



# Back on track

Sophie's story: from homeless to promising career with Dunedin Canmore

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TENANTS HELP SHAPE SERVICES P10

# Barony joins Wheatley

**BARONY Housing Association has joined Wheatley Group – Dunedin Canmore's parent company – with tenants already benefiting from new and improved services.**

Edinburgh-based Barony, which has over 380 homes and provides care and support services to over 700 people, became part of Wheatley after 92% of tenants who voted in a ballot backed the partnership.

Barony shareholding members voted overwhelmingly in favour of the required rule change and the Scottish Housing Regulator also gave the partnership the go-ahead.



Barony will now work with the other partners in Wheatley, including Dunedin Canmore, sharing services, costs and expertise to do more for customers and communities than it could have done if it remained on its own.

Wheatley becomes the parent company while Barony keeps its name

and identity and full responsibility for its homes and operations.

Wheatley Group Chair Alastair MacNish said: "We are delighted Barony has joined Wheatley Group with tenants already benefiting from some new and improved services."

Barony provides a range of homes, including general needs houses, supported accommodation and registered care homes, in West Lothian, Edinburgh, Falkirk, Clackmannanshire, Stirling and Fife and provides care and support services in Edinburgh, West Lothian, Fife, Stirling and Falkirk.

## Your security matters

**WHEN you call our customer service team to discuss your account you will be asked for your date of birth.**

This is a security question to make sure that we can discuss your tenancy without any sensitive information falling into the wrong hands.

If you would rather set up a password or different security question then we can arrange this for you. Just speak to one of our advisors about this the next time you call.

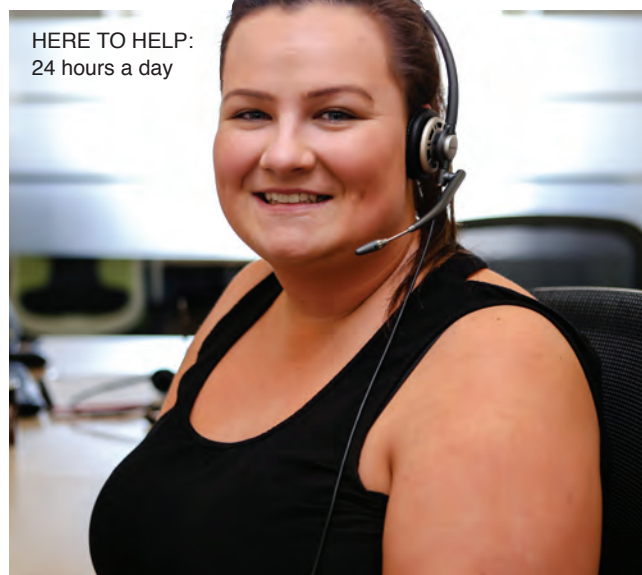
If you wish to have a

nominated carer or family member deal with your tenancy we require a mandate with their details.

We cannot deal with another party on your behalf unless we have a mandate form for them.

**To request a form, write to us at Customer Service, Dunedin Canmore Housing, 8 New Mart Road, Edinburgh, EH14 1RL or email us at [customer.service@dunedincanmore.org.uk](mailto:customer.service@dunedincanmore.org.uk)**

HERE TO HELP:  
24 hours a day



**OFFICE HOURS**  
**MONDAYS – THURSDAYS**  
**9AM – 5PM**  
**FRIDAYS 9AM – 4PM**

**Dunedin Canmore Housing**  
PART OF WHEATLEY GROUP



8 New Mart Road  
Edinburgh EH14 1RL



Tel: 0131 478 8888  
Fax: 0131 624 5767



You can follow us on Twitter @DunedinCanmore  
and Facebook [www.facebook.com/dunedincanmore](http://www.facebook.com/dunedincanmore)  
[www.dunedincanmore.org.uk](http://www.dunedincanmore.org.uk)



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# Connect – now available online

A DUNEDIN Canmore tenant has expressed his joy at being able to access Connect electronically.

Journalist and customer forum member, David Ben-Aryeah, 70, from Edinburgh, requested an online copy via email. He is now able to use his e-book magnifying software to read the text that he struggled to see in the printed version.

He said: "As a tenant for over 30 years, I have recently become sight-impaired.

"I have struggled with a sense of frustration and almost isolation caused by the challenge. Therefore I was delighted to hear at our last customer forum that Dunedin Canmore, part of Wheatley Group, is able to supply either large print

or electronic copies of Connect on request.

"Now that Dunedin Canmore is part of Wheatley Group, this is it yet more proof that the 'Wheatley way' is not just words but a real positive fact."

Dunedin Canmore is happy to provide a large print or electronic copy to any customer who requests one.

The current issue and past issues are also available to view on our website at [www.dunedincanmore.org.uk/2/tenant-newsletters](http://www.dunedincanmore.org.uk/2/tenant-newsletters)

**To request a large print or electronic copy of Connect please call 0131 478 8888 or email [customer.service@dunedincanmore.org.uk](mailto:customer.service@dunedincanmore.org.uk)**



NEWS ON THE MOVE: David can now enjoy Connect

## More ways to improve your digital skills

WE have continued to increase the number of digital skills centres in our communities – with 17 now open to the public and plans to open more over the next year.

Our Digital Skills for All project provides free computer facilities and support classes in our communities. Expert advice is on hand to help people log-on to job sites, create a CV, get online shopping discounts, pay their rent and access online benefit forms and accounts.

Over the past year more than 1,000 people from our communities have used our Digital Skills classes. A total of 95 have undertaken training and learning activities and 30 have landed new jobs.

**Why not get involved? We run classes in:**

- Slateford Green Community Centre
- Gracemount Mansion
- Tynecastle Community Wing
- The Quarries
- Muirhouse Millennium Centre
- Dr Bells children and families centre
- Gilmerton Community Centre
- Wester Hailes Arts Centre (Whale)
- The Junction Youth Centre
- Castlebrae Business Centre
- Niddrie Community flat
- Royston & Wardieburn Community Centre
- Oxbgangs Neighbourhood Centre.

**If you would like to arrange an appointment, speak to your housing officer or call us on 0131 661 8888 and we will arrange an appointment at a location near you.**

## Energy saving advice ideas

WE believe everyone should feel safe, warm and comfortable in their home – but we also understand that the cost of heating and running a home can quickly mount up.

Would you like to save on electricity and gas bills? Small changes to your daily habits can have a big impact on your gas and electricity bills.

Here are some simple tips that can help:

- Keep your central heating set between 18°C and 21°C on cold days
- Turning down your thermostat by 1°C could save you up to 10% on your heating bill
- Defrost your fridge regularly
- Turn off your TV and other appliances at night, rather than leaving them on stand-by



- Only fill kettles with the amount of water you need
- Don't trap heat – avoid placing large pieces of furniture in front of radiators
- Turn off unnecessary lights – using low energy light bulbs could save you £9 a year.

**Like more energy advice?**  
**Arrange a free consultation with our energy advisors by calling us on 0131 478 8888**

Our massive investment has seen customers'

COOKING UP A TREAT:  
 Margaret Scott is delighted with her new kitchen



## £7M drive to improve homes

**OUR massive investment is making tenants homes warmer and more comfortable.**

Over the past year we invested more than £7million in improving, repairing and servicing customers' homes. The improvements included new roofs, major repairs to tenements, new heating and replacement kitchens and bathrooms.

The majority of works were delivered by our in-house repairs team, Dunedin Canmore Property Services.

Grandmother Margaret Scott, 81, from Bonnington in Edinburgh, is delighted with her brand new kitchen.

She said: "I've lived in this flat for 62

years and remember when the kitchen had a coal cupboard. My new kitchen is so easy to use and the workmen who fitted it were fantastic – they never stopped working."

The upgrades have also improved the energy efficiency of these homes, meaning cheaper fuel bills for customers.

Dunedin Canmore's Asset Manager, Tony Holsgrove, said: "This is just part of a wider project to improve the standard of our homes. Tenants are already enjoying living in homes with new energy-efficient, boilers, kitchens and bathrooms with more to come over the next few years."



## homes transformed with new kitchens, bathrooms and boilers



### Bathroom upgrades benefit older tenants

DUNEDIN Canmore tenants at an Edinburgh retirement housing scheme are delighted with their brand new bathrooms, thanks to a series of upgrades.

The project to replace the bathrooms at 154 Dalry Road, Edinburgh, has seen 27 tenants have new bathrooms fitted so far.

Resident Anna Riley, 79, has lived at Dalry Road for 10 years and is delighted with her new bathroom. It now has a low level shower tray that makes it easier for her to get in and out.



She said: "My bathroom is now a joy to use. I just hop in and out of the shower. The work wasn't too disruptive and I even got to choose the colours I wanted."

The project has replaced toilets, sinks and showers in the bathrooms which had come to the end of their life span.

Dunedin Canmore's Property Planning team worked with customers to find out what they needed. They then decided to provide completely new bathrooms with new toilets, showers, baths and flooring – along with fresh paint and décor.

Dunedin Canmore will spend nearly £120,000 on the upgrades at Dalry Road and there are plans to spend even more over the coming year on medical adaptations and upgrades for older and disabled tenants.

Hazel Young, Housing and Customer Service Director, said: "Dunedin Canmore is spending a lot of money on homes and it's money well spent.

"We want our customers to feel proud of their homes and that is why we are working with them to make sure the upgrades are to their taste. I'm delighted to hear that customers are enjoying their new bathrooms."



**In 2015-16 Dunedin Canmore customers received the following upgrades and improvements:**

- 304 new kitchens
- 22 bathrooms
- 111 shower upgrades
- 133 windows and doors
- 162 new boilers/gas central heating.



SAFETY CHECKED:  
One of our friendly  
engineers will visit  
your home

# Help us keep you safe

**WE want to make sure you stay safe – and that's why we need to carry out important checks to your home.**

Every year we need to service any gas appliances in your home – this might include the gas boiler, cooker as well as carbon monoxide and smoke detectors.

As a responsible landlord we must comply with the Gas Safety (Installation and Use) Regulations 1998.

It's vital we get access to your home

## It's important to let us in for vital checks

for these checks, so please make sure you're in on the day of the appointment.

Hazel Young, Housing and Customer Services Director at Dunedin Canmore, said: "We want to make sure all our tenants are safe at home. That's why as a responsible landlord Dunedin Canmore has to carry out these important checks.

"It's really important we get access to

tenants' homes for this vital work.

"We'll be writing to you with a date and time for these checks. If the date or time doesn't suit, please get in touch to re-arrange.

"Please help us keep you safe."

**If you need to change the date or time of your appointment, call 0131 478 8888 or speak to your housing officer.**

# Worried about money? We're here to help

**WE have lots of ways to help if you're worried about money, your benefits have changed or you need a bit of support.**

Dunedin Canmore has a specialist money advisor from Citizens Advice, based in our offices at New Mart Road.

If you need some support or advice, we can help you:

- negotiate with people you owe money to
- stop interest being added to

your debts

- put together a household budget, give you tips on how to save and manage your money
- open one of the new fee-free bank accounts launched this year, and set up contents insurance.

The service is free, confidential and independent.

**Call us on 0131 478 8888 to speak to our money advisor.**

Citizens Advice Edinburgh and

Dunedin Canmore work in partnership. The Money Advice Project aims to address financial issues faced by tenants. Supported by the Big Lottery Fund.



**LOTTERY FUNDED**





## Clamping down on abuse

**INSPECTOR Mark Nicol explains how the police are clamping down on domestic abuse.**

People in Scotland can find out if their partner has a history of domestic abuse or violence.

The scheme, called The Disclosure Scheme for Domestic Abuse Scotland (DSDAS), allows people who suspect their partner may have been abusive in the past to ask Police Scotland for information.

It can help people make a decision whether to carry on with the relationship. It offers help and support when making that choice.

A worried relative, friend or neighbour can also make an application to the police on their behalf.

Officers from Police Scotland will get in touch with a person if they are thought to be at risk.

DSDAS was introduced in October following a trial in Aberdeen and Ayrshire which saw 22 people warned that their partners had a history of domestic abuse.

Figures show the number of domestic abuse incidents reported in Scotland from 1 April 2014 to 31 March 2015 increased by 1,076 to 59,471 compared to the same period the year before.

**To get a DSDAS form, go to [www.scotland.police.co.uk](http://www.scotland.police.co.uk); visit a police office; phone 101, the non-emergency number for the police; or speak to a member of the police on the street.**

**In an emergency, call 999.**



## Always report dog fouling

ONE of the most common calls we get is about dog fouling.

If you know someone is letting their dog foul regularly, you should report it to your local authority.

If you are a dog owner, please clean up

after your dog. Grab it, bag it and bin it. Any bin will do.

Remember you can use a public bin if you can't find a dog foul bin.

It is illegal to let dogs foul – and anyone caught doing it can be fined.

## 6 easy ways to pay rent

### 1. DIRECT DEBIT:

Set up a bank instruction to pay your rent weekly, fortnightly, four-weekly or monthly.

### 2. ONLINE: Visit

[www.dunedincanmore.org.uk](http://www.dunedincanmore.org.uk) to make a rent payment.

### 3. By PHONE:

Call 0131 478 8888 to pay by debit or credit card.

### 4. POST OFFICE:

Pay at any Post Office using your rent payment card.

### 5. BY PAYPOINT:

At any shop that displays the PayPoint sign.

### 6. BY POST:

Send a cheque or postal order to: Dunedin Canmore Housing, 8 New Mart Road, Edinburgh EH14 1RL.

**If you're not sure which is the best option for you, call us on 0131 478 8888 for advice.**

**PROMISING CAREER:**  
Sophie is now a modern  
apprentice with Dunedin  
Canmore

# Dunedin Canmore gave me a helping hand out of homelessness

**Sophie Hopkinson-Klein, 24, from Dalry, Edinburgh, was at her lowest ebb when she found herself homeless five years ago. Here, she tells her story of how she went from homelessness to a new career.**

I FOUND myself homeless for the first time on a November night in 2011.

My ex-partner and I arrived at Dunedin Harbour homeless hostel at 2am not knowing what to expect but the staff were welcoming and made the experience more bearable.

We stayed for three months until January 2012 and were helped to find a new place to live.

Unfortunately within the year I was homeless again due to the breakdown of the relationship. I was lucky to be placed back at Dunedin Harbour as it was the only hostel to offer me so much support. It allows couples and pets and also runs workshops and group activities such as visits to the gym.

The staff were also really supportive and it was comforting that even on a sleepless night I could have a chat with someone in the office.

When I felt ready I applied for one of the supported flats – a practice flat that allowed me to learn the skills I needed to manage my own home.

Staff were there for me every step of the way. They helped me apply for flats, offered mediation between me and my ex-partner and helped me access cheap furniture for my future home.

In 2013, after around five months in the

## ‘I’m so excited about my future’

supported flat, I moved into my new home – managed by Dunedin Canmore.

It took a while to get used to independence. I had several jobs in hospitality and decided to look for admin jobs due to slight mobility issues. I applied

for a position at Dunedin Canmore at its head office at New Mart Road. I got the job and started a placement within the Business Support team in April 2015.

I enjoyed seeing the many ways Dunedin Canmore helps tenants and it was great to work with the friendly staff I had dealt with as a customer.

At the beginning of this year I successfully applied for a modern apprenticeship with Dunedin Canmore and I began my new role as Property Operations modern apprentice in their repairs and maintenance workshop in May. I’m so excited about my future here and to learn more about another area of the organisation.

Dunedin Canmore supports a wide range of people. I couldn’t have made myself a home if it weren’t for the excellent work and care from the hostel staff. I am happy to now be a part of the organisation that helped me so much, and will continue to help others in the future.



# Help settling into a new home

Resettlement scheme aims to help break the cycle of homelessness

**AN SCHEME by Dunedin Canmore to help homeless people settle into a home of their own has enjoyed fantastic success with participants reporting more self-confidence and hope for the future.**

The Resettlement Scheme is an innovative new addition to the fantastic work that takes place at Dunedin Harbour, our hostel with attached supported flats for homeless people, situated in Leith.

Most of the people staying at Dunedin Harbour have never had a tenancy of their own. Others may not have managed to make a go of their tenancy and ended up homeless.

The Resettlement Scheme aims to break this negative cycle by providing homeless people with a temporary furnished flat for six months. This gives them a chance to learn about the things people often take for granted such as cooking, shopping, paying bills, being a good neighbour and generally how to manage a home.

At the end of a successful time in their resettlement flat, they are offered a permanent tenancy with Dunedin Canmore, with support provided for six months if required.

Our work with homeless people is based on our Positive Pathway model, with individuals supported throughout

their journey from homelessness to a permanent home in the community.

Stephanie Tweed, 21, from Edinburgh, stayed at Dunedin Harbour hostel for eight months and a supported flat for two months before moving into a resettlement flat in Gorgie with her dog Lucky in January this year.

She said: "The hostel was a brilliant environment for me. I had a chip on my shoulder and real anger issues but the staff there believed in me before I believed in myself. The hostel was great to help me get back on my feet. But now I'm in my new home I'm enjoying my freedom and independence."

The Resettlement Scheme was the brainchild of Homelessness Director Bob Stewart.

He said: "I am delighted at the success of the scheme, particularly for those who, against all the odds, have managed to make a better life for themselves."

Over the past year a total of 18 people have benefited from the wider Resettlement Scheme.

All 18 people say that they have more self-confidence, greater tenancy skills and hope for the future.

There is 100% success rate of sustainment of tenancies for those who have moved on from the scheme to a permanent tenancy.

SETTLING IN:  
Stephanie is  
enjoying her  
freedom



## Increasing opportunities

WE have a growing range of services to help customers lead better lives.

Our advisors can help you get your tenancy off to the best possible start as well as offering you money and energy advice.

Our employability schemes including the Wheatley Pledge and apprenticeship programmes can help you get a job.



ALL SMILES: Street Soccer's Andy Hook and Football Works participant Kudzai Mukahadzi enjoy a kick about.

Schemes funded by Dunedin Canmore and partners helped 72 people from our communities into jobs and 426 people into training and further education over the last year.

Meanwhile we can also help you access other training and learning opportunities, including community learning, further education, volunteering and employment through various schemes.

These include:

- Youth projects including Environmental Volunteering and Outdoor Learning 'EVOLS';
- Sport initiative 'Football works' which teaches employability and personal development through football; and
- Community-based computer learning which provides access and support for digital training and includes access to accredited certification in Microsoft Office packages.

**To find out more, call us on 0131 478 8888 or email [customer.service@dunedincanmore.org.uk](mailto:customer.service@dunedincanmore.org.uk)**

## Have your say on services

IF YOU have ideas on how to improve where you live – or how you can improve what we do – then we want you to get involved.

Hazel Young, Director of Housing and Customer Services, said: “We’re always looking for tenants to join our customer panel. If you’re enthusiastic about shaping our services and are able to make monthly meetings at our head office in Edinburgh, we want to



LET'S TALK: Customer forum member David Ben-Aryeah

hear from you.”

Listening to tenants' views helps us develop the right services and makes sure we are doing what our customers want.

Our customers are at the heart of our organisation – and that's why we want to make sure you have your say.

Have a look on page 12 at the ways you can get involved and make a real difference in shaping our services.

LISTENING TO YOU: Customers attend a conference at Wheatley House



**TENANTS came together to learn how they can shape what Dunedin Canmore does at a conference in Glasgow last month.**

The event saw tenants from across Wheatley Group – Dunedin Canmore's parent company – learn about the Scottish Social Housing Charter. There were also workshops to gather feedback on repairs and allocations.

Dunedin Canmore tenant and Customer Forum member Zahra Hassan attended the information session.

She said: “It was good to hear about the Scottish Social Housing Charter. It was a very informative session.

“I learnt about standards and outcomes for tenants from their landlords and what



HAVE YOUR SAY: Zahra Hassan gets involved that means for me.

“I also had the chance to give feedback in the workshops about customer satisfaction. I enjoyed the conference very much.”

**To find out more, or to get involved, give us a phone on 0131 478 8888.**

## Record turnout at Customer Forum meeting

**THE last Customer Forum Quarterly meeting was full to bursting with ideas – and members.**

Twenty five members of the Customer Forum, a record turnout, gathered in the Dunedin Canmore Boardroom at New Mart Road, in Slateford, to discuss communications and anti-social behaviour.

The communications discussion focused on feedback on the newsletter ‘Connect’ and a short conversation about the improvements to the Dunedin Canmore website homepage.

Forum members discussed what they liked and disliked about Connect, along with suggestions for improvements.

Suggested improvements included:

- Clearer contact information – our contact details will now be bold on page 2 in every issue
- Pictures and names of housing officers – they will be included in Connect from now on
- More information on how customers can get involved and shape services – please turn to page 12 for information

on how to join one of our customer groups

- Electronic copies of the newsletter for the visually impaired, for use with magnifying software on computers.

To request an electronic copy call 0131 478 8888 or email [customer.service@dunedincanmore.org.uk](mailto:customer.service@dunedincanmore.org.uk)

The Communications Team representatives promised to take the feedback on board and have already made changes suggested by customers in this issue of Connect.



# Introducing your housing officers

OUR housing officers have been split into two area teams – the Forth team and the Pentlands team.

Each housing officer now has a smaller patch size of around 200 homes to manage, and much more freedom than ever before to make

decisions for you at the first point of contact.

Our staff will now not only be out and about much more in your areas, in order to build stronger relationships - they will also be able to get more things done for you.

Some of you will have already met your housing officer.

If you haven't and would like to make an appointment phone us any time on 0131 478 8888 or email [customer.service@dunedincanmore.org.uk](mailto:customer.service@dunedincanmore.org.uk).

## Forth Team

This team looks after Fife, East Lothian and Midlothian, North, West and South Edinburgh



Angela Beveridge



Jane Clouston



Jonathan Green



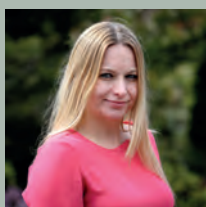
Kay Curzon



Jenny Watson



Sarah Halliday



Marianne McLennan



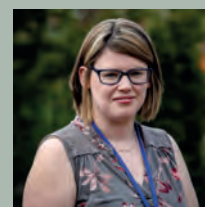
Amie Fraser



Jayne McGregor



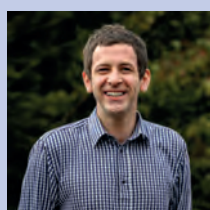
Lynne Thomson



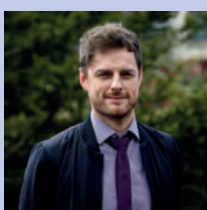
Lisa Cockburn

## Pentlands Team

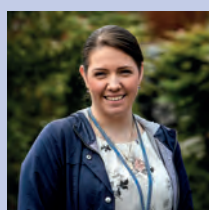
This team looks after Central and South West Edinburgh and West Lothian



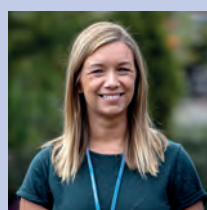
Craig Archibald



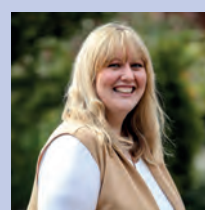
Phillip Rhind



Kathryn Wishart



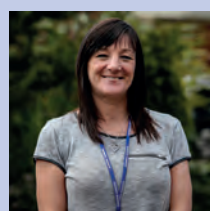
Megan Gilhooly



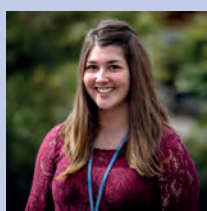
Claire Rowland



Ann Barton



Michelle Pinkerton



Jenny Cross



Fran Jones



James Evans



Maria Linklater



Graeme Plews

## How you can get involved

**THERE** are lots of ways tenants can influence what we do. Here are some of the main ways.

■ **Customer Forum** – The Customer Forum meets four times a year and is open to all customers. It is the main way we consult our customers and make sure we take their views on board.

■ **Forum Working Groups** – The Customer Forum has 'Working Groups' that meet to review policies and make recommendations to the main forum.

■ **Customer Panel** – The Panel meets monthly to look at how Dunedin Canmore is performing in areas such as repairs, investment in our homes and our environmental services.

■ **Registered Tenants' Organisations (RTOs)** – RTOs represent their own areas and work closely with our staff on issues in their communities.

■ **Area meetings and visits** – We hold regular area visits and meetings so we can get customers' views.

■ **Individual customers** – We are developing links with customers who can't make it along to meetings. We will do this by the internet and other methods.

■ **A range of survey techniques** – We carry out regular surveys to learn in more detail what customers want and how we're doing.

■ **Share Members** – Customers can become members of Dunedin Canmore for just £1. Becoming a member gives you lifetime membership of the Association and allows you to vote at general meetings.

**If you want to get involved please call us on 0131 478 8888 or email [tenant.view@dunedincanmore.org.uk](mailto:tenant.view@dunedincanmore.org.uk)**

## Find the hidden words and you could win vouchers worth £20

**DRAW** a line through each word listed here and send the completed wordsearch, with your name and address, to: Freepost RLXG-HELB-ETCE, Connect Wordsearch Competition, Dunedin Canmore Housing, 8 New Mart Road, Edinburgh, EH14 1RL. The closing date is 19 August 2016.

Puzzle fan Mrs Kay Clark, 88, from Royston Mains in Edinburgh, won the shopping vouchers last month. She successfully found

all of the hidden words in the word search.

Mrs Clark said: "This is the first time I've entered the competition and I'm delighted to have won. I enjoy word searches very much, especially the ones in the Daily Mail but I can't always get a copy of the paper. Thank you Dunedin Canmore."

We had a fantastic response to the competition, thank you to everyone who entered.

### WORDSEARCH

Fill in the puzzle

BEACH  
CREAM  
HOLIDAY  
HOTEL  
ICE  
LEMONADE  
PICNIC  
POSTCARD  
SANDCASTLE  
SUMMER  
SUNGLASSES  
SUNSHINE  
SWIMMING

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

Name: .....

Address: .....

.....

Tel: .....

Email: .....

Closing date is Friday 19 August 2016.