

# The Tenants' Voice

SUMMER 2026



No place for  
domestic abuse

© Laura Dodsworth

## INSIDE THIS ISSUE



Tackling damp  
and mould



Greenwards Play  
Park vote



TPAS Scotland  
Q&A

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 so that we can update our records for the next issue by phoning **0300 123 4566** or emailing [tenantparticipation@moray.gov.uk](mailto: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](mailto: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



Hello everyone,

## Welcome to the summer edition of Tenants' Voice.

My name's Alex Jappy. I'm a Moray Council tenant and, along with Bev Davenport, co-chair of the Moray Tenants Forum. We took on this role following Liz McKnockiter's departure as chair in February this year, and we aim to build on the good work that Liz carried out during her time in post, having been appointed in November 2024.

The continuing aim of the Forum is to involve as many tenants as possible in their local communities and in the everyday matters that affect us as tenants.

We meet regularly to discuss both the positives and challenges we face. By coming together, we're able to have our voices heard collectively and be in a stronger position to influence decisions made by the Council on behalf of all Council tenants in Moray.

We welcome guest speakers at every meeting. Recent topics have included damp, mould and condensation; the kitchen design specification process; and, at our June meeting, creating wildlife friendly greenspace.

We're always happy to welcome new members to the Forum and would love to see you at our next meeting. For the most up-to-date information on meeting locations and dates, please visit [www.moray.gov.uk/moraytenantsforum](http://www.moray.gov.uk/moraytenantsforum).

Best Wishes,

*Alex*



# Is Tenant Participation (TP) a tick box exercise?



**You might wonder if getting involved really makes a difference. TPAS Scotland works with tenants and landlords all over the country, helping tenants have their say and making sure their voices are heard. We asked them to share a bit about what they see in their day-to-day work. What's going well, what can be tricky, and what gives them hope for the future of TP in Scotland.**

## Q&A with TPAS Scotland

Eveline Armour - CEO TPAS



### Q. Why do some tenants feel TP can be a 'tick box exercise'?

TP is a key part of every social landlord's work. But some tenants feel their views aren't valued, especially if they don't see any changes after giving feedback.

While it's a legal requirement, how it's done can vary. At TPAS Scotland, we work with landlords to help them understand tenants' experiences and use feedback to improve services.

### Q. What matters most to tenants about being involved?

The top three things we hear are:

- Being listened to
- Feeling able to influence change
- Being recognised as experts on your homes

### Q. What does good TP look like in practice?

It takes time for tenant groups to get going. But when momentum builds and more people get involved, they can start to make a real difference.

Often, it's when tenants look back at what they've achieved that they see what good participation looks like.

### Q. What's often overlooked?

The impact tenants have can sometimes be underestimated. It's important to properly recognise and highlight the work tenants do and the difference they make.

Recognising their work in newsletters and reports can boost confidence and encourage others to get involved.

When people see real results, they're more likely to take part.

### Q. What gives you optimism about the future of TP?

Tenants play a key role in improving services and shaping better outcomes. With the right support and training, more people can get involved in meaningful ways.

At TPAS Scotland, we provide tools and support to help tenants build skills and confidence. Tenants want thriving, sustainable homes and communities. TP helps make that happen.

### Q. What would you say to tenants who feel their voice doesn't matter?

TP isn't just a legal requirement checked by the Scottish Government and Scottish Housing Regulator. More importantly, without tenants, landlords wouldn't exist.

You are the real experts on your homes and are key to shaping good services. Your views help make sure services are high quality and provide value for money. Landlords and tenants need to work together to get this right.

# Beyond a tick box: TP in Moray

We understand why this question comes up, especially if it doesn't always feel like things change. Here's how your feedback has made a difference in the past year.

## How could tenants get involved?

We offer different ways, to take part including:

- **In-person, online and hybrid meetings**
- **Moray Tenants Forum** (our main Moraywide tenant group)
- **New groups** (Editorial Panel and Scrutiny Group)
- **Community events and Estate Walkabouts**
- **Moray Engage**, our new online tool makes it easier to share feedback

Join the list of interested tenants to hear about opportunities to get involved. Scan the QR code on the inside front cover.

<p>Strengthened the tenant-led Moray Tenants Forum</p> 	<p>Hybrid option offered for all tenant meetings</p> 	<p>New online hub Moray Engage to make it easier to give feedback</p> 
<p>2 Forum members attended annual Tenant Participation Advisory Service (TPAS) conference</p> 	<p>We met tenants at community events in Forres, Hopeman and Buckie</p> 	<p>New explainer video to show what happens on estate walkabouts</p> 
<p>Introduced a regular meeting for tenant reps with the Head of Housing</p> 	<p>Chair of Tenants Forum awarded TPAS Scotland's Tenant of the Year</p> 	<p>Loaned devices helped tenants join online meetings</p> 
<p>Moved estate walkabouts forward based on your feedback about weather</p> 	<p>New look Tenants' Voice developed with our Tenant Editorial Panel</p> 	<p>Scrutiny training held for tenants with independent expert</p> 

## What difference did tenant feedback make?

Your feedback led to real changes, including:

- Changes to key policies (Rent Management, Common Repairs, Domestic Abuse and the Local Housing Strategy)
- Improvements to estates and walkabouts
- A redesign of this newsletter
- Tenant Forum meetings trialled outside Elgin

## What about scrutiny?

Tenant scrutiny gives you more influence over how services are delivered.

- Six tenants completed independent scrutiny training
- Forum members learnt from Wheatley Group's tenant scrutiny panel in a discussion session
- A new scrutiny group is reviewing how we communicate about repairs.

## How well are we working together?

We're working together more openly than before.

- Staff and elected members attend Moray Tenants Forum meetings
- 2 Forum members saw how our performance compares with other landlords at an event with Scotland's Housing Network.
- Tenant reps regularly meet senior decision makers
- New resources are being developed, including a Forum handbook

## What's next?

Over the next year we'll focus on:

- Sharing consultation results more clearly
- Growing existing tenant groups
- Expanding tenant-led scrutiny
- Improving information about getting involved
- Encouraging more people to join estate walkabouts

Our aim is to keep participation flexible, accessible and meaningful. Not a tick box.

# Moray Tenants Forum

## Remembering Ron Tolmie

We'd like to mark the recent passing of Ron Tolmie, one of the first tenant representatives to sit on our Housing and Community Safety Committee.



Ron was an active member of Moray Tenants Forum until stepping down in 2024. He was involved from the early days of tenant participation, when tenants were first asked to take part in chamber discussions on housing matters.

Ron helped raise issues that mattered to tenants and played an important part in shaping how tenant involvement works today.

We're grateful for the time and commitment Ron gave and offer our condolences to his family and the Burghead community.

## Office bearer update

Our co-Vice Chairs Alex Jappy and Bev Davenport have stepped up as Acting Chair, whilst our Chair Liz steps back whilst waiting for an operation. We'd like to thank Liz for all her hard work and wish her a speedy recovery. We look forward to welcoming her back to Forum meetings!



*Acting co-Chair Bev at recent visit to Speyview housing development*

## Forum on tour

We've been taking Moray Tenants Forum meetings on tour to reach more tenants across Moray. So far, we've held successful meetings in Buckie and Forres. We're aiming to strike a balance that allows our existing members (who normally attend meetings in Elgin) to continue joining us, while also encouraging new tenants to get involved.

## TPAS conference

As we write this, Forum members Bev and Alex are looking forward to attending the annual TPAS Scotland conference in June. This year's theme is 'reimagining tenant participation across Scotland' and will explore what good participation looks like today. The conference is always a great opportunity to catch up with tenants from across Scotland, share ideas and hear about the latest good practice. We've also been invited to help facilitate workshop sessions and take part in a panel discussion, recognising the positive work taking place locally. We look forward to sharing a full update in the winter issue.



## Logo competition update

Sadly, we didn't receive any eligible entries to the logo competition.

We're now looking at other graphic design options so we can bring forward some options for tenants to vote on in the future.

Moray Tenants Forum 

# Estate Walkabouts



Estate walkabouts give you the chance to join elected members and housing staff to look at your local area and identify potential improvements. Each year, a budget of £230,000 is available to support estate improvements raised during the walkabouts.

The next round of walkabouts will take place during late August and September.

If you'd like to join an estate walkabout, please let us know. This allows us to contact you if timings change on the day or a walkabout is postponed due to unforeseen circumstances.

**Email:** [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk)

**Call 0300 123 4566**

## Have your say on Moray Engage

You can keep up to date with estate walkabouts by visiting our Moray Engage page:

**<https://engage.moray.gov.uk/estate-walkabouts-2026>**

or by scanning the QR code.



As well as viewing walkabout information, you can also tell us what you'd like improved in your area using our map tool. You can drop a pin on the map to highlight an issue, add comments with your suggestions, and upload a photo to support your feedback.

This information is then shared with our Asset team and considered as part of the estate walkabout programme and future improvement planning.

## Forthcoming estate walkabout dates 2026

Ward	Date	Time and Meeting Point
<b>Ward 1 – Speyside/Glenlivet</b>	Friday 4 September	10am at The Square, Rothies
<b>Ward 2 – Keith/Cullen</b>	Monday 24 August	2pm at Cullen Square
<b>Ward 3 – Buckie</b>	Tuesday 25 August	<ul style="list-style-type: none"> <li>● 10am at Well Road Bakery</li> <li>● 1pm at Seafield Hospital</li> </ul>
<b>Ward 4 – Fochabers/Lhanbryde</b>	Monday 21 September	2pm outside the public toilets, Fochabers
<b>Ward 5 – Heldon &amp; Laich</b>	Monday 14 September	2pm at Inchbroom Avenue car park, Lossiemouth (next to number 84)
<b>Ward 6 – Elgin North</b>	Wednesday 26 August	2pm at Alba Place, Elgin
<b>Ward 7 – Elgin South</b>	Monday 31 August	2pm at Manbeen Place car park, Elgin
<b>Ward 8 – Forres</b>	Tuesday 22 September	10am at Co-op, Grantown Road, Forres

# New build UPDATE



We build new homes to meet the needs of lots of different households including families, single people, older tenants and disabled people.

We've built  
**828**  
new homes  
since 2011

Our new build homes are built to high energy efficiency standards, which helps keep heating costs down.

Our family homes have modern kitchens with space for a dining table, an upstairs bathroom with over-bath shower and a downstairs toilet. Bungalows have small private gardens, modern kitchens and bathrooms with level access showers.

We also use tenant feedback to influence the design of our homes.

## Speyview, Aberlour (Phase 1)

The first phase of our Speyview development in Aberlour is now complete and 39 households have moved into their new homes.

## Speyview, Aberlour (Phase 2)

We're now making good progress on the second phase, which will bring 31 more homes to the area.

These new homes include a mix of:

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

We expect these homes to be ready to let in winter 2026/27.

## Bilbohall, Elgin

Work has recently started on a new development in Elgin which will provide 28 new homes.

These new homes include a mix of:

- 🏠 one bedroom cottage flats;
- 🏠 two bedroom accessible apartments with lift access.

We expect these homes to be ready to let in Autumn 2027/28.



## More information about the new build programme

You can find more details about our new build programme, including site plans and types of homes in our developments, on our website at [www.moray.gov.uk/newbuild](http://www.moray.gov.uk/newbuild)

The website also explains:

- 🏠 How to apply for housing online
- 🏠 How we decide who gets offered a new build home through our lettings plan

**If you need support to make an application, please get in touch.**

# Local Housing Strategy 2025-2030



The Local Housing Strategy (LHS) is our plan for housing in Moray. It sets out what we'll focus on over the next five years and covers the entire housing sector, not just social housing.

To develop the strategy, we worked closely with partners such as housing providers, health and social care services, other local organisations as well as involving residents in the consultation process. Our shared vision is that:

**In Moray everyone has access to the right home, in the right place at the right time**

To achieve this vision and tackle the main priorities for action identified by local residents, partners and stakeholders, the following four LHS priorities were defined:

## Priority 1

Building more homes create sustainable communities and enables economic growth

## Priority 2

Making better use of existing homes prevents homelessness and improves housing options and choice

## Priority 3

Partnership working maximises housing's role in improving health and wellbeing

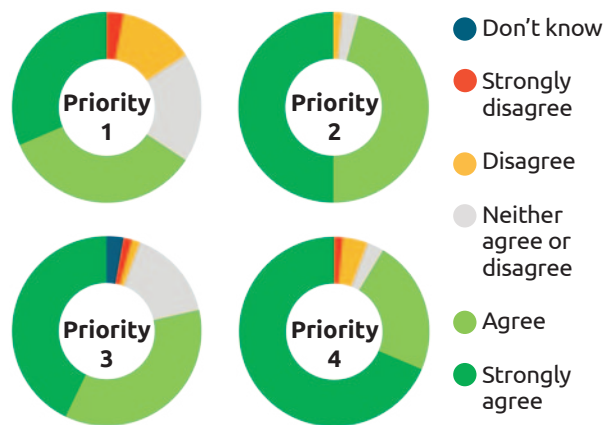
## Priority 4

Improving property condition and achieving affordable warmth is enabled in all homes

We recently asked for your views on the draft strategy and action plan, and we'd like to thank everyone who took part. Overall, the feedback was very positive, with good support for the main priorities which were:

### LHS 2025-2030 :

#### Do you agree with these priorities?



Because of what you told us, we made a few small changes to improve the strategy and make sure it reflects what matters most to you.

The final strategy was approved by committee on 26 March 2026 and will now guide how we plan and deliver housing services across Moray. It's available on our website at [www.moray.gov.uk/housingstrategies](http://www.moray.gov.uk/housingstrategies)

If you'd like to read more about what people said and see the full consultation results, you can visit Moray Engage at: <https://engage.moray.gov.uk/local-housing-strategy-2025-2030>

Thank you again for your support and for helping shape the future of housing in Moray.

# Our Performance

Each year we submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) in May. This shows how well our housing services meet the standards set out in the Scottish Government's Social Housing Charter.

The Regulator uses this information to monitor our performance and protect the interests of tenants and people who are homeless.

We've now submitted our 2025/26 ARC, and we expect our landlord report from the SHR in late August. You can see how we're performing, and compare us with other landlords, at:

[www.housingregulator.gov.scot/for-tenants](http://www.housingregulator.gov.scot/for-tenants)

## Annual Performance Report

We publish an Annual Performance Report (APR) for tenants and customers each October. This report explains how we're performing against the Charter outcomes in a clear, easy to understand way.



Our 2024/25 report is available at [www.moray.gov.uk/downloads/housing-performance](http://www.moray.gov.uk/downloads/housing-performance)

If you'd like a paper copy of our 2025/26 APR, email: [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk) or return the pre-paid card included with your printed newsletter.

## Feedback survey - £100 prize draw

We didn't receive any completed feedback forms for our 2024/25 APR, which means there's **no prize winner this time**.

The good news? There's another chance coming soon.

Our **next feedback survey will open in October**, when our 2025/26 APR is published. Everyone who completes the survey will be entered into a draw to win a £100 gift voucher.

The Charter outcomes are set nationally, but your feedback helps us improve how the report is written and presented. We use this feedback when developing the next APR.

Taking part is easy:

- It only takes a few minutes
- It helps improve services
- You could win £100 high street shopping vouchers

## Be in it to win it!

Look out for the 2025/26 survey on the inside back cover of the APR when it's published in October. You can complete the survey and send it back to us by post using the pre-paid envelope provided with the printed report, or fill it in online at:

<https://engage.moray.gov.uk/housing-performance>

# Staying safe from wildfires this summer

© Scottish Fire & Rescue Service

As the weather improves and more of us head outdoors, our hills, forests and beaches are great places to enjoy. But warm, dry weather also increases the risk of wildfires.

Wildfires can spread very quickly and cause serious damage to the countryside. They can harm wildlife, put homes at risk and take up a lot of time and resources for emergency services. The Scottish Fire and Rescue Service remind us that most wildfires can be avoided by following a few simple precautions.

We don't have to look far for a reminder of how serious these fires can be. Last summer's wildfire at Dava Moor, which also affected parts of the Dava Way, was the largest wildfire ever recorded in the UK.



It burned thousands of hectares and took days of hard work from firefighters, land managers and volunteers to bring it under control.

It showed just how quickly a small fire can spread in dry conditions.

**If you see a fire, even a small one, call 999 straight away.**

**Reporting it early can make a huge difference.**

## What can we do to help prevent wildfires?

Fire Scotland's advice is simple:

### ■ Avoid lighting fires in dry weather

Don't light campfires, open fires or barbecues during long dry spells or when a wildfire warning is in place. **Only use designated BBQ areas** and never grass, moorland or woodland.

### ■ Check local rules and BBQ bans

If you're travelling to places like the Cairngorms, extra fire restrictions may apply. Some areas ban barbecues entirely during high risk periods. Always check local guidance before you go. Breaking the **Cairngorms National Park Fire Management Byelaw (2025)** could result in a **fine of up to £500**.

### ■ Be careful with cigarettes

Always put cigarettes out fully and dispose of them safely. Even a small spark can start a fire.

### ■ Leave no trace

Take all litter home with you. Glass left in sunlight can act like a magnifying glass and start a fire.

### ■ Use a stove instead of an open fire

If you need to cook outdoors, a camping stove is much safer than an open flame in dry weather.

Wildfires don't just damage the environment. They can put people, animals and property at risk, and divert firefighters from other emergencies.

Together, we can help prevent another devastating wildfire like the one at Dava and keep our countryside safe for everyone.

### Find out more

<https://ready.campaign.gov.scot/wildfires>  
[www.firescotland.gov.uk/outdoors/wildfires](http://www.firescotland.gov.uk/outdoors/wildfires)



## STEP INTO SUMMER:

# 4 Great Moray Walks

You don't need a car to enjoy Moray this summer. These four walks are relatively easy to reach using public transport and offer something for everyone. Whether you fancy a challenge, a coastal wander, local history or a peaceful nature break.

You can read detailed walk information and find more walk inspiration at:  
[www.walkhighlands.co.uk](http://www.walkhighlands.co.uk)  
[www.morayways.org.uk](http://www.morayways.org.uk)

### 1. Moray's highest hill: Ben Rinnes

7.5 km  
3-5  
hours

Standing at 840 metres, Ben Rinnes is the highest hill in Moray. On a clear day, the views from the top are spectacular, stretching across the Cairngorms and far beyond.

**Distance:** Around 4.75 miles (7.5 km) return

**Time:** Allow 3-5 hours

**Start & finish:** Ben Rinnes car park on the B9009

**Getting there:** Travel by bus to Aberlour or Dufftown (both served by Stagecoach Service 36), then use the m.connect service to Ben Rinnes car park. m.connect must be booked in advance using the app or by calling 0300 123 4565.

**Access notes:** Very steep and rocky in places, so sturdy footwear is a must. It can be much colder and windier at the top, even in summer, so warm layers are essential. Not suitable for wheelchairs or buggies.

### 2. The coastal classic: Cullen to Portknockie

7.5 km  
1.5 - 2.5  
hours

A scenic stretch of the Moray Firth coastline, rugged cliffs and the famous Bow Fiddle Rock, a natural sea arch that's a favourite with photographers.

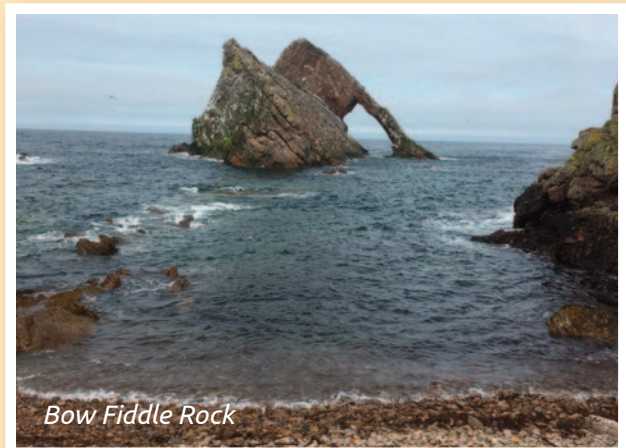
**Distance:** About 4.75 miles (7.5 km) circular

**Time:** Around 1.5 – 2.5 hours

**Start & finish:** Cullen Square

**Getting there:** Stagecoach Bus 35 stops in Cullen Square. If travelling from elsewhere in Moray, you may need to change buses in Elgin.

**Access notes:** You can choose between a narrow clifftop path or the old railway line path, which is suitable for wheelchairs and buggies.



*Bow Fiddle Rock*



*View from Ben Rinnes*

### 3. Rediscover Elgin's heritage

4.5 km  
1.5 - 2 hours

A great way to rediscover community treasures on our doorstep including the historic Cathedral, the peaceful Biblical Garden and views from the Duke of Gordon monument at Ladyhill.

**Distance:** Around 2.75 miles (4.5 km)

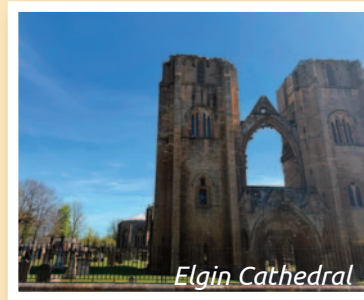
**Time:** Allow 1.5 – 2 hours

**Start & finish:** Start at Cooper Park and head for Elgin Cathedral (the loop finishes at Lady Hill, with a short walk back through town)

**Getting there:** Most Moray bus services stop in Elgin town centre at Elgin Bus Station.

**Access notes:** Mostly flat and paved. Lady Hill climb is steep and optional.

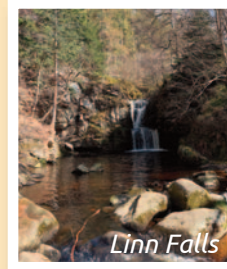
**Entrance fee:** Entry fees apply at Elgin Cathedral (free for Historic Scotland members). For more information visit: [www.historienviroment.scot/visit-a-place](http://www.historienviroment.scot/visit-a-place)



Elgin Cathedral



Biblical Gardens



Linn Falls



Old Packhorse bridge, Aberlour



River Spey, Aberlour

### 4. The countryside escape: Aberlour & Linn Falls

3 km  
45 mins - 1 hour

A calm, leafy walk through village paths and woodland, leading to a hidden waterfall along the Burn of Aberlour which flows into the River Spey.

**Distance:** About 1.75 miles (3 km) circular

**Time:** Around 45–60 minutes

**Start & finish:** Old Aberlour Railway Station (Speyside Way Visitor Centre)

**Getting there:** Travel by bus to Aberlour village centre (served by Stagecoach Service 36). The starting point is a short walk from the village centre

**Access notes:** A mix of pavements and woodland paths which are uneven in places. Some steep steps near Linn Falls. Not suitable for wheelchairs or most buggies.

**Cost:** Free

### Further travel information

Many local bus journeys in Moray now cost no more than £2 for a single fare on participating services, including most Stagecoach routes. This makes getting out and about by bus much more affordable.

Some longer journeys, coach services, or trips beyond Moray may not be fully covered. Passengers with a concessionary bus pass can continue to travel for free, as usual.

Making these walks an affordable and accessible way to enjoy Moray this summer. For more information on Stagecoach bus routes visit [www.stagecoachbus.com](http://www.stagecoachbus.com)

### Outdoor access at a glance

- Respect privacy, land and wildlife
- Keep dogs under control
- Take litter home
- Stick to paths where possible
- Be mindful of others and the weather

For more information visit: [www.outdooraccess-scotland.scot](http://www.outdooraccess-scotland.scot)

## flexible local bus services across Moray

**m.connect is a flexible bus service that helps people make everyday journeys, especially where regular bus services are limited or don't run at all.**

It runs across Moray and includes both timetabled local buses and on-demand services, helping connect smaller communities with towns, services and onward travel.

### **Timetabled m.connect services**

Some m.connect buses run on set routes and timetables, just like a regular local bus.

These services:

- operate Monday to Friday
- link smaller communities with larger towns
- are designed for rural areas or places with fewer regular bus services

### **On-demand m.connect services**

m.connect also offers on-demand buses, sometimes called Demand Responsive Transport (DRT).

These buses don't follow set routes or timetables. Instead, you book a journey in advance and the service:

- picks you up close to home
- takes you to local towns, services or destinations within the operating area

On-demand services are particularly helpful for:

- people living in rural areas
- anyone who finds regular bus routes difficult to access
- passengers who need more flexibility

**The service is open to everyone.** You just need to register before your first trip. You can do this on the app or by calling customer services, who will take some personal details and set everything up for you.

### **Booking and the m.connect app**

On-demand journeys can be booked by:

- calling **0300 123 4565**, or
- using the m.connect app, available from the Apple App Store and Google Play

The app lets you:

- book and track journeys
- see pickup times
- set up repeat travel
- pay for your trip



It also includes simple guidance and is designed to be easy to use for those comfortable with digital booking.

### **Fares and concessionary travel**

m.connect accepts Scottish National Concessionary Travel Cards. This means:

- eligible older, disabled and under22 passengers travel free

For people who pay for their journey:

- most single trips cost no more than £2, thanks to the £2 fare cap

This works in the same way as other local bus services.

### **Find out more**

For full details on routes, timetables, fares and booking options, visit:

**[www.moray.gov.uk/mconnect](http://www.moray.gov.uk/mconnect)**



# Greenwards Play Park

**We're pleased to share an update on the plans to renew Greenwards Play Park, which is now moving forward.**

Back in April, the project went out to tender and we received four different design ideas from suppliers. These were then shared on Moray Engage so the community could take a look and tell us which design they liked most.

Voting took place between 27 May and 10 June, and we'd like to thank everyone who took part.

By the time you're reading this, voting will have just closed, so we're not able to share the winning design quite yet. We're looking forward to revealing the final choice, along with updates on installing the new play equipment, in our winter issue.

If everything goes to plan, the new play park should be in place by January 2027.

In the meantime, you can keep up to date and find out more about the project by visiting:

<https://engage.moray.gov.uk/greenwards-play-park-elgin>

The four design options that were shared for public consultation.

## Kompan – design 1



## Proludic – design 2



## Sutcliffe – design 3



## Wicksteed – design 4



# MONEY ADVICE MORAY



**Money Advice Moray supports people living in Moray by offering a free, confidential and non-judgemental money advice and welfare benefits service.**

The team is made up of Money Advisers, Welfare Benefits Officers and Income Maximisation Officers, all here to help you get back on track and make the most of your money.

## **Money advice**

Our Money Advisers can help anyone in Moray who is struggling with debt. This could be anything from a missed payment to more serious arrears, and it doesn't matter whether it's one debt or several.

They offer free, confidential and nonjudgemental advice and will work with you to understand your situation and look at your options.

They can help with a wide range of debts, including:

- Rent or mortgage arrears
- Council Tax arrears
- Payday loans or personal loans
- Mobile phone or broadband bills
- Store cards or credit cards
- Gas and electricity arrears

Your adviser will go through your income and spending with you and complete a financial statement. They'll explain all the options available and what they could mean for you. The decision is always yours, but they'll make sure you have all the

information you need to choose what's right for you.

## **Income maximisation**

Our Income Maximisation Officers can help if you'd like help with your benefits. They offer a free and confidential benefits check to make sure you're getting everything you're entitled to.

They can:

- Give general advice on benefits from both the UK and Scottish Governments
- Check you're receiving all the benefits you should be
- Help with budgeting by creating a personal budget, giving you more control and helping your money go further
- Refer you to other services if you need extra help or support

## **How to get in touch**

To access any of these services or to make an appointment, please call:

**0300 123 4563**

You can also self refer using the online forms at:

**[www.moray.gov.uk/moneyadvicemoray](http://www.moray.gov.uk/moneyadvicemoray)**

Money Advice Moray is jointly funded by Moray Council and the UK Government Shared Prosperity Fund.



# Under the spotlight: Rent, Arrears and Tenant Voices

*Written by the Tenant Editorial Panel*

At our February Tenants Forum meeting, we spent time discussing an issue many tenants are dealing with right now: rent, arrears and the support available when money becomes a worry.

David Munro, Service Manager for Housing Operations joined us as a guest speaker to talk through how rent management works and what happens if someone starts to fall behind. It was a useful session that gave us space to ask questions and raise concerns openly.

We also talked about where tenant voices fit in. David explained that tenants shape housing policies through consultation, while day-to-day rent recovery procedures sit with staff. Having that explained clearly helped everyone understand what the Forum is best placed to raise and where our input can make a difference.

A key message was that eviction is a last resort. We were told that even after court action begins, housing officers continue trying to engage with tenants to keep them in their homes. From our point of view, what matters most is whether that support comes early enough, before rent worries turn into a crisis.

Early contact came up repeatedly. If rent is missed, staff follow a step-by-step process that isn't just about chasing arrears. It also looks at what support someone might need, such as payment arrangements, money advice or other housing support. The earlier those conversations happen, the more options there are.

We also heard about the Tenancy Sustainment Fund, which can help vulnerable tenants facing serious financial hardship. It won't solve everything, but it can stop situations from getting worse.

Forum members raised concerns based on their experiences, including rents rising faster than benefits, the impact of issues such as addiction, worries about fairness and consistency, and how stressful contact from an officer about arrears can feel. These realities need to be understood when housing decisions are made.

Moray performs strongly compared to other councils on rent collection and low arrears. This reflects the work being done to intervene early. While that's positive, tenants were clear that figures don't tell the whole story. Success should also mean tenants feel supported, listened to, and treated fairly.

The main takeaway was about communication and trust. Tenants are more likely to ask for help early if messages are clear, human and supportive. That's why open discussions like this and our Tenants Forum really matter.

**If you're worried about your rent, don't struggle on your own. Get in touch early and ask what help might be available. And if you want tenant experiences to shape housing services, getting involved in the Forum or the Tenant Editorial Panel is one way to make sure tenant voices are heard and not added as an afterthought.**



# NO PLACE FOR DOMESTIC ABUSE

Thanks to those who took the time and found the strength to share their views with us, our Housing Domestic Abuse Policy has now been introduced. During the policy consultation, 66% of people shared their experience of domestic abuse with us. Their voices have helped shape this policy and will continue to do so going forward as we improve how we deliver our service to you.

## You said...

It was important to:

- Be believed and supported by trained staff who communicate sensitively, without having to re-tell your story multiple times to different people.
- Get quick action and have safe housing choices that make a real difference.
- Have clear information, with timescales and safe, realistic housing options.
- Make sure survivors are not made homeless because of abuse.
- Be given more consideration around areas of choice when re-housing.
- Make sure services work together better.
- Be kept safe.
- Get support throughout, particularly after re-housed, when people may still be experiencing trauma.



## We did...

We listened carefully to everything you shared with us. We used the feedback to shape both our policy and our operational procedures:

### Finalise the policy which included:

- Strengthening our commitment to helping people stay safely in their home where possible, or move quickly to suitable alternative housing when needed.
- Working closer with partner organisations, including Moray Women's Aid.
- Providing more support for people experiencing domestic abuse, such as more day to day practical housing support, support around safety measures for your home etc.
- Taking stronger action against perpetrators, where the law allows.



### **Develop our operational procedures for staff which includes:**

- Making sure all staff have training, with regular refresher training, to provide a trauma informed, person centred service.
- Appointing a Domestic Abuse Champion within each housing team.
- Improving case recording methods so staff are aware of cases reducing the need for victims to re-tell their experiences to multiple staff.
- Providing improved, clearer and proactive communication with timescales.
- Using allocations, management transfers or sensitive lets where possible instead of homelessness, offering a more planned and stable approach.
- Give careful consideration to areas of re-housing, for both victim/survivor and perpetrator, depending on the circumstances of the case and / or support needs.
- Supporting enhanced safety measure for victims / survivors where necessary.
- Providing enhanced and sustained support for longer, tailored to the person's individual needs, even after they are re-housed.

## **If you need help**

You do not need to have proof of abuse to ask for help.

If it is not safe for you to make contact yourself, a friend, family member or support worker can contact services on your behalf.

**How to get help** - If you are experiencing domestic abuse, or supporting someone who is, help is available.

**In an emergency / immediate danger – Phone 999.**

**Moray Council Housing** – 0300 123 4566 or [housing@moray.gov.uk](mailto:housing@moray.gov.uk)

You can speak to our staff in confidence about your options, including staying safely in your home or moving to alternative accommodation.

**For specialist support** – We work closely with the following who can offer confidential advice and practical help:

- **Moray Women's Aid** - 01343 548549 or [admin@moraywomensaid.co.uk](mailto:admin@moraywomensaid.co.uk)
- **Moray Women's Aid Children & Young People's Service** - 01343 548 550 or [admin@moraywomensaid.co.uk](mailto:admin@moraywomensaid.co.uk)
- **Moray Rape Crisis** - 01343 550 407 or [contact@morayrapecrisis.scot](mailto:contact@morayrapecrisis.scot)
- **Men's Advice Line** - 0808 8010327 – [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

## **More information**

You can read our Domestic Abuse Safety Planning Leaflet on our website at [www.moray.gov.uk/housingleaflets](http://www.moray.gov.uk/housingleaflets)

# NEW PROTECTION FOR TENANTS:

## Tackling Damp, Mould and Condensation

**From October 2026, new national rules will give tenants across Scotland stronger protection against serious damp and mould in their homes. These rules mean that we, as your landlord, have to act quickly and consistently when a problem is reported.**

### What this means for you

When you report damp or mould, we will:

- Investigate the issue within 10 working days. This starts the day after you report the issue to us.
- Send you a written summary of the results within 3 working days, from the day after the inspection
- Start any repair work within 5 working days, from the day after the investigation

You can report an issue by calling: **0300 123 4566** or email **housing@moray.gov.uk**

### How we're getting ready

We've already made some big changes to how we manage damp, mould and condensation:

#### ■ A dedicated Damp, Mould and Condensation (DMC) Team

The team includes Architect Assistants, a Senior Architect Assistant and a Tenant Liaison Assistant, supported by our Senior Housing Projects Officer.

They carry out inspections, identify the cause of any issue and arrange the repairs needed.



Damp, Mould and Condensation Team

#### ■ Better tools for clearer diagnosis

The team now uses digital tablets, moisture meters and infrared cameras to complete detailed surveys during inspections.



#### ■ A new online reporting system

This will make it easier and quicker for tenants to report damp and mould. These changes mean faster responses, clearer assessments and better evidence of what's happening in your home.

## What we're seeing so far

In January 2026, we received 51 reports of damp and mould.

The DMC team has already carried out a range of solutions, including:

- Installing new extractor fans
- Upgrading insulation
- Applying antifungal treatments

Severe weather and a backlog of older cases have caused some delays, but our response times are already improving.

## Help us help you

Delays can happen when we can't get access to your home.

You can help us meet the new legal timescales by:

- Letting us know quickly if an appointment time doesn't suit
- Making sure someone is available to allow access
- Reporting damp and mould as soon as you notice it

By working together, we can make sure issues are resolved more quickly and efficiently.

## YOUR HEALTH: why damp and mould matter

Damp and mould in your home can affect your health. They release tiny particles into the air that you can breathe in, which can affect your health.

### Look out for:

- Coughing, wheezing or shortness of breath
- Sneezing, a blocked or runny nose, sore eyes
- Itchy skin or eczema flare-ups

### Who's most at risk?

- Babies, young children and older people
- People with asthma or breathing conditions
- Anyone with a weakened immune system or skin problems

### What to do

If you think damp or mould is affecting your health, speak to your GP or a health professional.

Please see our webpage and leaflet for useful information on condensation, damp and mould at:

[www.moray.gov.uk/condensationdampmould](http://www.moray.gov.uk/condensationdampmould)

# SUMMER SAFETY: THE LOWDOWN ON ESCOOTERS



With schools out for summer and (hopefully!) some sunshine on the way, lots of us will be spending more time outdoors. You might be thinking about hopping on an scooter, or maybe your kids are asking for one as a birthday present.

Before you do, it's important to know the rules because they're not always what people expect.

## Where can you legally ride an scooter?

It can be confusing. You see scooters for sale in high street shops, so it's easy to assume they're legal to use everywhere.

In fact, across Scotland, privately owned scooters are illegal to use on:

- public roads
- pavements
- cycle paths
- other public places

There are no legal scooter rental trials anywhere in Scotland. Under UK law, private e-scooters can only be used on private land, and only with the landowner's permission.

## What's happening locally?

Police Scotland has been working with partners in Moray following a rise in complaints and incidents involving scooters, particularly in Elgin, Buckie and surrounding areas. As part of this work, several scooters have recently been seized.

Before heading out, it's worth keeping the rules in mind.

## Escooter rules at a glance

- Scooters can't be used legally in public places in Scotland.
- They're classed as unauthorised vehicles and can't be insured.
- Enforcement action can include seizure of the scooter and a fine.

## Buying and fire safety advice

Trading Standards advise anyone thinking about buying an scooter to:

- buy from a reputable retailer
- choose a wellknown, trusted brand

This helps make sure the scooter meets UK safety standards and reduces the risk of fires linked to unsafe or counterfeit batteries.

Unregulated devices can be a serious fire risk. To help keep your home and neighbours safe:

- Never charge an scooter while you're asleep.
- Never charge it in a communal hallway or stairways as these are vital escape routes in an emergency.
- Only use the charger that came with the device.

## Find out more

[www.gov.uk/electric-scooter-rules](http://www.gov.uk/electric-scooter-rules)  
[www.gov.uk/electric-bike-rules](http://www.gov.uk/electric-bike-rules)



# Keeping your details up to date

**Making sure we have your up-to-date contact details, household information and next of kin helps us manage your tenancy properly and support you when you need us. If our information isn't correct, it can sometimes cause delays or difficulties later.**

**It only takes a few minutes to update, but it can make a big difference.**

## **Are your contact details still right?**

Please let us know if your phone number, email address, or preferred way of being contacted has changed.

Having the right details means we can:

- Get in touch quickly about repairs or appointments
- Contact you if there's an issue affecting your home or safety
- Ask for your views through consultations or surveys

## **Have there been changes in your household?**

We need to know who's living in your home. This includes:

- Someone moving in or out
- A new baby joining the household

Accurate household details help us manage your tenancy correctly and deal properly with things like joint tenancies, lodgers, subletting or passing on a tenancy. It's always best to tell us about changes as soon as you can.

## **Have you told us your next of kin?**

Your next of kin is someone you trust, such as a partner, family member, or close friend. If something serious or unexpected happens, this helps us know who to contact quickly. You can update this at any time.

## **What about personal information?**

Sometimes we ask for information about things like disabilities or other circumstances. This helps us understand needs, make services fair and accessible, and meet our equality duties. All information is handled confidentially and in line with data protection law. You can read our Tenancy Management Privacy Notice at:

**[www.moray.gov.uk/housingprivacynotices](http://www.moray.gov.uk/housingprivacynotices)**

## **How do I update my details?**

**You can update your details at any time by:**

- **Calling: 0300 1234 566**
- **Emailing: [housing@moray.gov.uk](mailto:housing@moray.gov.uk) with your name, address and the details you want to update**
- **Completing the online Tenant Personal Details form: [https://online.moray.gov.uk/site/wss/request/ss\\_census\\_and\\_equalities](https://online.moray.gov.uk/site/wss/request/ss_census_and_equalities)**



# Keeping gulls at bay: how we can all help this summer

**Gull activity increases from late spring and is most noticeable over summer. Many people across Moray experience the effects each year, including early morning noise, mess around homes, and sometimes swooping behaviour.**

## **Here's what's happening and how we can all help.**

Urban gulls usually begin nesting in May and June. As chicks grow and start leaving the nest, adult gulls become very protective. This is when people are more likely to notice increased noise, swooping, and droppings around buildings, gardens and footpaths.

## **What we're doing**

We're stepping up work to manage gulls during the nesting season, particularly in towns where issues are most common.

This includes:

- Sonic bird scarers in Elgin, with more devices in place than last year using sound to discourage gulls from settling.
- Laser deterrents in selected council housing areas in Elgin, Forres, Lossiemouth and Buckie.
- Support from NatureScot to develop an updated, evidence based gull management plan for Moray.
- Nest and egg management at council owned buildings only, and only as a last resort where there is a clear risk to public health and safety.

All measures must follow national guidance. Gulls, like all wild birds, are protected by law, which means there are limits on what can be done.

## **Why feeding gulls makes things worse**

Feeding gulls, even occasionally, can quickly create bigger problems. It:

- Attracts large numbers into residential areas
- Encourages aggressive behaviour as gulls expect food
- Creates mess and fouling
- Draws rats and other pests

Less food means fewer gulls hanging around.

## **What you can do to help**

Simple actions can make a big difference:

- Don't feed gulls
- Keep bins and waste secure, with lids closed
- Clear up dropped food quickly, including pet food
- Keep gardens and shared outdoor areas tidy

## **Staying safe around gulls**

- Carry an umbrella or wear a hat near nesting areas
- Keep dogs on a short lead where young gulls are present
- Don't approach fledglings, even if they look injured
- Report overflowing or damaged bins

## **Working together**

Alongside the measures in place this year, everyday actions like managing waste properly remain one of the most effective ways to limit gull activity.

By working together, we can help make our communities cleaner, quieter and safer for everyone this summer.

# Caring for Our Communal Gardens Together

**Our communal gardens are shared spaces many tenants enjoy. Whether it's sitting outside, chatting with neighbours, or getting some fresh air. A tenant recently suggested a reminder about caring for these areas, and we were glad to include it.**

**Communal spaces work best when everyone uses them with care and consideration. Here are a few simple ways we can all help keep them welcoming all year round.**

## **Pets in shared spaces**

To help keep shared gardens comfortable for everyone:

- Keep pets supervised and under control
- Pick up after dogs promptly
- Avoid pets digging or running through planted areas
- Be mindful of neighbours who may feel nervous around dogs, especially children or older residents

These small actions help everyone feel at ease using the space.

## **Keeping areas tidy**

Shared spaces feel more inviting when they're looked after together:

- Take litter to a bin, or home if bins are full
- Put away toys, chairs and personal items after use
- Avoid leaving food outside, which can attract wildlife

## **Looking after shared planting**

Many tenants take pride in shared flowers and planters. Please help by:

- Sticking to paths and grassed areas
- Avoiding leaning items against planters or fencing
- Letting us know if you notice damage or anything that needs attention

## **Being considerate**

Communal gardens can be busier in warmer months, so a little thought goes a long way:

- Keep noise to a reasonable level
- Avoid blocking paths, bin areas or drying areas
- Be mindful that neighbours keep different hours

## **Working together**

Thank you to the tenant who suggested this feature. With a bit of shared care, our communal gardens can continue to be enjoyable places for everyone.

These tips reflect the responsibilities set out in the Tenant Handbook, which you can read in full on our website:

[www.moray.gov.uk/tenantshandbook](http://www.moray.gov.uk/tenantshandbook)

## **Contact us**

**Phone: 0300 123 4566**

**Email: [housing@moray.gov.uk](mailto:housing@moray.gov.uk)**

## **Who's my Area Housing Officer?**

You can check using the online Area Housing Officer look-up on our website at:

[https://online.moray.gov.uk/site/wss/forms/housing\\_officer\\_query](https://online.moray.gov.uk/site/wss/forms/housing_officer_query)

**If you have ideas for improving shared spaces, or topics you'd like to see in future issues of Tenants' Voice, we'd love to hear from you.**

# Moray Libraries Summer Reading Challenge



The Summer Reading Challenge is a free activity for primary school children. It runs in all our libraries from **Saturday 20 June to Saturday 29 August 2026**.

## Who can take part?

Taking part is easy. Children just need to be library members and it's completely free to join if they're not already signed up.

## This year's theme

This year's Read to the Beat theme has a musical twist, encouraging children to enjoy stories alongside songs and rhythm.

## How to join

Children can sign up at their local library **from 20 June**. When they join, they'll receive a collector's booklet and a special Storytime magazine to get started.



## The challenge

The aim is to complete six reading tasks over the summer and visit the library at least three times. Each time they visit, children can tell library staff a wee bit about what they've read. For example, their favourite character or which bit they liked best to earn a sticker for their booklet.

There's plenty of time to finish the challenge before **29 August**.

## Rewards

Everyone who completes the challenge will receive a medal and a certificate. In some areas, certificates may be handed out at schools instead of libraries.

## What else is happening?

There's lots of free activities across our libraries throughout the summer, including word searches, colouring, crafts and events. **Scan the QR codes below** to follow your local library on Facebook and see what's on near you.

View and search all Moray Library events



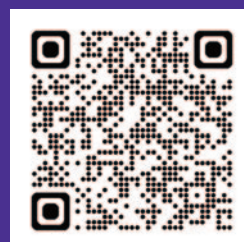
Buckie Area  
Facebook  
Group



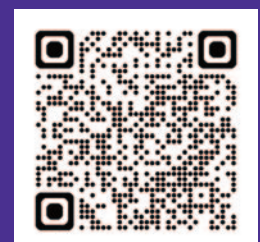
Elgin Area  
Facebook  
Group



Forres Area  
Facebook  
Group



Keith and  
Speyside  
Facebook Group



# Moray HandyPerson Services

“ Keeping people in  
Moray **Comfortable,**  
**Safe** and **Independent** ”



## Our Services

We provide practical DIY support to older, disabled and otherwise vulnerable people in Moray enabling them to stay safe & independent in their own homes.

There is no charge for this work but we do welcome donations from clients to help keep our service available for everyone who needs us.

Our volunteers carry out small DIY jobs such as changing a lightbulb, taking down and hanging curtains or putting up a shelf or mirror.

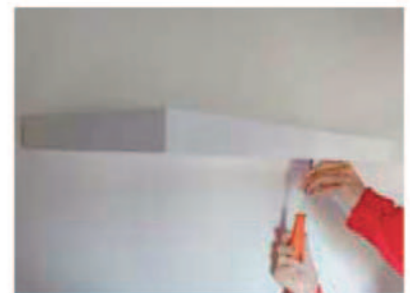
Below are our Social Enterprise services, for which we make a charge to cover our costs.

### Toe nail trimming

We provide this service to a large number of clients throughout Moray at one of our central hubs, or if your health conditions require it, in your own home.

### Keysafes

To allow carers and family access to your home, we can supply and install a keysafe on the outside wall.



Tel: **01343 559739**

Web: [morayhps.org.uk](http://morayhps.org.uk)

Email: [handyperson@morayhps.org.uk](mailto:handyperson@morayhps.org.uk)

Victoria House

10 Victoria Crescent, Elgin IV30 1RQ



Enhancing healthcare together

Moray HandPerson Services is Charity Registered in Scotland and as a company limited by guarantee and not having share capital.

Company No. SC 272633 Scottish Charity SC 035888  
Supported by public and private donations

# Children's Colouring Competition

Congratulations to Mathilde, aged 9 from Elgin, winner of our winter 2025 colouring competition.



Competition terms and conditions available at [www.moray.gov.uk/tenantsvoice](http://www.moray.gov.uk/tenantsvoice)

## To Enter

**Email** – take a photo of your entry form and send it to [tenantparticipation@moray.gov.uk](mailto: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 30 September 2026. A winner will be chosen at random.**

Name of child ..... Age .....

Address .....

..... Postcode .....

Name of parent/carer .....

Phone number .....

# Important Notice Website Update

**We're moving to a new website system in June/July.**

While this is happening, some links to Moray Council webpages in this newsletter may not work for a short time. Links to external organisations are not affected.

We expect this to be temporary. If you have trouble finding information, please contact us and we will help.

**Phone: 0300 123 4566**

**Email: [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk)**

## Have Your Say – Moray Engage

Moray Engage is our online space where you can share your views on housing services and local projects.

You can take part in consultations, give feedback and help shape decisions that affect your home and community.

You can also suggest ideas for future editions of Tenants' Voice.

Check in regularly, to see what's open.

Scan the QR code to visit the Housing Hub and get involved.



# Word Search

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

COAST COUNTRY DUNES FIELD FOOTPATH  
 HARBOUR HILLS MEADOW RIVERS SAND SEASIDE  
 SHORE WAVES WILDLIFE WOODLAND

**To be entered into our prize draw for a £25 shopping voucher please send your completed word search to us before the closing date of 30 September 2026.  
 A winner will be chosen at random.**

**Email** – take a photo of your entry form and send it to [tenantparticipation@moray.gov.uk](mailto: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**  
**Congratulations to Pat, of Lhanbryde winner of our**  
**winter 2025 word search competition.**

# You wouldn't want to invite a crisis into your home



But wouldn't it be good to know that  
your contents were covered

**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

## **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.

**Call: 01343 563899**

[www.moray.gov.uk/tenantsinsurance](http://www.moray.gov.uk/tenantsinsurance)



**Find out more**

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 Limited, both of which are authorised and regulated by the Financial Conduct Authority. Aviva Insurance Limited, Registered in Scotland Number SC002116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised and regulated by the Prudential Regulation Authority.

FP.TCI.2025.560.GG.MOC



In association with  
**AVIVA**

# Useful Contacts

## Moray Council

Housing enquiries (office hours)

**0300 123 4566**

Out of hours emergency repairs/  
emergency homeless

**03457 565656**

Moray Money Advice

**0300 123 4563**

Environmental health

**0300 123 4561**

Trading standards

**0300 123 4561**

Waste

**0300 123 4565**

Our Council Service Status Portal

Service status information and disruption  
details. [www.moray.gov.uk/servicestatus](http://www.moray.gov.uk/servicestatus)

## Community

Police, Fire, Ambulance

**Emergency: 999**

**Non-emergency  
(police): 101**

Crimestoppers

**0800 555 111**

Dr Grays Hospital

**0345 456 6000**

NHS 24

**111**

National Domestic Abuse 24 Hour Helpline

**0808 2000 247**

## Fires and Wildfires

Wildfires can spread quickly and pose a  
risk to homes, farmland and wildlife.

For emergencies, see the contact  
numbers listed in the Community  
section opposite.

### Scottish Fire and Rescue Service

Fire prevention advice and free Home  
Fire Safety Visits

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

0800 0731 999

### Seasonal restrictions

Outdoor fire restrictions may apply at  
certain times of year, including in the  
Cairngorms National Park.

See pages 9 for our article on wildfires,  
prevention and staying safe.

Business Reply Plus  
Licence Number  
RTHK-XUZZ-KCXU



2

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

