

Homefront



The newsletter for East Lothian Council tenants

SPRING/SUMMER 2025



Affordable Housing Programme

Also in this issue:

Help & Support for Tenants

What is Sheltered Housing?

Carers' Week

Brown Bin Permits

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01620827827

British Sign Language (BSL) users can contact us via
www.contactscotland-bsl.org

Homefront: the newsletter for
East Lothian Council tenants. Follow us on
@ELCouncil, or **f East Lothian Council**

Rent Increase Consultation Outcome

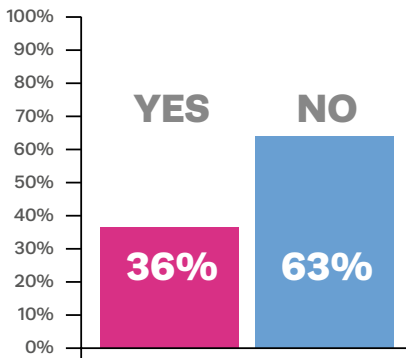
Thank you to all our tenants who took the time to respond to our rent increase consultation, which took place in November last year.

We value the views of our tenants as it helps us to understand what you think of our proposals and what parts of the service are important to you.

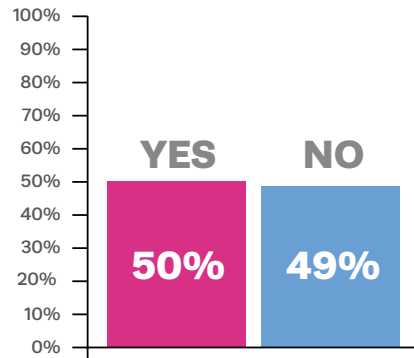
We consulted on a proposed 7% increase and explained how rent money is spent. We asked you to prioritise services by telling us what is most important to you.

Below is a summary of the responses to the main questions in our rent consultation questionnaire.

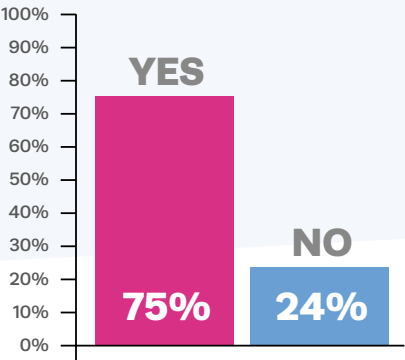
Do you agree with the proposed increase of 7%



If we don't increase our rents by 7% we are likely to have to reduce some of the services we provide, do you think it is right to increase our rents?



Do you think the rent you currently pay is good value for money?



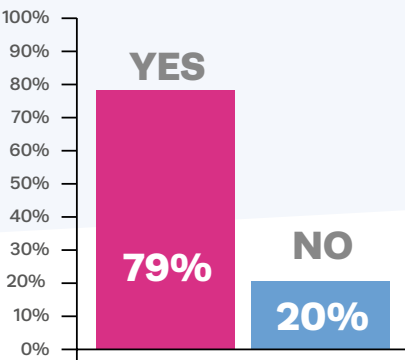
You told us your priorities were (in order):

- 1. council house repairs
- 2. continue to deliver the housing services
- 3. energy efficiency
- 4. our modernisation programme
- 5. our new build programme.

A report with all of your feedback was produced for all East Lothian councillors to read and discuss.

At a full meeting of East Lothian Council in February, councillors took

Are you happy with the level of consultation and information you get about the annual rent increase?



a decision to approve a 6.5% rent increase for tenants for 2025/26 which was necessary to maintain current levels of service and make improvements in our modernisation and new build programmes.

We have also agreed to review the longer-term strategy for the Housing Revenue Account and plans are underway to achieve a rent restructure in 2025/26.

All tenants received a letter to advise what their new rent payment would be.

Sadie Wilkie – Registrar

Brunton Court's Sadie ditches retirement to carry out a 3rd generation wedding ceremony!

Most people wouldn't even think about coming out of retirement after 25 years but Brunton Court resident Sadie Wilkie saw it as a privilege.

Long-term Musselburgh and Wallyford resident Sadie worked as a Registrar for almost 25 years and carried out around 2000 marriages during that time, including many friends, neighbours and family. She even officiated at her own daughter, Elaine, and granddaughter Kirsty's weddings.

So when, at the age of 84, she was asked to carry out the ceremony for a Brunton Court neighbour's granddaughter, Sadie didn't think twice – especially as she had previously officiated at the weddings of that very same neighbour AND her daughter!

Sadie's kindhearted gesture in marrying the third generation of the same family made it into the local media. And it's not the first time she has been in the news – Sadie was East Lothian's very first female Registrar, back in 1975.



Sadie said:

“ It was a privilege to be asked to come out of retirement to officiate my friend Nora's granddaughter's wedding. It was even more special given that I had married her mother and Nora herself! ”

Well done Sadie! What a star.

Help & support for our tenants

Bereavement

We understand that bereavement can be traumatic. Along with coming to terms with the loss of a loved one, there are practical matters to consider like what you need to do when a council tenant dies.

If the tenant lived alone, you should tell us about the death as soon as possible by contacting your local area office.

If the tenant shared a home, succession is where a family member or carer may inherit a council tenancy upon the death of the original tenant.

Only a qualifying person can succeed to a council tenancy and there are certain conditions that must be met. You can contact your local housing officer to discuss succession.



We have a leaflet with information about what you need to do on the death of a tenant. You can find it on our website at

www.eastlothian.gov.uk/death-of-tenant

Or if you need some help or advice please contact your local housing office on **01620 827 827**.

Adapting your home

If you are having difficulty managing in your home, the **East Lothian Rehabilitation Service** can provide information and advice about equipment to help, for example in your bathroom or bedroom.

Small adaptations, such as grab rails or taps can often be completed free of charge and do not require an assessment. For further information, please complete the self selection request below or call **0333 369 0680** and select option 2.

www.eastlothian.gov.uk/OT-self-select



Major adaptations include structural changes to your property, for example a wet floor shower, and need an assessment from an Occupational Therapist.

To find out more about the **Occupational Therapy Service** and how to get assessed, contact the Occupational Therapy Team on **0300 3690 680** and select Option 2.

It may not always be possible to adapt your existing home but where an adaptation is either not feasible or not the right solution, you might need to think about moving to a more suitable property.

To find out more about what your housing options are please speak to your Housing Officer on **01620 827 827** or have a look at the housing options information on our website at www.eastlothian.gov.uk

Comprehensive Tenant Satisfaction Survey

We are required to carry out a tenant satisfaction survey every three years and report to the Scottish Housing Regulator.

This survey asks questions about us as a housing provider and your feedback will be used to shape our service and make improvements.

We are duty bound as a landlord by the Scottish Social Housing Charter to evidence how tenants' priorities and needs are taken into account when we are developing our services.

This survey will be carried out this year over the summer months and we are currently working with East Lothian Tenants and Residents Panel to finalise the questions in the survey.

We will write out to tenants to let you know when this work will be starting.



Automated Email Acknowledgements

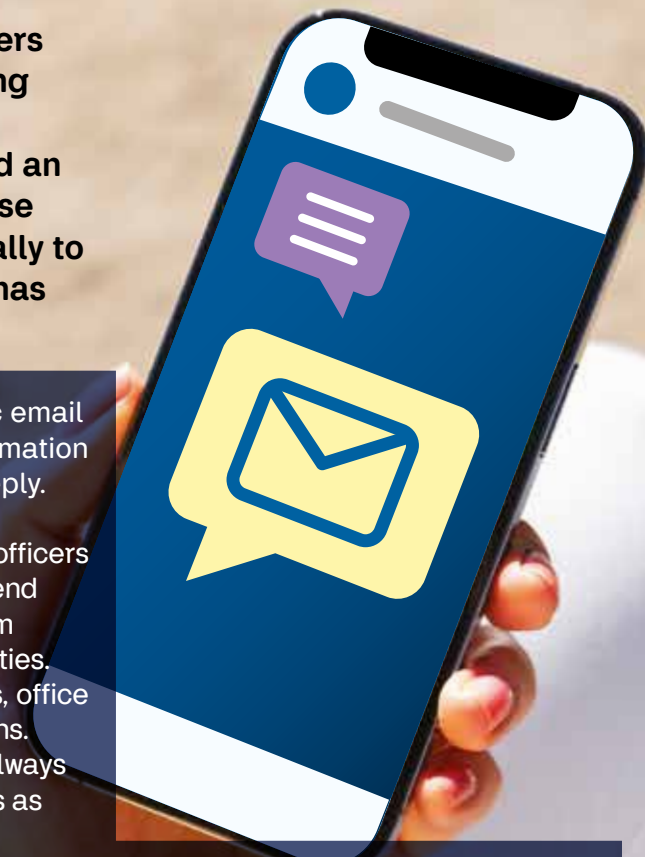
If you're emailing members of our Community Housing team, you'll notice they have recently introduced an immediate email response which is sent automatically to confirm that your email has been received.

The content of the automatic email response also includes information on when you can expect a reply.

We have highlighted that our officers have varied roles and can spend long periods of time away from their desk tending to other duties. These can include home visits, office interviews and area inspections. This means our staff are not always available to respond to emails as soon as they are received.

We hope the introduction of this automated response provides peace of mind, particularly when an email is sent outwith office hours, or when an officer is away from their desk, to confirm that we have received your email and will reply as soon as possible.

A similar automated reply has also been introduced to our housing team shared mailboxes, which provides a link to the housing pages on our website to offer further information on our housing services, which might be useful while you are waiting for a response to your query.





East Lothian Tenants and Residents Panel Update

ELTRP Annual General Meeting

The AGM was held in the Fraser Centre, Tranent, on 22 March and focussed on feeding back the outcome of the group's efforts to engage with tenants during the council's rent consultation.

ELTRP told the tenants about meeting with Council Leader **Norman Hampshire** and Cabinet Spokesperson for Housing and Property Maintenance, Councillor **Andy Forrest**, to highlight the concerns that were raised by tenants about implementing a 7% rent increase. ELTRP also asked that representatives from the Executive Committee be involved in discussions about any future rent increases. ELTRP was pleased to report that these suggestions have been taken on board and we look forward to

representing tenants in any future discussions.

The AGM then focused on other business, with **Deborah Piner**, Service Development Officer from East Lothian Council, stepping in to guest Chair. Once again, the current ELTRP Executive Committee stood down and were up for re-election. The following people were elected to carry out the work of ELTRP:

Jim Herron – Chairperson
Susan Forgie – Vice Chairperson
Julie Hayward – Treasurer
Linda Finlayson – Secretary
Vivian Towsey – EC Member
Grace Stirton – EC Member
Christine Schaffer – EC Member



It was great to see new people interested in working with ELTRP and members will contact them in the coming weeks.

ELTRP Executive Committee would like to thank everyone for their continued support and look forward to working with individual tenants and local tenants and residents groups in the coming year.

Rent Consultation

Our thanks to **Susan Forgie**, Vice Chair of ELTRP, who gave a presentation at a public meeting during East Lothian Council's rent consultation process. The event was held on Monday 9 December 2024 in the Fraser Centre, Tranent. Our thanks also to all of you who attended.

Susan talked about the impact the proposed 7% increase might have on tenants in terms of weekly and annual costs. There was also a discussion around the council's Housing Service and what tenants felt should be the main priorities.

After a really useful discussion and input from all the attendees, ELTRP agreed to feed back to the Housing Revenue Account Cross Party Working Group, ahead of their recommendations to the full meeting of East Lothian Council, that they

did not agree with a 7% increase and that tenants would prefer that improving the repairs service and voids turnaround were the council's main focus, ahead of the new build programme.

For more information on the 6.5% rent increase and how that was decided, go to [page 3](#).

Christmas Time!

This year ELTRP held their Christmas Party in the Ravelston House Hotel. The evening is a thank you to all the members of ELTRP and the local tenants and residents' groups throughout East Lothian.

All members turned out in their 'sparkles' and were treated to a delicious Christmas meal. Although some members were feeling the cold, they were soon warmed up by the music from 'The Deid Beatles'!

The event was a fantastic way to celebrate the enormous amount of work tenants and residents' groups put into our communities every single day. The Christmas party is a small token of ELTRP's appreciation of all that hard work!

Tenants and Residents Associations (TRAs) Update

We currently have **25 groups** across East Lothian, with new groups developing in Haddington and North Berwick.

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

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

The Executive Committee of ELTRP has discussed holding '**Event Get Togethers**', giving an area an opportunity to meet ELTRP volunteers and staff along with other TRAs, sharing what they have done and how they did it. East Lothian Council department representatives may also attend these events, for example Housing, Repairs and Community Protection as well as other local agencies.

If you think this might be something that would help your area start a TRA, please just get in touch.

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

E: tenantspanel@eltrp.co.uk

T: 0131 665 9304

TRAs update:

As always, the TRAs have been working behind the scenes for the benefit of their local communities. Here is a brief update of some of what the groups are doing.

Haddington Central TRA

New App Makes Reporting Antisocial Behaviour Easier Than Ever

A new mobile app is being piloted in Haddington to make it quicker and easier for tenants to report antisocial behaviour (ASB). The idea came directly from local residents and is being developed by the Haddington Central Tenants and Residents Association (HCTRA).

“Tenants told us that reporting ASB can be confusing and time-consuming - especially when you’re not sure who to contact,”

said Susan Forgie, Chair of HCTRA.

“We were asked for something simple and accessible that puts all the key information in one place.”



This new app brings all the key contact details together on a single screen and with just one tap, users can choose to report ASB to either East Lothian Council or Police Scotland by phone or online.

The app is simple to use, doesn't require an account, doesn't track users and stores no personal data. It is designed to make the process as smooth and stress-free as possible, especially for those who may not feel confident navigating Council or Police websites. The pilot version is available now for Android phones, with plans to expand to iPhone users in the future.

“This is a great example of what can happen when communities take the lead on solutions,”

said Susan.

“We’re proud to see Haddington tenants driving this forward.”

Although the pilot is being run by HCTRA in Haddington, the app uses contact information that applies across all of East Lothian. If you live elsewhere in the county and would like to take part in the trial, we'd love to hear from you too.

To get involved, just drop us an email at haddingtoncentraltra@gmail.com and we'll send you the download link.



New fencing and renewed paving at Cairds Row



Freshly painted bin cage gates



Beach Lane TRA

As a result of two meetings held over the last six months, repairs and maintenance have been carried out:

- cellar doors have been painted
- bin cage gates have been painted
- fence at Cairds Row drying green has been replaced
- all rubbish (fly tipping) has been removed
- paving stones at the top of Cairds Row have been repaired and renewed.

Many thanks to Councillor Andy Forrest who has assisted in driving this work forward, as well as Property Maintenance and Housing Managers who have all helped to get this work completed. We would also like to thank the Safer Communities Team for their constant support and information regarding antisocial behaviour in our area. At our last meeting on 7 April we discussed our priorities for the future upgrade of the Beach Lane block.

For more information, please contact Linda Finlayson, our Chairperson
l.finlayson13@hotmail.com

Dunbar Newtonlees Fair Acres Resident Association (DNFRA)

Working together - Keeping Dunbar tidy

Sometimes, people can become socially isolated and withdraw, which can affect their mental health.

At Dunbar Newtonlees Fair Acres Residents Association (DNFRA) we decided to set up a litter picking group in April 2024. Our Treasurer took on the challenge to keep our area clean by bringing people together and getting out in the fresh air, which has its own additional benefits!

A group of fabulous tenants and residents meet monthly to pick up litter from our estates. They then extend into the wider community to pick litter up along the Queens Road and the common path leading to Dunbar Asda. As a thank you to these volunteers, coffee, biscuits and a good chinwag also take place at the end of these sessions.

We are proud to report that April 2025 marks one year anniversary of the litter picking group's activities.

Funding from Dunbar & East Linton Area Partnership and East Lothian Council has been instrumental in facilitating this group. DNFRA would like to extend our gratitude to our funders and our volunteers for its success.

For more information please contact:
Sec@dnfra.co.uk



Newtonlees Treasurer litter picks

For more information e: tenantspanel@eltrp.co.uk

www.eltrp.co.uk  [@EastLothianTRP](https://www.facebook.com/EastLothianTRP)  twitter.com/ELTRP1 

Sheltered Housing Digital Switchover

You might remember we advised in Homefront last year that telephone providers will be moving their customers from old analogue landlines to new upgraded ones using digital technology.

The existing analogue technology (the PSTN - Public Switched Telephone Network) which has supported phone and broadband services for decades will be switched off and replaced with new digital technology. This will be just like using the phone as you always have but it uses an internet connection instead.



A new alarm installed at Mansfield Court

The alarm systems in our amenity and sheltered housing properties operate using an analogue phone line which directs calls to our Contact Centre. After the digital switchover these alarm systems will no longer work.

Here's an update on the work we're carrying out in our sheltered housing properties:

Mansfield Court is the first sheltered housing complex to be upgraded to our new digitally compatible alarm system provided by Le Grand. The work was completed in April and residents and staff have been provided with training on the new equipment.

Within the communal areas the door entry system has

Sheltered housing officer Barry Spence is delighted with the new alarm system



been replaced alongside the introduction of a digital noticeboard. This is situated at Mansfield's reception area and displays upcoming activities and essential contact details. The office now has a clear, reliable connection to each resident's home. All residents have been issued with a pendant linked to the alarm system and, if required, additional equipment (i.e. fall detectors).

This work will now continue over the coming weeks in both our **Well Wynd** and **Brunton Court** complexes.

Amenity Properties Update

The majority of tenants who live in an amenity property with a community alarm have told us that they are happy for this to be removed so we have decided not to replace the community alarm system in these properties.

Instead, our Telecare Team are working alongside Community Housing with those tenants who do wish to continue with an alarm. These tenants will be provided with a dispersed Telecare Digital Alarm tailored to suit their needs, which will be in place before the existing alarm is removed to ensure there will be no disruption to service.

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 help throughout this process.

For more information call our contact centre on 01620 827827 and ask for Community Housing

HSCP Carers Week

Are you the go-to person in your family?

Are you the one that looks after everyone else?

Do you wonder what they would do without you?

You might be a mum, son, sister, grandson or friend first but if you look after someone who couldn't cope without you because of older age and frailty, illness, disability, mental health problems or addiction you could also be known as an unpaid carer.

There are around 800,000 unpaid carers in Scotland and without them health and social care services would collapse. It is estimated that the support they give is equivalent to the cost of another whole NHS, £15.9 billion!

The value of what carers do for the people they care for should be better recognised by all of us, but carers also need to be supported to look after themselves.

Caring can have a big effect on the life of the carer, their chances to get into or keep up education or work, their relationships with the person they care for and others, their finances and they often put their own wellbeing after that of the person they care for, meaning their own physical or mental health can suffer.

Support is available locally to anyone looking after a partner, friend, child or family member that couldn't manage without what they do. People don't need to identify with the term carer, they just need to recognise that they have extra responsibilities because of what they do for someone else. Most of us will be carers at some point in our lives.

Our local carers centre is ***Carers of East Lothian***. They can provide anything from a bit of practical advice around benefits and money, managing paperwork and making applications for support, through to much more support for carers who are struggling to cope with the physical and emotional demands of caring for someone on a full time basis. They aim to support all adults in a caring situation in East Lothian to get information and services to help them in

their caring role, to look after their own wellbeing and to speak up on behalf of carers to improve services.

People can contact them with any questions they might have or just for a chat with someone who understands what caring for someone else is like. They offer one to one support but also have lots of groups where people can meet others who also care for loved ones and might be able to offer each other information, advice and support.



*Give them a call on
0131 665 0135 or
visit www.coel.org.uk
if you want to find out more.*

*You can also visit
[www.eastlothian.gov.uk/
support-for-carers](http://www.eastlothian.gov.uk/support-for-carers)
for more information on
unpaid carers.*

Affordable Housing Programme

We're continuing to deliver our extensive affordable housing programme.

Over the last financial year we have seen a number of projects reach completion throughout East Lothian, with 38 new build council houses and flats being delivered together with five purchases from the open market providing much needed accommodation.

At the **Windygoul** site in Tranent, Springfield has completed 60 new homes for the council. These include three wheelchair accessible bungalows and 14 ground floor flats for older people.

At our **Letham Mains Expansion** site in Haddington, Taylor Wimpey has completed 35 new homes including four amenity homes for older people. Work continues at Fa'side Lodge, Tranent where JR Group is building 28 units for the council including six wheelchair accessible units and four flats for older people. Handovers are

scheduled for late summer.

Work has started at **Longniddry South**, where Cruden Homes is building 31 properties for the council. To date, three houses and four flats have been handed over, with a further 12 scheduled for handover in July this year and the final 12 in September, including one wheelchair accessible property.

Taylor Wimpey has recently started on site at **Belhaven**, Dunbar, building 28 new homes for the council. The properties are a combination of flats and houses with the first ones due to be handed over in at the start of 2026.

Planning Permission has been granted for the redevelopment of existing buildings and new build flats at the former Herdmanflat Hospital site in Haddington.



New council homes in Longniddry.

The development proposals will provide up to 145 units of affordable housing for older people and community facilities within the Garleton Building. The approved masterplan shows five different development phases with the first phase featuring four three-storey buildings and one two-storey building accommodating a total of 51 units. Work is expected to start on site in August this year.

The council has also bought five houses across East Lothian off the open market, which will be provided as new council homes.

Our affordable housing partners also continue to develop within East Lothian. Over the past financial year, a total of 83 new properties have become available for social rent and 10 for mid-market rent.

Castle Rock Edinvar completed 27 new houses and flats with Miller Homes in **Whitecraig**, along with 10 houses for mid-market rent within the Cruden Homes Longniddry development.

East Lothian Housing Association delivered, with developer MNM, six three bedroom houses and four two bed cottage flats at **Castlemains**, Dirleton, as well as 23 two, three and four bedroom houses and flats within the Bellway development at Elphinstone.

Wheatley Homes East, along with Ogilvie Homes, delivered the next phase of affordable units at **Blindwells** consisting of 23, two and three bedroom houses and flats. Along with our Affordable Housing Partners, we continue to deliver much needed single unit family homes in East Lothian.

Register for your brown bin permit

Residents can sign up for East Lothian Council's 2025/26 garden waste collection service from 12 May.

You will be able apply for a permit online using a [myeastlothian](#) account on the council's website until the sign-up window closes at 3pm on 4 July.

The garden waste permit charge is £35 - the same cost as last year when around 24,000 householders registered to use the scheme. Collections will run fortnightly between 1 September 2025 and 28 August 2026.

Garden waste including grass cuttings, leaves, bark, flowers, plants, hedge trimmings, weeds, twigs and small branches are all accepted materials in brown bins.

Once you have signed up, a permit sticker to go on your bin will be delivered to you in August. The sticker will show the address and permit number for the registered property. You will also receive a calendar with the permit pack to let you know the day and week of your bin collection.

Our collection crews will only empty brown bins with a valid sticker clearly displayed and they will check the sticker details match the address.

There is a strict limit of one brown bin per household to make sure we can complete our collection routes when there is a lot of garden waste.

For flats with shared areas, it is the residents' responsibility to organise registration and payment for the service. This may be done by splitting the cost but only one person should order the permit and pay the full amount.

Households do not have to use the garden waste service, and residents can dispose of garden waste free of charge at our recycling centres.



www.eastlothian.gov.uk/garden-waste

Boost your income



With the rising cost of living continuing to affect us all, if you are worried about your finances and need some advice and support, please visit the council website at www.eastlothian.gov.uk/boost

These pages, and the leaflet you can download there, have been designed to help you boost your income by making sure you are claiming all the financial help you are entitled to. We know that many people are not claiming all the benefits and support that they might qualify for. It's really easy to check and we can help you.

Lots of other helpful information is available, including advice on managing your energy bills, what to do if you need help with food provision and what to do if you're in a financial crisis.



Don't delay – get the help you need today.

www.eastlothian.gov.uk/boost

Important advice on use of loft spaces

If we need to access your loft to carry out maintenance work and you have items stored in the loft, you may be asked to remove them.

The ceiling joists in loft spaces are not designed to carry weight like the floors in your home, therefore lofts should not be used for storage purposes.

The insulation in your loft is not designed to be covered. It can be damaged by stored items, making it less effective and resulting in heat loss through the roof. This could lead to increased energy costs and increase the risk of condensation and mould.



Loft hatches in our new build properties and communal areas are locked and tenants should not attempt to access these attic space.

There is also a potential fire risk in loft spaces if you cover electric cables with anything flammable.

We may recharge you for the cost of damage if it is caused by storage of items in the loft or if you leave any items at the end of your tenancy.

Making your own alterations and improvements

As a tenant, you must ask for written permission from us (known as landlord's consent) before you carry out certain improvements to your home.

Examples are:

- any alteration to the gas installation pipework and/or gas fittings and equipment
- alterations, improvements or enlargements of the house, fittings or fixtures e.g. laminate flooring, fitting an electric shower
- adding new fittings or fixtures; both internally and externally
- putting up a garage, driveway, shed, greenhouse, fence, wall, dog run, garden decking or any other external structure
- installing an electric car charger
- decorating the outside of your house
- laying any other form of flooring other than a carpet or vinyl flooring.



Electric Vehicle Charger



Outside tap

Unfortunately we are unable to grant permission for cat flaps in external doors as these doors are weather and energy rated.



Electric shower



To ask for landlord's consent, email permissions@eastlothian.gov.uk.

We will not refuse a request unreasonably, but we may place conditions on our consent including regarding the standard of work.

If you make an alteration or improvement without landlord's consent, you may have to return the property to its original state unless we give consent after the work has been done.

What is sheltered housing?

A small group of tenants from Brunton Court, Mansfield Court and Well Wynd sheltered housing complexes have come together to produce a **Welcome Pack** for all our tenants living in sheltered housing.

The tenants came up with the idea to help new and existing sheltered housing tenants by pulling together information about the different features and facilities that our sheltered housing complexes offer.

The pack details what happens when you accept a property in a sheltered complex and contains useful information about the community alarm system, garden areas, guest rooms, estate inspections and the role of the Sheltered Housing Officer – and more!

Sue Cairns, Outreach Officer, has been a great help to the tenants and helped arrange meetings with Housing Managers to produce the pack.



Sue said:

“ I was honoured to work with a group of passionate and compassionate individuals at the sheltered housing complexes who wanted to create a document to help both current and new tenants. The pack was informed by their own experiences,



Residents of Brunton Court, Mansfield Court and Well Wynd, who produced the Welcome Pack for new residents.

by speaking to Housing Managers and through many discussions with tenants. I hope they are very proud of what they have produced together for current and future tenants. ”

The new sheltered housing pack is now in the process of being sent out to all our sheltered housing tenants.

We hope it will help them and new tenants feel informed about what facilities and features their complex can offer.

Are your contact details correct?



We are using email and text messaging more and more now to communicate with our tenants so please make sure that we have your current email address and mobile phone number on our records. You can do this by emailing or phoning your local office.

Please see the back page of this newsletter for the contact details of your local housing office.

The Radio Teleswitch Service Switch-off

The technology that supports Radio Teleswitch Service electricity meters will be switched off nationwide on 30 June 2025. You may have seen some information about this in the media recently.

Radio Teleswitch Service (RTS) meters use a radio signal to tell some older electricity meters when to switch between peak and off-peak rates.

RTS was used for some traditional multi-rate meters to support those who use electricity for their heating and hot water. This may include those who use electric storage, panel heaters or immersion heaters in water tanks - some of which typically charge up overnight.

Electrical suppliers are contacting all affected customers to exchange meters prior to the RTS service ending.

You may have an RTS meter if:

- Your home has a separate switch box near your meter with a Radio Teleswitch label on it
- Your home is heated using electricity or storage heaters
- There is no gas supply to your area, including households in rural areas
- You get cheaper energy at different times of the day e.g. Economy 7, Economy 10

If your RTS meter isn't upgraded, your heating and hot water might not work properly and your electricity bills could be higher.

If you're still not sure which type of meter is in your property, please get in touch with your electricity supplier. You can also visit the ofgem website for more information, including various electrical suppliers' websites.

Visit www.ofgem.gov.uk and search for 'teleswitch'.



Communication by email

We are constantly trying to improve on the ways we communicate with tenants and are looking to send out more of our housing information, like **Homefront** and tenant consultations, to you by email and text message. We will also promote our services on social media.

However, we know that technology is not suitable for everyone and we will still provide paper copies of our information where we don't have an email address or mobile phone number for you – or if you ask to keep receiving paper copies.

If you would like to start receiving your copy of Homefront and other information by email, please contact your area housing office and ask that your contact details be updated to include your email address and mobile phone number.

Rent Advice Surgeries



If you're an East Lothian Council tenant and need advice about your rent payments or rent arrears, call into one of our advice surgeries.

You can drop in for a friendly chat or if you prefer to make an appointment just get in touch in advance and we'll arrange this for you.

We hold regular surgeries in the following locations:

- Jobcentre Plus office, Musselburgh
- The Bleachingfield Centre, Dunbar
- The Ridge Centre, Dunbar
- The Pennypit Centre, Rope Walk, Prestonpans
- The George Johnstone Centre, Tranent

For details, visit www.eastlothian.gov.uk/rent-advice-surgery or call the Rent Income team on **01620 827 528** for dates and times of surgeries in your local area.

Get in touch

AREA OFFICES

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

MUSSELBURGH

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

TRANENT & PRESTONPANS

George Johnstone Centre
Winton Place
housingtranent@eastlothian.gov.uk
housingprestonpans@eastlothian.gov.uk

HADDINGTON

John Muir House, Brewery Park
housinghaddington@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

Financial Inclusion
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 0800 413 721.

Spotted a broken street light?
Pothole? Fly tipping?
01875 824 305
www.eastlothian.gov.uk/reportit