

VIEWPOINT

Autumn 2024

# news **point**



**Major Works:  
Investment  
Programme  
Update**

Page 6

**Meet our  
Maintenance  
Technicians**

Page 14

## Highlights

### Page 4

#### Utility Service Charges

*Important changes coming up for those who pay for heating or heating and hot water*

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### Page 16

#### Doorstep Scammers

*Following a couple of attempted door step scams here is some advice to keep yourself safe*

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### Page 12

#### Think Before You Flush

*Some advice to prevent blocked pipes*

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### Page 18

#### Around our Houses

*Includes some lovely photos of baby birds, a fantastic roaring twenties event, Hilda's 100th birthday and more*

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### Page 15

#### Where to get IT support

*Update on where Tap Into IT will be between October and December 2024*

## Important Information

#### Telephone

**0131 668 4247**

#### Freephone Repair Number

**0800 345 7347**

#### Out of Hours Emergency Number

**0345 604 4686**

[admin@viewpoint.org.uk](mailto:admin@viewpoint.org.uk)

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

 /ViewpointHA

#### Opening Hours

#### Monday, Tuesday & Thursday

9am - 5pm

#### Wednesday

10am - 5pm

#### Friday

9am - 4.30pm

# Welcome to your Autumn Edition of **Newspoint**



*Welcome to the Autumn edition of Newspoint! As the leaves change and we move into a new season, we hope you all had a great summer, despite the unpredictable Scottish weather. It is funny how the weather here always manages to surprise us. You would think we would be used to it by now, yet it still comes up in conversation all the time.*

In this edition, we have lots of useful information for you. You will find an update on our investment programme, a reminder to think before you flush, details about our new repair and maintenance policy, and lots more.

We are also excited to share some great events happening in your area. Despite the rain, the Garden Party at Old Farm Court was a big success, showing their strong community spirit. And the Roaring Twenties night at Buchan Gardens delivered on its

## **A Big Thank you to Yvonne**

*Yvonne, who lives in Kilravock, has been a fantastic member of our Editorial Team for Newspoint for quite some time.*

Yvonne is a great proof reader and was a real asset to the team (although sometimes the articles did not reach her in time for her to do her magic). Unfortunately Yvonne has resigned from our Newspoint Team as she feels she no longer has the time to give to this.

Thank you for all your help Yvonne. It was very much appreciated and your shoes will be hard to fill.

promise to be a fun and memorable evening for all. and we hope you like our front page photo from the evening.

As always, we welcome your help and ideas. If you want to help with this newsletter or have suggestions for future editions, please contact Heather. You can contact Heather by

- Phone: 0131 662 5142;
- Text or phone: 07554 389 180;
- Email: [newspoint@viewpoint.org.uk](mailto:newspoint@viewpoint.org.uk)

Enjoy reading, and let's make the most of this beautiful season together!

**Best Wishes,**

**Yvonne, Melody, Grace, Heather and Sharri**  
*The Editorial Team*

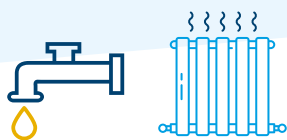
## **Looking for Volunteers to join the Newspoint Team**

*We are looking for tenant volunteers to join the joint staff and tenant team, who work together to bring you Newspoint.*

This is an opportunity for you to be involved in what goes in future issues of Newspoint and to help make sure that we make this as useful and interesting as we can.

If you are interested, please contact Heather

- By Phone on 0131 662 5142
- By Phone or text on 07554 389 180
- By email at [newspoint@viewpoint.org.uk](mailto:newspoint@viewpoint.org.uk)
- Speak to any member of staff
- In writing at 4 South Oswald Road, Edinburgh, EH9 2HG



# UPCOMING CHANGES TO Heating & Hot Water Service charges

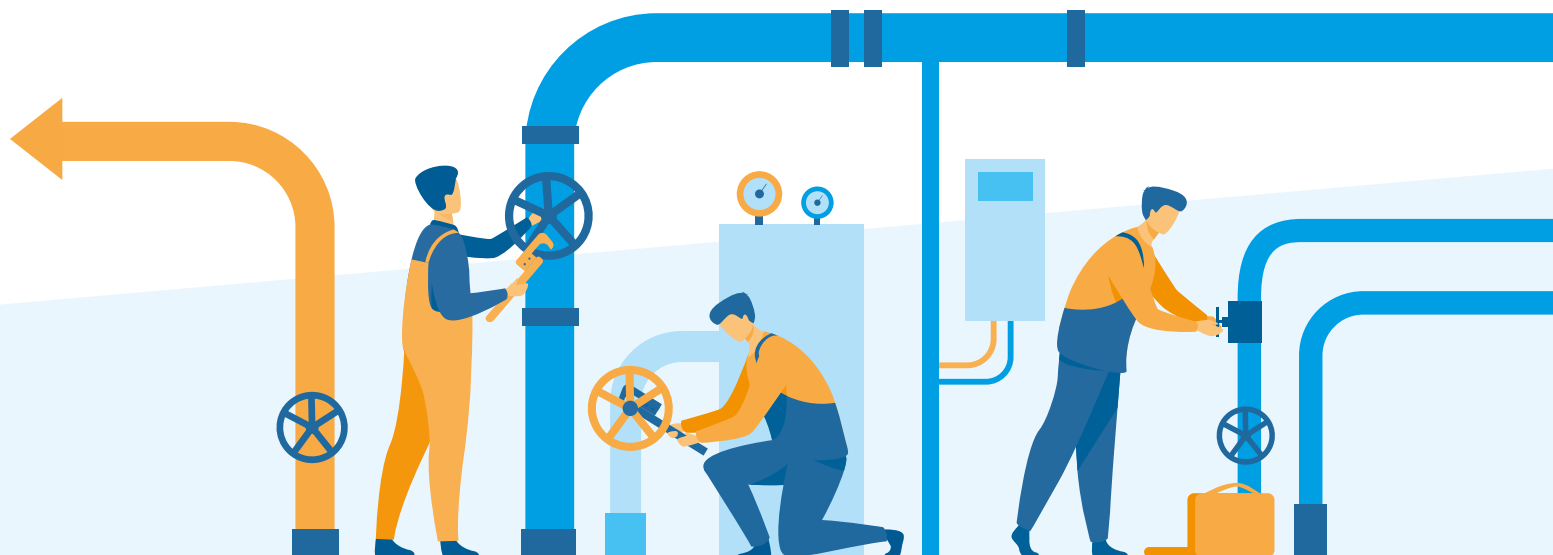
## Achieving best value energy prices

**A**s I'm sure you are aware, energy prices have been volatile over the past few years with significant increases in the prices of gas, in particular, which has been a concern for all consumers.

Since 2020, we have worked with Utility Aid - a UK national broker who work primarily in the not-for-profit sector. They work with 30 energy suppliers and, as such, can achieve highly competitive prices for their clients through their bulk buying power. As our broker, Utility Aid continue to monitor energy prices on a daily basis. In May 2021, we entered into longer-term agreements with gas and electricity providers due to price volatility in the energy supply market at that time, which was anticipated to continue. This has allowed us to limit

increases in service charges for central heating and central heating/hot water as far as possible.

However, Utility Aid has recently advised us that they expect prices to move considerably upwards before our current arrangements end and therefore we have agreed to enter into a further extension of our deal to limit price increases as far as we can. However, this does not mean that we will be able to limit increases in heating and heating/hot water services charges to the levels we have to date. Charges from 1 April 2025 will be significantly higher and we wanted to tell you that as far in advance as possible. We are anticipating average increases in the region of 70%, which equates to around £35.00 per month.





We will be looking for your feedback on this through our annual rent and service charge consultation, which we will be undertaking in due course.

**If you are concerned and would like some advice or assistance about your finances we have the following services available:**

### Welfare Benefits Service

If you would like any help to see if you are entitled to any welfare benefits, or if you would like help to apply for benefits you can contact our Welfare Benefits Officer, Eleanor Eccles by

- Telephone: 0131 662 5144;
- Email: [eleanor.eccles@viewpoint.org.uk](mailto:eleanor.eccles@viewpoint.org.uk); or
- Speak to any member of staff and they will ask Eleanor to contact you.

### Debt Advice Service

We also work in partnership with other housing associations to access the services of a debt advisor. Referrals can be made through your Housing Officer or by contacting Eleanor.

### Energy Advice Service

Viewpoint, in partnership with other housing associations, have access to energy advice services and you can either

- Email [energy@harbour.scot](mailto:energy@harbour.scot) ; or
- Speak to any member of staff who will help you to refer to the service for advice.

## Repair Appointments What You Need to Do

When you report a non-emergency repair, the contractor will call you to set up an appointment. It is important to answer these calls so your repair is completed on time. Here is what you need to do:

1. **Answer unknown numbers:**  
Contractors will call you to schedule a visit. Make sure to answer if you know they will be calling, even if you do not recognise the number. If you are concerned you can always let the call go to voicemail (if you have this set up), or telephone our offices to verify the caller is genuine.
2. **What happens if you do not answer?**
  - **Communication Issues:** If you do not answer, the contractor will tell our office they cannot reach you and there will be a delay in carrying out the repair.
  - **Contractor calling without an appointment:** The contractor might show up without an appointment to try to get your repairs completed, and this may be inconvenient for you.

### Tips on making this easier for you:

- **Save contractor numbers:** Add contractor numbers to your phone contacts so you know when they are calling in the future.
- **Check your voicemail:** Make sure your voicemail is set up and check it regularly for messages from contractors.
- **Return missed calls:** If you miss a call, call back as soon as you can to avoid delays.
- **By following these steps, you will help make sure your repair appointments are set up smoothly and your repairs are done on time.**

# Major works

## Three Year Investment Programme

**T**he Assets team are continually updating and refreshing our stock condition data and naturally, as we do this the data becomes more accurate so we gain a greater sense of confidence that we are programming the right works, in the right properties, at the right time.

Below is a guide of where Viewpoint plans to undertake major investment works over the next three years and, a reflection of what was achieved during 2023/2024. The guide does not guarantee that specific works will proceed in accordance with the programme. It does present the shape of our intentions and will remain the subject of amendment depending on circumstances e.g. procurement or budgetary issues or other unforeseen emergencies.

The Assets team will ensure that tenants are notified in advance of any visits to properties included in the yearly major works programme and that co-ordinators at developments are also kept informed.

Alongside the three year major works programme, every year we continue to undertake building safety related investment works in our developments and your homes to ensure they remain safe places to live. As well as significant investment in replacement communal fire detection systems and emergency and communal lighting upgrades, this also includes:

- Heating system renewals
- Door entry system renewals
- Electrical testing and remedial works
- Gas safety checks
- Fire risk assessments
- Laundry equipment servicing
- Lift maintenance
- Water risk assessments

### What we did in 2023/24



**Kitchen upgrades** – 43 properties spread across six developments:

- Cameron Park
- Chalmers Crescent
- Croft-an-Righ
- Grange Loan
- Inverard
- Old Farm Court

*Fewer kitchens were completed than planned in 2023/24 due to tenant refusals.*



**Roofing renewals and insulation upgrades** -

- Bavelaw Gardens
- Cameron Park
- Falcon Road West



**Window replacements and refurbishments** –

- Redford Road (old building)



**Bathroom upgrades** – 22 properties spread across 11 developments:

- Cameron Crescent
- Cameron Park
- Croft-an-Righ
- Dell Court
- Grange Loan
- Inverard
- Lynedoch Place
- Mill House
- Morningside Drive
- Redford Road
- Salisbury Road

*Fewer bathrooms were completed than planned in 2023/24 due to delays with asbestos surveys and some tenant refusals. Any bathrooms not yet completed are scheduled for completion early in 2024/25.*

In addition to all of this work, we have been investigating what work we would need to carry out across our stock to meet the Scottish Government's net zero carbon emission targets.

While the requirement for all of our stock to be net-zero compliant by 2045 seems a long way away we are already starting work planning for that transition. That means looking at what works would be required to make all of your homes as energy efficient as possible and what alternative clean (carbon free) heating systems will need to be installed.

We have no specific plans agreed at present for what will be a substantial and expensive programme but we are working hard to understand what exactly we will need to do.

It is possible that we may be able to access funding from the Scottish Government to deliver some net-zero pilot delivery projects. If that is the case, we will of course keep tenants informed on how that might affect them.



#### Boundary wall repairs –

- Cameron Park
- Dell Court
- Old Farm Court



#### Telecare upgrades –

- Argyle Park Terrace
- Buchan Gardens
- Cameron Crescent
- Gillespie Crescent
- Haugh Park
- John Hunter Court
- Lade Court
- Maiden Craig Crescent
- Mill House
- Ogilvie Terrace
- Old Farm Court
- Preston Tower
- Salisbury Road



#### Fire detection system upgrades -

- Deanery Close
- Gillespie Crescent
- Salisbury Road
- St Alban's Road



#### Emergency and communal lighting upgrades -

- Argyle Park Terrace
- Old Farm Court
- Redford Road
- St Alban's Road



#### Internal decoration works –

- Croft-an-Righ
- Lauder Road
- Lynedoch Place



#### External decoration works –

- Railway Cottages



## MAJOR WORKS

### What we are planning to achieve in 2024/25



**Kitchen upgrades** – 54 properties at:

- Old Farm Court



**Bathroom upgrades** – 66 properties spread across six developments:

- Bavelaw Gardens
- Croft-an-Righ
- Haugh Park
- Old Farm Court
- Preston Tower
- St Alban's Road



**Roofing renewals** – subject to further inspection:

- Cameron Crescent
- City Park
- 45 Gillespie Crescent
- Lynedoch Place
- Northwood House
- St Alban's Road



**Window replacements** – subject to further inspection:

- Avenue Road
- Croft-an-Righ
- Melville Road



**Window refurbishments** - subject to further inspection:

- Inverard House (old building)
- Lauder Road
- Lynedoch Place



**Boundary wall repairs** – subject to further inspection:

- Argyle Park Terrace
- Gillespie Crescent
- Haugh Park
- Inverard
- Mansionhouse Road



**Telecare upgrades** at –

- City Park
- Deanery Close
- Dell Court
- Ettrick Road
- Glenesk
- Grange Loan
- Kilravock
- Letham Court
- Lynedoch Place
- Morningside Drive
- Redford Road
- St Albans Road
- West Richmond Street







## What we are planning to achieve in 2025/26



**Kitchen upgrades** – 50 properties at:

- Lade Court
- Mill House



**Bathroom upgrades** – 58 properties spread across five developments:

- Cameron Crescent
- Glenesk House
- Maidencraig Crescent
- Mansionhouse Road
- St Alban's Road



**Roofing renewals** –

subject to further inspection:

- Argyle Park Terrace
- Baker's Place
- Chalmers Crescent
- Haugh Park
- Lade Court
- Mansionhouse Road
- Morningside Drive



**Window replacements** –

subject to further inspection:

- City Park
- Croft-an-Righ
- Dell Court
- 429 High Street



**Boundary wall repairs** –

subject to further inspection:

- Ettrick Road

## What we are planning to achieve in 2026/27



**Kitchen upgrades** – 100 properties at:

- Argyle Park Terrace
- Bavelaw Gardens
- Cameron Crescent
- East Claremont Street
- Lynedoch Place
- Melgund Terrace
- Preston Tower



**Roofing renewals** –

subject to further inspection:

- Cameron Park
- Deanery Close
- Drummond Place
- Grange Loan
- Inverard
- Maidencraig Crescent (wall cladding)



**Window replacements** –

subject to further inspection:

- Cameron Crescent
- Falcon Road West





# Fire and Lighting

UPDATE

**T**he appointment of a new compliance officer, Georgina into the assets team in October 2023 has enabled Viewpoint to progress an extensive fire and lighting upgrade programme using a previously allocated substantial budget. The programme includes new fire systems, emergency lighting, communal lighting, external lighting as well as remedial actions from the fire risk assessment surveys.

The following sites that have currently had works carried out include:

Deanery Close, Gillespie Crescent, St Albans Court, Old Farm Court, Ingham Court, Croft an Righ, John Hunter Court, Fleming Court, Mill House, Lade Court, Our Offices at South Oswald Road and City Park.

There are numerous additional sites within the programme that will continue to be upgraded throughout the rest of 2024 and into 2025 and communication will be provided by letter to tenants once start dates and resources are confirmed for each site.

The majority of the works carried out are within communal areas and any requirements for access into tenants homes will be requested by letter and a suitable time and date arranged.

Once all communal upgrade works are carried out across each development, there will be consideration for redecoration works by the assets team.

**There are numerous additional sites within the programme that will continue to be upgraded throughout the rest of 2024 and into 2025...**



Alongside these upgrade works and in line with advice and approval from with Viewpoints fire risk assessor, fire contractor, the fire service, health and safety committee and the board there have been updates to Viewpoints fire policy.

One of these changes includes the removal of firefighting equipment from unmanned sites where there is no coordinator present. The reasoning behind this is that on unmanned sites no one is trained on the premises to use the firefighting equipment. If an untrained tenant or visitor was to use the wrong type of firefighting equipment on the wrong fire it can make it substantially worse and we do not encourage any untrained person to use any firefighting equipment.

If you have any queries on the above please contact the compliance team on [compliance@viewpoint.org.uk](mailto:compliance@viewpoint.org.uk)



# Gas Safety


We know that when gas appliances are not properly inspected and maintained this can result in increased risks. An unsafe gas appliance can lead to carbon monoxide poisoning, fires and leaks, but these risks can be greatly reduced by regularly checking the appliances.


Viewpoint is committed to taking action to help safeguard your safety and health. As part of this, we must meet our legal requirement to ensure that all gas appliances and related pipes and flues within your home are kept in safe working order and inspected every 12 months.





The annual gas inspection involves a Gas Safe registered engineer inspecting the gas pipework and completing a tightness check to confirm there are no leaks. This essential appointment usually takes around 20 to 30 minutes to complete. You will receive a copy of the inspection certificate within 28 days of the test being carried out.


Several safety points have been outlined below which will help to reduce the risk from your gas appliance and help keep everyone safe:


 **Ensure you allow access to your home** to let the gas engineer carry out the annual gas safety check. We will ensure you are given adequate notice of the upcoming inspection and ask that you allow access to your home within a reasonable timeframe.

 **Only use gas appliances for their intended purpose.** Do not use an appliance for something it was not meant for e.g. do not use a cooker to heat a room.

 **Do not tamper with gas appliances.** Tampering with a gas appliance can be fatal. Gas appliances should have adequate ventilation: making sure no air vents are blocked allows gas appliances to burn properly, reducing the risk of fire or explosion.

 **Check your gas appliances for warning signs** that they are not working properly. Look out for lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance and too much condensation in the room. If you notice any of these warning signs, contact Viewpoint repairs straight away.

 **Know what to do in a gas emergency.** Act fast! It is crucial that you act fast in a gas emergency by carrying out the following steps. If you smell gas at your property or if your Carbon Monoxide alarm sounds, you must open all doors and windows to help ventilation, turn off the gas emergency valve control, leave the property and immediately call National Emergency Gas on 0800 111 999. Make sure you follow all the advice given to you by the emergency adviser and wait outside for the engineer to arrive. You must not use any electrical switches, smoke or naked flames near your home.

 **Know the signs of Carbon Monoxide poisoning** The 6 main symptoms to look for are headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness. If you believe you or a family member have been exposed to carbon monoxide, contact your GP. Regularly check the Carbon Monoxide alarm.



# THINK Before you Flush...

AND OTHER ADVICE ON DRAINS

## Kitchen and bathroom waste blockages

We are encouraging tenants to follow the simple information below to avoid any unnecessary blocked toilets and sewage pipes at your home and any common areas within our developments.

The wastewater drain that runs from your house is usually just four inches wide, and is only designed for human waste and toilet roll.

When other items are flushed down the toilet, they can get lodged in the pipe and build up a blockage that can affect other tenants in the development. Even items that appear to have same texture as toilet paper (such as wet wipes) may not break down if flushed down the toilet.

Sanitary items and other personal waste should be disposed of responsibly in the household waste bin. Personal products should, for health reasons, first be placed in bags and then put in the bin.

## Disposing of personal items in the bathroom

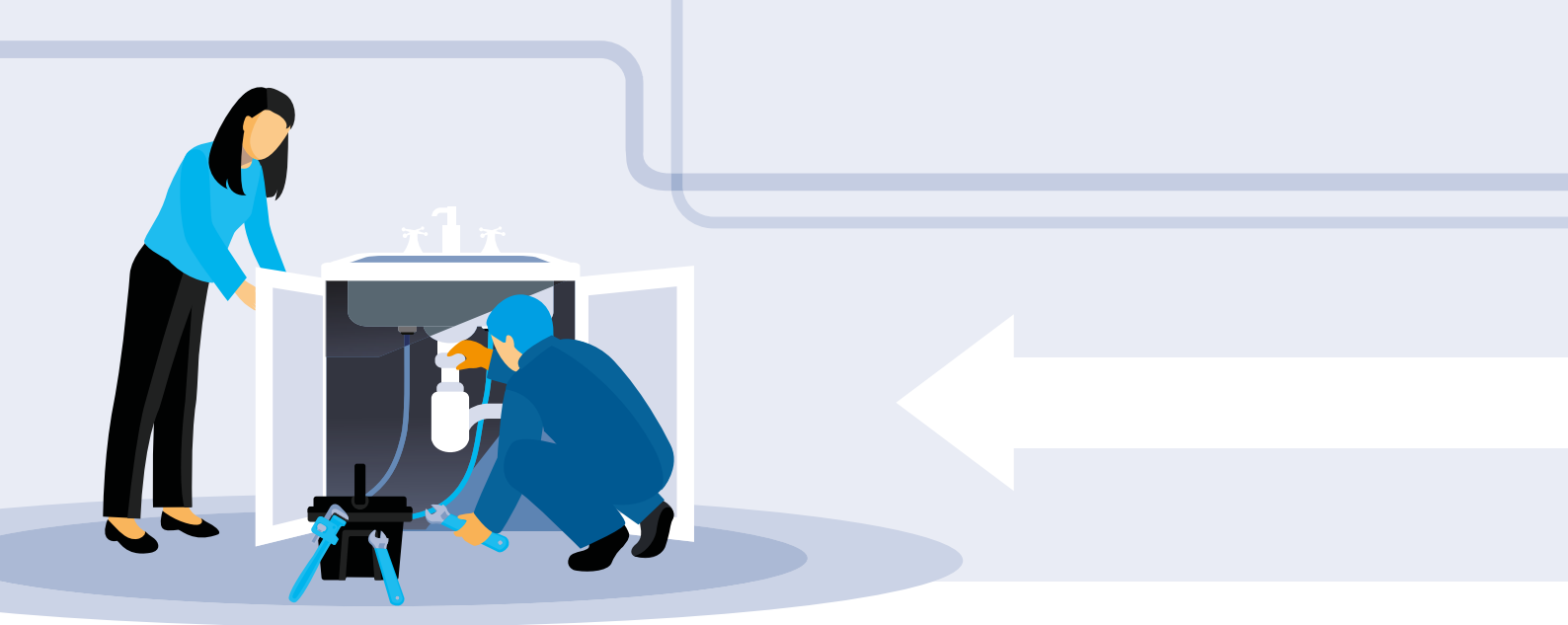
Only flush human waste and toilet roll. Keep a bin in the bathroom for any used personal items. Special disposal bags are available at pharmacies and supermarkets.

The following items and personal products should never be flushed down the toilet:

- fats, oil or grease, which will harden even if put down the sink with hot water or soap
- cotton buds and cotton wool
- razor blades (place used blades in solid container before putting in bin to avoid injury)
- sanitary products, or colostomy bags
- decorating waste, paint, cement and plaster
- put all wipes in the bin (baby, facial and cleaning wipes of any type)
- kitchen roll and paper handkerchiefs
- dental floss, medicine, tablets and old bandages
- disposable nappies and incontinence pads (wrap well and put in the bin)
- syringes and needles (dispose of them safely in a sharps box or take them to your nearest needle bank)
- food
- plastics
- chemicals
- toilet roll inners
- old clothing and rags

It can be difficult and expensive to remove some of these items because we may have to dig down to the pipe to extract them..





### Cooking fats and fat substances in the kitchen - checklist

Please follow the checklist below:

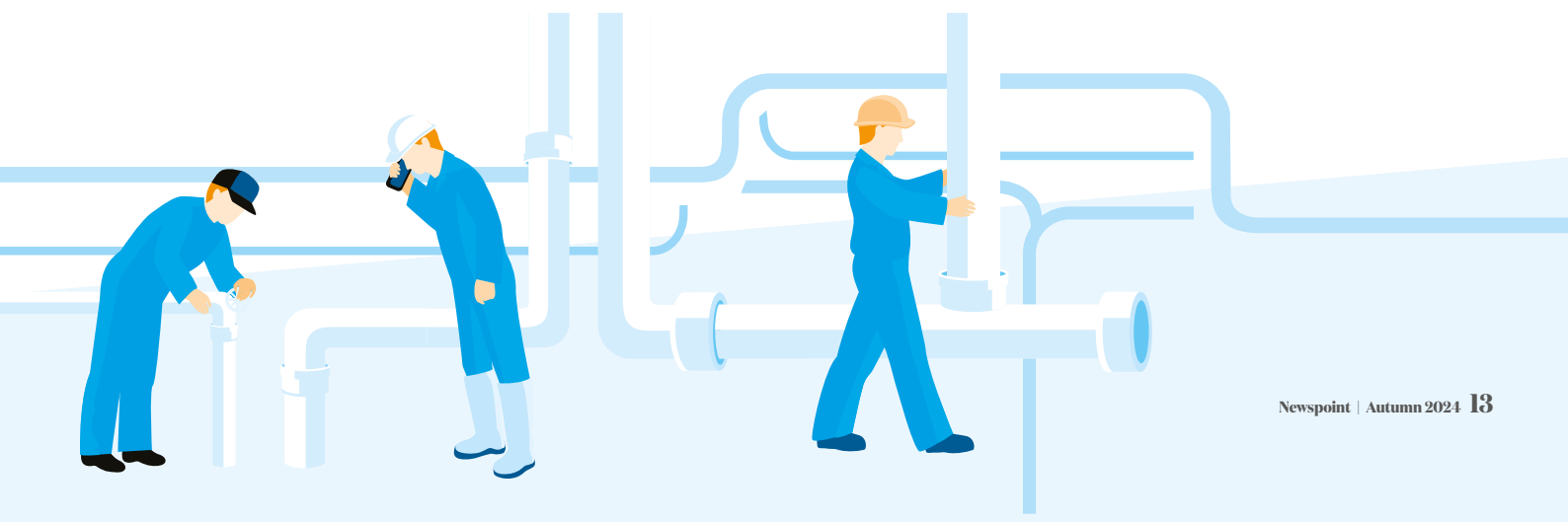
- wipe and scrape plates, pans and utensils before washing, including dishwashers (and put the waste into the food recycling bin)
- collect waste oil in a suitable secure container, for example, used animal fat, bacon, grease or chicken fat and small particles of food waste - allow to cool and dispose of responsibly
- use your separate food recycling bin if you have been supplied one by the Council
- use strainers in sink plug holes
- never put cooking oil, fat or grease down the sink
- never pour waste oil, fat or grease down the external drain
- never put food scrapings into the sink
- never put building or garden waste down external drains
- never pour boiling hot water down the sink to try to dissolve fat and grease - it does not work!

These simple guidelines will significantly help to maintain free flowing water both within the drains of your property and in the sewage system.

Where blockages have been caused by the tenants' actions - this is the tenants' responsibility and tenants' may be recharged the costs to clear blocked toilets/drains.

**When other items are flushed down the toilet, they can get lodged in the pipe and build up a blockage that can affect other tenants in the development.**

“”





## Changes to Our Repairs and Maintenance Policy

In July, we sent you a booklet to explain the changes to our repairs and maintenance policy, which was approved by the Board. We hope you have had time to read this, and if you have had any questions, that these have been answered by a member of staff. In summary the main changes are:

### Changes to Timescale for Routine Repairs

The maximum time allowed to complete routine repairs has increased to 15 working days (previously 8 working days). This gives us more time to organise any necessary materials and to make a suitable appointment with you.

### New Repair Categories

We have introduced two new categories, in addition to the emergency, urgent, routine, planned and cyclical repairs.

**Batched Works** – these are minor works require to the common parts of developments or to a group of individual properties that can be more efficiently organised as a single package of works.

**Major and Specialised Works** – this will allow us to focus on repairs that are not routine and require more extensive work in order to resolve the issue.

### Changed to Landlord and Tenant Responsibilities for Repairs

There are some minor changes to this and these are clarified in the booklet.

### Rechargeable Repairs

This makes it clearer what tenants can be recharged for e.g. lost keys or tenant neglect.

If you have mislaid your copy of the booklet and would like another copy, please do not hesitate to ask any member of staff. Alternatively you can access this booklet on our website at [viewpoint.org.uk/news/changes-to-our-repair-and-maintenance-policy/](http://viewpoint.org.uk/news/changes-to-our-repair-and-maintenance-policy/) or you can access the full policy at [viewpoint.org.uk/media/4928/housing-repairs-and-maintenance-policy-mar-2024.pdf](http://viewpoint.org.uk/media/4928/housing-repairs-and-maintenance-policy-mar-2024.pdf)

## Maintenance Technicians

We are pleased to be able to update everyone on our new team of four Maintenance Technicians in the Assets team.

Alex, Jonathan, Ronaldo and John are currently working with other members of the Assets team to familiarise themselves with our properties and developments across Edinburgh and Fife. They are also undertaking a number of training sessions relevant to their tasks, including the use of some new equipment.

Initially, the Maintenance Technicians will be based at our Head Office site, working throughout our two Care Homes but they will also carrying out a number of small compliance tasks in and around the common areas at our Housing developments.

This will soon extend to further remote working and, with the introduction of an extension to the IT system we use to manage repairs, the team will be able to undertake more day-to-day repairs and regulatory checks. You should see them out and about soon!

We look forward to sharing further updates on the team as we progress.





# Where to Get Help ONLINE

Tap into IT are back for Term 2 at the following locations:

## Croft-An-Righ Wednesdays

Abbeyhill, Holyrood EH8 8EH  
2 - 4pm

2, 9, 16, 23 and 30 October  
6, 13, 20, and 27 November  
4 December

## Gillespie Crescent Fridays

Edinburgh EH10 4HY  
10:30am - 12:30pm

4, 11, 18 and 25 October  
1, 8, 15, 22 and 29 November  
6 December

We continue to work in partnership with Tap into IT, a social enterprise that help older people get online and gain confidence with online tasks. The service is to help you navigate the digital world allowing you to

- Fill in online forms
- Check utility bills
- Compare insurance quotes
- Explore information on hobbies and interests
- Get online for the first time
- And much more!

## Flexible Learning

You do not need to attend every week. You can drop in as you need to or you can go every week and see what else you can learn. This is not a class but a chance to learn together in a fun way, chat to others and, of course, have tea and biscuits.

## Eligibility

Tap into IT offer free support to any Viewpoint tenant, or anyone who lives with a Viewpoint tenant, who is 60 years of age or over who wants to learn a bit more to be able to function more efficiently in our ever increasing digital world.

## Under 60 and/or live in Fife, East Lothian or West Lothian?

Viewpoint can help you access the same kind of support.

Please contact Heather to discuss what IT support you would like.

Tel: 0131 662 5142,  
Text: 07554 389 180 or email  
[heather.jeffrie@viewpoint.org.uk](mailto:heather.jeffrie@viewpoint.org.uk)



## Virtual Hug

Virtual Hug is a monthly online newsletter to keep up to date with all LGBT Age activities, including service updates and reminders of upcoming social events. It also features items from community members.

You can subscribe to Virtual Hug at the following:  
<https://www.lgbthealth.org.uk/services-support/older-people/virtual-hug/>

LGBT Health and Wellbeing ([www.lgbthealth.org.uk](http://www.lgbthealth.org.uk)) produce Virtual Hug and their website offers other information and services such as tele-friending and social support.

If you live in a Viewpoint property and need any help to get online to access this, or any other help online, then please contact Heather at Viewpoint on

0131 662 5142 or  
07554 389 180 or email  
[newspoint@viewpoint.org.uk](mailto:newspoint@viewpoint.org.uk)



# Doorstep Scammers

**R**ecently a tenant reported that someone called at their door and asked to inspect their property, claiming that Viewpoint had sent a letter advising they were coming. The tenant had not received a letter and was wary, and very sensibly refused access. The tenant was correct and contacted Viewpoint. We confirmed we had not sent a letter or arranged for someone to call and inspect their property.

Sometimes it is hard to say no to someone at your door, but often it is the right thing to do! Doorstep scammers may also be selling goods or services and then you are unable to contact them if things go wrong.

From the Trading Standards website, the advice they give is as follows:

To prevent scammers knocking on your door, you can request a **No Cold Calling** sticker from your Local Trading Standards Office ([www.gov.uk/find-local-trading-standards-office](http://www.gov.uk/find-local-trading-standards-office)) or from Trading Standards Scotland. If an uninvited trader ignores the sticker, they may be committing an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Trading Standards Scotland ([www.tsscot.co.uk](http://www.tsscot.co.uk)) advise that

‘Doorstep scammers remain a serious problem across the whole of Scotland. Many are affiliated to serious organised crime groups and usually overcharge for work that is either unnecessary and/or substandard. They tend to target vulnerable and elderly consumers.’

Trading Standards emphasise that doorstep scammers can go to considerable length to make themselves look legitimate and offer to start work immediately, not giving you time to think about what you are agreeing to or seeking a second opinion.

You can also sign up to the **Neighbourhood Watch Scotland Alert** system to receive timely alerts about local crime prevention and safety issues from partners such as Police Scotland. If there are known rogue traders in your area, you will be alerted. Sign up through the <https://neighbourhoodwatchscotland.co.uk/sign-up-for-alerts/>





**Never feel pressured** into making a decision on the spot. Any legitimate trader will be happy to return at a later date – you may want to ask a friend, neighbour or relative to be with you when they call back to give a second opinion.

**Never agree to a trader starting work straight away** and never hand over any money without seeing proper paperwork and making sure that you understand the terms and conditions, including cancellation rights.

Before agreeing to have any work done by an uninvited trader, follow our

## Five Scam Share Signposts:

- **Close the door on uninvited callers.** Don't feel obliged to answer the door to a cold caller – it is your home and you should not let anyone in unless you feel comfortable.
- **Take time to think before making a decision.** Rogue traders may try to pressure you by saying that they have special deals, which are only available today. Don't let an uninvited trader start work straight away.
- **Research.** Get at least 3 quotes from trusted companies before having any work done in or around your property. Rogue traders go to great lengths to appear legitimate – check at least 3 review sites to make sure you are getting genuine feedback. Find traders who have been vetted by Trading Standards through a local approved trader scheme..
- **Verify that the person is genuine and take a note of the company's details.** ID cards can be faked – close the door and, rather than phoning the number on the trader's ID card, look up the company's number on their official website or in an official phone directory to check their identity. Legitimate traders will be happy to wait while you perform these checks.
- **Report any suspicious behaviour to Police Scotland on 101, or 999 in an emergency.** Sign up to the [neighbourhoodwatchscotland.co.uk/sign-up-for-alerts/](https://neighbourhoodwatchscotland.co.uk/sign-up-for-alerts/) to receive timely alerts about local crime prevention and safety issues from partners such as Police Scotland.

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If you have concerns about a purchase that you have made, **contact Advice Direct Scotland on 0808 164 6000.**

If you feel uncomfortable or suspicious about a cold caller in your local area, **phone Police Scotland on 101.**



# Around THE Houses

## Roaring Twenties Night at Buchan Gardens

By Danny Rankin

Buchan Gardens held a 'Roaring 20's' party night on Saturday the 6th July. We had a great turnout with almost everyone dressing up for the occasion.

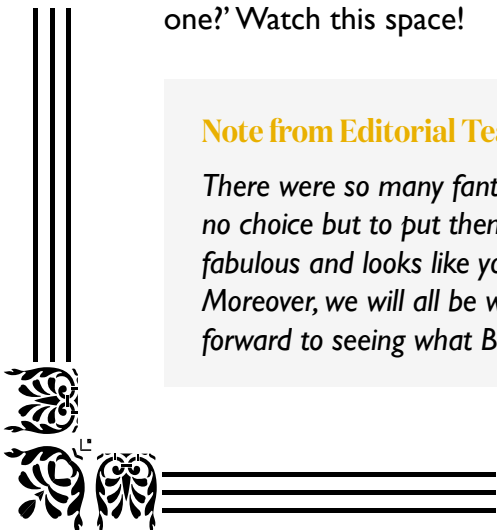
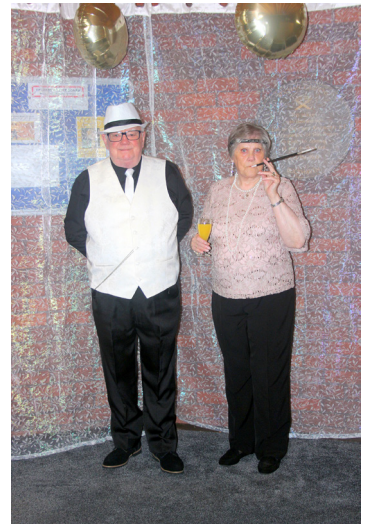
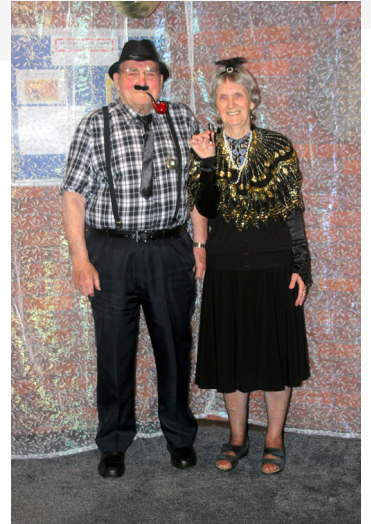
As each person entered the hall they had a personal photograph taken and were given a 'Bucks Fizz' before being escorted to their table. 20's Charleston music was playing in the background and a fantastic buffet spread was laid on.

It was nice to see everyone dressed up in their 20's costumes. The Amazon van was in and out of Buchan Gardens a few times in the preceding weeks and must have made a fortune!

After the buffet, there was a karaoke session and then we listened to various songs into the wee small hours. A great time was had by all and I was asked 'What, and when, are we having for the next one?' Watch this space!

### Note from Editorial Team

*There were so many fantastic photographs we had no choice but to put them all in. The costumes were fabulous and looks like you had a great night. Moreover, we will all be watching this space and look forward to seeing what Buchan Gardens does next!*









# Commemorating the 80th Anniversary of D-Day at Woodthorpe

**W**oodthorpe tenants remembered and celebrated the 80th anniversary of the D-Day landings. Tenants brought photos of their loved ones, which were displayed on the piano, providing an opportunity to honour and remember them.

The D-Day landings on 6 June 1944 represent the largest seaborne invasion in history. Alongside associated airborne operations, these landings marked the beginning of the liberation of France and Western Europe from occupation. The bravery and resilience demonstrated during this operation laid the groundwork for the freedoms we enjoy today.



## Just to make you smile

When it comes to seagulls and pigeons there is no doubt some of you will hold very strong views. Two photos came in from different sites over the last few months and I do not think you can deny that both are cute, regardless of whether you love them or hate them.



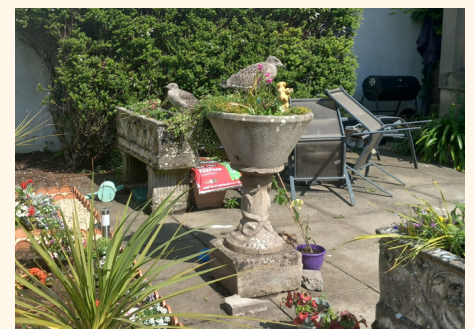
### Babies at West Richmond Street

Tenants at West Richmond Street have had the joy of watching these baby chicks successfully born in a plant pot on their fifth floor balcony.

They are so cute and what a wonderful nest for the wee ones.

### Playground for the Gulls at City Park, St Andrews

Over at City Park the baby seagulls found a wonderful playground in the garden created by some of the tenants. The garden looks great and we hope they did not cause too much damage.



# Easter Parade

Old Farm Court

The social committee at Old Farm Court organised an Easter parade for Easter Monday. The committee cooked a roast dinner for the tenants and organised an Easter bonnet parade with prizes. It was a great success with a lot of effort put in to make all these lovely Easter bonnets.



# Hilda's Big Walk!

**H**ilda Miller made headlines in the Edinburgh Reporter earlier this year. Inspired by Richard Roncero, who slept rough for eight weeks to raise funds for Steps to Hope – a charity supporting the homeless and those suffering from addiction in Edinburgh and West Lothian – Hilda decided to show her support in a special way.

Upon learning that Richard would be celebrating his 40th birthday on the streets, Hilda sent him a video message to lift his spirits. However, she did not stop there. Hilda decided to embark on a walk around Holyrood Park, visiting notable landmarks such as Holyrood House and The Scottish Parliament. Accompanied by her friend Jackie, who documented their journey with photos, Hilda sent these images to Richard to help keep his morale high.

Remarkably, Hilda was approaching her 100th birthday at the time of this thoughtful gesture, making her support for Richard's cause even more commendable.





# Garden Party

at Old Farm Court

**T**he garden party at Old Farm Court in July may have been 'rained off' by our lovely Scottish summer weather, but this did not dampen the spirits of those attending. The celebrations seamlessly moved indoors, ensuring everyone had a fantastic time. A big thank you to the social committee for organizing yet another successful event at Old Farm Court!



# Hilda is 100 Years Young

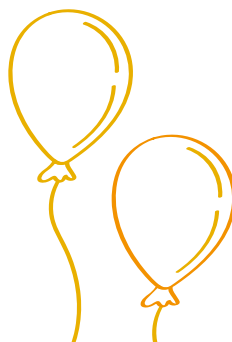
Big congratulations to Hilda Miller at Croft-an-Righ, who celebrated her 100th birthday earlier this year.

Like all special occasions, there was a gathering at Croft-an-Righ to help Hilda celebrate her special day.

After spending the day with family, she was welcomed home by residents at Croft-an-Righ and some friends to a party, which was enjoyed by many.

I am sure you will agree that Hilda looked beautiful and somewhat regal in her blue and white dress and, of course, her crown.

We hope you had a great day Hilda.



# SPOT THE DIFFERENCE



Your Chance to win a £25 shopping voucher

All you have to do is find the 10 differences between these two pictures.

Make your entry by marking the differences on the pictures and post or take a clear photograph of the picture and email it.

Send your answers to  
**Heather Jeffrie,**  
4 South Oswald Road,  
Edinburgh  
EH9 2HG

or email [newspoint@viewpoint.org.uk](mailto:newspoint@viewpoint.org.uk)

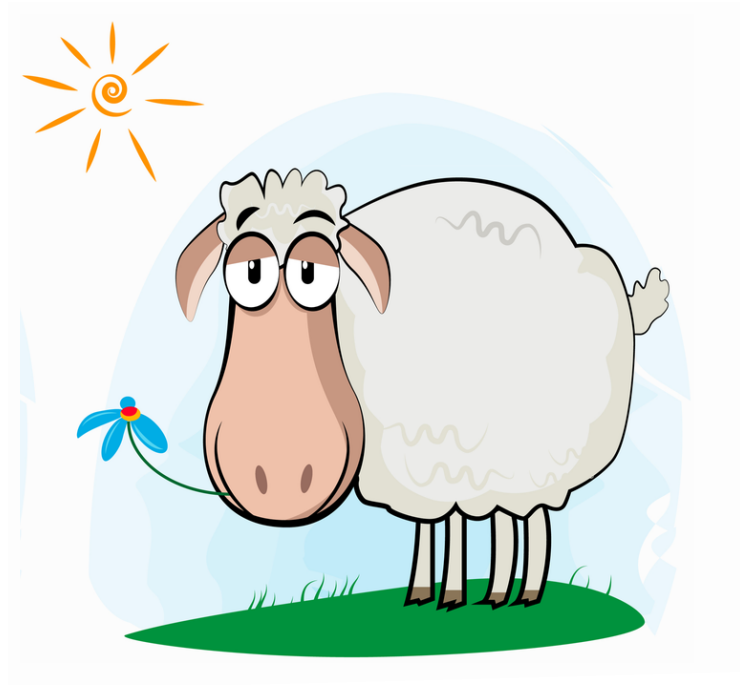
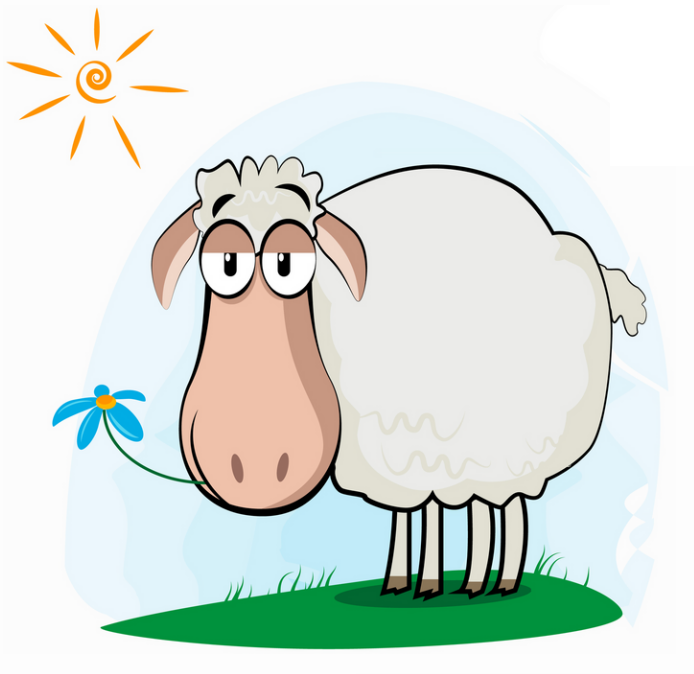
Name: \_\_\_\_\_

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## 10 Differences to Find!



VIEWPOINT  
**newspoint**  
Autumn 2024