

The Tenants' Voice

SUMMER 2025



Chair of Tenants Forum visits Keith new builds

INSIDE THIS ISSUE



Head of Housing
attends Tenant
Forum



Estate
Walkabouts



Young Person's
logo design comp

Moray Council Tenants' Newsletter
produced in partnership with the Tenant Editorial Panel

Large print

Did you know we can provide you with a large print copy of the Tenants' Voice? You just need to let us know by contacting us on the details below:

**Housing and Property
Moray Council
PO Box 6760
Elgin
IV30 1BX**

Phone: 0300 123 4566

**Email:
housing@moray.gov.uk**

Printed or Digital - it's your choice

Would you prefer to read a printed version of Tenants' Voice newsletter? If you haven't already done so, please let us know by 31 October so that we can update our records for the winter issue by phoning **0300 123 4566** or emailing **tenantparticipation@moray.gov.uk**



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Join our list of interested tenants

These are people we contact when we're consulting on housing issues and to promote tenant participation activities and events. If you'd like to be added to this list, please let us know by emailing **tenantparticipation@moray.gov.uk** or call **0300 123 4566**.

Scan our QR code to find us on Facebook –
Moray Council Tenants and Housing Facebook page



Tenant Welcome

Hi folks, and a warm welcome to our new look Tenants' Voice!

I'm David Elliott a tenant and member of both Moray Tenants Forum and the Tenant Editorial Panel.

The new look follows on from plans we shared in the last issue to make the newsletter feel less corporate and more reflective of our views as tenants. It's our first step as your Tenant Editorial Panel to give the newsletter a fresh feel—and we hope you like it!

Our aim is not just to keep you up to date with important news, but also to highlight some of the more positive sides of life in Moray.

While we'll continue working in partnership with Moray Council, we're here to be your independent voice - shining a light on the issues that affect your day-to-day life. But we can only do that with your support. Please take a moment to fill in the survey on page 28 and let us know what you think of the new look newsletter.

We'd also love to hear from anyone interested in joining the Editorial Panel or contributing in any way, big or small, to future issues. You can get in touch through the tenant participation team by emailing tenantparticipation@moray.gov.uk or calling **0300 123 4566**.

And why not come along to a Tenants Forum meeting? It's a great way to get involved and help improve housing services for tenants across Moray. While we can't take on individual cases, we can work together to find solutions to the wider issues that affect many of us. You'll find meeting dates and locations on page 3 and the website at www.moray.gov.uk/moraytenantsforum.












Yours Aye

David



Tenant Participation: A Year in Review

Our key achievements 2024-2025

Supported Moray Tenants Forum to become more tenant-led 	Hybrid option for all tenant meetings offered 	Reviewed Tenants' Voice newsletter with tenants 
2 Forum members attended annual Tenant Participation Advisory Service (TPAS) conference 	Promoted tenant participation opportunities at 5 in-person community events 	Tenant participation training with 33 housing staff 
Increased list of interested tenants to over 700 tenants 	Site visit to Keith new build homes with Chair of Tenants Forum 	Held digital event with North East Tenants Residents and Landlords Together (NETRALT) 
Developed an accessible easy read version of our Tenant Participation Strategy 	Set up a Tenant Editorial Panel to help produce our tenant newsletter 	Information session and office bearer training held for tenants. 

We'd like to thank everyone who's taken part in tenant participation activities over the past year, whether you've filled out a survey or attended a meeting or tenant group. Your involvement does make a difference and is key to improving your housing services.

It's been a productive first year and we're proud to report steady progress across our 3 **Tenant Participation Strategy 2024-2029** outcomes:

1. A strong representation of tenant's views and a wide range of engagement opportunities.
2. Our tenants are fully engaged in the process of policy formulation, service review, scrutiny and decision-making.
3. Our tenants, council staff and elected members have the capacity to work together effectively.

Looking ahead

In the coming year, we'll continue to provide a range of ways to get involved, give feedback and help shape housing services.

Our focus will also be on:

- supporting Moray Tenants Forum to raise their profile and increase their membership.
- developing opportunities for you to review our housing services.
- reviewing and improving the tenant participation information we provide, both in print and online.
- continuing to promote estate walkabouts and encouraging more of you to take part.
- delivering a participatory budgeting project to improve Greenwards play park.

Celebrating 25 Years of Tenant Participation!

This year, we're proud to celebrate a remarkable milestone: 25 years since we became the first council in Scotland to allow tenants to participate in chamber debates on housing issues.

The Moray Tenants Forum has a key role in this, appointing three members to be tenant representatives. These representatives attend Housing and Community Safety Committee meetings with Councillors, to make sure your voices are heard and concerns addressed.

Committee meetings are broadcast live and made available to watch for up to 12 months after broadcast via our webcasting facility:

www.moray.gov.uk/webcasting

Get Involved!

If you're passionate about housing issues and want to make a difference, consider joining our tenant-led group Moray Tenants Forum. Your participation can make a difference and help shape future housing services. New members are always very welcome. For more information on how to get involved, visit our website at www.moray.gov.uk/moraytenantsforum or scan the QR code.



Date of next meeting

Thursday 4 September, 11am to 1pm, at The Inkwell, Francis Place, Elgin, IV30 1LQ or online via Teams.



Logo design competition

Design a new logo for Moray Tenants Forum

Moray Tenant Forum are launching a competition to find a new logo to represent their group designed by the young people of Moray. Their current logo was designed some years ago and needs a refresh.

Moray Tenants Forum



Can you come up with a design that better represents the Forum and their aims?

The Forum's a tenant-led group that represents all Moray Council tenants. Giving you an opportunity to have your say, make suggestions and influence decisions on improving housing services. We regularly consult the Forum on proposed changes to policies.

The winning design will be used in all Forum documents and publicity material.

Who can enter?

Young people aged between 11 and 18 years who are members of a Moray Council tenant's household.

Prize

The winning logo designer will receive a **£25 high street shopping voucher.**

Good luck we can't wait to see your logo designs!

Entries

To enter young people must design a new logo either digitally or by hand, following the tips below. Your design should be...

- **Simple and eye-catching**
- **Easy to recognise**
- **Hand drawn 10cm by 10cm, or created digitally**
- **Image only, no text and should fit into a circle or square**
- **Your own work and not copied from another logo**
- **Use 2 or 3 colours that contrast or work well with each other**
- **Most importantly be creative!**

Think about: positivity, partnership, community, togetherness, improving homes/lives and Moray.

How to enter?

Online

Fill in our online form and upload a pdf, jpg or png file of your design

www.moray.gov.uk/tenlogocomp

Post

Send your entry to us with your design using the freepost label on the back page and include your name, age, address, postcode, name of parent/carer, phone number and email.

Please note we can't return entries.

Entries must be received no later than **Friday 6 October 2025**. Competition terms and conditions are available at **www.moray.gov.uk/tenantsvoice**

Choosing a winner

Members of Moray Tenants Forum will choose the winning design, which will be used by our graphic designer to create their new logo and branding. The winner will be announced in the winter issue of Tenants' Voice.



Under the spotlight: Head of Housing

We invited Edward Thomas, Head of Housing and Property Services, along to our April Moray Tenants Forum meeting to answer some of the questions and concerns that have been raised by Forum members.

Edward, who has worked in housing for nearly 23 years in various roles across local authorities including Aberdeen and West Dunbartonshire, opened the session by stressing the importance of hearing directly from tenants. And we didn't hold back.

What Edward told us...

Rent Rises

One of the big questions on our minds was about the 6% and 7% rent increase options. Many of us felt these options were too high, especially during a cost-of-living crisis. Some had asked why there wasn't a 0% option. Edward explained that the increases were needed to invest in our homes after years of under-investment, low rent levels, rent freezes, inflation, and the rising costs of materials and labour. He told us:

"Tenants are telling us consistently in high proportions that they're looking for us to invest in their properties... We have to be honest. To fund investment in the housing stock, the rental income has to be sufficient."

Edward acknowledged the financial pressure this puts on tenants and highlighted a tenancy assistance fund set up over the past two years to help those struggling most.

Improvements and Repairs

Edward didn't shy away from the current state of council housing. He said he takes full responsibility and admitted that investment hadn't kept pace with tenant expectations. But he's committed to putting it right. This includes a programme to replace 1000 windows over the next 3 years. He told us:

"I'm not stopping and resting saying that's okay. I don't accept it's okay... I'm acknowledging we've got a backlog in certain things, that I'm not where we want to be. But the commitment is we've got funding and programmes and contracts are being put in place to put that right. It's not an immediate magic wand, it's a process."

The improvement programme will focus on key areas like kitchens, bathrooms, windows, and essential work to meet legal duties and standards in relation to safety and energy efficiency standards.

Your Voice Matters

One thing Edward made clear was that he wants to hear from us – the tenants. Whether it's a compliment or a complaint, he wants to know what's really going on in our homes:

"It's not to feel as though you're just being a pain... It's actually to help me understand what the reality on the ground is for you."

He also admitted that the data held on housing isn't always accurate. So, if your kitchen or windows are worse (or better!) than the schedule suggests, let our asset team know – they want to improve that information and act where it's needed most.

It was encouraging to see tenant voices being heard at a senior level, and while we know change won't happen overnight, there's a clear commitment to making things better. We'll continue to keep asking the questions that matter and pushing for the homes and services we deserve.

Moray Tenants Forum



Estate Walkabouts

Estate walkabouts are an opportunity for you to join with elected members and housing staff to identify areas for improvement in your local area. A budget of £230k is available each year for estate improvements. The next walkabouts will be held at the end of August and September.

Recent estate improvements

We've made several improvements across our communities following feedback from Estate Walkabouts carried out at the end of 2024.

Our Elgin walkabout last October highlighted an area of poor fencing in need of replacement. The wire fencing on Hermes Lane had collapsed in several places and scrub land next to it had grown out of control. A local company was hired to level and reseed the ground, as well as put up a new fence. Fencing issues in Well Road, Buckie, Stuart Street and Randolph Lane, Forres are also being addressed.

At James Street in Buckie, we cleared away overgrown vegetation and re-graded the surface of the communal car park. In Keith, we tackled some uneven footpaths and rebuilt steps at Quarryhill to make getting around safer for everyone. Over at Mar Place and Mar Court, we carried out important reinstatement work to the

communal car park, including upgrades to the drainage, tarmac, and steps. We've also resurfaced car parks at Den Crescent in Keith and Milton Drive in Buckie and improved the access road at Lonach Crescent in Rothiemay. Green Court in Keith saw drainage and tarmac upgrades to its communal footpaths. We've also resurfaced footpaths at Sand Lane, Newmill and New View Court, Cullen. These works are all part of our ongoing efforts to help keep shared spaces safe, tidy and easier to use.

Upgrades to James Street Buckie communal car park



Before



Works in progress



New fencing at
Hermes Lane, Elgin

Upgrades to communal footpaths and steps at Quarryhill, Keith.

Due to the limited annual budget some projects are identified for next year, including footpath resurfacing at Nursery Lane (Forres) and tarring at Provost Christie Drive (Rothes). Other issues like poor lighting, landscaping, and gutter clearing are also being addressed.

You said, we did

You said... you'd prefer walkabouts earlier when weather is better.

We did.... We're bringing walkabouts forward this year to the end of August/ beginning of September.



Before



After

Forthcoming walkabout dates for 2025

Please let us know if you'd like to come on one of the walkabouts below. This will allow us to contact you if timings change on the day or a walkabout is postponed due to unforeseen circumstances.

Email tenantparticipation@moray.gov.uk or call 0300 123 4566.

Ward	Date	Time and Meeting Point
Ward 1 – Speyside/Glenlivet	Thursday 28 August	10am at The Square, Aberlour
Ward 2 – Keith/Cullen	Thursday 28 August	10am at Keith Community Hub, Mid Street, Keith
Ward 3 - Buckie	Wednesday 17 September	10am at Home Bakery, Well Road, Buckie
Ward 4 – Fochabers/Lhanbryde	Tuesday 30 September	10am at Craiganroan Corner, Portgordon 11am at The Institute, Fochabers
Ward 5 – Heldon & Laich	Monday 8 September	2pm at Stuart Place, Hopeman
Ward 6 – Elgin North	Thursday 25 September	10am at Alba Place, Elgin
Ward 7 – Elgin South	Wednesday 17 September	10am at Manbeen Place carpark Elgin
Ward 8 - Forres	Thursday 4 September	2pm at Stuart Street, Forres

Get Waste Wise!

To help keep our community clean and tidy, here are some friendly reminders about bin and waste collections.

Don't forget to...



Please put bins out on the kerbside by 7:30am on your scheduled collection day.

Don't put bins out earlier than the evening before they're due to be collected.

Please bring your bins in after they've been emptied on collection day.



Bins left out for too long can block footpaths and create hazards, especially for those using wheelchairs, mobility scooters, and prams.



Remember, if you have extra waste which can't be recycled and won't fit in your green bin, it's your responsibility to take it to your nearest recycling centre.



Recycle where possible.

Find your bin collection day

You can find your collection day by using our online bin collection day tool at: www.bindayfinder.moray.gov.uk

Assisted collections

If you have a disability or are infirm and are unable to place your bins and boxes at the kerbside for emptying, you may qualify for an assisted collection.

You can ask for a form to apply for the service by emailing waste@moray.gov.uk.

Bulky uplift

We offer a Bulky Uplift service for items which are too large for your wheelie bin at a cost of £40 per uplift. We'll collect up to five large items plus a maximum of two black bags. Items can include:

- fridges/freezers
- free-standing furniture
- domestic electrical appliances
- carpets, rugs, vinyl, mattresses, beds/bedding
- general waste - non-recyclable (maximum 2 black bags)

You can book a bulky uplift by phoning **0300 123 4565**. Once booked, bulky uplift items should be placed at your normal collection point from 7.30am on the arranged day.

**For more information
on recycling and waste
visit our website at:
www.moray.gov.uk/waste**

New build programme

Our new housing programme aims to meet the needs of a wide variety of households. This includes family sized homes, flats for single people, accessible bungalows for older people, as well as specially adapted homes for people with disabilities.

All our new build homes are built to a high standard of energy efficiency, which helps tenants with their heating costs. Family sized homes have modern kitchens with space for a dining table, an upstairs bathroom with over-bath shower and a downstairs toilet. Our bungalows have small private gardens, modern kitchens and bathrooms with level access showers. Tenant feedback helps influence the design of our homes.

Forthcoming developments

More information about the new build programme

For details on our new build programme, including site plans and the types of homes, visit our website at www.moray.gov.uk/newbuild.

Our website also includes information on our online housing application process, as well as our lettings plan, which helps us decide who should be allocated one of our new build homes.

If you need support to make an application, please contact us.

Banff Road, Keith (Phase 2)

In March, we took ownership of 26 properties in Keith and hope our new tenants are setting in to their new homes.

We invited Liz McKnockiter, Chair of the Moray Tenants' Forum, along with Councillor Amber Dunbar, to a site visit to view the new homes and discuss their features before we handed over the keys to tenants. Liz kindly agreed to share her thoughts about the visit.



Liz's view

"It was a cold day with a biting wind and on entering the first house, I was immediately struck by the warmth. The power was supplied by an air source heat pump.

The houses were spacious with lots of storage. All houses had fitted wardrobes, lots of kitchen cabinets and ample storage elsewhere. I was particularly struck by an adaption in a home designed for somebody using a wheelchair. The kitchen sink could be lowered and raised using a simple handle.

Average rents for the new builds are £103 per week based on 52 weeks per year for 2025/26. I was very impressed with the standard and quality of the new homes."

Speyview, Aberlour

If you've passed Aberlour recently, you'll probably have seen our latest development in Speyview, Aberlour.

This project includes 39 homes and is being partly funded by the Moray Growth Deal and the Scottish Government. These homes are expected to be available to let in Winter 2025/26 and include a mix of:

- one bedroom cottage flats;
- two bedroom bungalows and houses; and
- larger family homes with three to five bedrooms.



Our Performance

We submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) every May. This makes sure our services meet the standards of the Scottish Government's Social Housing Charter. The SHR monitors our performance to protect the interests of tenants and homeless people.

We've submitted our 2024/25 ARC and expect our landlord report from the SHR in late August. You can check our performance at www.housingregulator.gov.scot/for-tenants.

Annual Performance Report

We publish an Annual Performance Report (APR) for tenants and customers in October each year. Our 2023/24 report is available at www.moray.gov.uk/housingperformance.

We're using your feedback to develop our 2024/25 APR with tenant representatives. If you want to help with the next report, please contact us.

To request a paper copy of our 2024/25 APR email tenantparticipation@moray.gov.uk or return the pre-paid card included with your printed newsletter.



Winner!

Congratulations to Mrs Vee Grant from Elgin who won a £100 shopping voucher after providing feedback on our 2023/24 report.





New wildflower mini-meadow

A few years ago, we decided to introduce more wildflower areas across Moray. After talking with local communities, several sites were chosen to allow wildflowers to grow. We are gradually adding new areas, and this spring, we created a small mini-meadow next to Glen Lossie Drive, a site nominated by local residents.

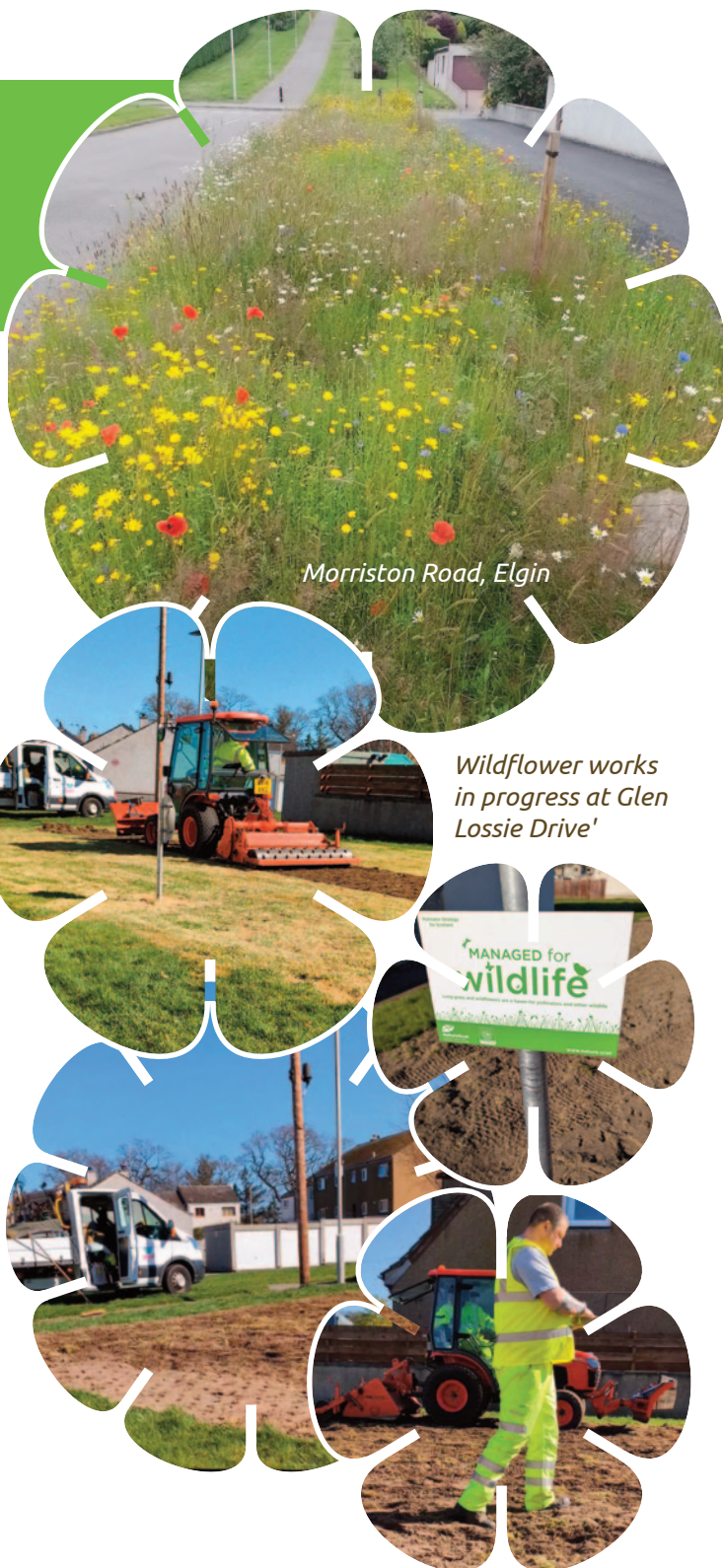
Thanks to funding from the Scottish Government's Nature Restoration Fund, managed by our Climate Change team, we've been able to support this initiative. Our focus is on managing and developing existing sites to help plants thrive and support insects and pollinators.

We prepared the ground by rotovating it and leaving a 2-metre-wide grass margin around the edge. We then sowed a mix of native wildflower seeds. Over the coming months and years, we hope this will grow into a colourful meadow. Each year, we'll cut the area in early autumn after the wildflowers have set and dispersed their seeds, encouraging new plants to grow the following year. An information sign will be placed to let everyone know that the area is being managed for wildlife.

You can read more about our initiatives on our website at:

www.moray.gov.uk/natureandbiodiversity

www.moray.gov.uk/natureprojects





Greenwards Play Park Survey Results

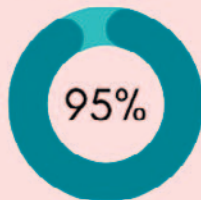
The survey

We asked for local views on the options for play equipment next to Greenwards Primary School, Elgin. The park is located on Housing Revenue Account (HRA) land. The HRA is a ring-fenced account funded by the rent paid by Council tenants.



Preferred option for the park

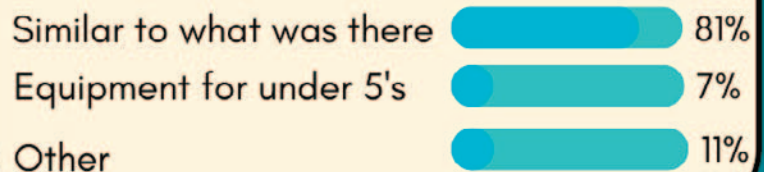
Replace with
alternative play
equipment



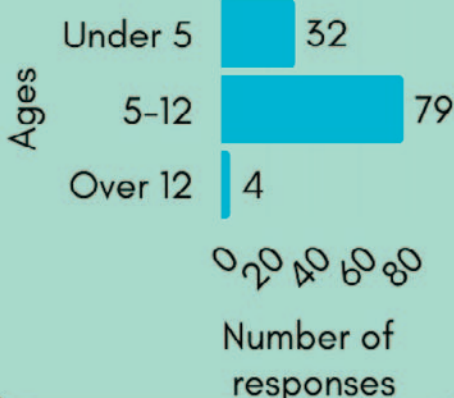
Who responded?

- 109 total responses
- 44 responses from tenants

Preferred option for play equipment



Ages of children using the park



Next Steps

We're setting up a community steering group of local residents to help develop a participatory budgeting project to replace the play equipment and look at additional fundraising options.

What's important?

- A good variety of equipment
- Having a picnic area/seating
- Easy access for all
- Safe fencing around the park

Get involved and make a difference!

Email: tenantparticipation@moray.gov.uk

Phone: 0300 123 4566



Support needed for Buckie & District Bairns Bank

The 'Too Cute Baby Bank' has a new name and a new home. Now known as **Buckie & District Bairns Bank**, the service has partnered with the Community Council to help secure its future and continue supporting local families. Run by volunteers, the service provides essential baby clothes, equipment, and supplies to families in need. The team is now calling on their community for help. Here's how you can support them:

- **Volunteer** – Help sort donations, pack baby bundles and assist with collections. A flexible rota is being set up so you can help when it suits you.
- **Donate** – The group need shelving, storage boxes and unwanted baby boxes for packing. They'll also be looking for donations of good quality items to pass on to families in need. They'd also appreciate donations of unopened, unexpired baby formula and nappies. Financial contributions from fundraising efforts would also be welcomed to help them cover the cost of these essential items.
- **Know a space?** – Thanks to community support, the group has secured a temporary location, but a more permanent and accessible space is needed. If you know of a suitable location the group could use long-term, please get in touch.

To get involved, message them direct or contact them on the Buckie & District Community Council website below. Your support could make a big difference to local families and make sure this much needed service can continue.

If you need support, message them direct or ask a professional, such as your midwife or health visitor, to make a referral on your behalf. To be eligible you need to live in their area (Buckie ASG - Cullen to Portgordon).

Email: bairnsbank@buckiecc.org

Fitness Fun at Larch Court

Larch Court is our sheltered housing scheme on the outskirts of Elgin. The tenants' committee helps residents get involved, organises outings, and makes sure everyone has a voice. They host various activities, including buttery mornings, chippy teas, quiz nights, bingo, and day trips.

In August 2024, we noticed that some tenants were struggling with their health and mobility. To help, our part-time warden, Lesley Thomson, used her fitness skills and qualifications to start a new fitness group with the committee's support.

The fitness group has been running for eight months and is attended by 13 to 15 people each week. Participants enjoy one hour of gentle chair exercises set to different types of music. Lesley uses ball exercises, fitness bands, choreographed movements, and themes to keep everyone engaged and mentally stimulated.

The group appreciate Lesley's dedication and creativity and love the social aspect of classes.



Buckie & District Bairns Bank



www.buckiecc.org/community-bairns-bank

Dealing with



Antisocial behaviour is defined legally as behaviour that causes, or is likely to cause, alarm or distress to at least one person not of the same household.

However, what one person considers anti-social can vary based on individual tolerance levels, lifestyles, age, and cultural backgrounds. Not all behaviour, although it might be annoying, is unreasonable.

Examples of anti-social behaviour include:

- Neighbour disputes
- Excessive noise, shouting, swearing, loud music, and using DIY tools, especially late at night
- Vandalism or property damage, including shared areas
- Noisy and disruptive household members, pets, or visitors
- Dog fouling
- Threatening or abusive behaviour or harassment, including verbal abuse, racist, sexist, or homophobic remarks, threats of violence, or actual assault
- Dumping rubbish (fly-tipping)

What You Can Do

If you are experiencing anti-social behaviour, consider the following steps:

- **Talk to your neighbour:** They may be unaware of the issue or its impact. A friendly conversation might resolve the problem.

If you're not able to resolve the issue yourself:

- **Report the Behaviour**
 - Use our online reporting form available via www.moray.gov.uk/communitysafety
 - Call the Community Safety Team during office hours on **0300 123 4561**.
 - If the behaviour is criminal, report it to the Police by calling **101**.

Further Information

Our Neighbour Nuisance and Anti-Social Behaviour Policy outlines our procedures and target timescales for handling complaints. You can read it at www.moray.gov.uk/housingpolicies.

More information about the Community Safety Team is available at www.moray.gov.uk/communitysafety



Reporting Repairs

We know that keeping your home in good condition is important to you. If you ever need to report a repair, we're here to help! If you notice any issues, don't hesitate to report them so that we can make sure your home stays in good condition.

How to report a repair

- 1. Online:** The easiest way to report a repair is using our online form, available at www.moray.gov.uk/repairs
- 2. Call us:** If you prefer to speak to someone, call us during office hours on **0300 123 4566**. We'll take down the details and arrange for the repair to be carried out.
- 3. Emergency repairs:** For urgent repairs outside of office hours (between 5pm and 8.45am and weekends), such as a burst pipe or no heating, please call **03457 565656**.

What information to provide

When reporting a repair, it's helpful to give us as much information as possible including:

- Your name and address
- A description of the problem
- When you first noticed the issue
- Any photos, if possible, to help us understand the problem better

What Happens Next?

Once you've reported the repair, we'll assess its priority and arrange a visit from our maintenance team. We'll keep you informed about the progress and let you know when the repair will be carried out. Our goal is to fix the problem as quickly and efficiently as possible.

Who's responsible for what?

Certain repairs are our responsibility, and others are yours. We're responsible for making sure your home is safe and comfortable. We're not responsible for repairing damage caused by you, those living with you or invited visitors to your home. We'll tell you when you contact us if you're responsible and will be charged for a repair.

.....

Our responsibilities

- ✓ Keeping your home wind and watertight.
 - ✓ Repairing the structure and any installations within your house, such as sanitation, gas, and electricity supply.
 - ✓ Addressing issues like broken windows, faulty heating systems, and plumbing problems.
-

Your responsibilities

- ✓ Taking care of your home, including carrying out minor repairs and decorating the inside.
- ✓ Reporting repairs as soon as possible.
- ✓ Tell us if a repair appointment isn't suitable so that it can be rearranged to a more convenient time.
- ✓ Be at home for agreed appointments to give us access so we can carry out the repair.
- ✓ Reporting any vandalism to your home both to us and the police.

Have you been affected by the Radio Teleswitch (RTS) switch-off?

If you have a Radio Teleswitch Service (RTS) meter, you may have had contact from your energy supplier to upgrade your electricity meter to a smart meter. This is because the signal that controls RTS meters was switched off on 30 June 2025. You may have an RTS meter if your home is heated using electricity or storage heaters. Without a new meter your heating and hot water will be affected.

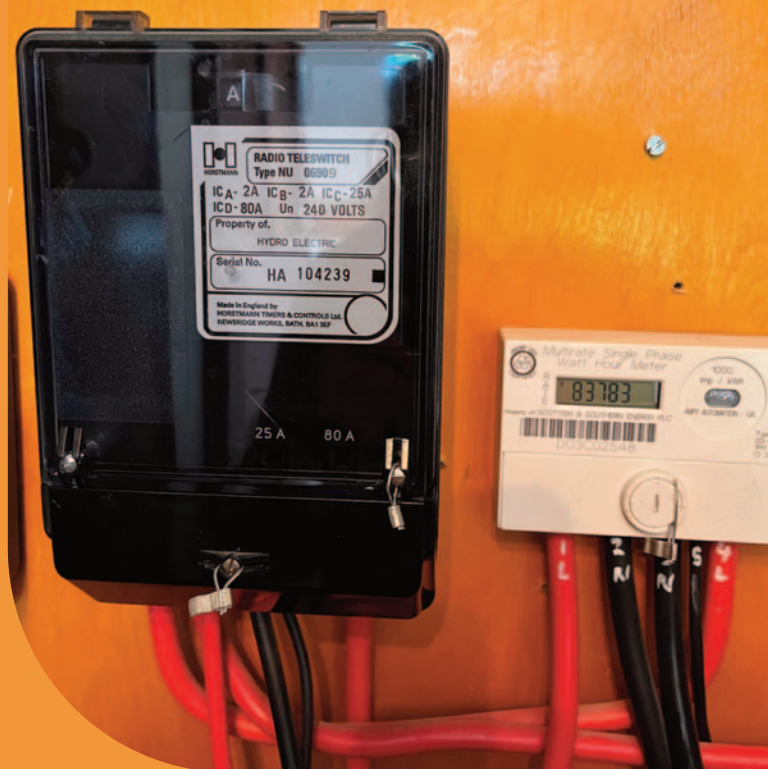
What this means for you

- Your heating and hot water could stop working properly, for example, turning on or off at the wrong times.
- You may be charged incorrectly, as your supplier won't be able to measure your usage accurately.

Need help?

If you think you may be affected contact your energy supplier directly. You can find their details by searching the Energy Network Association website at www.energynetworks.org/customers/find-my-network-operator

Our Housing Asset Management Team can be contacted on **0300 123 4566**, if you need any further information.



Tenant Editorial Panel view

We're extremely concerned about the impact of the switch-off on tenants. Some tenants in rural areas may not have had their meters replaced as highlighted recently by the Scottish Fuel Advisory Panel who called for a delay in the switch off.



Thinking about downsizing?



- Are you living in a house that's too big for your needs?
- Are you paying to heat a large property just for you?
- Are you living in an adapted house, but your household no longer needs the specialist features?

The **downsizing incentive scheme** is a voluntary scheme that offers practical support and financial assistance to help eligible applicants of larger properties (3 or more bedrooms) to move to a smaller, more manageable home. The scheme is also open to tenants living in an adapted property of any size where nobody in the household needs the specialist features. The scheme also helps to free up properties that are in great demand.

Find out more about the scheme including eligibility, assistance available, and how to apply at:

- www.moray.gov.uk/downsizing
- Email: housing@moray.gov.uk
- Phone: **0300 123 4566**

George's downsizing experience

"I have only one regret, and that is that I didn't sign up for the Downsizing Scheme sooner.

I'd heard about the scheme and read about it on the Moray Council website, but I was hesitant about leaving my home. I had lived there for almost 50 years, but it needed some refurbishment, kitchen, bathroom, a considerable amount of work. I thought now is a perfect time to avoid the chaos and to move on.

A couple of phone calls and a visit from Lesley and I was accepted onto the scheme.

Shortly after I was offered a viewing of a smaller home. There was no pressure to take it as it was the first house I had been offered but it felt right so I took it.

I received part of my compensation, that paid for new flooring, and I was in. I had lived in a three-bedroom house by myself, now I'm in a one-bedroom home that is far easier to heat and maintain.

As said before, I should have done this sooner. In my experience it has been a very easy process."

EXCITING NEW TECHNOLOGY COMING TO SUPPORT TENANTS IN SHELTERED HOUSING

Over the coming months, we'll be testing groundbreaking technology that could help protect both tenants and their homes from potential crises.

What are Community Alarms?

Community alarms are devices that people, usually older adults, wear around their neck or wrist. Users can call for help at the push of a button, instantly connecting them to a 24/7 monitoring centre in Aberdeen, who arrange the right help. These alarms have been a great success for many tenants over the years.

Why the Change?

Phone providers are switching from analogue to digital lines, so we need to update or replace all existing alarms to work with the new digital system. This change has opened opportunities for us to explore other devices that can monitor emergencies.

New Devices on the Horizon

We've teamed up with the Digital Health and Care Innovation Centre (DHI) and Glasgow-based tech company Archangel to test and evaluate new devices. This project is part of a £5 million UK Government-funded research and development project under the Moray Growth Deal.

"Switching from analogue to digital community alarms is challenging because digital devices need a mobile network to connect, which can be unreliable in Moray. That's why we're looking at new devices that use a long-range network called LoRaWAN. This network doesn't need a strong mobile signal and can quickly send data over large areas. These devices will be key in helping services monitor and react to problems remotely."

Lorna Bernard,
Project Lead, Moray Council

More Than Just Alarms

The new devices can also keep an eye on environmental conditions in homes, like dampness and condensation, which can cause health issues.

Testing in Portgordon

Residents at Portgordon's Sheltered Housing units started testing these devices in mid-May. Testing will last 2 to 3 months, and the results will help decide if these devices should be used more widely.

"We're delighted to be part of this test. Unlike traditional community alarms, these new devices have a much broader use than simply personal care. They can help us detect problems in properties early and fix them quickly, ensuring a healthy environment for tenants."

Brian Fraser,
Supported Accommodation Manager,
Moray Council

For more information about DHI Rural Centre of Excellence's work and upcoming information sessions, visit www.dhi-scotland.com/rce-moray-hub.



Beware of council impersonation scams

These scams involve fraudsters pretending to be from the council to trick you into giving them money or personal information. Here are some common scams and tips to avoid falling victim.



Common Scams

- 1. Fake Maintenance Work:** Scammers might knock on your door claiming to be from the council, offering to carry out maintenance work or inspect household appliances. They might say you need urgent repairs and ask for payment upfront.
- 2. Council Tax Refunds:** You might get a call or email saying you've overpaid on your Council Tax and are owed a refund. They'll ask for your bank details to process the payment.
- 3. Grant Eligibility:** Fraudsters might tell you that you're eligible for a government grant for things like a new boiler or insulation. They'll ask for personal information or payment to process the grant.

How to Avoid Scams

- 1. Verify identity:** Always check the identity of anyone claiming to be from the council. Ask for their ID and call us using a publicly listed number to confirm their identity.
- 2. Don't share personal information:** Never give out your bank details or personal information to someone who contacts you unexpectedly. Genuine council communications will not ask for this information over the phone or via email.
- 3. Hang up and call back:** If you receive a suspicious call, hang up, clear the line, and call us directly using a number you know is correct. This makes sure you're really speaking to us.
- 4. Be wary of cold callers:** Don't agree to any deals or payments on the spot. Take your time to verify the offer and the person making it.
- 5. Report suspicious activity:** If you think you've been targeted by a scam, report it to Police Scotland on 101 or 999 in an emergency. You can also contact Advice Direct Scotland on 0808 164 6000 or visit www.scamwatch.consumeradvice.scot

Stay safe and alert, and remember, we'll never ask for your personal information or payment unexpectedly. If in doubt, always check!

More information on scams and fraud is available at Police Scotland's website at: www.scotland.police.uk/advice-and-information/scams-and-frauds

Spruce up your garden this summer!

With the warmer months here, it's a great time to give our gardens some love and care. A tidy garden not only makes our community look great but also creates a nice environment for all of us.

Your Responsibilities

As part of your tenancy agreement, you're responsible for keeping your garden in good shape. This includes cutting your grass regularly, trimming hedges, and caring for plants or shrubs.



Initiatives like Plantlife's annual 'No Mow May' campaign encourage people to let their lawns grow freely to support wildflowers and nature, we ask that you continue to maintain your lawn. We're committed to increasing biodiversity by introducing 'living lawn' and wildflower areas in suitable locations. There are several specific projects in communal areas across Moray. Please consult your housing officer before creating a wildflower area in your garden.

Garden waste can be composted at home, or you can take it to a recycling centre. If you have a garden waste permit, you can put it in your brown bin. We'll only collect your garden waste if it's placed in a brown bin which has a valid permit. The cost of an annual garden waste permit is £52 per brown bin. More information about garden waste permits is available at: www.moray.gov.uk/gardenwaste

What We Do

Our Caretaking Service is here to help keep our estates looking their best. We:

- Regularly inspect common areas like stairways, pathways, and garden spaces.
- Monitor the condition of tenants' gardens and our estates.
- Handle complaints related to common areas and non-housing issues by contacting the right agency or department.
- Keep track of responses to complaints.
- Work with staff and agencies to share information and apply our Estate Management Policy.

If Your Garden Needs Attention

If your garden needs a bit of TLC, we'll first check if there's a reason for this. We'll let you know what needs to be done within 14 days. If there's no improvement when we re-inspect, we'll get in touch again. If things still haven't improved, we'll arrange for a contractor to do the work, and you'll be recharged for this service.

Help Available

We understand that some tenants may need help with garden maintenance. Our Grass Cutting Scheme is available for a limited number of eligible tenants. This scheme provides grass cutting around 10 times between April and October for an annual charge. Please note, this does not include picking up grass cuttings or maintaining shrub beds and plants. You must apply for the scheme each year. More information about the scheme including eligibility criteria is available on our website at www.moray.gov.uk/grasscuttingscheme. We will publicise when applications for 2026 are open.

Let's work together to keep our community beautiful and welcoming for everyone. If you have any questions or need assistance, please don't hesitate to contact us.

Email: housing@moray.gov.uk
Phone: 0300 123 4566



COMMUNITY COUNCIL ELECTIONS: YOUR CHANCE TO MAKE A DIFFERENCE!

Be at the heart of
your community

Community Council elections will be held in October 2025. Could you be the voice of your community?

Community Councils are the most local level of legal representation in Scotland, and they help shape the future of your area. By law, we must consult with Community Councils about planning applications and licensing matters. Other organisations, like the Scottish Government, NHS, Fire, and Police, also ask for their input.

Moray's 20 Community Councils are the bridge between us, our partners and your community, making sure your voices and needs are heard.

They usually meet monthly in-person to talk about important community issues. Meetings can be held online if needed, like during bad weather. Meetings are open to the public, and a wide range of topics are discussed, from major planning applications to potholes and dog mess. Community Councils also organise and join in various community activities, making a real difference in local life.



Are you
passionate
about your
community?

Do you think
you can
represent your
community?

If you can work with your local community and fairly express different opinions within it, you might be the perfect candidate for Community Council representative.

Community Council representatives are elected by the public. To stand for election and represent your community, you must:

- live in the area, and
- be on the electoral register.

If the number of candidates matches the number of available seats, no election will be held, and you will be 'elected unopposed.'

Ready to make a difference?

Don't miss this chance to shape the future of your community. **Stand for election and be the voice of your community!**

For more information or to ask for an election nomination form:

Community Council Liaison Officer

Email: communitycouncils@moray.gov.uk

Phone: 07890 275547

Elections Office

Email: enquiries@moray.gov.uk

Phone: 01343 563334

www.moray.gov.uk/communitycouncils



Shaun Wilcox, a fourth-year apprentice plumber with Building Services DLO, was recently named runner-up in the APSE National Apprentice of the Year awards. He received the honour at a ceremony in Glasgow this March.

Shaun also won the Moray Council Shield for Building Services Apprentice of the Year 2024 and has collected several other accolades during his apprenticeship, including multiple Moray College awards and national recognition in both lead and copper work categories.

Mike Rollo, Building Services Manager, praised Shaun's dedication and called him "an excellent role model" for the council's 22 apprentices. Shaun credits his progress to the support of his colleagues and training providers, saying he now feels confident tackling all aspects of plumbing work.

Looking ahead, Shaun plans to become gas safe registered and continue building his career as a plumbing and heating engineer.

For details of all our vacancies, please check our jobs portal at www.myjobscotland.gov.uk/councils/moray-council/jobs Or scan the QR code



Makeover magic!

As part of our 2024/25 planned maintenance programme we've upgraded 204 bathrooms. We consider the age, provision and condition of the existing bathroom when identifying future maintenance programmes.

Other upgrade works underway include kitchen, insulation and replacement heating systems. Upgrade works reflect the priorities you identified in our tenant satisfaction survey and allow us to meet regulatory standards including requirements for energy efficiency.

Thanks to Janice for kindly providing 'before and after' photos of her bathroom upgrade. Please note shower doors were installed at Janice's own expense.



Before...



After



Upgrade works 1 April 2024- 31 March 2025



245

Heating installations
(including 56 air source heat pumps)



203

Kitchen upgrades



204

Bathroom upgrades



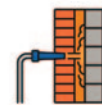
244

Loft top up insulation



246

Internal wall insulation



114

Cavity wall insulation



82

Solar panel installations

"The communication with Moray Council was great keeping me informed on all stages of the upgrade work. They left the house tidy each evening and were very helpful and friendly answering any questions we had.

This upgrade has made a great difference to my life, making it so much easier to shower without climbing into a bath due to mobility issues in my legs.

I've been a tenant in this home for over 30 years and it's great to get it adapted, to future proof my home, rather than look for an alternative suitable accommodation."

Janice, Lossiemouth tenant

HELPING YOUR COMMUNITY – JUST LIKE OLD TIMES



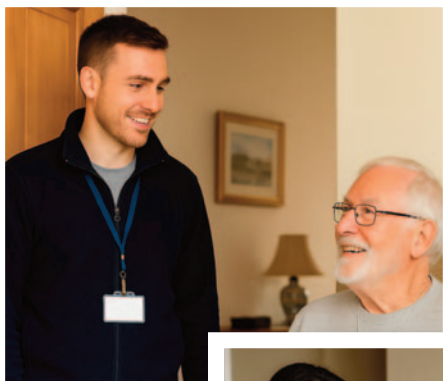
Here in Moray, we've always been proud of our strong communities.

It wasn't so long ago that everyone knew everyone — and we all looked out for our neighbours. In our small towns and villages, it was simply part of life.

Life's busier now. We pass our neighbours without even thinking. Many of us want to help, but with work, family, and everything else, it's easy to feel there's not enough time. That's why becoming a Community Responder is such a simple, flexible way to make a real difference — right on your own doorstep.

Health and Social Care Moray are looking for friendly volunteers to help people in their neighbourhood stay safe, independent, and connected.

Most volunteers are very rarely called out but when they are, it's when it matters most.



Community responders



Sometimes, people living alone may have a small fall or feel unwell. If they don't have friends or family nearby, it can be frightening. That's where you come in — a reassuring presence, knocking on the door to make sure all is well.

If someone needs help, they press their personal alarm button. The call centre then contacts a local Community Responder to pop in and check everything's OK. If extra help is needed, the call centre stays connected through equipment in the home.

You won't need to provide medical, personal, or domestic care — just be the eyes on the scene and a friendly face.

By helping neighbours feel safe and supported at home, Community Responders also ease pressure on local healthcare services.

With support and equipment in place, people can often return home from hospital more quickly and avoid unnecessary readmissions — helping Dr Gray's Hospital and surrounding NHS teams focus on urgent care.

Just a few minutes of your time could give someone the confidence to stay safe at home — and the comfort of knowing they're not alone.

If you are aged 18 or over and would like to find out more, email **volunteering.cc@moray.gov.uk** or call **07571 999537**, and one of our friendly team will be in touch.

Your neighbour might be counting on you — and your small act of kindness could change a life.

Gardening Word Search

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

COMPOST FERTILISER FLOWERS GARDEN LADYBIRD
 PLANTS SEEDS SLUGS SNAILS SOIL
 SPRINKLER WATERING WEEDING WHEELBARROW WORMS

To be entered into our prize draw for a £25 shopping voucher please send your completed wordsearch to us before the closing date of 31 October 2025.

A winner will be chosen at random.

Email – take a photo of your entry form and send it to tenantparticipation@moray.gov.uk

Post – use the freepost label on the back page to post it to us.

Name:

Address:

Postcode:

Email: Phone:

Congratulations to

Mrs Pat Ettles from Rothies, winner of our winter 2024 word search competition

Children's Colouring Competition



**Congratulations to
Alessandra Smith,
aged 11 from
Buckie winner of
our winter 2024
colouring
competition**



To Enter

Email – take a photo of your entry form and send it to tenantparticipation@moray.gov.uk

Post – use the freepost label on the back page to post it to us.

To be entered into our prize draw for a £25 shopping voucher please send your completed picture to us before the closing date of 31 October 2025. A winner will be chosen at random.

Name of child Age

Address

.....

..... Postcode

Name of parent/carer

Phone number and email address

Your feedback

We'd like to get your feedback on the changes we've made to Tenants' Voice.

Please fill in the feedback form below so that we can continue to improve the newsletter and make sure it stays appealing and useful to you. **You can return it to us using the pre-paid label on the back page no later than Friday 6 October 2025.**



You can also fill in the feedback form online at:
www.surveymonkey.com/r/tenantsvoicefeedback
or scan the QR code

Please use this space to tell us how we could develop or improve the next issue of the newsletter.

Was the newsletter relevant to you? ☐ Yes ☐ No ☐ Not sure

Was the newsletter easy to understand? ☐ Too simple ☐ Just right ☐ Too difficult

What did you think about the design of the newsletter? ☐ Very good ☐ Good ☐ Average ☐ Poor ☐ Very poor

Please use this space to tell us how we could develop or improve the next issue of the newsletter.

We contact tenants when we need to gather feedback and opinions on housing issues. Please select the answers that apply to you or leave blank if not interested.

- ☐ I'd like to be added to your list of interested tenants. (These are people we contact when we are consulting on housing issues and to promote tenant participation activities).
- ☐ I'd like to find out more about joining a tenant group. (We currently have one Moray-wide tenant group Moray Tenants Forum **www.moray.gov.uk/moraytenantsforum**).
- ☐ I'd like to find out more about joining the Tenant Editorial Panel

Please provide your contact details below if you'd like to be added to the list of interested tenants or find out more about joining the Tenant Editorial Panel or Moray Tenants Forum.

Name

Address

Phone

Email

Cut out the freepost label on the back page and use it to send us your feedback along with any competition entries you have together in one envelope.

The cost of living is a crisis...

But the cost of not having any contents insurance could be a disaster!

Having home contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet.

- Pay-as-you-go
- No excess
- Choice of payment methods paying monthly

Call: 01343 563899

www.moray.gov.uk/tenantsinsurance

Terms and conditions apply, contact above.

Price includes Insurance Premium Tax (IPT) charged at the appropriate rate.

The policy is underwritten by Aviva Insurance Limited and arranged by Aon UK Ltd, both of which are authorised and regulated by the Financial Conduct Authority. Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised and regulated by the Prudential Regulation Authority.

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Insure your belongings

It's our responsibility as your landlord to insure the structure of your home but this doesn't include what's inside, like your furniture and personal possessions.

As a tenant of Moray Council you are eligible for a home contents insurance scheme, created just for Moray Council starting from just £1.74 a month for £4,000 standard cover. There's no long-term commitment, it can be cancelled at any time and there's no excess to pay if you need to make a claim.



Useful Contacts

Moray Council

Housing enquiries (including tenant participation) and repairs (Office Hours)

0300 123 4566

Out of hours emergency repairs/ emergency homeless

03457 565656

Money advice; welfare benefits; income maximization

0300 123 4563

Waste; bulky uplift; m.connect, national entitlement cards; roads maintenance and street lighting; Moray travel enquiries; car parking

0300 123 4565

Council tax; business rates; housing benefit; Scottish Welfare Fund

01343 563456

Planning; building standards; economic development; licensing; environmental health; community safety; landlord registrations

0300 123 4561

Business Reply Plus
Licence Number
RTHK-XUZZ-KCXU



Housing and Property
P.O. Box 6760
The Moray Council
Council Office
High Street
ELGIN
IV30 1BX

Emergencies and Utilities

Police

999 (emergency)

101 (non-emergency)

Gas Emergency

0800 111 999

Scottish Power (Emergency)

0800 092 9290

Power Cut Helpline

105

Scottish Water

0800 077 8778

Health, Wellbeing and Community

NHS 24

111

Dr Gray's Hospital, Elgin

0345 456 6000

Access Care Team

01343 563999

Social Work (Office Hours)

01343 554370

Samaritans (Emotional Support)

116 123

Citizens Advice Bureau

0800 028 1456

Crimestoppers (Anonymous Reporting)

0800 555 111

Consumer Advice

0808 164 6000

