

VOICE

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Melville Housing
SUSTAINABLE THRIVING COMMUNITIES



Issue 62
Autumn 2025



£1.3m helps
900 families

Smarter ways
to keep warm

New tenant
portal



Inside Your Autumn Voice

**First mid-market homes in over a decade
coming to Easthouses**

Newsletter for tenants of Melville Housing Association

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Celebrating 30 years by giving back: Our volunteering day at the Gorebridge Beacon



This year, Melville is celebrating 30 years of supporting our communities across Midlothian and beyond. To mark this special milestone, we're focusing on giving back to the places and people that make our neighbourhoods so special.

To kick off the celebrations, a great team from Melville - including staff, a Board member, and Gerry the painter (kindly provided by our main repairs contractor R3) - spent a day volunteering at the Gorebridge Beacon. This much-loved community hub offers space and services for lots of local groups and events, so it was a perfect place for us to roll up our sleeves and help out.

We got busy sanding, painting, and making general repairs to help keep the building in great shape for everyone who uses it. We've included some photos from the day for you to enjoy.

It felt good to support such an important part of the community and this volunteering day is just the start - we've got plenty more activities planned throughout the year to celebrate our 30th anniversary by giving back.

If you're passing by the Beacon, why not pop in to see the improvements we helped with. Derek and his team would love to have a chat and tell you more about the hub - and maybe even how you can get involved too.





Did you know?

Melville has a long-standing relationship with the Beacon stretching back to the time of its predecessor, the fondly remembered Brown Building. In recent times Melville helped create the garden's quiet corner, a well used space enjoyed by many visitors.

Find out more about the Beacon and what goes on there at:

www.gorebridge.org.uk/thebeacon

30 years of making a difference – still time to get involved!

As we told you in the last issue of Voice, to celebrate 30 years of making a difference, we're giving away 30 charitable donations to support local causes that are making a real impact in our communities.

Since spring, we've already had around a dozen fantastic organisations put themselves forward – from local sports clubs and music groups to food poverty campaigners and gardening groups. But there's still plenty of time to get involved, and we'd love to hear from even more of you!

As part of the celebrations, we're inviting tenants to help us choose the organisations that will benefit. You know best where support is needed, so we're asking you to nominate the causes and charities that are important to you, or that you think could use a helping hand.

To make a nomination, simply send an email to info@melville.org.uk and tell us why you think the cause deserves a donation. We'll review every suggestion and donate to more worthy causes over the coming months.

We're proud of everything we've achieved over the past three decades, but it's the people in our communities who really make the difference. These donations are our way of giving something back – and we hope you'll help us celebrate by getting involved!

Spotlight on... Melville Housing Association



This October marks a very special milestone – Melville Housing Association turns 30! Since opening our doors on 30 October 1995, we've grown and changed alongside our tenants and communities, and we're excited to look back at some of the highlights along the way.

In this edition's regular spotlight feature, we'll be taking a trip down memory lane – not just revisiting Melville's key moments, but also reminding ourselves what the world looked like in 1995. From music and film, to sport and culture that had us all talking, we'll mix a little nostalgia with a celebration of everything we've achieved together.

October 1995	After more than a year of hard work, Melville begins life on 30 October following the transfer from Scottish Homes of 2,023 homes and 24 staff.
January 2002	Melville registers as a charity. This put us in a much better position to invest in homes in the future.
March 2002	Melville moves beyond Midlothian for the first time, taking over 52 properties in Fife, South Lanarkshire.
Spring 2004	Eskview Road (Mayfield) becomes Melville's first development of new homes.
December 2012	We complete our largest development (to date), investing £16.5m in 133 homes on the site of a former primary school in Mayfield.
March 2016	Melville moves into its new office at the restored and renovated Dalkeith Corn Exchange made possible thanks to funding from the Heritage Lottery and Historic Environment Scotland.
June 2018	Completion of largest (to date) energy efficiency project. 736 homes are fitted with external wall insulation, transforming both their look and their heat retention.
February 2019	Melville's stock numbers pass 2,000 for the first time since 1996. Numbers had dipped as low as 1,600 at one point thanks to the Right to Buy scheme.
October 2025	Melville turns 30!

In sport



Hearts finished 6th in the league and reached the Scottish Cup semi final, somehow contriving to lose to Airdrieonians despite having eliminated Rangers in the 4th round... In related news the Jim Jefferies era begins in August 95.

Under Alex Miller, Hibs finished 3rd in the league and lost to Celtic in the Scottish Cup semi final.

South Africa beat New Zealand to win the 1995 rugby World Cup. In an iconic global pop culture moment Nelson Mandela wore a Springboks shirt (a big deal for a black South African at the time) while presenting the trophy to winning captain Francois Pienaar.

Mike Tyson returned to boxing after prison, sparking global hype.

Everyday Life, Culture and Tech



In 1995 a pint of beer would set you back around £1.50 compared to £5.17 today!

John Major was Prime Minister of the UK. Scotland didn't yet have its own parliament.

It was not just Melville that appeared for the first time in 1995. Midlothian Council was also formed, replacing the old Midlothian District Council.

Life was different in 1995. Microsoft could launch Windows 95 with massive hype, queues outside shops, and a campaign featuring up and coming band... the Rolling Stones.

Slightly more excitingly, Sony's PlayStation also hit the US and European markets this year, kicking off the modern console era.

Born this year

Timothée Chalamet – Acclaimed American-French actor

Logan Paul – YouTuber and actor

Dua Lipa – British singer-songwriter and global pop star

George Ezra – British singer-songwriter

Sam Fender – British indie rock singer-songwriter



Died this year

Dean Martin – Legendary crooner and actor

Ginger Rogers – Academy Award-winning actress/dancer from the Golden Age of Hollywood

Sir Alec Douglas-Home – Scottish politician and Prime Minister of the UK

Kenny Everett – British comedian and radio DJ

Ronnie Scott – Jazz saxophonist, founder of Ronnie Scott's Jazz Club in London

Jerry Garcia – founder, lead guitarist and vocalist of leading counter culture band the Grateful Dead



In Music



Battle of Britpop: Oasis vs. Blur singles showdown

(Roll With It vs Country House) – dominated UK charts and media.

Robbie Williams left Take That – breaking the hearts of millions of fans.

Spice Girls signed their first management contract, setting up their 1996 breakout.

Alanis Morissette released Jagged Little Pill, which became a worldwide phenomenon.

On 30 October 1995:

The UK number one single was Coolio's Gangsta's Paradise

The UK number one album was (What's the Story) Morning Glory? by Oasis

Film and TV

Toy Story released – first fully computer-animated feature film, a landmark in cinema.

Clueless came out, defining teen style and slang for a generation.

Braveheart (Mel Gibson) became a global hit and later won Best Picture at the Oscars.

GoldenEye relaunched James Bond with Pierce Brosnan, revitalising the franchise.

Heat (Pacino vs De Niro) became a crime classic.

Friends hit global popularity with its second season.

ER dominated ratings as the hottest US drama.

The X-Files reached peak cultural relevance.

In the UK, Father Ted premiered (Channel 4), quickly becoming a cult comedy classic.



We've smashed our support record – £1.3m to help 900 families!

This year, as we celebrate our 30th birthday, we've hit a massive milestone – together, we've brought in over £1.3 million to help more than 900 Melville households across Midlothian, Edinburgh, and Lanarkshire. That's the most we've ever secured in a single year, beating our previous record by a long way.

Our housing support team has worked flat out to make sure people get the help they're entitled to – from welfare benefits to grants and emergency funds. And it's not just about money – it's about hope, peace of mind, and helping each other get through tough times.

Here's what a couple of you had to say:

"The help I got was second to none. It came during a crisis that was making my anxiety worse. The welfare officer went above and beyond."

"Thank you for sorting the money for my washing

machine. I've had a wee cry – happy tears – because I don't usually ask for help, but you've given me a break."

The funding came from all sorts of places – UK and Scottish welfare benefits, the Midlothian Cost of Living Task Force, the Housing Association Charitable Trust (HACT), Fuel Bank, children's charity Aberlour, and the Edinburgh and Lothian Trust Fund.

On top of that, we've been helping with practical things too – like getting fridge freezers, air fryers, and slow cookers to those who need them. We've even saved white goods from abandoned homes and, with help from the Midlothian Unpaid Work team, passed them on so they don't go to waste.

We're so proud of what we've achieved together, but we know times are still tough. We're here for you – whether it's advice, practical help, or just someone to talk to.



£1.3m to help 900 families!

Need help or advice?

Melville tenants looking for help, advice or support should phone 0131 654 2733 and speak to the housing section. Help is also available from independent organisations such as Citizen's Advice.

How Melville supported tenants after two major fires

Last summer was a particularly tough one for Melville tenants and staff, with two serious house fires happening just one week apart. Both events left families in crisis, but thanks to quick action and extra effort from Melville staff, safe housing and vital support were put in place.

The first fire happened at Kelly's home in July. The fire, started accidentally when bedding caught alight, caused severe smoke and water damage, making the home unliveable. After a short stay in a hotel, Melville worked closely with Midlothian Council to find Kelly a place in an emergency hostel before moving her into a temporary home.

Almost everything Kelly owned was destroyed, so Melville staff pulled together essentials – including bedding, towels, carpets, and even an air fryer – to help her settle in. We also arranged safety checks for the appliances that were saved, and worked with local services to make sure Kelly had food and toiletries. All of this was set up within four days so she could move in quickly.

Just a week later, a second serious fire struck at Julie's

home. Julie and her daughter suddenly found themselves without a place to live. While her daughter stayed with grandparents for a short time, Julie was offered emergency accommodation by the Council.

To provide a longer-term solution, Melville found a temporary home for Julie. This involved supporting the existing occupant to move into a permanent property by helping with grant applications and arranging the move of belongings. Once the home was ready, Melville restocked it with basics – from bedding to a kettle – so Julie could move in without delay. In September, Melville was able to offer her a permanent tenancy, giving her and her daughter a fresh start.

Both cases highlight the commitment of Melville staff to going the extra mile. From finding emergency housing to providing everyday essentials, these efforts ensured tenants were supported at a time of real need.

This work also freed up two homes, which were then carefully rented to new tenants in a way that improved community relations and reduced antisocial behaviour complaints.

First mid-market homes in over a decade coming to Easthouses



We're pleased to let you know about an exciting development in Easthouses. Melville Housing, through our subsidiary Ironmills, is working with McTaggart Construction to create 28 new mid-market rent homes on the site of the old Newbattle High School.

This project, made possible thanks to funding from the Scottish Government and support from Midlothian Council, will transform an unused space into modern, affordable, and energy-efficient homes. The mix of flats, terraced house and cottage flats will be designed with accessibility and sustainability in mind.

It's the first time we've partnered with McTaggart Construction, a company with a strong track record in building affordable homes across Scotland. Together, we want to make sure these new homes provide real benefit to the local community.

What are mid-market rent homes?

These homes are offered at rents that sit between traditional social housing and the private market. Eligibility is based on income and details of how to apply will be shared as work progresses.

Our Development Manager, Neil Edgar, explains: "There's a real need for affordable housing here, and these new homes will help meet that demand. We're really looking forward to getting started."

As part of the project, McTaggart Construction will also be creating opportunities for local jobs and training during the build.

We see this as another positive step in improving housing and community spaces in Midlothian – turning an empty site into a place where people can put down roots and feel at home for years to come.

Did you know?

McTaggart Construction (www.mctaggartgroup.co.uk) is one of Scotland's leading affordable housing contractors, and was selected through a competitive tender process for its expertise in delivering complex regeneration projects. The company brings extensive experience, having built over 750 new homes annually, with 90% dedicated to the affordable housing sector.

Help and advice

Make sure you don't miss out on the latest benefits news. To get up-to-date information, including breaking news on benefit changes, visit our website or 'like' our Facebook page.

UK energy price cap to increase

Starting 1 October 2025, Ofgem - the UK energy regulator - will increase the energy price cap by 2%, raising the average annual household bill from £1,720 to £1,755. That's about £2.93 more per month, or roughly £35 extra per year for a typical household not on a fixed tariff.

Who Will Be Affected?

Only households on default (standard variable) tariffs will see the change.

Around 37% of customers on fixed-rate tariffs will not be affected by this increase.

What You Can Do:

Switch to a fixed-rate tariff, if possible - it could save you over £200 a year.

Pay by direct debit or use smart Pay-As-You-Go - these methods can save about £135.60 per year.

If you're struggling with energy costs, contact your supplier for support options like repayment plans or emergency credit. You can also reach out to Citizens Advice for help and benefits guidance.

Help with winter energy bills – Warm Home Discount

Heating your home is expensive, even before the energy price cap increases by 2% on 1 October. But there is help available for some people. The Warm Home Discount Scheme can give you £150 off your electricity bill this winter, with applications opening in October.

If you're on a low income or receive Pension Credit (Guarantee Credit), you could be eligible. Rules are slightly different in Scotland and you'll need to apply directly to your energy supplier.

Here's what you can do now:

- Check if your energy supplier is part of the scheme.**
- Make a note to apply in October.**
- Have your account number and benefit details handy.**

The discount will go straight onto your electricity account (or sometimes your gas, if your supplier allows).

For more details, you can check your supplier's website or visit: gov.uk/warm-home-discount-scheme.

In a nutshell

27 October 2025: The Warm Home Discount helpline opens for Core Group 1 customers in Scotland.

These discounts are limited, so getting in early gives you the best chance.

Find out more: [www.gov.uk/the-warm-home-discount-scheme](http://gov.uk/the-warm-home-discount-scheme)

Important news on benefit changes – don't ignore DWP letters

If you currently receive Income-related ESA, Income Support, Income-based JSA, or Housing Benefit, you'll soon be moved over to Universal Credit as part of government welfare reforms.

The Department for Work and Pensions (DWP) is writing to everyone affected. This letter is called a migration notice and will give you a deadline date for making your claim. Don't ignore this letter. As soon as it arrives contact our welfare benefits team to get advice on when you should apply to make sure you're not left with a temporary shortfall in your rent.

The good news is that if you move by the deadline,

you'll get transitional protection – this means your Universal Credit payments will be topped up so you don't get less money than before.

If you miss the deadline, your benefits will stop. You might be able to get more time if you have a good reason, but you must call the Universal Credit Migration Notice Helpline on 0800 169 0328 straight away.

You can claim Universal Credit online by setting up an account, or apply by phone using the helpline number above.

All migration notices are expected to be sent out by the end of 2025, with the old benefits ending by March 2026.

Free digital skills training for older people and disabled adults

Melville tenants can now benefit from free digital skills training, thanks to a new partnership between AbilityNet and BT Group.

The training is designed to help disabled adults and people aged 65+ feel more confident using technology. Whether you want to learn the basics of using a smartphone, keep safe online, shop or bank on the internet, or even make video calls with family and friends – there's a friendly session for you.

Here's what learners have said:

"I feel much safer online now - I can enjoy using my iPad without worrying about scams."

"The trainer was patient and approachable. A great experience for everyone."

Available sessions include:

- **Introduction to technology and the internet**
- **Using smartphones and tablets**
- **Staying safe online**
- **Using email and social media**
- **Online shopping and banking**
- **Accessing public services (like Gov.uk and NHS)**
- **Watching TV or making video calls online**

Sessions can be run for individuals or groups, either in person or online and can be booked by sending an email to digitalskills@abilitynet.org.uk or by calling 0300 180 0028.

Two child limit

Next year the Scottish Government is introducing the Two Child Limit Payment, with applications opening on March 2 (2026). This payment, which will effectively end the impact of the UK's two-child benefit limit in Scotland, will provide a monthly sum for eligible families with more than two children. We'll bring you more information when we have it.

Get in touch



If you need any advice on benefits, or if you have energy debts or are struggling with money, please get in touch. John Scott and Barry Smith, Melville's two dedicated Welfare Benefits Advisers, are available to help all Melville tenants and members of their households. Help is also available from independent organisations such as Citizens Advice.

John Scott (jscott@melville.org.uk) 0131 561 6481

Barry Smith (bsmith@melville.org.uk) 0131 561 6482

Property News

Keep your home safe from Carbon Monoxide

At Melville, your safety at home is really important to us. One of the biggest hidden dangers is carbon monoxide (CO). You can't see it, smell it, or taste it – but it can make you seriously unwell if it builds up indoors.

CO is usually caused by faulty gas or oil appliances, like cookers or boilers. That's why your home comes with a carbon monoxide alarm. It works just like a smoke alarm, warning you if CO is in the air. Please remember to test it regularly and change the batteries when needed.

Some warning signs to look out for include:

- **Headaches, dizziness, or feeling sick at home.**
- **Flames on appliances that burn yellow or orange instead of blue.**
- **Soot, stains, or unusual condensation near appliances.**

If your alarm goes off, or if you think CO might be in your home, open the windows, switch off appliances, and call the National Gas Emergency Service on 0800 111 999 straight away.

Carbon Monoxide Safety Reminder

- **CO is a poisonous gas – you can't see, smell, or taste it.**
- **Test your CO alarm regularly and change batteries when needed.**
- **Watch for signs: headaches, dizziness, yellow/orange flames, soot, or extra condensation.**
- **Never use BBQs, pizza ovens, or camping stoves indoors or in enclosed spaces.**
- **If your alarm sounds or you smell gas:**
 - * **Open windows and doors**
 - * **Switch off appliances**
 - * **Call 0800 111 999 immediately (24/7, free)**

Stay safe and protect yourself and your family 

Oak Place wins top crime prevention award



Our new Oak Place homes in Mayfield, Dalkeith, have been given the highest possible award from Secured by Design (SBD) – the national police crime prevention scheme.

The SBD Gold Award recognises the way the homes have been designed and built to help prevent crime, from the overall layout to the security of doors, windows, and locks. Features such as clear sightlines over parking areas and well-planned access routes make the area safer and less attractive to criminals.

Research shows that SBD measures can reduce burglary and other crimes by more than half, and these improvements last for the lifetime of the building.

The award is the result of close work between Melville, our contractors Lovell Partnerships, and specially trained police officers from the planning stage right through to completion.

We're proud that Oak Place not only provides high-quality, modern homes but also offers extra peace of mind for tenants and the wider community.

Smarter ways to keep warm and save this winter



Energy bills can creep up quickly over the colder months, but there are some less obvious tricks that can make a real difference. Small changes like these can add up, helping you stay cosy without stretching your budget.



1. Use your curtains wisely. Open them during the day to let in free heat from the sun, and close them as soon as it gets dark to keep warmth in. A thicker curtain or even a blanket pinned up can help stop draughts around windows and doors.



2. Rearrange your furniture. If your sofa or bed is in front of a radiator, it will soak up the heat. Moving furniture just a little away allows warm air to circulate better around the room.



3. Layer your heating. Instead of blasting the whole house, focus heat where you spend most of your time. Portable oil-filled radiators or heated throws use less energy than running the central heating at full power.



4. Use your extractor fans but use them sparingly. Kitchen and bathroom fans are important and should be used as they can prevent condensation (which can lead to mould) building up but they can also pull warm air straight outside. Switch them off as soon as they've done their job to keep valuable heat indoors.



5. Batch your cooking. If the oven's on, cook more than one meal at a time and store extras for later. You'll save energy and also have quick meals ready to reheat in the microwave (which uses much less power).



6. Keep an eye on your thermostat. Turning it down by just 1°C can save around 10% on heating bills without a big difference in comfort.

Help available

If you're struggling with your energy bills then contact your Melville housing officer. We might be able to help, particularly if you're someone who hasn't asked for help before.

Check you're getting all the help you're entitled to. See page 9 for details of how to get in touch with one of our two Welfare Benefits Advisers.

You can also get a wide range of independent help and advice from organisations like Changeworks who have an excellent help section on their website www.changeworks.org.uk.



Our voices need to be heard says Cathy

Hello everyone

My name's Cathy and I'm one of your fellow tenants who volunteers with Melville's Tenant Rep Group. I've actually just got involved with the group again having previously left to sit on Melville's Board for the past couple of years but I rejoined in time for the latest meeting in August and I wanted to give you a quick update on what we discussed.

Funnily enough one of the things we talked about was the need for new tenants to join Melville's Board as we currently only have one tenant member. We heard that at the January meeting, when new rents are discussed, there weren't actually any tenants present! That's not ideal and we really do need our voices to be heard. This is a really valuable way to influence how the organisation is run. If you're interested in housing, community issues, or simply want to make a difference, it's a great opportunity to get involved.

We also discussed Melville's new Tenant Participation Strategy. This is a really important piece of work because it sets out how Melville will listen to tenants and involve us in shaping services. It's not just about attending meetings – it's about making sure our experiences as tenants directly influence how Melville makes decisions, from repairs and maintenance to wider community issues.

Finally, we discussed the new tenant portal Melville has launched. The portal makes it easier to manage things like your rent account, have an online chat and update your details – saving time and giving you more control. At the moment the repairs side of things is still being developed but it should be ready soon.

It's been a busy few months, and we're proud to see progress being made. If you'd like to get involved, please keep an eye out for more information from Melville – we'd love to welcome more tenants to help shape the future of our housing.

Take care

Cathy

Area	Tenant rep
Gorebridge, Newtongrange	Ellie Cairns
Penicuik, Bilton, Loanhead	Steven Jamieson
Bonnyrigg, Poltonhall, Rosewell	Andrew Hiddleston, Gill Pennie, Liz Coyle and Janet Harvey
Mayfield	Belinda Maciver and Barbara Shearer
Westhouses (Mayfield), Pathhead	Position vacant
Easthouses	Cathy Hanlan
Dalkeith	Iain Lawson
Woodburn, Danderhall	Eileen McLaren, Christina Bain
Lanarkshire, Edinburgh, East Lothian	Position vacant

Fancy becoming a rep and getting £20 for every meeting you come to? Email mytenantrep@melville.org.uk or call 0131 561 6466

Autumn recipe



Beef stew with dumplings

Ingredients

spray oil, for frying

600g/1lb 5oz lean braising steak, all visible fat removed

1 litre/1¾ pints beef stock, made from 2 low-sodium cubes

1 large onion, finely chopped

2 garlic cloves, crushed

2 celery sticks, finely chopped

3 carrots, 1 finely chopped, rest cut into chunks

1 tbsp tomato purée

1 tbsp balsamic vinegar

1 parsnip, cut into chunks

300g/10½oz butternut squash (about half a squash)

For the dumplings

150g/5½oz self-raising flour

pinch salt and freshly ground black pepper

2 tbsp chopped fresh parsley or thyme (depending on preference)

1 egg yolk, lightly beaten

1 tsp olive oil

Method

Preheat the oven to 180C/160C Fan/Gas 4.

Preheat a casserole dish on the hob, then spray with oil. Add the beef in batches, cooking each batch until browned all over and spraying with more oil as needed. Transfer the beef to a plate using a slotted spoon and set aside. Add a little stock to the dish, turn the heat up to high, and deglaze by scrubbing off the cooked-on bits with a spatula.

Turn down the heat and spray the dish with more oil. Add the onion and cook until softened. Add the garlic and cook for 1-2 minutes. Add the celery and finely chopped carrot and cook for 3-4 minutes. Stir in the tomato purée and balsamic and cook for 2-3 minutes more. Return the meat to the pan and stir in the rest of the stock, then bring to the boil.

Put the dish in the oven (without a lid) and cook for 1 hour.

Add the parsnip, butternut squash and carrot chunks, put the lid on the dish and cook for another 30 minutes.

For the dumplings, put the flour in a mixing bowl with the salt and pepper. Mix in the herbs. Add the egg and oil and mix, adding just enough cold water to bring it together as a dough (about 4 tbsp). Be careful not to add too much water as this will make the dumplings heavy. Knead the mixture a little.

Shape into eight golf-ball-sized pieces and put on top of the stew, pushing down a little to coat in the juices. Cover with the lid and return to the oven for 15 minutes, then remove the lid and cook for a further 15 minutes.

When the dumplings are golden-brown, lift them out of the stew into serving bowls and stir the stew (the squash will be very tender, which will thicken and flavour the sauce). Serve immediately.

Over to you...

If you experience good or poor service, please let us know. We always like to hear about good service so we can share with those involved, but finding out when things have gone wrong is even more important as it give us the chance to put things right. We don't have room to give a response to your comments and complaints here but as long as you provide contact details we always reply directly when issues are raised.

March to June complaints



What you told us

“Build more new houses so folk like me in flats have the chance to live in proper house with back and front gardens and no have to live on a main road listening to buses and lorries all day.”

“You are the biggest social housing provider in Scotland and the rents are much higher than other social housing. And a jump of around £20 per month increase this year feels excessive.”

“Very happy with all aspects of Melville!”

“Housing officer always very helpful any repairs need done is prompt and quick. Very happy with the service Melville provide.”

“Melville in general is great, and very quick to respond to any issues within my house.”

“I can't fault either Melville or R3 for the speedy response and completion of the work needing carried out.”

“Lived here for over forty years been upgraded several times had a wet room fitted for my disabled wife. Very satisfied!”

“ Always found Melville to be very helpful! ”

“ Wish opened on a Friday ”

“ Really happy with the service I received from (Property Officer) Scott. He is very quick on getting back in contact with any issues I have had. ”

“ I find that Melville are quick to respond to any issues and the work is carried out quickly. The office keep me informed of dates times etc. I'm happy with the service. ”

“ Staff on call or on the desk answering calls at Melville and R3 staff all polite helpful and respectful to my needs very happy with staffing. ”

“ Feel things get done quickly not like other housing x ”

“ R3 were excellent. ”

“ Melville are excellent especially my housing officer Caroline. She is always there to help me and try her best to sort any issues. ”

“ In general the service is really good and I feel lucky to have my home. ”

“ I have never had a problem. Every time I report a repair the service has always been good. For regular maintenance I am kept informed and given plenty of notice to adjust my schedule to be available. ”

“ Giving set times for repairs so don't lose a morning or afternoon off work to get repair done would be good. ”

“ Corby Craig Grove is not very well looked after ie tenants just dumping junk outside their house and the garden company are terrible. The grass is never cut properly and there is weeds everywhere. ”

“ Update your kitchens and bathrooms before they get in a bad state of disrepair. ”

“ Severe lack of communication through all departments including contractors. ”

“ The job got done so much quicker than I expected. The workmen were nice no problems as I said before. ”

“ Good service for repair I emailed problem and they phoned back within the hour to arrange a day. ”

“ I feel that the state that Melville leave properties for new tenants to move into is shocking compared to council. Grateful for the property but full of issues and not in a good state of repair for a tenant to deal with. ”

“ Be great if you could stop the huge rent increases for the working person. ”

News in Brief

Your new tenant portal is here!

Melville Housing's brand-new tenant portal has now launched.

The portal is a quick and easy way to manage your tenancy online, at a time that suits you. By signing up, you'll be able to:

- See your rent account live – check your balance and payments anytime
- Chat with us online – get in touch quickly without waiting on the phone
- Report repairs – let us know about issues in your home straight away

In the future, the portal will also let you book repair appointments directly with R3, but that isn't available just yet. We'll update you as new services are added.

Sign up today by sending us an email (or you can give us a call) to info@melville.org.uk and start enjoying the benefits of easier, faster access to your tenancy information.



Welcome to Susan



We're delighted to give a very warm welcome to Susan Turner, who has just joined the Melville team as our new Senior Housing Officer. Susan brings with her a wealth of experience in housing, most recently with Eildon, and is excited to be part of Melville.

Susan will be leading our housing officers and working closely with tenants and local communities. She's really looking forward to getting to know people and helping us make a positive difference together.

Community walk – Fancy taking part?



Midlothian Ramblers have been in touch to offer Melville residents the chance to join a short, friendly community walk. Their aim is to help people enjoy local greenspaces, improve wellbeing, and connect with others, especially those who may find it harder to access the outdoors.

If you're keen to get involved just get in touch with us in the usual ways. If there's enough interest the Ramblers will plan a gentle route that everyone can enjoy.

No tolerance for abusive behaviour

We know that most Melville tenants show kindness and respect to neighbours, the community, and our staff, and we're very grateful for this. Occasionally, things don't go so well, and a small number of people forget the importance of treating others well. To keep everyone safe and supported, we have a zero tolerance policy towards abusive behaviour. When needed, we'll put plans in place, such as restricted contact or through a designated third party. Thank you for helping us maintain a respectful and safe environment for everyone.

Competition winner

Congratulations to the winner of our quarterly satisfaction survey draw, Yvonne White, who lives in Gorebridge. Yvonne picked up a £50 voucher just for replying to our satisfaction survey text and completing a short online form. Remember, almost all Melville feedback is now done digitally so to be in with a chance of winning make sure you let us know how we're doing after you've used any of our services.

Join us on Facebook



Join our growing Facebook community. We currently have more than 2,000 people following us on Facebook but we're always keen to find more. By joining us on Facebook you get to hear the latest Melville and community news first, tell us what you think of us, and even enter prize competitions. Visit us at www.facebook.com/melvillehousing.

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Most people now read Voice online, through our website. If you would like to receive a paper copy just let us know. And if you have difficulty reading Voice, we can provide it in large print, as an online audio version or in a language other than English. Just send an email to dhughes@melville.org.uk or give us a call on the usual number.