

# Creating safe, warm and comfortable homes



**Your guide to improving  
multi-storey blocks**

## **Improving homes**

There are 44 multi-storey blocks in Edinburgh where individual flats are owned by the Council and private owners - these are known as 'mixed tenure blocks.'

Due to their age and condition, many of these blocks need significant investment to make them safer, warmer and more comfortable places to live.

Over the next few years we plan to repair and invest in them to make them easier to heat, improve energy efficiency, fire safety, reduce damp and mould as well as upgrade mechanical and electrical infrastructure.

Repairs will also improve the overall look of buildings, the local area and the quality of life for people living there.

## **Who is responsible for repairs?**

In mixed tenure blocks, parts of the building are shared between all the owners. These are known as common areas, for example the roof, external walls and stairs.

All the owners, including the Council, are responsible for paying their share towards repairs and maintenance to common areas of the block.

Your title deeds will explain which parts you're responsible for and how costs for repairs are split between owners.

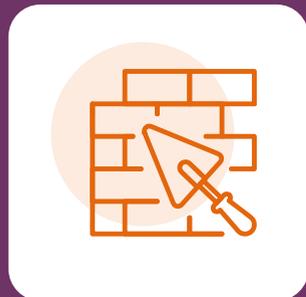
As a local authority, we have a duty to maintain the condition of our Council homes and represent and fund our share of Council owned flats in mixed tenure blocks.

We may be registered as the property factor for your building. This means we manage the common parts of your block. Owners in the block will have received a 'written statement of services' and property schedule which has detailed information regarding your own shared block, including the core and non-core services the Council will provide for the management of your block as property factor.

“Our case officers are here to help guide you through the process.”

## How we're improving multi-storey blocks

- Carry out a building condition report to identify repairs that are needed in the block and where improvements can be made.
- Share the report with owners and propose either a complete refurbishment of the block or separate packages of work eg roof repairs or lift replacements.
- Once next steps are agreed, communicate the proposed work, costs and timescales with all owners in the block and asks them to vote on whether to go ahead with the repair work or not.
- If the majority of owners vote in favour of the repairs, then the work will go ahead.
- We will manage the repairs, contractors and invoices, and keep owners and residents updated throughout the process.
- The Council represents and pays for their share of repairs.



## THE STAGES

**“ Your  
block will  
have a  
dedicated  
case  
officer ”**



### Stage one

#### **Consultation survey and vote**

Your block will be assigned a dedicated case officer who will guide you through the process. They'll send all owners in the block a copy of the building condition report and explain the proposals to repair and/or improve the building. They will also send you a cost estimate for your share of the repairs by rateable value, as found in your title deeds.

They'll then ask all owners (including the Council) to vote for or against the recommended work and let you know the result – this is known as a 'Scheme Decision.'



## Stage two

### Construction

If the majority of owners have voted to go ahead with the repairs we will:

- appoint reputable contractors to carry out the work and give you details of the work timetable
- get relevant statutory consents, like building warrants
- make sure the contractors meet all building standards, health and safety standards and other regulatory requirements
- keep owners and residents updated on the progress of the work.



## Stage three

### Completion and billing

Once the work is finished, we'll check it's been done to a high standard and agree the final costs with the contractor.

We'll send owners an invoice for your share of the work and support you through our Scheme of Assistance which includes payment plans and we'll send you a completion certificate.

## How we communicate with you

We want to keep owners and residents in the block updated and involved throughout.



Letters and information at key stages.



Drop-in sessions to answer any questions at key phases of the project.



Regular newsletters.



A case officer will be your first point of call for all construction-related issues.

Find out more about how we're investing in multi-storey blocks at [edinburgh.gov.uk/multi-storeys](https://edinburgh.gov.uk/multi-storeys)

If you're an owner or a council tenant, you can contact your case officer directly by emailing [HRMI@edinburgh.gov.uk](mailto:HRMI@edinburgh.gov.uk)

## Costs, help and advice for owners

Once the work is complete, we'll send owners an invoice for their share of the work. This will usually be within three months of the work being completed but may take longer as we want to make sure there are no other costs before sending invoices to homeowners.

We understand that this work can be expensive and you may have concerns about how to fund it.

## Getting independent financial or legal advice

Your case officer can explain the options available to you from the Council, but we cannot provide financial or legal advice. You must seek your own financial or legal advice from your bank, a financial advisor, solicitor or other independent organisation.

Other options include:

- using savings or other assets you may have
- seeking financial advice before taking out a loan
- selling your property back to the Council and moving out
- consider a tenanted acquisition where you sell your flat to the Council and remain as a council tenant.



If you think you will struggle to pay for your share of the work, you need to get impartial financial advice as soon as possible. We are unable to provide financial advice directly, however, we have listed agencies below that may be able to provide you with free guidance.

### **Citizens Advice Scotland**

Scotland's largest independent advice network

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

**0131 550 1000**

### **Scottish Welfare Fund Team**

Helping families in Scotland on low incomes

[www.edinburgh.gov.uk/scottishwelfarefund](http://www.edinburgh.gov.uk/scottishwelfarefund)

[welfarefundteam@edinburgh.gov.uk](mailto:welfarefundteam@edinburgh.gov.uk)

**0131 529 5299**

### **Age UK**

Supporting older people in the UK

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

**0333 323 2400**

### **Care and Repair Scotland**

Enabling older and disabled people to stay in their homes

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

**0141 221 9879**

### **ithrive**

Helping people find mental health and wellbeing services

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

### **Money Helper**

Free and impartial money advice

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

**0800 138 7777**

Find information on our website

[www.edinburgh.gov.uk/mtis](http://www.edinburgh.gov.uk/mtis)

