paying your council rent and help available visit –

[www.eastlothian.gov.uk/rent](http://www.eastlothian.gov.uk/rent)  
**e: rentincome@eastlothian.gov.uk**

Phone our dedicated helpline on **01620 827 528**

# Residents urged to check their Council Tax discount details

**All East Lothian residents are being urged to make sure their Council Tax status is up to date by checking their status on annual bills.**

Every two years the council, and other Scottish local authorities, runs a check on everyone claiming single person discount on their Council Tax.

This year, we are joining up with other agencies to carry out a more detailed exercise. East Lothian currently has **52,166** domestic properties and there is single person discount awarded at **17,606** of these at a total cost of more than **£6m**. We know that a percentage of these households could be mistakenly claiming the discount if their circumstances have changed. It is in the interest of both East Lothian Council and individual households to ensure their information is accurate and up to date. Anyone who has received a letter querying their single person discount status can update their details via the form or telephone number provided within the letter or by using the dedicated form at

**[www.eastlothian.gov.uk/spd-declaration](http://www.eastlothian.gov.uk/spd-declaration)**

Any resident at any time can update their details via the council website. We would urge every household in East Lothian to carry out this simple check and update. We are currently in the process of issuing letters to households we believe contain members who have recently turned 18 and to those households where there is no explanation for an additional adult in the household.

Reminder letters will be sent in cases where no response has been received. If no response is received then a request will be made for the Council Tax team to remove Single Persons Discount from that individual's Council Tax account.

# New central heating contractor

**We are pleased to announce that Richard Irvin Facilities Management (RIFM) has been appointed as our central heating contractor.**

RIFM comes with a wealth of experience and will be responsible for annual heating & hot water servicing as well as 24-hour, 365-day repair & maintenance of appliances.

Our Central Heating Team are already working alongside RIFM to implement our access procedure for annual servicing and inspection to ensure your heating system is operating safely and working efficiently.

As part of any visit, the RIFM engineers will also test and inspect your smoke, heat, and

carbon monoxide detectors and will be more than happy to help demonstrate how to make best use of your heating system.

Ahead of any visit, you will receive a first appointment letter which will provide information on your planned appointment date and time. If you are unable to be at home for your appointment, we ask that you follow the instructions on the letter and contact RIFM to re-arrange your visit. Missed appointments can be very costly to the council and we are striving to access as many properties as possible at the first appointment.

RIFM engineers look forward to seeing you at your next service and inspection.

# Get in touch

## AREA OFFICES

Call 01620 827 827, email us, or visit your nearest housing office.

### MUSSELBURGH

The Brunton, Ladywell Way  
musselburgharea@eastlothian.gov.uk

### HADDINGTON

John Muir House, Brewery Park  
haddeast@eastlothian.gov.uk

### TRANENT & PRESTONPANS

George Johnston Centre,  
Winton Place  
tranentarea@eastlothian.gov.uk

### NORTH BERWICK

Library & Customer Services, School Road  
housingnorthberwick@eastlothian.gov.uk

### DUNBAR

Bleachingfield Centre,  
Countess Crescent  
housingdunbar@eastlothian.gov.uk

Benefits  
01620 827730

Council tax  
01875 824314

Housing  
01620 827827

Homelessness  
01620 827536

Repairs  
01875 824311

Scottish Welfare Fund  
01620 828790

Social work  
01875 824309

Special uplift  
01875 824305

Switchboard  
01620 827827

Welfare Rights  
01620 827827

Antisocial Behaviour  
01875 824 307

Gas Leaks  
0800 111 999

If you need Homefront in another format  
e.g. Large Print, audio, or in your own  
language, please call 01620 827199.



Spotted a broken street light?  
Pothole? Fly tipping?  
01875 824 305  
[www.eastlothian.gov.uk/reportit](http://www.eastlothian.gov.uk/reportit)