

TENANTS NEWSLETTER

OFFICE OPENING TIMES

Monday - Thursday 9.00am to 5.00pm

Friday 9.00am to 4.00pm

Contact us on 01620 829300

Or by email info@homesforlife.co.uk

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December 2010

Here's your latest newsletter to let you know how your Company is doing

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QUICK REMINDERS:

- Tenant Panel Meeting – 11th January 2011
 - Office closed 22nd Dec – 4th Jan
 - Please check the Company's website
 - Emergency Nos. leaflet enclosed
- Please check the website
www.homesforlife.co.uk for full copies of recently reviewed policies

Tenant Panel Meeting- rescheduled date



The proposed meeting in December was postponed due to the treacherous weather conditions. We now propose to hold the meeting on **Tuesday 11th January at 6pm**

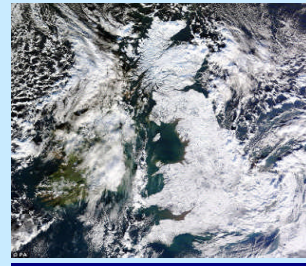
We will be discussing:

- the results of the Rent consultation;
- Repairs Reprocurement;
- a new Pets Policy

We will also be drawing the winners from the Rent Consultation Prize Draw.

Previous papers sent out remain valid – please contact the office if you're able to attend. Please let us know if you require transport.

❄ Adverse Weather ❄



We'd like to thank our tenants for their patience during the recent unseasonably bad weather. The conditions have been extreme with snow ploughs and gritters struggling to cope with the heaviest snowfalls the county has endured in more than 40 years.

East Lothian Council, our repairs contractor has been prioritising repair requests on an emergency basis and will get round to the routine repairs as soon as possible.

We have made arrangements for existing grit bins to be refilled and for the supply of 5 new bins to be delivered and stocked to developments where the road hasn't been adopted by the Council.

Please read the advice on how to help prevent frozen pipes in the enclosed leaflet.

We strongly recommend you have adequate household contents insurance. In the case of a burst pipe the Company is responsible for making good the structure and fabric of your property – it is your own insurance that would cover any damage caused to your belongings.

If you don't currently have household insurance please contact the office and we can send you out application leaflets for insurance schemes recommended for tenants. Both provide an affordable way to protect your belongings.

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Festive Waste & Recycling



The Council has made special arrangements for waste and recycling collections over Christmas and Hogmanay

This year, the refuse, recycling box and recycling bin collections will continue as normal over Christmas and New Year, but wheeled bins and boxes should be on the kerbside by 7am, as collections may be earlier than normal over the holidays.

There'll be no brown bin collections from 27 December to 7 January - they'll begin again on 10 January. Once the holidays are over, natural Christmas trees can be composted by taking them to a local recycling centre or by putting them out beside the brown bins for collection in January. You can also call 01875 824 305 to request a collection (charges will apply for households covered by the brown bin collection).

The recycling centres will be closed on 25 and 26 December and 1 and 2 January. They will also close early, at 2 pm, on Christmas Eve and Hogmanay. The special waste uplift service will not operate from 27 December to 7 January. There's always lots of packaging at Christmas. For more details on how you can reduce, re-use and recycle packaging waste, go to www.positivepackage.org.uk

In the last-ever Woodland Trust Christmas Card Recycling Scheme, you will be able to recycle cards in bins at Marks & Spencer and TK Maxx, who will donate money to the Woodland Trust. Vote for where you would like trees, paid for by the scheme, to be planted by visiting www.moretreesmoregood.org.uk/cards

Rent Consultation

Thank you to all the tenants who returned the consultation questionnaire – we will be discussing your feedback at the Tenant Panel and the Customer Service Committee meetings in January before the Directors make a final decision at the end of January Board meeting.

We will provide you with full feedback on the results along with your final notice on the increase when it is agreed.

Rent During the Festive Period

A reminder that the Company is phasing out the use of Standing Orders by April 2011. Please call the office on 01620 829300 if you pay by Standing Order and haven't switched to Direct Debit yet.



Allpay have changed their phone numbers to the 0844 prefix, which will make paying rent by phone cheaper. If you have an allpay card, the number for telephone payments is :

0844 557 8321



Telephone 01620 829300

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Registered Social Landlord No.311

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Registered Charity No.028542

Company Limited by Guarantee

Company Registration No. 188299