

Contact the Housing Team

A member of the Housing team is available to be contacted on **0131 478 8146** during the following times.

Monday to Thursday: 9.00 am to 5.00 pm

Friday: 9.00 am to 4.30 pm

When you call us one of the Housing Services Assistants will deal with your query.



Margot Lord



David Weddell

However if you are unable to contact us, you can e-mail us on housing@arkha.org.uk and some one will get back to you as soon as they can.

Tenancy Support

The main objective of our tenancy support service is to provide a high quality housing support service which ensures that, if you encounter any tenancy related problems, we can support you to overcome these and continue to be a tenant with ARK.

How can we help you?

We can support you by:

- assisting you to settle into your new home;
- providing advice and assistance with benefits;
- ensuring repairs are carried out where necessary;
- providing help to check the safety of your home;
- giving you advice and assistance with budgeting;
- advising and assisting you to be a good neighbour;

Before you contact us, have a look at the Tenants Handbook and see if you can get the answer from this. It aims to be an easy-to-read guide to the main services that ARK provides and can be found here.

Ark splits the tenancies into 3 areas. The Housing Services Officers (HSO's) provide tenancy support to tenants where needed. This may be in relation to rent payments and difficulties, neighbour problems, changes in employment/welfare benefits, tenant participation and involvement. They each cover specific geographical area, noted below along with their contact details.



Diana Swift Housing Services Officer

Mobile: 07067 016 955

Tel: 0131 478 8159

E-mail: diana.swift@arkha.org.uk

LOCAL AUTHORITY AREA	SUB AREA
Fife	Dunfermline Cardenden
Midlothian	Dalkeith Loanhead
Edinburgh	Quartermile Restalrig Longstone Oxgangs Niddrie Farm Grove Broomhouse
Clackmannanshire	Alloa
Falkirk	Grangemouth
West Lothian	Linlithgow Uphall
East Lothian	Musselburgh

	VACANT POST Housing Services Officer
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LOCAL AUTHORITY AREA	SUB AREA
Western Isles	Stornoway
Angus	Forfar / Arbroath
Perth & Kinross	Perth / Blairgowrie
Fife	Glenrothes / St Andrews
Midlothian	Penicuik
Scottish Borders	Peebles / Hawick
Edinburgh	Southhouse Broadway
	Hoseasons Gardens
	Stenhouse Drive/ Stenhouse Place West
	West Adam St /Richmond Pl.



Debbie Munro Housing Services Officer

Mobile: 07715069639

Tel: 01309 696237

E-mail: debbie.munro@arkha.org.uk

LOCAL AUTHORITY AREA	SUB AREA
Moray	Forres Buckie
Aberdeenshire	Fraserburgh Inverurie Macduff Peterhead Portlethen
Aberdeen	Provost Mitchell Circle, Dubford Balnagask Circle Greenfern Lodge School Drive Back Hilton Road, Kittybrewster

All the staff above are line managed by the Senior Housing Services Officer. Any concerns about the service they deliver should be passed to Rachel in the first instance.



Rachel Cooper Senior Housing Services Officer

Tel: 0131 478 8190

E-mail: rachel.cooper@arkha.org.uk