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SHARED OWNERS NEWS

Better homes, better lives



Part of Wheatley Group

SEPTEMBER 2017

Your options after 20 years

DID you know shared owners can enter a new agreement when their original 20 year period ends?

When shared owners buy their share in their home, they sign an occupancy agreement which assumes that either the shared owner or Dunedin Canmore will buy the other party out after 20 years.

However shared owners can enter into a new agreement with Dunedin Canmore for a further 20 years if they want.

Shared owners must find, and pay for, their own independent legal advice before signing a new agreement.

Please speak to your housing officer for more advice.

Handy service for older people



Our free handyperson service helps tenants who are over 60 or disabled with small jobs around the home.

Shared owners Bob and May Liddle were delighted with the service. Bob, 72, from Dunfermline said: "We had a visit from a super young lad who fixed our cabinet to the wall."

The service can help with jobs like hanging curtains, putting up shelves and pictures, plumbing washing machines and fixing windows.

To book a handyperson appointment, call free on 0800 561 0088.



Shaping the way for our services

Shared owners make their voice heard

SHARED owners can shape services at Dunedin Canmore by making their voice heard in a range of ways.

We listen to the feedback we receive through surveys, consultations and events – and use it to make things better for our customers.

There are a lots of ways shared owners can influence what we do. Turn to page 3 to find out how you can get involved.

We're holding the next Shared Owners Forum to get customers' views on our services at New Mart Road in Edinburgh on Tuesday 5 September at 6pm and everyone is welcome.

Dunedin Canmore Managing Director Hazel Young said: "The Forum is an

important way for us to hear what customers think and to make sure shared owners influence what Dunedin Canmore does.

"Even if you've never been to a meeting before, or haven't been involved in any of our activities, we'd really like you to come along.

"The brand new newsletter for shared owners came about after suggestions from the Forum so there is real opportunity to make changes."

For more details about the meeting, or to find out how you can influence what Dunedin Canmore does, phone Tenant Participation Officer Harry Woodward on 0131 624 5629 or email tenant.view@dunedincanmore.org.uk

Helping you get online

WHEATLEY Group has just opened its 38th Click & Connect centre – and it's the first in Edinburgh.

Our free computer learning centre can help you get online.

The latest centre is based in Slateford Green Community Centre.

The centre is home to a variety of groups including a youth café, Deaf Action Scotland, Fresh Start Community Cooking group and the South West Employability Hub.

Each group uses the centre at an allocated time. There's free wifi, it's wheelchair accessible and has a fully functional kitchen.

The six computers mean you can get online – it might help you find work, gain qualifications or even just access cheaper online shopping.



You can even access our online services.

Don't know where to start? Don't worry, we can help.

There is training available from Cre8te Opportunities Digital Skills Academy which offers computer based training at various levels, from classes for complete beginners to professionally accredited qualifications in Microsoft packages.

For more information or to sign up for the classes, contact info@digitalskillsacademy.org.uk or call 0131 661 8888.

They can also tell you about the 'Digital Skills for All' courses operating all over Edinburgh and help you find the one nearest to you.

To find out more, check out the Click & Connect facebook page: www.facebook.com/clickconnect

New look for Dunedin Canmore website

WE will be launching our new-look website soon.

The website will be designed for mobile, tablet or desktop users.

Customers are helping us design the site – telling us what they want to see and do online.

We've made it quick and simple to pay your bills and report a repair using our online self-services.

You'll also be able to request appointments using the online forms.

The website will make it easy to find the optional services we offer to our customers.

You'll also be able to get in touch and have your say about our services, your community and more.

Watch out for the new site coming soon. Visit us at www.dunedincanmore.org.uk



Lets make our communities great

Customers will play key role in pioneering partnership

DUNEDIN Canmore has joined forces with Keep Scotland Beautiful in a new scheme to make communities great.

Dunedin Canmore communities will be graded by a team of expert assessors and scored in line with a new Environmental Excellence scheme developed by Keep Scotland Beautiful and our parent organisation, Wheatley Group.

The new Making Communities Great partnership will also see a selection of customers and housing staff fully trained by Keep Scotland Beautiful to help with inspecting and assessing their neighbourhoods.

Alan Glasgow, Director of Housing for Dunedin Canmore, said: "We already work closely with customers to improve communities and environmental standards, but our new partnership with

Keep Scotland Beautiful will help us take this to the next level.

"This is about ensuring every one of our neighbourhoods is expertly and independently assessed to a recognised standard - with pointers then given for how we can make that area the best it can be.

"We don't want some of our customers to live in nice areas they are proud of and for other areas to be let down by things like litter, dog fouling or communal areas that need upgrading. We want to make all our communities great."

The scheme has been launched after a pilot in eight multi-storey sites in Glasgow.

Selected customers will be trained in environmental monitoring. If you're interested in being part of the scheme, talk to your housing officer.

Switched on

WE'RE working with SMART Energy GB to install smart meters in all our homes.

A smart meter is a new kind of gas and electricity meter that sends accurate meter readings to your energy supplier.

Smart meters also come with monitors so you can understand how much energy you're using.

There's no obligation to switch but if you would like a smart meter installed for free, contact our energy advice team.

You can find out more at www.smartenergygb.org/en or call on 0800 561 0088.

How our advisors can help you



Energy advisor Brian could help save you money

YOU don't need to be unemployed to get help from our advisors.

We support you even if you're working.

Our welfare rights advisors can help make sure you're claiming all the benefits you're due.

Our money advisors help you budget, manage your finances and deal with any debt. They see on average 12 customers a week – and have saved people £500,000 in the last six months.

Our energy advisors can help you keep your home warm and get the best deals on your fuel bills.

If you'd like to book an appointment call us free on 0800 561 0088.

How you can get involved

Join one of our customer groups and have your say

THERE are lots of ways tenants can shape what we do. Here are some of them.

Our **Customer Forum** meets four times a year and is open to all customers.

It's one of the main ways we consult customers.

Our **Forum Working Groups** meet to review policies and make recommendations to the main forum.

Our **Customer Panel** meets monthly to look at how Dunedin Canmore is performing in repairs, investment and other services.

Area meetings and visits are held

regularly so we can listen to more customers.

Regular surveys are carried out to help us learn in more detail what customers want and how we're doing.

Becoming a member of Dunedin Canmore for just £1 gives you a vote at our general meetings.

i Want to get involved? Call us free on 0800 561 0088 or email tenant.view@dunedincanmore.org.uk



Putting a stop to dog fouling

WE want your help to make your communities clean and pleasant places to live.

We have seen a rise in people leaving dog mess around homes and we want to put a stop to it.

Dog owners who fail to pick up after their pets are committing an offence and potentially increasing rent charges.

Offenders may be liable to a fixed penalty of £40, and further action could be taken against habitual offenders. You also risk upsetting your neighbours if you don't clear up after your dog - and Dunedin Canmore staff who have to deal with this issue could better use their time dealing with more important issues.

You could also receive a formal warning from Dunedin Canmore.

If you know of any pet owners not clearing up after their dogs on Dunedin Canmore property, please let us know. If the dog owners aren't Dunedin Canmore customers, we'll work with the local authority to resolve the situation.

Your housing officers



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Get in touch



To speak with your housing officer, phone **0800 561 0088**

What do you think of our newsletter?


YOU told us that you wanted a newsletter for shared owners to keep you informed of important developments and key issues. We hope you have enjoyed the first issue of the newsletter but we would like to hear from you so that we can make it better.

If you'd like to tell us how we could improve the newsletter for you then please email us at **communications@dunedincanmore.org.uk**


Dunedin Canmore Housing - PART OF WHEATLEY GROUP

OFFICE HOURS

Mondays - Thursdays: 9AM - 5PM
Fridays: 9AM - 4PM

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