

THE WAVE



ISSUE 5

Your tenant magazine, bringing you news and updates close to home

AWARD WINNERS

The North Edinburgh Awards celebrate the everyday heroes around us.

HAVE YOUR SAY

We're setting up a new space for tenants to help shape the future of our communities.

BORROW A LAPTOP

Take home a refurbished laptop for up to six months, completely free!



Welcome to The Wave

December is upon us and what a year it's been! We had a wonderful time celebrating with many of you at the North Edinburgh Awards in October (page 4). We created this event to bring the community together as part of our 50th celebrations and it was a much-needed celebration of the people who make our communities great.

We recently published our Landlord Performance Report for 2024-25 (page 7). I encourage you to have a read of this and then, if you're interested, you can get involved in our new tenant forum to help shape the future of our communities (page 6).

As the year draws to a close, I'd like to take this opportunity to thank all our tenants for being part of our community and getting involved throughout the year. I wish you a very happy new year when it comes.

Happy reading!

Heather Kiteley, Chief Executive

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Photo: Our Tenant Advice Team popped-up in the Kirkgate as part of Advice Week during October. If you missed them, turn to page 13 to read more about how they can help.

FESTIVE HOURS

As the holiday season approaches, please check our office and telephone opening hours below. We will be closed on the following dates:

- Thursday 25 December
- Friday 26 December
- Monday 29 December
- Tuesday 30 December
- Wednesday 31 December
- Thursday 1 January
- Friday 2 January

If you have an emergency when our office is closed, please call **0800 783 7937**. You can still report non-urgent repairs on our website or by emailing hello@harbour.scot. We will reopen on Monday 5 January 2026.





A MAGICAL NORTH EDINBURGH AWARDS NIGHT

Our inaugural awards night took place at Out of the Blue Drill Hall on Thursday 23 October 2025 and celebrated the everyday heroes of north Edinburgh.

The evening kicked off with a magic show and community get-together before the winners were revealed. Tenants and members of the local community nominated neighbours, volunteers, local businesses and community groups who they felt deserved a big thank you. The categories were: Good Neighbour, Community Champion, Community Group, and Favourite Local Business.

Heather Kiteley, Chief Executive at Harbour Homes said: "We created this event to bring the community together as part of our 50th celebrations. All those nominated were deserving of the recognition on the night, and I am immensely grateful for the positive impact they have on the lives of our tenants and the wider community."

The winners announced on the night were: Dana Hunter (Good Neighbour), Daniel Ndlovu (Community Champion), The Citadel (Community Group), and Quirkys Plants (Favourite Local Business).

"We love being in the heart of the community in Leith."

Dana Hunter received several nominations for looking out for her neighbours and being a kind and caring member of the community.

Daniel Ndlovu participates as a youth volunteer with YMCA Edinburgh and was nominated for his fantastic attitude and commitment to improving his local community. He plays an important role in the Friday Night Lights project



which has been linked with a 25% reduction in anti social behaviour on the evening it runs.

Willy Barr, Manager, The Citadel, said: "Winning the North Edinburgh Community Group Award was a real boost to everyone involved at The Citadel. We love being in the heart of the Community in Leith and we have so many stories of bringing people together, trying new things, facing challenges together but most important of all, having fun!"

Owner of Quirkys Plants, Stuart Wright said: "Thank you so much for this massively encouraging award. I am really grateful to my fantastic customers who continue to support me and other small businesses."



HAVE YOUR SAY, JOIN OUR NEW TENANT VOICE GROUP



We're setting up a new space for tenants to come together, share their views, and help shape the future of our communities.

This group will bring together tenants from across our developments, with a strong emphasis on ensuring our social tenants are well represented.

As your landlord, we want to make sure we meet not just our regulatory requirements, but also your expectations and hopes for your homes and communities.

At the same time, we know that tenants have a vital role to play in shaping strong, thriving communities. This forum will give you the chance to influence decisions, raise issues that matter to you, and work with us to make a positive difference.

If you're passionate about your community and want to make sure tenants have a strong voice, we'd love to hear from you. Whether

you've been involved in similar groups before or you're completely new to this kind of thing, your perspective is valuable.

Getting involved will also create opportunities for you, such as:

- Training and development to build new skills.
- Meeting other tenants and sharing ideas and experiences.
- Working with staff and partners to make a real impact.
- Building confidence and helping shape the place where you live.

Interested in taking part?

Please get in touch with our Tenant Participation Coordinator by emailing nichola.mcfall@harbour.scot to register your interest or to find out more.

Together, we can make sure tenant voices are at the heart of everything we do.



HAVE YOU SEEN OUR LANDLORD PERFORMANCE REPORT FOR 2024/25?

Our Landlord Performance Report is now available to read online. This report will show you how we've performed as your landlord against the Scottish Social Housing Charter in 2024/25.

The Charter sets out the standards you can expect from us, and the Scottish Housing Regulator helps make sure we're living up to them. This year, we're pleased to report that we've met, and often gone beyond, the majority of our targets.



If you have any questions or suggestions for us, please email hello@harbour.scot or call us on 0131 554 0403.

To view or download a copy, visit harbour.scot/homes/looking-for-information.



Glastoldbury!

Tenants at Jameson Place held their very own festival back in June.

The festival headliner was Edinburgh Festival Fringe singer Sean Mearns.

The outdoor space was transformed with tents and festival decorations for around 40 festival-goers attending Glastoldbury. There was a BBQ lunch, mocktails, fun tattoos and a photobooth to enjoy between sets. Tenants also enjoyed games and chip butties before the party continued into the late afternoon.



Sean Mearns released his debut single *She Wanted Him* on 13 June 2025.



Celebrating 25 years at Jameson Place

We very proudly marked the 25th anniversary of Jameson Place Sheltered Housing Development with a celebration attended by tenants, staff and community partners.

The anniversary event celebrated the enduring impact of the development and those who have helped shape it – from dedicated staff to the community of tenants who call it home.

“We don’t just celebrate the past, we also look ahead.”

We place a strong emphasis on tenant wellbeing and social connection across all our sheltered housing developments. Tenants are supported with a wide range of activities including walking challenges, yoga sessions, gardening groups, community outings, and much more, helping to keep tenants active, engaged and connected.

Lord Provost Councillor Robert Aldridge offered his congratulations, stating:

“A quarter of a century ago, Jameson Place opened its doors with a clear purpose; to provide more than just shelter. It was created to offer safety, dignity, independence, and community to all of those who choose to call it “home”. Harbour Homes recognises the importance of kindness, care, and compassion, and are very proud of the difference these values bring to the lives of tenants.

“As we mark this special anniversary, we don’t just celebrate the past, we also look ahead and remain committed to ensuring that Jameson Place continues to be a place, where people not only live, but feel secure and can thrive.”

THE COMMUNITY COUNCILS OF LEITH

Community Councils of Leith are there to represent you – and need to know your views.

Teresa Perchard, Leith Links Community Council

Across Edinburgh, community councils are a voice for people living in their local area. They are voluntary groups of people who care about their local community and want to make their area a better place to live, work, study, or visit.

Community Councils are not political. They share information with local residents and businesses, respond to consultations and planning proposals. They try to engage with their local community, to represent the views of local people, and can raise concerns with the elected City Councilors or with public bodies, like Police Scotland and MSPs.

Do you have any issues to raise?

Members of the public are welcome to attend meetings and report any local concerns – for example, perhaps, about bins, traffic, safety



A map and directory of all Community Councils can be found on the City of Edinburgh Council website.

on the local streets etc. or long terms plans affecting the area.

Community Councils need to know your views so please do get in touch if there is something you would like your community council to raise.

The Community Councils are:

- Leith Links Community Council
- Leith Harbour and Newhaven Community Council
- Trinity Community Council
- Granton and District Community Council
- Leith Central Community Council

Find out more about your local community council and when it meets from their website.

Have you tried our employability service?

Community Works is our employability service for tenants and the community in Leith and north Edinburgh. If you are a tenant aged 16 or above who is looking to get into volunteering, paid work, vocational study or higher education, Community Works could help you.

We also provide employability support for people in work who are in zero hours or other

unsustainable employment, need to change work because of caring responsibilities or health or just want a change to something that is 'more them'. Turn to page 12 to read a recent case study from the Community Works team.

For more information contact Jane Whiting by emailing jane.whiting@harbour.scot or calling/texting **07791 158585**.



NEED A LAPTOP? BORROW ONE FOR FREE!

We've teamed up with The Edinburgh Remakery to deliver an exciting new project which will make tech accessible for all tenants.

The Edinburgh Remakery Lending Library Scheme gives Harbour tenants the opportunity to borrow a refurbished laptop for one, three or six months free of charge. This is ideal for those who are studying, job hunting, working remotely, or who just need to stay connected.

How do I borrow a laptop?

1. Contact John Murray by emailing john.murray@harbour.scot or by calling **07968 271916** to apply.
2. Choose how long you'd like to borrow a laptop for (one, three or six months).
3. Collect your device and get connected.



Do you have a question?
Contact John Murray for more information.



PAULA'S* STORY: BALANCING WORK AND CHILDCARE

How Community Works helped Paula find her new job.



To find out more about Community Works, email jane.whiting@harbour.scot or call 0131 553 8757.

Paula* a single mother in her early 40s recently arrived in Edinburgh with her four children, on a very low income. She had found an agency-based cleaning job in a school but was under considerable pressure from Universal Credit rules to increase her income.

Formerly a nursing home housekeeping assistant she was looking for a job that would fit around her primary school age children and increase household income to allow her to be less reliant on benefit income. After in-person appointments to build confidence and support, we worked on her transferable skills and building up her CV.

I referred her to a free two-week childcare course with a guaranteed job interview for a job run by Capital City Partnership (an employability service provided by the Council). Paula was successful and about to start a job with an award-winning after school childcare provider on a decent income. Unfortunately, the company could only offer a role on the other side of Edinburgh which would not be possible with primary school age children and childcare costs.

We looked at other more local options with permanent part-time contracts, ideally a large public sector organisation. I acted as a character referee for Paula as she had only one employment reference and two were needed. With increased confidence in making job applications, Paula applied for a role with the Wheatley Housing Group as a carer and was delighted to gain a local social care role with good family friendly terms and conditions.

Sometimes it takes a while to find the right job which is secure and really meets the person's skills, experience and passions.

**Name changed for confidentiality.*



What does our Tenant Advice Service offer?

Our in-house tenant advice service offers advice and assistance across several areas. In the year to October 2025, we helped 368 individuals and achieved financial gains back to tenants of £384,317.

Energy Advice

- Tailored advice on staying warm and improving energy efficiency. Guidance to help reduce energy use for long-term savings.
- Tackling fuel poverty with early support for at-risk households, including energy debt help and top-up vouchers.
- Reducing mould and condensation with tips and practical help.

Money/debt Advice

- Budgeting advice to help manage expenditure and identify gaps in income/benefit entitlement.
- Income maximisation by helping tenants identify expenditures that are high, suggest appropriate options, alternatives, and financial products.

- Where tenants are in debt, we will discuss the full range of debt remedy options and support them to access those most appropriate to them.

Tenancy Sustainment Advice

- We can help identify and secure grant opportunities for tenants, where appropriate. We can also assist with, and coordinate grant spends and furniture delivery and fitting.
- We will provide practical help and assistance at the start of a new tenancy to ensure all appropriate settling in tasks are complete, such as council tax reductions applications.
- We connect tenants with external support agencies for advice and assistance with mental health, addiction, befriending, community groups and so much more.

Welfare Benefits Advice

- We will identify benefit entitlement and/or ensure income is maximised by checking they are receiving all the benefits they are entitled to.
- We will explain the benefit application process to tenants and discuss the possible outcomes of various benefit applications.
- We will assist tenants to apply for benefits where specialist benefit knowledge is required.
- We will assist and provide representation to tenants through the various stages of challenging benefit decisions.



To find out more about our Tenant Advice Service, email TenantAdvice@harbour.scot or call 0131 554 0403.

NEW TWO CHILD LIMIT PAYMENT COMING IN MARCH 2026

The Scottish Government is launching the Two Child Limit Payment on 2 March 2026 to support low-income families in Scotland who are impacted by the UK Government's two-child limit policy in Universal Credit.

As part of the Scottish Government's work to tackle child poverty, they announced plans to offset the UK-wide two-child policy limit in Scotland.

The Two Child Limit Payment will be a monthly payment of £292.81 per eligible child. This is the same as the value of the Universal Credit child element for a second and subsequent children. The payment will be available to you if you are a

household who qualifies for Universal Credit but does not receive the child element for one or more children due to the two-child limit.

Applications for this new benefit open on 2 March 2026. You will be able to apply through Social Security Scotland online, by phone or in person.

Over State Pension age?

You could be entitled to **Pension Credit.**

Check your eligibility for Pension Credit on GOV.UK
Eligibility criteria apply

Pension Credit.
Credit where credit's due. | UK Government

Are you missing out on Pension Credit?

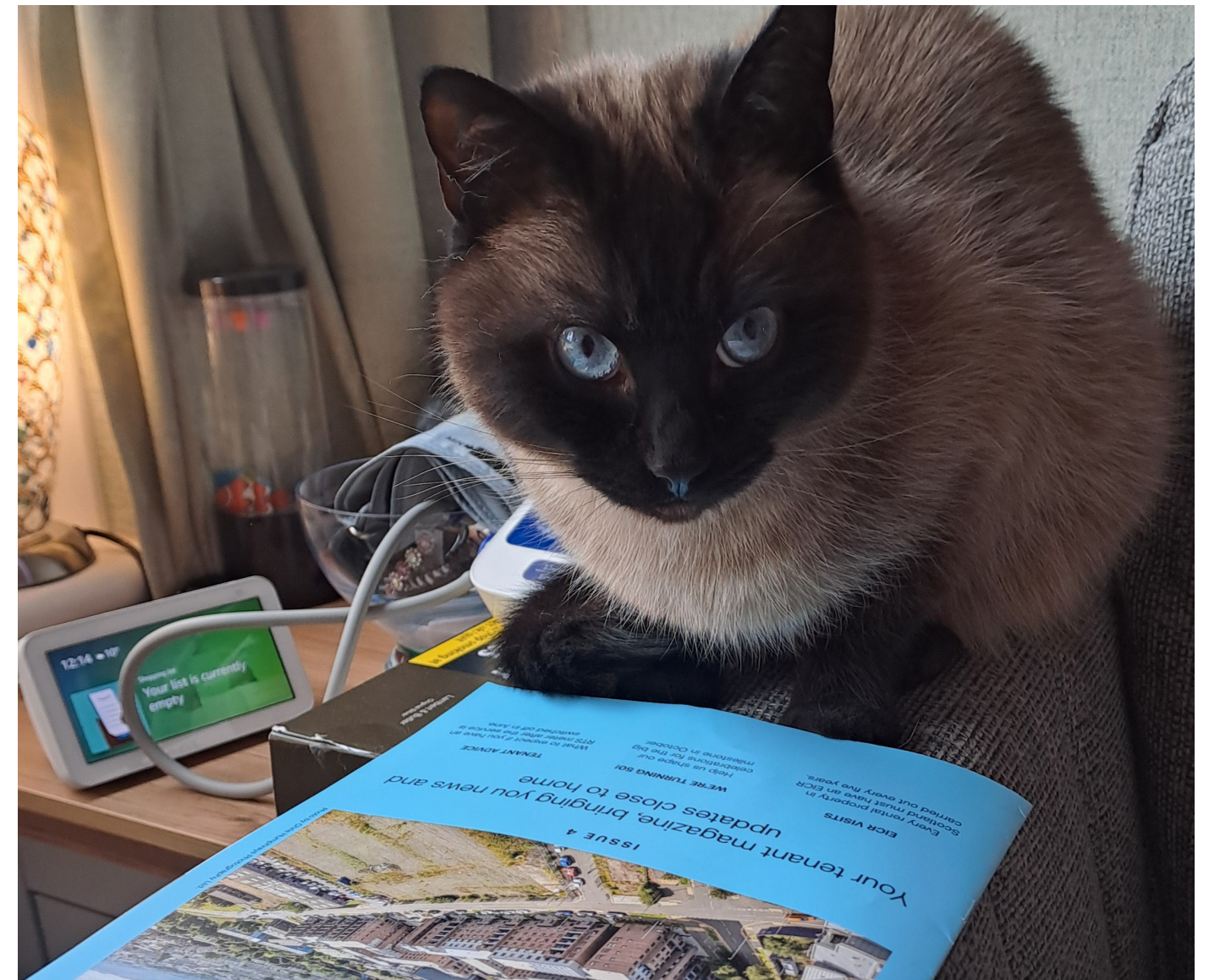
Could you or someone you know be missing out on Pension Credit? It's worth, on average, over **£4,200** a year.

You could receive extra money to help with your living costs if you're over State Pension and on a low income. Pension Credit is separate from your State Pension.

How to apply

1. Check your eligibility at gov.uk/pension-credit or by calling 0800 99 1234.
2. Be ready with your National Insurance number, bank details and information about any income, savings or investments you have.
3. Apply online at gov.uk/pension-credit or by calling 0800 99 1234. You'll be notified by post when your claim has been assessed.

WIN!



We loved seeing your pet photos from the March issue of The Wave! We're pleased to share this winning picture of Tom reading his copy of the magazine, submitted by Brenda.

If you'd like to share a photo of your pet and be in with a chance of winning a £25 shopping voucher, please send us your photo by 28

February 2026. All pets, big or small, can be entered into the competition.

Visit harbour.scot/homes/pets or email comms@harbour.scot to send us your photo along with your pet's name.

Good luck!



FIND THE WORDS!

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

CAROL
DASHER
PRESENT
RUDOLPH

CHIMNEY
GINGERBREAD
PUDDING
SANTA

CRACKER
HOLLY
REINDEER
SNOWMAN

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