



## INDEX

<b>SECTION 1</b>	<b>About us</b>
<b>SECTION 2</b>	<b>Getting Involved</b>
<b>SECTION 3</b>	<b>Your Tenancy</b>
<b>SECTION 4</b>	<b>Managing Your Money</b>
<b>SECTION 5</b>	<b>Advice and Support</b>
<b>SECTION 6</b>	<b>Getting on With Neighbours</b>
<b>SECTION 7</b>	<b>Repairs</b>
<b>SECTION 8</b>	<b>Transferring or Swapping Your Home</b>
<b>SECTION 9</b>	<b>Moving Out of Your Home</b>
<b>SECTION 10</b>	<b>Customer Care</b>

### About us

Melville Housing is a charity that supports local communities by providing and developing high quality affordable homes and housing-related services.

We were formed in October 1995 by a group of Midlothian tenants and staff from the Dalkeith office of Scottish Homes. We are registered with, and regulated by, the Scottish Housing Regulator. We are committed to meeting local housing needs and own and manage more than 2000 properties mainly in Midlothian but also in South Lanarkshire, North Lanarkshire, East Lothian, Edinburgh and the Scottish Borders.

We have an ongoing new home development programme and have participated in the Scottish Government's Mortgage to Rent scheme, helping owners who are in danger of losing their homes.

We are governed by a voluntary Board with a maximum of 15 members including tenants and business people from all walks of life. The day to day running of Melville is delegated to a highly professional team of staff.

We are proud of our staff and the quality of the services we provide and have been recognised as a living wage and disability confident employer. We have also achieved Scottish National Standards for Information and Advice Providers accreditation.





## Contact details

Melville Housing Association  
The Corn Exchange  
200 High Street  
Dalkeith  
EH22 1AZ

Telephone Number: 0131 654 2733  
Web: [www.melville.org.uk](http://www.melville.org.uk)  
Email: [info@melville.org.uk](mailto:info@melville.org.uk)

You can also find us on Facebook

Rent and other payments (allpay): 0844 557 8321

Out of hours emergency numbers

Gas escape (SGN): 0800 111 999

If you experience a power cut, simply call 105 for free. 105 is the new nationwide number that will put you through to the company that manages the cables, wires and substations in your local area.

All repairs

For all repairs, 24 hours a day, 365 days a year, please phone 0131 654 2733. If you phone when the office is closed you should select the service you need from the list of available options and you will be transferred to the relevant service provider.

Our Services

We provide a wide range of services in person, online or over the phone. If you want to contact us by phone, use the list below to find out which option to choose.

- Option 1 – To report a repair
- Option 2 – To speak to a member of our Property Services team
- Option 3 – To pay your rent
- Option 4 – To discuss your rent account or to speak to a housing officer or welfare benefits adviser
- Option 5 – To speak to a customer adviser

Office hours

Monday to Wednesday 9am to 5pm  
Thursday 10am to 5pm  
Friday 9am to 5pm

New online services now available

Many of our services are also available through the tenant zone section of our website giving you online access to:

1. Check recent payments and charges to your rent account
2. Your rent account balance
3. The planned maintenance scheduled for your home during the current financial year

Visit [www.melville.org.uk](http://www.melville.org.uk) to find out more, including how to register.

Your local council

Your local council is responsible for delivering many of your day-to-day services including:

- Emptying bins
- Recycling your waste
- Special uplifts
- Pest control
- Council Tax
- Street lighting
- Housing Benefit

You can contact your local council by phoning:

Midlothian Council	0131 270 7500
East Lothian Council	01620 827 827
Edinburgh City Council	0131 200 2323
North Lanarkshire Council	01698 403 200
South Lanarkshire Council	01698 454 444
Scottish Borders Council	0300 100 1800