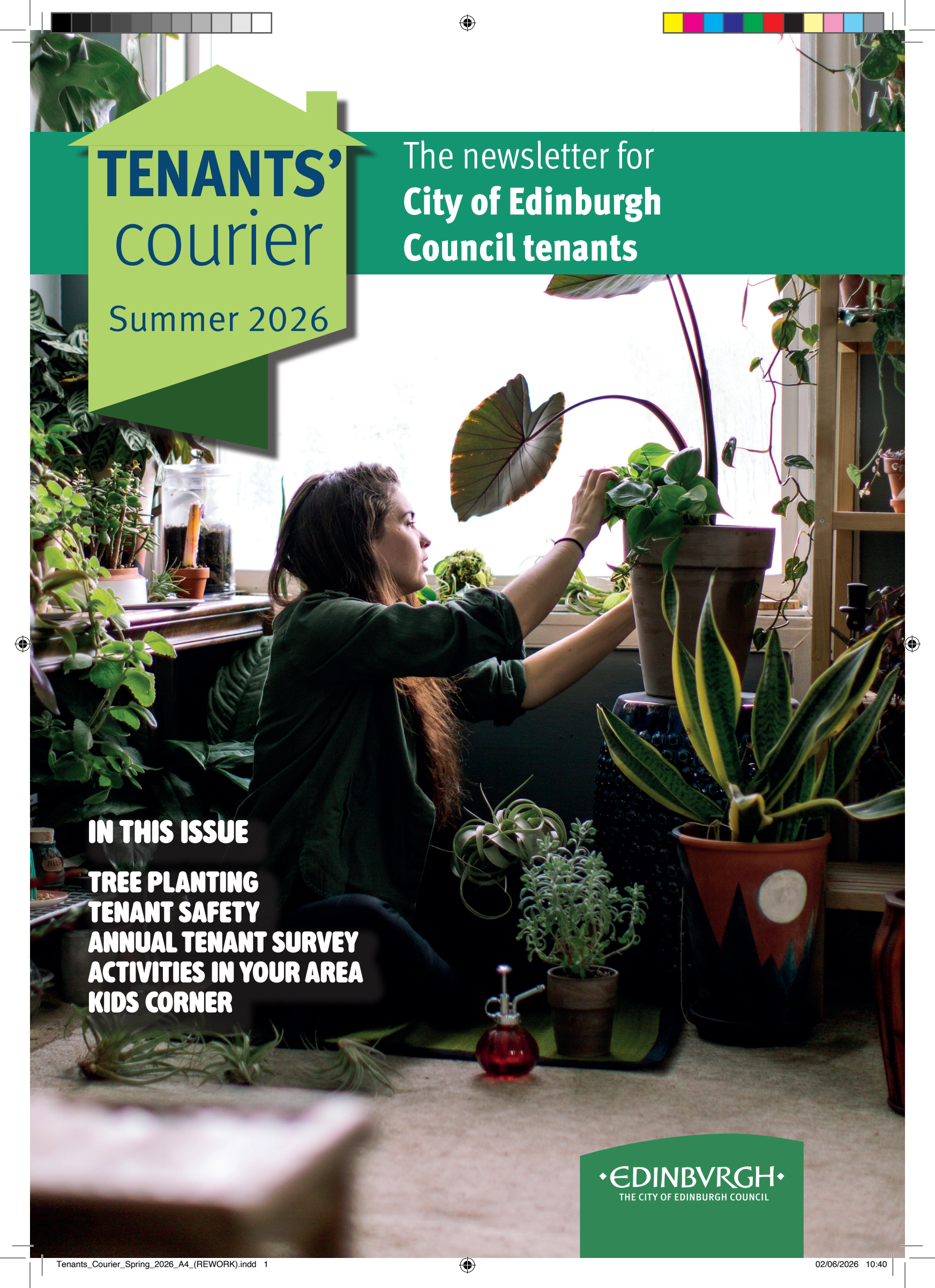


A woman with long brown hair, wearing a dark green long-sleeved shirt, is kneeling on a light-colored carpeted floor. She is reaching up to touch a large, heart-shaped leaf of a plant in a terracotta pot. The room is filled with various indoor plants, including a snake plant in a large terracotta pot with a mountain design, a small succulent in a wooden pot, and a red glass bottle on the floor. The background shows a window with bright light coming through, and a wooden shelf with more plants. The overall atmosphere is warm and natural.

TENANTS' courier

Summer 2026

The newsletter for
**City of Edinburgh
Council tenants**

IN THIS ISSUE

**TREE PLANTING
TENANT SAFETY
ANNUAL TENANT SURVEY
ACTIVITIES IN YOUR AREA
KIDS CORNER**

♦ **EDINBURGH** ♦
THE CITY OF EDINBURGH COUNCIL



Councillor Tim Pogson

Housing, Homelessness and Fair Work Convener

Welcome to the latest edition of the Tenants' Courier.

In this issue, you can find out more about what's going on in your local community, how you can get involved, and hear about the work of our Tenant Safety Team.

It was great to hear about a recent tenant visit, organised with the Edinburgh Tenants Federation, to the North West Locality office. During the visit, tenants met with the Locality Housing Manager, as well as Housing and Repairs Officers, gaining valuable insight into the challenges faced by local teams and their day-to-day work. We plan to have more of these in the other locality offices.

Over the past six months in my role as Housing, Homelessness and Fair Work Convener, I've had the opportunity to hear directly from many of you about your experiences during Edinburgh's ongoing Housing Emergency. As part of this work, we recently made the difficult decision to extend the pause on advertising Council homes for rent through Key to Choice until March 2027. I appreciate that this will be disappointing for tenants hoping to move, and I want to be clear that this decision was not taken lightly. It is, however, a necessary step to help us prioritise those in the most urgent need of housing during this period.

Importantly, there are still options available. Housing association and co-op homes will continue to be advertised, and services such as EdIndex and House Exchange can help you explore alternative ways to move or find a home that better suits your needs. Your housing officer is also there to support you.

In February, the Council approved its budget committing to the delivery of thousands of new homes over the next five years, supported by an additional £1.6 billion investment.

With our partners, there are currently thousands of affordable homes under development or are in the pipeline, with more than 1,200 homes currently under construction, 830 more approved and over 1,400 completed within the last year.

This is a record spend on affordable housing sits alongside investment to make improvements to and enhance living standards in our existing properties. In our high-rise properties, the retrofit and window replacement programmes are continuing and lift replacement programmes are also being rolled out later this year. We're also investing in our low-rise estate, including kitchens, bathrooms, window replacements and electrical and heating upgrades.

While the housing emergency has developed over many years, we are committed to addressing it with sustained action, strong partnerships, and continued investment. Together, we are making progress and with that, building a more secure housing future for everyone in Edinburgh.

Get involved with tree planting in your community

Canopy Communities is a new tree planting project supporting Edinburgh's goal to become a Million Tree City. Led by The City of Edinburgh Council in partnership with Granton Community Gardeners (GCG) the project will deliver community-led tree planting on council-owned housing land where canopy cover is low.

The Canopy Communities project is about bringing communities together to plant and care for trees and make sure that the benefits of green spaces and trees are shared fairly across the city. Trees provide lots of benefits: they keep us cool in hotter weather, keep our air clean, help reduce flooding by soaking up water in their roots, reduce climate emissions, create homes for wildlife, improve biodiversity and some can even provide food for us. Trees and nature can also make the places we live nicer, more welcoming and better for our mental and physical health.

Canopy Communities will plant trees in: Granton, Muirhouse, The Calders, Broomhouse, Moredun, Liberton, Ferniehill, Gilmerton, and Hyvot's Bank.

If you live in one of the housing areas listed above, we would like your help to:

1. Tell us where you would like to see trees planted – for example, a grassy area outside your window.
2. Help us plant them and learn new skills and meet your neighbours.
3. Become a 'Canopy Custodian' and help look after new trees by watering them in hot weather and picking their fruit in autumn.

You can learn more about the project and how to get involved online at - www.edinburgh.gov.uk/parks-open-spaces/one-million-tree-city/3

Planting in Leith

We are inviting everyone to join gardening sessions in parks in Leith. No experience necessary – just enthusiasm and a willingness to get your hands a little muddy!

We are running sessions at North Junction Street Park, Mill Lane Park and Dalmeny Street Park in Leith.

These events are being run by the Caley (Royal Caledonian Horticultural Society) as part of the Edinburgh Nature Network. If you would like to get involved - email Marie at the Caley at learning@rchs.co.uk



Annual Tenant Survey

The annual tenant survey is coming out in late June 2026.

This year we will be using GovMetric to carry out our tenant survey. Many of you will have used GovMetric for various surveys and feedback ranging from our call centre and after you have had a repair completed.

GovMetric will give us first-hand, real-time visibility on how our service is performing in the eyes of you, our tenants in your own words.

The survey will be done primarily online using low-cost, high response digital surveys, supplemented by targeted postal survey where needed.

Your feedback has a real impact – it helps us improve the homes and services we provide to you.

Your voice matters, and the results from this survey will guide further service improvements.

The Tenant Satisfaction Measures are a set of questions designed to assess how well we are performing as your social housing provider. These measures, introduced by the Regulator of Social

Housing, ensure we're delivering quality homes and services while raising standards across the sector.

The Regulator will also share best practices across the sector, allowing all social housing landlords to learn and improve.

Please keep an eye out for your email and/or sms invite to complete the survey.



Join the Tenants' Network

We're looking for tenants who want to join our new digital network.

When we developed a new Tenant Participation Strategy last year, tenants told us that they wanted better and quicker ways of communicating with the Council. That included making better use of new digital options like email.

The Tenants' Network will be an online only group for Council tenants who want to get more involved in how Housing services are delivered. It'll be a new digital way for tenants to participate; on top of all the ways they can already engage with the Council (e.g. through tenant groups, regular consultations etc).

Members of the Network will be kept up to date on services and be given the opportunity to feedback

using digital tools. We'll provide more regular updates on any service changes, share information about support and help, and giving tenants another way to share their views.

If you'd like to join the Network or have any questions then please email service.improvement@edinburgh.gov.uk. To join the Network, you'll need to provide your:

- Name
- Address
- Email address (so we can get in contact)
- Telephone number

You can opt out the Network at any time. Just let us know.

A Tenant Centred Rent Policy

A new tenant centred rent policy came into force on 6 April for council tenancies

The Policy has five central Principles.

Early Intervention and proactive engagement. We will act at the first sign of difficulty to help you manage your rent.

Financial support and advice

We will provide support to help you manage your finances and maximise your income including help applying for benefits, financial and debt support options and access to the tenant hardship fund and other schemes.

Person centred and flexible approach

We understand that everyone's needs are different and we will approach our contact with you in a sensitive and responsive way taking account of your current circumstances.

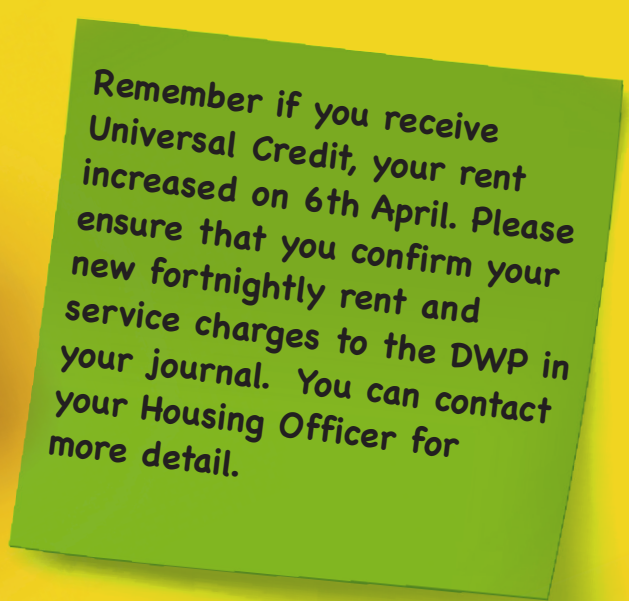
A collaborative approach

Working together will result in better outcomes, this means working together with tenants, internal and external agencies, charities, partners and any other bodies to support you.

Sustainability of tenancies

We want to keep you in your home, that means eviction is always the last resort. We will exhaust all other reasonable options before this action is taken, working in partnership with you.

If you have difficulties paying rent please contact your Housing Officer for advice and assistance. They are here to help you.



Remember if you receive Universal Credit, your rent increased on 6th April. Please ensure that you confirm your new fortnightly rent and service charges to the DWP in your journal. You can contact your Housing Officer for more detail.

Tenant Hardship Fund

The Tenant Hardship Fund is available to council tenants who may be struggling to pay their rent, whether due to financial hardship, the rises in living costs or an unexpected expense. The purpose of the fund is to provide temporary support and help alleviate rent arrears from escalating.

All council tenants are eligible to apply, including those who have received support in the previous financial year. Successful applicants can receive a

one-off award of up to two weeks rent, which will be credited directly to their rent account.

To apply, please contact your local Housing Officer, who can complete the application form and submit this on your behalf and discuss putting an affordable repayment arrangement in place to clear any remaining balance



World Heritage Site Photography Competition 30 years of our World Heritage Site

It's been three decades since Edinburgh was inscribed on the UNESCO World Heritage List. This recognised the Old and New Towns (collectively) as one of the most extraordinary urban landscapes in the world and helps to make sure its beauty is preserved for generations to come.

To help celebrate this landmark, we're running a photography competition in partnership with Edinburgh World Heritage and Historic Environment Scotland, encouraging people to share an image capturing what makes Edinburgh so special. There are 12 categories to choose from, ranging from the Medieval Old Town to the Living City.

Winning images in each category will become part of a year-long calendar to be sold at our Museums and Galleries shops, Historic Scotland sites and at Edinburgh World Heritage events to raise money to help manage the site going forward.

For more information email
events@ewhts.org.uk



Do you want to learn new digital skills?

Want to get online but don't know where to start?

There are lots of different ways that you can get help and support. The Council has a 'Get Online' service through our libraries and our partner organisation ACE IT Scotland. Help includes things like:

- Courses about how to get digital skills and increase your knowledge.
- Drop-in events to talk through any support or help you might need.
- Support to get access to IT equipment like computers.
- Helping people get the skills and knowledge needed for the modern job market.

You can find out more by going online to www.edinburgh.gov.uk/cost-living/support-digital-skills-devices-data. This sets out the information about all the organisations across Edinburgh that work to get residents digital support, training and advice.

ACE IT Scotland can be contacted online using the above or call 0131 667 2053 to book free digital support sessions at four library locations:

- Currie Library - Tuesdays, 10am-12pm
- Portobello Library - Thursdays, 2pm-4pm
- Oxbgangs Library - Wednesdays, 2pm-4pm
- Wester Hailes Library - Tuesdays, 2pm-4pm

These sessions are for anyone over 50 and are designed specifically for people at the beginning of their digital journey - including those who don't yet have email or regular internet access. ACE IT also run sessions at other locations across the city.

What if you don't have an email account or can't access the internet?

If you're at the beginning of your digital journey and need help, you can contact your local library directly - either by phone or by visiting in person.

Library staff are briefed to forward all digital support enquiries to the Libraries Digital Team. They can then arrange the right support based on what you need and where you live.



Discover more of your city for less with Resident Rewards

Did you know that your EH postcode can unlock a whole host of exciting offers?

From money off food and drink around the city, cheaper days out and exclusive events from local businesses, Resident Rewards is a great way to discover, explore and enjoy your city like never before.

There are four types of rewards available:

Legend of the Month: enjoy a new special reward each month. In May, take to the water with 25% off a surf lesson or session at Lost Shore Surf Resort, while in June, enjoy savings at Hopetoun House in South Queensferry.

Exclusive offers: available throughout the year, take your pick from mouth-watering dining discounts, try your hand at something new, or explore some of the city's top attractions for less.

Previews: available at select times, be the first to see new openings, exhibitions and more in the city.

Resident Days: on specially chosen dates, enjoy free or discounted entry to a range of top attractions, tours, and hidden gems across the city.

All exclusively for you, just for being an Edinburgh resident!

Find out more, sign up to the Edinburgh Resident Newsletter and start planning your next adventure. www.edinburgh.org/residentrewards/



Worried about debt?

Christians Against Poverty (CAP) offers free, compassionate support to anyone who is worried about debt. The Edinburgh West team are based at Holy Trinity Wester Hailes and Kirkliston Parish Church.

Upon application, a trained debt coach visits clients in their homes, helping them understand their financial situation, create a realistic budget, and communicate with creditors.

Alongside this, the Job Support Drop-In at Holy Trinity Wester Hailes every Thursday morning (10.30am - 12.30pm) provides a welcoming space for people looking for a new job or support with other related matters. Visitors can receive help with CV writing, job applications, interview preparation and online job searches.

The CAP team is ready and waiting to support you to feel hope about your future.

If you are worried about money, contact CAP by phone on 0800 328 0006. You will hear a friendly voice on the phone and they will make an appointment with a debt coach in the local area.

If you want to know more about the drop in – feel free to contact the team via email stephiehipps@capuk.org, or come along: Thursday morning, 10.30am - 12.30pm Holy Trinity Wester Hailes.

Christians Against Poverty (SC038776) and Holy Trinity Wester Hailes (SC012562) are both registered Scottish Charities.

We'd love you to come along to the Community Drop In

Every Thursday 10.30 - 12.30

Find us
1 Hailestand Place,
EH14 2SL

HOLY TRINITY

christians against poverty

CAP

- CV Support
- Job application help
- Interview help

Money & Debt Support

Stay for a free lunch with us

Scottish Charity Number SC038776



Ronan Smyth
Tenant Safety Manager

Tenants' safety is our priority

The Tenant Safety Team is part of the Council's Housing Service and is led and managed by Ronan Smyth, our Tenant Safety Manager. Ronan leads a team of dedicated managers and teams who work to ensure your home is safe, and that the council complies with its legal obligations.

Ronan's team look after electrical and gas safety, water quality and asbestos, and damp and mould. They carry out inspections, servicing and repairs and work hard to make sure your home is safe and comfortable. Ronan also has a Health and Safety Officer as part of his team who provides our Housing teams with advice and guidance to make sure they are working safely.

In this issue, Ryan Kearney, our Gas Manager, tells us more about his role as part of the Tenant Safety Team. We'll introduce other members of Ronan's team in future issues.

Help us to help you

One of the challenges Ronan's team faces when carrying out their safety checks is gaining access to tenants' homes in time to allow them to comply with their statutory obligations. This is particularly important when we need access for gas and electrical checks, so if we've been in touch with you to arrange an inspection, please work with us to provide access to complete our important work. We know it can be difficult at times to accommodate our visits, but it is critical for your safety and the safety of your household, your neighbours and our staff that the checks are up to date.

If you are concerned about any aspect of safety in your home, whether that's an electrical fault or damp in your home, report it to Repairs Direct at www.edinburgh.gov.uk/councilhouserepairs or on 0131 200 2345





A day in the life of... Ryan Kearney, Gas Manager

Ryan has been working at the Council for 7 months and we asked him a few questions to find out more about his work.

Tell us a little about your role?

As gas manager for Edinburgh Council, I am responsible for overseeing the safe and efficient management of gas systems across council-owned properties. This includes ensuring compliance with safety regulations, managing contractors, and making sure all Edinburgh Council gas engineers are fully trained on current regulations. I am responsible for making sure all gas appliances meet legal standards, in order to protect tenants.

What does your job involve?

My role involves a mix of technical oversight, safety responsibility, and management duties. I make sure all gas systems in council properties are safe and legally compliant, by organising regular inspections, servicing, and repairs.

I am also responsible for managing emergencies, such as gas leaks or equipment failures, and putting procedures in place to minimise risk. Overall, my role is about protecting residents, staff, and properties while keeping gas services running smoothly.

What motivates you to do your job?

I am always motivated to ensure safe working and procedures are promoted in all gas work.

What are the biggest challenges to do your job?

One of the biggest challenges of my role is balancing strict safety compliance with the scale and complexity of the housing stock. I am responsible for ensuring thousands of properties meet legal gas safety standards, which means coordinating inspections, maintenance, and repairs without delays - any missed checks can have serious consequences.

Another major challenge is dealing with emergencies and unpredictable issues, like gas leaks or system failures, where quick decisions are critical to protect residents.

What are some of the best parts of the job?

One of the best parts is the sense of responsibility and impact, you're directly helping to keep residents safe in their homes, which makes the work meaningful. There's also a lot of variety in the role, from overseeing technical work and solving problems to managing teams and contractors, so no two days are the same.

I also have a great team which makes my job easier. I have full trust in my team leaders and my engineering project manager, and I know they can manage their own engineers and jobs on a day to day basis, meaning I am able to focus on other projects.

What was your journey to get to where you are?

I started as an apprentice when I was 17. After my apprenticeship I held many roles which took in all aspects of the gas industry, becoming an inspector, then an incident investigator and finally a business relationship manager. After a while I looked for a new challenge, which led me to becoming a gas manager at the Council.

What are you most proud of in your career?

When I became an inspector, I was the youngest one working for Gas Safe Register. This has always been a huge achievement for me and a move that changed the trajectory of my career.



Important Fire Safety Advice

Many everyday items use lithium batteries, these include but are not limited to mobile phones, tablets, laptops, e-bikes, scooters, vapes, tools and toys.

If they're not charged correctly, these batteries can overheat and cause fires. Please follow this advice to keep yourself, your family, and your home safe.

Use the Right Charger

- Always use the charger supplied with the device or one recommended by the manufacturer.
- Do not use cheap, damaged, or unbranded/unapproved chargers
- Never force a plug or cable into a socket as this may damage it

Charge Safely

- Charge devices on a hard, flat surface (table or worktop).
- Do not charge on beds, sofas, carpets, or cushions.
- Keep away from curtains, bedding, clothing, and paper.

Do Not Leave Charging Unattended

- Avoid charging overnight.
- Do not leave batteries charging when you are out of the home.
- Stay nearby so you can act quickly if something goes wrong.

Keep Cool and Clear

- Make sure air can flow around the device.
- Keep chargers away from radiators, cookers, and direct sunlight.
- Do not use damaged batteries.

Do not charge or use batteries if they:

- Get very hot, swell or bulge.
- Leak or smell unusual.
- Make crackling sounds or have damaged cables.

E-Bikes & Scooters (mobility or escooters)

- Only use approved batteries and chargers.
- Do not charge in hallways, stairwells, or near exits.
- Never charge modified or second-hand batteries of unknown origin.

Electrical Safety

- Do not overload sockets.
- Don't use damaged extension leads.
- Check batteries and chargers regularly for any signs of damage.

Battery Disposal

- Never put lithium batteries in household rubbish.
- Use local battery recycling points or council collection services.

Fire Safety

- Make sure smoke alarms are working and tested regularly.
- Keep escape routes clear.
- If a battery catches fire: get out, stay out, and call emergency services.

The safety of all our tenants is important. If you have concerns about electrical safety in your home, contact Repairs Direct at www.edinburgh.gov.uk/councilhouserepairs



Helpful contacts

Reporting a repair

Non-emergency repairs can be reported online at www.edinburgh.gov.uk/councilhourepareps by telephone 0131 200 2345 from 10am

Emergency repairs can be reported by telephone from 8am.

If you have an emergency repair before 8am, after 5pm, over the weekend or on public holidays you can still report this to our out of hours team by phoning 0131 200 2000.

What is an emergency repair?

If your repair is an emergency, it is something that needs to be fixed quickly because it is a danger to health or safety.

Your repair is likely an emergency if it relates to

- broken glass
- leaks you cannot stop or contain
- loss of heating or hot water
- loss of power or lights
- a front door that will not close or lock
- window that will not close or can be opened from the outside
- smoke alarms
- co2 detectors.



Your local Housing teams

North West Locality Housing Team

Email: nwhousing.housingassistants@edinburgh.gov.uk

Address: 8 West Pilton Gardens,
Edinburgh,
EH4 4DP

Telephone: 0131 529 5050

North East Locality Housing team

Email: nehousingassistants@edinburgh.gov.uk

Address: 101 Niddrie Mains Road,
Edinburgh,
EH16 4DS

Telephone: 0131 529 3111

South East Locality Housing Team

Email: southeast.housingteam@edinburgh.gov.uk

Address: 40 Captain's Road,
Edinburgh,
EH17 8QF

Telephone: 0131 529 5151

South West Locality Housing Team

Email: housingassistantsw@edinburgh.gov.uk

Address: 10 Westside Plaza,
Edinburgh,
EH14 2ST

Telephone: 0131 527 3800

Report flytipping here:

www.edinburgh.gov.uk/flytipping

Bin & Recycling help and advice?

www.edinburgh.gov.uk/bins-recycling

Need help from social work?

Email socialcaredirect@edinburgh.gov.uk or call 0131 200 2324 or out of hours on 0800 731 6969



Activities in your area

North East

Craigmillar books for babies - Baby and toddler rhyme time and stories

Drop-in song and story sessions for families with babies and children under four years of age, living in Greater Craigmillar (Craigmillar, Niddrie, Bingham and Magdalene). Sessions run every Monday at 11am

Craigmillar Library
101 Niddrie Mains Road
EH16 4DS

For more information call 0131 621 2621 or email info@craigmillarliteracytrust.org.uk

Craft activities

For families with children aged five to 11 years, however, children under eight years must be accompanied by an adult. Sessions run in the following libraries.

- Leith Library on Fridays at 2pm.
- Portobello Library on alternative Fridays at 2pm.
- Craigmillar Library on Mondays at 3.45pm.
- McDonald Road Library on Fridays at 3pm.
- Piershill Library on alternate Saturdays at 11am.

Dr Bell's - Community lunch

Local families can drop in for a healthy freshly prepared lunch and chat with the Dr Bell's team on Fridays at 11.30am. Families with children under five years in the Leith area are welcome to attend. No booking required.

Dr Bell's Family Centre
15 Junction Place
EH6 5JA

For more information contact info@dbfc.org.uk
0131 553 0100

North West

The Family Hub – Stay and play sessions

A free drop-in for children who are not yet in any early learning or childcare under three years of age, and their parents and carers. An opportunity to connect with other families whilst enjoying arts, crafts and sensory play. With tea, coffee and snacks for children provided, sessions run on Wednesdays from 9.30am to 11am

The Haven Project
Craigroyston Primary School
Muirhouse Place West
EH4 4PX

For more information visit email Info@steppingstonesnorthedinburgh.co.uk

North Edinburgh Arts

Running a programme of online and face to face activities for children and adults to enjoy in North West Edinburgh. For more information visit the website www.northedinburgharts.co.uk

Stepping Stones - Steps to grow toddlers

These sessions are for families and children under five years in North Edinburgh. An opportunity to meet and socialise with other local families while taking part in play and learning opportunities for your children. Sessions run on Tuesdays from 9.30am to 11am

Granton Community Garden
10 Wardieburn Road
EH5 1LY

For more information email Info@steppingstonesnorthedinburgh.co.uk or call 0131 551 1632

Family gardening club

Sessions are open to all, and children should attend with a responsible adult. Help look after the community garden and grow food for yourself and the community. Includes a free community lunch. The gardening club runs on Wednesdays from 1pm to 3pm

Granton Community Garden
10 Wardieburn Road
EH5 1LY

For more information contact tom@grantoncommunitygardeners.org or lisa@grantoncommunitygardeners.org

South East

Tollcross Tots

A free drop-in with play, music, singing and snacks including coffee and cake for adults. The group runs on Mondays during term time from 10am to 11.30am

Central Church
2 West Tollcross
EH3 9BP
For more information contact
Tollcross-tots@centralchurch.co.uk

Gilmerton Community Centre - Stay and play

An informal group for children aged nought to five years and their parents and carers. Hot drinks are provided and if manageable a small donation is encouraged and booking is essential. The group runs on Mondays and Wednesdays from 10.30am to 12pm and Fridays from 9.30am to 11am

Gilmerton Community Centre
4 Drum Street
EH17 8QG

To book visit the Eventbrite page. Gilmerton Community Centre Stay and Play Events - 1 Upcoming Activities and Tickets | Eventbrite
For more information contact
gctoddlers123@gmail.com

Messy Church at Liberton Kirk

A drop-in for children aged nought to 11 years and their families can enjoy games, songs, stories, drama, mess and a meal together. Sessions are free but donations are encouraged and run on the last Saturday of the month from 4pm to 6pm

Liberton Kirk
Kirkgate
EH16 6RX
For more information call
0131 664 8264

South West

The Family Hub – Stay and play

A free drop-in for children who are not yet in any early learning or childcare under three years of age, and their parents and carers. An opportunity to connect with other families whilst enjoying arts, crafts and sensory play. With tea, coffee and snacks for children provided.

Wednesdays 10.30am to 12.30pm during term time at
Tynecastle High School
McLeod Street
EH11 2ND

Tuesdays 10am to 12pm during term time at
Gate 55
55 Sighthill Road
EH11 4PB

For more information email
admin@homestartedinburgh.org.uk

Starcatchers - Expecting Something

A free play group for babies aged from birth to two years, their parents and carers living in the Wester Hailes area. Families can enjoy bonding with their baby through creative play and arts experiences, whilst meeting other families and enjoying a healthy cooked lunch. Sessions run on Thursdays from 11am to 1pm

WHALE Arts
30 Westburn Grove
EH14 2SA
For more information visit the Starcatchers' website or to book a place, contact
kerry.cleland@starcatchers.org.uk
07723 541 628

Family Club

A group for families with children of all ages to enjoy fun activities. Sessions run on Wednesdays between 5.30pm and 7.30pm

Clovenstone Community Centre
54 Cloventsone Centre
EH14 3EY
For more information contact
susan.rogers2@ea.edin.sch.uk

Locality Update



North West

Members from ETF visited the North West office to get a feel of working in a locality office, the pressure and issues faced by our colleagues and the many steps the Council is taking to address the concerns of tenants.

ETF were met by Kelly Bonner, locality housing manager and her team.

The session proved very informative and helpful, not just for ETF and the tenants but our locality colleagues who thoroughly enjoyed the opportunity to have open dialogue with our tenants.

Betty Stone, Convenor of Edinburgh Tenants Federation said: "Going behind the scenes at a locality office is always a great way for our volunteers and staff to understand the day-to-day workings of the Council's housing teams. The North West team gave us insights into their current housing stock, the area's regeneration plans and advice from their inhouse Damp and Mould team.

"If you have a concern about your home or area, I would always advise popping into your locality office and having a chat with someone, face to face, as the team are always happy to listen and help where they can."



North East

Estate Walkabouts – Get Involved!

Our North East Housing Service is currently in the process of organising regular estate walkabouts in and around Council housing land and estates throughout 2026.

The key aim of the walkabouts is to identify areas that might benefit from clean ups and cutting back overgrown areas, helping to keep areas clean and safe. We work closely with our colleagues in other services dealing with waste collection and green space maintenance and external partners. In addition, the walkabouts help identify areas that may also be earmarked for investment.

In recent weeks, our housing officers have carried out walkabouts in Niddrie and Magdalene. They're keen to invite residents and representatives of the local community along to these throughout the locality and maximise local participation to make improvements in the area.

Over the years there have been many investment projects delivered in North East, such as the Willowbrae Sheltered Housing development which brought improved lighting, safer parking arrangements, improved pathways for residents and visitors to the estate, as well as a new summer house which was completed in 2025. We greatly appreciate the input from the residents of Willowbrae in helping shape the design and delivery of this work. It's a great example of how engaging and taking the views of residents on board can bring about real change.

If you are interested in becoming involved in Estate Walkabouts in North East and would like to know more these, please let us know by emailing our Housing Assistants nehousingassistants@edinburgh.gov.uk and our Housing Officers will be delighted to invite you along and help contribute towards improving your area



South East



Cowan's Close – An Exciting New Wheelchair Accessible Development

A new chapter in accessible living is taking shape at Cowans Close in Edinburgh, where an exciting development is nearing completion. This thoughtfully designed project will deliver 19 high quality homes, purpose-built to meet the needs of households requiring full wheelchair adaptation.

The development reflects a strong commitment to inclusive design and community wellbeing. Every home has been carefully planned to ensure ease of movement, accessibility, and comfort, with features tailored to support independent living. From step-free access, wider and power assisted doorways to adaptable kitchens and bathrooms, plus a communal garden, these homes aim to remove barriers and create spaces where residents can truly thrive.

As the project enters its final stages, anticipation is building for the positive impact it will bring. Not only will it provide much-needed accessible housing, but it will also contribute to a more inclusive and diverse local community.

This milestone highlights the ongoing efforts to address housing needs across Edinburgh, ensuring that everyone has access to a safe, suitable, and welcoming place to call home. The new homes at Cowan's Close stand as a testament to what can be achieved when accessibility and quality are placed at the heart of development.



South West

Oxgangs Pathway and car park improvements

Within Oxgangs, a masterplan has been developed to improve 3 major pathways at Oxgangs Bank, Oxgangs Green and Oxgangs Loan. We're also in the initial stages of improving the car park (and access into and out of it) behind Oxgangs Avenue and Oxgangs Crescent. We're aware that surface water and drainage issues are common in Oxgangs, so we're doing this work with input from Scottish Water to improve flood prevention across the area. Our contractor will begin to take these improvements forward with a formal consultation taking place in the near future.

We're happy to announce that the old Bowling Green at Oxgangs Road North will remain a greenspace and we're returning it to the local community as a community garden, working in conjunction with our partners Edible Estates. We've done an initial consultation which has been positive with local residents fully supporting it. Our contractor will begin to take the project forward with a formal consultation soon.

If you live in the area, you may have had a visit from your local housing officer, Carol. She's been visiting tenants in her patch as part of a new way of working, aimed to improve relationships between tenants and housing officers whilst helping to make a real difference to our tenants' lives. This has included helping to access benefits and grants, reporting issues to the council online, raising repairs and setting up support systems for those struggling the most. We'll feed back on what has been well received and what has been difficult with the aim of improving our relationship with tenants.

If you have any ideas on how to improve your local area, please get in touch by emailing us at housingassistantsw@edinburgh.gov.uk

How are we performing?



Homelessness

6,193

Households in temporary accommodation



4.75%

Increase from last quarter



Homelessness Prevention

1,410

Households prevented from becoming homeless



£35.5M

Cost avoided in shared/Temp accommodation



Housing Register

28,998

Applicants on the EdIndex housing register



8,169

Applicants awarded homelessness priority



Homes Completed

1,448

New homes built in 2025
(Highest in a single year)



117

Homes acquired through acquisitions programme



Homes Approved

969

Further homes approved to build across Edinburgh



1,004

Homes currently under construction



Rent Arrears

£13.28M

Current arrears at Dec 2025 (↓ £12.57M at March 2026)



£2.53M

Former tenancy arrears (rose to 13.6% in Q4)



ASB Complaints

286

Complaints received October to December 2025



-18.5%

Decrease on previous quarter

72% Noise & nuisance related



Repairs

99.7%

Reactive repairs completed right first time



5 hrs

Avg nonemergency repair: 11 days



Void Property Management

471

Total void properties currently under management



328

Unable to let at present: 143

Housing Service | Q3 2025 Performance Data

Update on pause on Council homes adverts

A difficult decision was made in April 2025 to temporarily pause advertising Council homes for let on Key to Choice. This was due to the exceptional pressure the Council is under to meet obligations to accommodate people who require temporary accommodation. This has been extended to March 2027 and is being kept under review.

Please note whilst Council homes are not being advertised, Housing Associations and other Registered Social Landlords still advertise their available homes weekly on the Key to Choice Website.

Are you, or is someone you know, struggling to place bids on Edindex?

- Auto-bidding is designed for those who have no access to the internet or have nobody to help them place bids.
- It will place up to three bids a week for you using criteria you choose.
- To find out more ask at your nearest Locality Office or email autobid@edinburgh.gov.uk



Allocations Policy Review

All social Landlords are required to have a policy which sets out how their homes will be allocated. This policy is usually reviewed every three to five years. The Council's Letting Policy needs to be reviewed, and along with our Registered Social Landlord partners, we will be carrying out engagement with tenants and other stakeholders over May and June. This will help inform a revised allocations policy which will be consulted on later in the year. If you want to be involved, please get in touch by emailing allocationpolicyreview@edinburgh.gov.uk.





let's Cook together

Chicken and sweet potato traybake, is an easy one-pan traybake of piri-piri chicken with sweet potatoes and broccoli. As well as being simple to make, it delivers three of your 5-a-day. This recipe has a 5-star rating and is taken from [bbcgoodfood.com](https://www.bbcgoodfood.com)

Serves - 2 adults, 2 children

Preparation time - 20 mins

Cooking time - 55 mins

Ingredients

- 3 large sweet potatoes, about 900g, peeled and cut into large chunks
- oil, for drizzling
- 6 to 8 chicken thighs, skin left on
- 2 red onions, cut into wedges
- 25g sachet piri-piri spice mix (or a mild version, if you like)
- 300g long-stem broccoli

Method

Heat the oven to 180C/160C fan/gas 4.

Toss the sweet potatoes with a generous drizzle of oil and some seasoning, and tip into a very large roasting tin.

Push the sweet potatoes to one end of the tin, then, in the other end, toss the chicken with the red onions, spice mix, a drizzle of oil and some seasoning.

Roast for 40 mins, stirring everything halfway through.

Add the broccoli to the tin, drizzle with a little oil and season, then roast for 10-15 mins more.

To serve

Remove the chicken, onions and broccoli from the tin.

Roughly mash the potatoes using a fork, making sure you incorporate all the chicken juices and spices from the pan.

Spread the mash over the base of the tin, then top with the broccoli, chicken and onions and serve from the tin.



KID'S CORNER

Spring wordsearch



D	P	I	C	N	I	C	T	P	E
A	A	B	E	E	S	M	R	A	O
E	L	F	H	Y	N	K	G	N	A
F	V	J	F	E	G	W	R	J	B
L	R	P	P	O	V	O	E	S	L
W	D	A	E	X	D	E	E	L	O
X	D	R	I	J	E	I	N	D	S
R	A	I	N	B	O	W	L	N	S
L	A	M	B	H	R	P	L	G	O
D	H	S	H	V	T	S	M	K	M

Bees	Blossom	Daffodil	Green
Lamb	Picnic	Rainbow	Sunshine

The Spring themed wordsearch above contains 7 of the 8 listed words, but 1 of them is missing. If you can tell us which word is not there, you could win a £20 gift voucher. Words can go in any direction.

To be in with a chance of winning the £20 gift voucher, simply send an email to tenant.panel@edinburgh.gov.uk with the missing word and your contact details (name, age, address) by 30 June 2026. You must be under 16 and live in a Council tenancy to enter. Good luck!



Did you know that this newsletter can be translated into other languages? Please contact its@edinburgh.gov.uk and quote reference number 26-0398 to request a free translation.

Witamy w Tenants Courier, biuletynie najemców. Czy wiesz, że ten newsletter może być tłumaczony na język polski i inne języki? Prosimy o kontakt z adresem its@edinburgh.gov.uk i podaj numer referencyjny 26-0398, aby poprosić o bezpłatne tłumaczenie.

سوراد هیارک، رٹیل زوین کے سوراد ہیارک کے پآ رٹیل زوین سا کہ سی۔ یتناج پآ ایکی ریئروک کے اتکساج ایکی ممچرت سی۔ ونابز رگیڈ روا ودر اک ارب ےیل کے ےنرک تساوخرڈ کی ممچرت تفم؟ ے روا سیرک مطبار ےس its@edinburgh.gov.uk مرک سی۔ مل اوح اک 26-0398 ربمن مل اوح

ییرابخال قرشنل، ینیرجأتسمل اقل اسر یف مکب آب حرم نکم می ییرابخال قرشنل ا مده نأ مل عت له . رجأتسملل یجری؟ یرخأ تاغل و یبرعل ا غلل یل ا امتجرت مقرل سابقتا و its@edinburgh.gov.uk ب لاصلال ا یناجم قمجرت بلطل 26-0398 یعجرمل

Ласкаво просимо до кур'єра орендарів, вашого бюлетеня орендарів. Чи знаєте ви, що цей бюлетень можна перекласти українською та іншими мовами? Будь ласка, зв'яжіться з its@edinburgh.gov.uk та вкажіть номер довідки 26-0398, щоб замовити безкоштовний переклад.

Bine ați venit la Tenants Courier, buletinul informativ al chiriașilor. Știați că acest buletin informativ poate fi tradus în română și în alte limbi? Vă rugăm să contactați its@edinburgh.gov.uk și să cotați numărul de referință 26-0398 pentru a solicita o traducere gratuită.

Bienvenido a Tenants Courier, su boletín informativo para inquilinos. ¿Sabía que este boletín se puede traducir al español y a otros idiomas? Póngase en contacto con its@edinburgh.gov.uk y cite el número de referencia 26-0398 para solicitar una traducción gratuita.



You can get this document on audio CD, in Braille or large print if you ask us. Please contact Interpretation and Translation Service (ITS) by email at its@edinburgh.gov.uk and quote reference number 26-0398 . ITS can also give information on community language translations.

