



# Tenants' Handbook

IMPROVING STANDARDS • INSPIRING CHANGE



# Section 1

## **INTRODUCTION**

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## Foreword

Kingsridge Cleddans Housing Association became a registered social landlord on 28th January, 1992 when we acquired 235 tenemental properties from Glasgow City Council.

Our primary aim is to provide good quality homes at affordable rents and prices for people in housing need who wish to live in the area.

We aim to continue to improve, manage and maintain our properties to the highest standards and to assist in the ongoing regeneration of the Kingsridge Cleddans area.

The Association is a non profit making organisation and are registered with The Scottish Housing Regulator. The Scottish Housing Regulator have a role in regulating, supervising and monitoring the Associations activities and assessing our performance against published performance standards and best practice.

This handbook can be made available in other formats or can be translated into other languages if required.

## About this Handbook

As a tenant of Kingsridge Cleddans Housing Association, we hope that you will enjoy living in and looking after your home.

The Association aims to provide a comprehensive and responsive Housing Service and keep you informed of all aspects of our work and how this may relate to you and your home. This handbook sets out details of our responsibilities as your landlord.

The Handbook forms no part of your tenancy agreement and is intended as a general guide you can use to obtain information on any aspect of your tenancy.

The format of the handbook is designed to allow easy updating of information and you may be issued with new or amended sections if and when necessary.

If there is something which has either not been fully explained, or which you wish to talk over, then you are always welcome to call into the office where one of our Staff will be pleased to help you.

Office:  
**KCEDG**  
**Commercial Centre**  
**Units 2/3 Ladyloan Place**  
**Drumchapel**  
**Glasgow G15 8LB**

**Tel. 0141 944 3881**

**Fax 0141 944-4864**

**Email: [admin@kc-ha.com](mailto:admin@kc-ha.com)**

**Answerphone facility available outwith office hours**

**Emergency Repairs outwith office hours:**

**0800 595 595**

## The Association

Kingsridge Cleddans Housing Association acquired 235 houses from Glasgow City Council on 28th January 1992. Our primary objective is to work towards the regeneration of the area and provide good quality homes at affordable rents through a programme of rehabilitation and newbuild. The money to carry out this work comes largely from public funds, with our rents covering day to day running costs and carrying out repairs to properties.

The success of our work is dependent on the interest and involvement of people living in the area.

## The Management Committee

The Management Committee is made up of local people working on a voluntary basis. The Committee is responsible for making decisions on all aspects of our work, maintaining the Associations commitment towards tenants, providing homes for people in housing need and helping to make the area a better place to live in.

The Management Committee deals with specific areas of work such as Development, Finance, Housing Management, Repairs and Maintenance and general policy issues. The Management Committee meet once a month to conduct the business of the Association.

The Management Committee does not receive personal or confidential information on individual tenants. Neither do they deal with the day to day work of the Association. The Association is managed on a daily basis by a small professional staff team.



## Application for Membership

Anyone living in the Drumchapel area over the age of 18 (16 if you are a tenant) can become a member of the

Association by paying a £1 membership fee. This membership entitles you to stand for election to the Management Committee at the Annual General Meeting.

The success of the Association is dependant upon local residents giving their time, commitment and energy to be volunteer members of the Committee. It is your community, your homes and your area and you can help shape its future.

If you are interested in getting involved with the Association, then please contact the office for further information.

An information brochure which outlines the role and responsibilities of committee members in more detail is available on request.

## Confidentiality

The management committee does not have access to confidential information concerning the Association's tenants. The committee are involved in housing management issues and receive regular reports on:

- rent arrears
- estate management
- allocation of houses

No names and addresses are divulged in these reports and a case reference number system is used to ensure confidentiality.

## Section 2

### **BECOMING A TENANT**

**This section of the handbook provides a number of practical guidelines for moving into your new home once you have signed your tenancy agreement.**

## Keys

You will be issued with 2 sets of keys on your date of entry.

The Association will also make arrangements for new locks to be fitted to your property on your date of entry. If you are moving into a tenemental property, you will also be given a set of close entrance keys.



## Insurance

• **Home Contents Insurance** - As a tenant you will be responsible for organising home contents insurance.

The Association can recommend the SFHA Diamond Insurance Services who provide extremely competitive rates. Application packs available from the office.

• **Buildings Insurance** -

The Association has buildings insurance, which covers all Association properties.

• **Powerkey/Quantum meters** - Should you require a powercard to be installed at your new home, you must contact the supplier direct and make arrangements for them to call at your property.

## Meter Readings

• **Suppliers** - All Association properties have the facility for both gas and electrical appliances.



• **Tenant Responsibilities** - The Association staff will take meter readings at your new property prior to your move-in. You, however, will be responsible for notifying the relevant suppliers of your meter readings for your former home.

## Section 3

This section aims to highlight the main sections of your tenancy agreement and outline specific tenant/landlord responsibilities.

## Your Tenancy

### Model Scottish Secure Tenancy Agreement Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014, updates and amends the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001. The provisions of the Act include the abolition of the Right to Buy, Allocation of Social Housing, creation/extension of short Scottish secure tenancies and amendments to the Scottish secure tenancy agreement.

The act builds on the existing legislative framework and the aim is to modernise housing law, enhance tenants rights and create a new Model Scottish Secure Tenancy for all social rented tenants, whether they be Local Authority, Housing Association or Housing Co-operative tenants.

## Occupying your Home

Once you move in, you must live in your home for at least 6 months a year and keep it furnished. If you are going away on a long holiday or having to spend time in hospital, please let us know and where possible, provide us with an emergency contact number. Should it appear that you have left your home permanently, we will give you 28 days notice that we intend to end your tenancy. If there is no response to either this notice or to our visits, the tenancy will be ended.

## Subletting or taking in Lodgers

Under normal circumstances, you will not be refused permission to sublet or take a lodger into your home.

Problems would only arise if you have not received written

permission from the Association or your house would be overcrowded or under-occupied or you intend to charge an unreasonable rent.

Any sub-tenants and lodgers should be made aware that they have no rights and responsibilities, these remain with you the tenant as does the payment of rent.

## Good Neighbours

Everyone expects and deserves to be able to live in their home without too much nuisance or annoyance from their neighbours. Although peoples' lifestyles differ, we hope that you will be considerate towards your neighbours. This should apply not only to your own actions but to the behaviour of your visitors. Elderly people are particularly vulnerable and we would ask that you try to make an effort to check on their well-being, especially during the winter months.

## Common Areas

- **Backcourts** - The backcourts are there for everyone to use. Their main purpose is for hanging out washing, not skateboarding, playing football or cycling! Try and keep an eye on your children to make sure that their games are not causing any damage or disruption to other people, especially tenants on the ground floor.

Any complaints you may have about the use being made of the backcourts should be given to the office.

• **Rubbish** - Larger items, such as carpets and furniture can be specially uplifted (free of charge) by contacting the cleansing department.  
Tel. 0141 287 9700



• **Gardens** - The tenants of houses/flats with private gardens attached to them will be responsible for ensuring gardens are maintained to a reasonable standard. Grass should be cut frequently to prevent gardens becoming overgrown, hedges should be trimmed and garden ground cleared of litter etc. If you are unable to maintain your garden due to illness, you should contact the office to see if we can help.

• **Pets** - Within reason, we will not prevent you keeping a pet. Although, if it either fouls the close/backcourt or causes a nuisance to others, then you may have to remove it.



• **Abandonment** - In accordance with your tenancy agreement, should the Association have reason to believe that you are not occupying your property, we will serve you with an abandonment notice. This notice will run for a period of 28 days and should you fail to contact us within this timescale, we may secure your property without further notice.

Should you contact us within the specified timescale, we will request proof that you have been living there. There

are various methods at our disposal for checking this.

• **Alterations/Improvements** - You must not carry out any alterations or improvements to your home without receiving prior permission from the Association. Permission will not be unreasonably refused and all requests must be put in writing & permission granted prior to any work being carried out.

Examples of alterations/improvements will include:

- installing a shower
- tiling a kitchen/bathroom
- installing new doors
- installing driveway, patio etc
- changing light fittings
- erecting garden shed/hut or outbuilding
- decorate the outside of the house

This list is not exhaustive and you should confirm whether your intended improvement requires permission.

• **Use of Laminate Flooring within properties**

- The Association are aware of the trend to fit laminate flooring in properties in preference to fitted carpets.

*‘Tenants will be responsible for the removal and reinstatement of laminate flooring in order to carry out any necessary repairs. Such repairs may involve access beneath the flooring e.g. repairs to burst pipes etc. If the tenant fails to carry out this function, the Association’s tradesmen will be required to make access available taking reasonable care*



*and attention but will not be responsible for making good any consequent damage. Should this prove necessary, the tenant will be responsible for payment of costs involved’.*

Tenants are also recommended to take account of any access panels within existing flooring when laying laminate flooring.

• **Decoration** - The internal decoration of your home is your responsibility. You should ensure that your home is generally kept in a reasonable and habitable condition.



## Ending your Tenancy

To end your tenancy, you must give the Association 28 days notice in writing. Should you fail to do so, you will be charged rent for the period of up to 28 days after the tenancy has ended.

A house inspection will be carried out prior to you handing in your keys. We will expect the house to be left in a clean and tidy condition and your rent account to be clear at your date of leaving.

## Change in Circumstances

Any change in circumstances which may affect your tenancy must be reported to the Association immediately. This may include people moving in or out the property.

We will notify the relevant authorities where applicable. Failure to notify us will result in a breach of tenancy and it may be necessary for us to take appropriate action.

## Eviction

There are 3 main areas where the Association may consider seeking eviction. These are as follows:

- non payment of rent
- anti social behaviour
- abandonment

Where any of the above criteria applies, the Association will serve the tenants with Notices prior to seeking a court date and decree. Should you be issued with a Notice, you must seek independent legal advice immediately.

## Succession

In the event of the death of an existing tenant, the tenancy will pass on in one of the following ways:

- Firstly to the tenant's spouse or civil partner where the house was the person's main or principal home at the time of the tenant's death. In the case of a partner, he or she must also have occupied the house as his/her only or principal home for at least 12 months immediately before the tenants death.

- Where the tenancy was held jointly, to the surviving tenant if the house was the person's main or principal home.
- Where there is no surviving spouse or partner, to a member of the tenant's family who has reached 16 years and who has occupied the house for 12 months prior to the tenant's death.
- A carer who at the time of the tenant's death is over 16 years of age and occupied the property with the tenant as a carer for 12 months prior to the tenant's death.
- To succeed to a tenancy, the Association must satisfy itself that the applicant was known to reside and where necessary was given written permission from the Association to reside at the property.

Anyone wishing to succeed to a tenancy should notify the Association within 28 days of the original tenant's death.

## **ASSIGNATION**

You have a right to give your tenancy to someone else, this is called Assignment. You must get written permission from the Association. Both the tenant and the proposed assignee must have lived in the property, and be known by the Association to have been, as their sole or principle home for a period of 12 months immediately prior to the request.

## Section 4

### **YOUR RENT**

## Setting your Rent

The Association sets its own rent levels.

Rents must cover:

- day to day management, maintenance and repair of your home.
- the interest and repayment of money borrowed to improve houses and build new ones.
- the setting up of a fund so we can carry out major repairs such as window replacement or reroofing in the future.

The rent policy aims to set rents at a level which will cover all the above costs but which will still be affordable to its tenants. For individual houses, items such as the number of bedrooms and facilities within the home are taken into account when rents are set.

Rents are also compared to the other landlords who operate in the area and subject to scrutiny by our principal funders the Scottish Housing Regulator.

## Paying your Rent

When you move into your home an allpay.net® rent payment card will be ordered and delivered to you to enable you to pay your rent at any Post Office® or shop displaying the PayPoint™ sign.

Other payment methods include setting up a Direct Debit or Standing Order with your bank, ask staff for details.

You may also pay by debit or credit card in person at our offices or by telephone on **0141 944 3881**.



Please note that no rent payments can be accepted at the Associations office for security reasons. Your rent should be paid by the 28th of each month.

If you are entitled to Housing Benefit, the Association will help you complete the necessary forms. You may apply for housing benefit online go to <https://glasgow.teamnetsol.com/> or at our office, by appointment. You will still be required to provide proof of your income to Glasgow City Council Financial Services who administer Housing Benefit.

Please remember if there are any changes in your financial circumstances you should contact the office for advice as any change may affect the amount you receive in housing benefit and therefore the amount you will have to pay.

## Claiming Housing Benefit

Housing Benefit is given to help meet your housing costs. It is not only for people who are unemployed and may also be available to people on low incomes.

Please note that the Association does not have any statutory responsibility for the administration of the Housing Benefit system but we are happy to liaise with the local authority on your behalf in respect of problems experienced.

It is your responsibility to notify the local authority of any changes in circumstances as this may affect your entitlement to benefit at a later date.

## Universal Credit

If you qualify for or are in receipt of Universal Credit (UC) you must notify the Department for Work & Pensions (DWP) of your rent liability and of any changes that may

affect the amount you are paid. As payment of housing costs will be paid to you as part of your Universal Credit payment, you must pay your full rent to the Association.

If you wish to apply for Universal Credit, you can do so online <https://www.gov.uk/apply-universal-credit> or contact our office for advice.

### **Rent Arrears**

If you are having difficulty paying your rent, please let us know as soon as possible. Our staff may be able to help with benefits queries or will be able to agree an arrangement for repayment. It is in your interest and ours to keep rent arrears to a minimum and we will do all we can to assist you in overcoming any difficulties. However, persistent cases of rent arrears may cause you to lose your home.

### **Non Dependent Charges**

Non dependent charges may be applicable if anyone else lives with you and is either over 25 or working. You will be responsible for notifying the relevant authorities of any such non-dependent and as the tenant, you will be wholly responsible for any rent due as a result of these charges.

### **Legal Action**

Legal action may be taken against you if you consistently fail to pay your rent without an agreed arrangement.

It is important that you make regular contact with the office if you have rent arrears. Legal action will be instructed for non-payment of rent unless a repayment arrangement has been maintained satisfactorily.

Should you be advised that legal action is being taken against you, you must seek independent legal advice immediately.

Eviction will only be used as a last resort and you will be given every opportunity to bring your account up to date.

### **Council Tax Reduction**

All tenants are legally obliged to pay council tax on their properties. The level of council tax due will depend on their personal circumstances.

Whilst the Association are not responsible for dealing with council tax queries, we can put you in contact with the relevant council departments and pass on any property related matters.

### **Service Charges**

Service charges may be applied to your rent account for the following services:

- Staircleaning
- Grass cutting
- TV Aerial

## Section 5

### **DAY TO DAY REPAIRS**

## Who is Responsible for a Repair?

Kingsridge Cleddans Housing Association will attempt to keep your home in the same condition in which it was handed over to you. Obviously general wear and tear will be taken into account for any work that is to be carried out.

By law there are certain repairs which the Association have a responsibility for carrying out, while others are your responsibility.

## What will you be expected to Repair?

If you report a repair, and the source of the problems is your own appliance(s), or you have not used the installation correctly then you will be invoiced for the full cost of the tradesmen's visit.

So, before you report a repair, make sure that the fault is not caused by any of your appliances and that you are using the installation correctly. A list of repairs which are the tenants responsibility is appended to this section for information.

## What will the Association Repair?

The Association is responsible for most repairs to the building, back court, wiring, heating system, bathroom and kitchen fitments etc.

There are exceptions as to how far our responsibilities go.

- repairs to your furnishings, installations or decoration
- repairs necessary through your own fault or anyone you are responsible for
- replacement of bulbs, lampshades etc

Please note, where a repair is our responsibility, but it has arisen from damage caused by you or someone you are responsible for then you will be charged with the cost of the work. A list of repairs which are the Associations responsibility is appended to this section (Appendix 1).

## How to report a Repair

• Day to day repairs - Please report any repairs as quickly as possible. Day to day repairs may be reported in person at the office, by telephone **0141 944 3881**, letter, email - [admin@kc-ha.com](mailto:admin@kc-ha.com) or via our website at [www.kc-ha.com](http://www.kc-ha.com)

9.30a.m. - 12.30p.m.  
1.30p.m. - 4.00p.m.  
0141 944 3881

When reporting a repair we need to know your name, address and telephone number along with as much detail as possible about the defect. It is important that you give us a suitable time for someone to call to carry out the work. If you are leaving the key with a neighbour let us know their name and address.

Your repair request will then be passed to the Association's contractor who will carry out all necessary repairs.

• **Emergency Repairs** - Emergency repairs can be reported in the same way as day to day repairs during office hours. However, we realise that emergencies do not just happen between 9.00a.m. and 5.00p.m. If a serious problem happens outwith our office hours or at weekends you can get assistance by phoning **0800 595 595** and giving details of emergency.

This type of repair is carried out when a situation is dangerous to either people or property. The following are examples of emergencies and are usually dealt with as soon as possible:

**Burst Pipes** - if you have a burst pipe, turn off the stopcock immediately and also turn off the supply at the storage tank. All taps should be turned on to empty the water tank.

If you can get at the burst, stem its flow with a towel, but be careful not to touch any electrical switches or



appliances which could be affected. Make sure that your water heating system is turned off and warn any neighbours who might suffer damage.

Then contact the Association.

**Gas Leaks** - if you smell gas, turn off the supply at the meter immediately. Open windows and call Scottish Gas Networks (SGN) currently **0800 111 999**. Caution - do not switch on any lights, investigate with a naked flame or even smoke. Then inform the Association.

**Fires** - if you have a fire contact the Association. We will repair any damage which has been caused to the structure.

### **Timescales**

Repairs are split into different types, depending on how serious they are;

**Emergency** - Repairs which could be a risk to health or safety, or could lead to serious structural damage to your house. These will be attended to within 24 hours.

**Urgent** - Repairs which are less serious but which need to be done more quickly than routine repairs. These will be dealt with within 3 working days.

**Routine** - This category covers most repairs. These will be dealt with within 10 working days.

**Qualifying Repairs** - The Association is required by statute to have a Right to Repair Policy and under this policy tenants shall be entitled to have a qualifying repair carried out. A list of qualifying repairs and timescales for carrying them out are outlined at appendix (2) to this section.

Reporting repairs outwith office hours (emergency only): You should only use this service for real emergencies. If you use it without a good reason, you will be responsible for payment of the repair you have asked for.

### **Tradespersons**

If you are in any way unhappy with a repair or tradesperson, do not hesitate to contact the office. The Association will arrange a random sample of completed repairs to be post inspected to ensure quality control.

### **Rechargeable Repairs**

If you require repairs to your home because of deliberate damage, carelessness or neglect by you, your family or visitors to your home, you will be re-charged for this. We may ask for a small deposit against the work.

For lost keys or damage resulting from this, you will be asked to sign an authorisation prior to the work being carried out.

Broken windows will not be recharged if the incident is reported to the police and an incident number provided.

When giving up your tenancy, you must ensure that your house is cleared of furniture and possessions, floor coverings etc as you will incur a charge should the Association have to pay for having it cleared out.

### **Cyclical and Planned Maintenance**

• **Cyclical Maintenance** - The phrase 'cyclical maintenance' just means that different parts of each property are checked at regular intervals. This allows the property to be kept in good condition and possible problems can be spotted before they cause inconvenience to you.

This 'preventative' maintenance is in addition to the normal repair service. Emergency and day to day repairs will be carried out in the usual way.

• **Planned Maintenance** - As well as the regular checks we make through cyclical maintenance, we also carry out 'planned maintenance'. This involves replacing major items such as windows, kitchens, heating and door entry systems according to a planned programme of work. The programme works over a number of years and is part of our commitment to keeping your home, and those of all our tenants, in the best condition possible.

## General Repairs

**Gas Central Heating** - Any fault with your heating or hot water system should be reported directly to the contractor, currently City Building, on **0800 595 595**.

Please check the following before reporting a repair:-

- Is the heating switched on?
- Is the unit switched on?
- If you have any card operated meters, do you have credit left in it?

• **Stair Lighting** - if the stair lighting is not working or working at the wrong times then contact City Lighting at **0800 595 595** or email on [contactcentre@citybuildingglasgow.co.uk](mailto:contactcentre@citybuildingglasgow.co.uk) and tell them what the problem is.

• **Choked Drains** - Drains on the pavement in front of the property are the responsibility of the Local Authority. If the drain is choked then Call **0808 373 635** to report the repair.

## Pest Control

If you have any problems with beetles or vermin, then call the Pest Control Department at **287 1059** or email on [public.health@glasgow.gov.uk](mailto:public.health@glasgow.gov.uk) to report the problem.

## Condensation

Condensation is simply the water produced when warm moist air, vapour or steam comes into contact with a cold

surface - windows, walls, floors etc. If allowed to continue, it can damage clothes, bedding, floor coverings and even the house itself. It can sometimes be the cause of black mould growth on walls and ceilings.

Moist air which causes condensation can come from cooking, bathing, washing and drying clothes as well as from paraffin and calor gas heaters. Even breathing produces vapour! This moisture can move quite easily from room to room, such as from a kitchen to a bedroom.

Condensation can be reduced in the following ways:

- Increase the heating in the affected room.
- Increase the ventilation to allow moisture vapour to escape e.g. open the vents on windows and do not block them up.
- when cooking, keep the door shut and extractor fan on or window open.
- when having a bath or shower, washing or drying clothes, keep the door shut and the extractor fan on or the window open.

If the symptoms continue after carrying out these remedies then contact our office.



## Moving Out

If you are moving house, then the house you are leaving must be left at least in the same condition as you received it. An inspection of the house will be made before you move out to check what work needs to be done and who will be responsible for it. In these instances



consideration is always given to the normal wear and tear which occurs in any home.

All fittings must be intact including kitchen units, baths, w.c. and wash hand basin etc. The house must be left clear of all personal belongings, carpets and rubbish. It is intended that any alterations to the house will either be left or re-instated to its previous condition. If this is not the case then you may be charged for any necessary work for bringing the house up to standard.

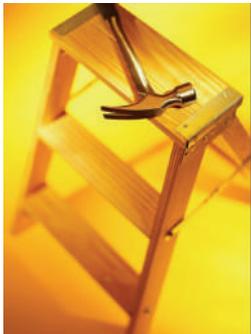
### Adaptations

Requests for disabled adaptations must come from an Occupational Therapist on a standard form.

The Housing Association will endeavor to complete the adaptation work as soon as is practical, budgetary restrictions will also apply



### Right to Repair



If the Association fail to carry out any repairs for which we are responsible under the tenancy agreement. You have the right to carry out such repairs yourself and deduct the reasonable cost of doing so from your rent. However, you may only do so if:

- You have notified us in writing about the need for repairs; and
- The Association have not done such repairs within a reasonable period; and

- You have made a formal complaint under the Association's complaint procedure; and
- You have completed the complaints procedure and you are still dissatisfied, or 3 months have passed since you made the formal complaint under the complaints procedure.

You may also be entitled to compensation. The right to repair policy took effect from 30th September 2002. Copies of our Right to Repair Policy are available on request.

## Appendix (1)

### Responsibility for Repairs

Taking into account the tenancy agreement, common law and statutory obligations, the Association will generally be responsible for:

Wind and watertight repairs:

- Structure
- Roof
- Windows & Glazing
- External doors



Security:

- Window catches
- External door locks
- Letter plates

Sanitary Installations:

- Sink
- Wash hand basin
- WC bowl/cistern
- Bath or shower

Electrical Installations:

- Wiring
- Switches, lighting and power points
- Appliances provided by the Association

Electric or Gas Central Heating Systems:

- All equipment

Internal Fittings:

- Internal doors
- Kitchen fittings and worktops

External Items:

- Boundary and division fencing
- Access paths
- Drainage
- Gutters and Downpipes

External Decoration:

- Structure
- Windows
- Doors

### Tenants Responsibility

Tenants will generally be responsible for;

Security:

- Lock changes due to keys being lost

Water Services:

- Internal pipes freezing

Sanitary Installations:

- Sink, bath, w.h.b. plugs and chains
- Choked internal pipes and traps (only if recurring fault caused by the tenant's negligence)

Electrical Installations:

- Plug tops
- Fuses
- Lightbulbs
- Any fittings and appliances installed by tenant

Internal Fittings:

- Internal Glazing
- Blinds



- Curtain rails
- Internal decoration
- Shelving (only when fitted by tenant)
- Uplifting floor coverings to allow access for works

## Appendix (2)

### Qualifying repairs in terms of right to repair policy

Qualifying Repair	Maximum period to complete repair following date of notification
•Blocked flue to open fire or boiler	1 working day
•Blocked or leaking foul drains, soil stacks or w.c. bowls where there is no other w.c. in the property	1 working day
•Blocked sink, bath or drain	1 working day
•Loss of electric power	1 working day
•Partial loss of electric power	1 working day
•Insecure external window, door or lock	1 working day
•Unsafe access step or path	1 working day
•Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 working day
•Loss or partial loss of gas supplier *	1 working day
•Loss or partial loss of space or water heating where no alternative heating is available	1 working day

•w.c. not flushing where there is no other w.c. in the house	1 working day
•Unsafe power or lighting socket or electrical fitting	1 working day
•Loss of water supply *	1 working day
•Partial loss of water supply *	3 working days
•Loose or detached banister or hand rail	3 working days
•Unsafe timber flooring or stair treads	3 working days
•Mechanical extractor fan in internal kitchen or bathroom not working	7 working days

\*Not applicable where problem is the responsibility of public utility company

If a repair is a qualifying repair we will tell you and advise you of the period within which the qualifying repair is to be completed.

If it is not completed within the timescale specified, then you will be entitled to receive compensation of £15 and £3 for every working day until the qualifying repair is completed.

The maximum amount of compensation paid is £100.

## Section 6

### **ALLOCATIONS**

## Internal Transfers

The Association currently operates an internal transfer list for those tenants who wish to move from one Association property to another.

All applicants must have a specific housing need, i.e. smaller or bigger property, medical needs, harassment etc.

All applications will be assessed and house visits will be carried out to determine the validity of the applications.

Where an application is made on the basis of medical needs or reports of harassment, proof may be required prior to acceptance onto the list.

Please contact our Housing Officer for further information.

## Mutual Exchanges

Any Association tenant will be allowed to propose and exchange with any other tenant in the social rented sector subject to the undernoted criteria being met:-

- Both landlords have agreed in principle for the exchange to take place.

Reasonable grounds for refusing permission include the following:-

- Rent Arrears
- Charge tenant arrears
- Poor condition of property i.e. damage to fitments or fixtures
- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- Your house was designed or adapted for persons with special needs and if the exchange was allowed, there would be no person living in the house who required those designs or adaptations;

- The other house is substantially larger than you and your family need or it is not suitable for the needs of you and your family;
- The proposed change would lead to overcrowding;

These examples do not in any way alter our general right to refuse permission on reasonable grounds.

Under no circumstances should you exchange your home without written approval from your landlords. Should you do so, legal action will be commenced against you for breach of tenancy.

## Equal Opportunities/Monitoring

The Association's policies are monitored by the Scottish Housing Regulator to ensure that it is addressing the needs of all applicants and that objectives are being met.

Access to the housing waiting list/internal transfer list/mutual exchange list will be open to any person aged 16 years or over irrespective of their colour, race, nationality, ethnic origin, sex, disability, social background, marital status, religion, sexual orientation or political opinion. Any person 16 years and over can apply for a house.

## Information and Consultation

You have the right to receive information in relation to the Association's repairing obligations and housing management policies and procedures.

In addition, the Association will not unreasonably withhold personal information held in a tenant's file. However, there may be circumstances where information cannot be supplied. For example, the information may have been obtained from another organisation on a confidential basis, the release of the information might result in serious harm to the tenant or another person or it would result in the identity of another person being disclosed.

We will consult with you before making or changing housing management policies which are likely to significantly affect you.

## Section 7

### **GENERAL ISSUES**

## Drug Dealing

Any tenant, persons residing or lodging in the house with the tenant or a person visiting the house who we believe to be involved with either keeping or dealing drugs will be dealt with immediately through the legal system.

Eviction will always be sought.

Any tenant who has information in relation to drug dealing can contact our office during office hours or alternatively please call the local **Police office** on: **101**, in confidence.

Please remember, we will be unable to deal with the matter effectively unless we receive help and support from the local community.

## Vandalism/Anti Social Behaviour

The Association will not tolerate wanton acts of vandalism or incidents of anti social behaviour from any tenant, persons residing or lodging or a person visiting the house.



Once again, we would ask the tenants to help us in identifying the perpetrators of any such acts by taking and logging information as incidents occur and by passing on this information to our office.

We would ask that you provide us with the following information:

- Names and addresses of the perpetrators
- dates and times of the incidents
- nature of the incident
- witnesses details if applicable

Failure to notify the Association of any such incidents will almost certainly result in the situation continuing.

## Stray Dogs

Should you have a problem with stray dogs, you should contact the Environmental Health, Pest Control Department on **0141 287 1059** or email on [public.health@glasgow.gov.uk](mailto:public.health@glasgow.gov.uk).

## Tenant Participation

The Association recognises that we may not always get it right when managing your home and with this in mind, we actively encourage tenant participation.

We try to consult on issues affecting their homes and the neighbourhood they live in and undertake to provide information to keep you informed about our activities. Information is provided and tenants views sought in a number of ways including:

- Issuing tenant newsletters
- Tenant satisfaction surveys
- Open days
- Public meetings
- Policy review questionnaire

We also maintain a tenants consultation register which contains the name and addresses of tenants who have expressed a wish to be consulted on any proposed changes to policies or business activities.

## Tenant Satisfaction Surveys

You will be issued with a tenants satisfaction survey periodically to allow us to assess whether you are satisfied with the service we provide.

Should we receive a response which indicates dissatisfaction in any area, we will of course take account of these views when planning for the future.

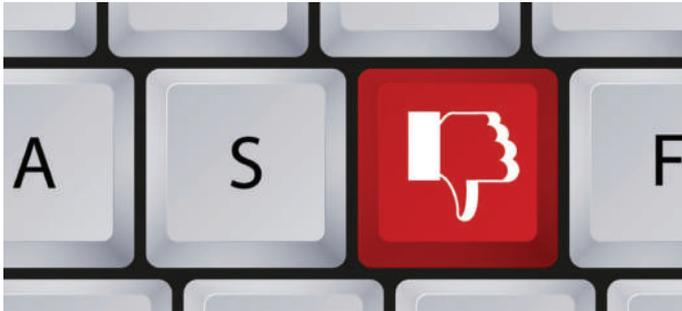
Section 8

**COMPLAINTS**

## Complaints

Whilst we will make every effort to provide you with a good service, there may be times when you feel that this has not happened and you want to complain. whilst we would encourage you to try to resolve matters informally with the member of staff concerned, we do have a formal complaints procedure which is available from the office.

You can complain about any aspect of our service which you are unhappy with, for example:



- If you feel your housing application has not been handled properly.
- If you feel you have been discriminated against.
- If you feel a member of staff, a committee member or contractor has not behaved acceptably towards you.
- If a repair has not been carried out properly.

Whilst the complaints policy is available on request, the following is a summary of the policy.

1. Make a formal complaint in writing or in person, this is known as Stage 1.
2. If you are unhappy with the decision at Stage 1, you can escalate the complaint to Stage 2 which will be heard by the Director.
3. If you are still not happy with the outcome of your complaint, you have the right to contact the the Scottish Public Sector Ombudsman (SPSO) on **0800 377 7330** or online at [www.spsso.org.uk/contactus](http://www.spsso.org.uk/contactus) or by post at Freepost SPSO. An information leaflet about the Ombudsman service is available on demand from the Association or other local advice centre.

The address is:

Scottish Public Services Ombudsman  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

Tel no. FREEPHONE 0800 377 7330 or  
0131 225 5300

Fax no. 0800 377 7331

email: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

Web: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Please note you must use the Association's complaint procedure before applying to the Ombudsman.

## Section 9

### **SAFETY ISSUES**

## Fire

Fires can be caused by many things, and the following steps can help you prevent fire in your home:

- Never leave chip pans unattended.
- Always empty ashtrays before going to bed and check for live cigarette ends.
- Never hang clothes around fires or cookers.
- Unplug all appliances when not in use.
- Do not overload power points.
- Never leave matches within the reach of children.
- Close all doors at night.



If a chip pan goes on fire, try to smother the flames with a heavy lid or well rung out cloth.

Turn off the gas and electricity.

Do not move the pan.

Do not pour water over the hot fat as this will make it worse.

In the event of a fire take the following steps:

- Close the door of the room the fire is in and all other doors and windows.  
This helps to contain the fire and fumes.
- Get everyone out of the house and warn your neighbours.
- Call the Fire Brigade - 999.
- Do not go back inside.
- If someone's clothes start burning lay them on the floor and roll them in a rug or curtain to put out the flames.  
Then call an ambulance.

## Gas Leaks

If you smell gas:-

- Switch off gas appliances.
- Do not use electrical switches (in case of sparks).
- Open doors and windows to let gas out.
- Put out cigarettes and do not light matches.

- Turn off your main gas supply switch.

**Call the Scottish Gas Networks (SGN) currently 0800 111 999. Never try to deal with the fault yourself.**

## Electricity

**Circuit Breakers** - Your house is fitted with circuit breakers instead of fuses. These are sensitive devices designed to switch off the electricity supply if there is a fault.

If your power fails and you don't know what caused it:

- Switch off everything, including lights
- Set all the circuit breaker switches to the 'on' position and
- Switch the lights and appliances on one at a time

If a faulty appliance has caused the power failure, unplug it and have it checked by an electrician.

If you cannot find the fault, report it to the office. If after hours, phone the emergency number on 0800 595 595.

Your house is wired to modern standards. It is, however, still important that you do not overload any of the sockets. You should also check flexes and never use damaged ones or run them under floor coverings. All sockets are 13 amp so you can safely plug into the socket any combination of appliances.

It is important to have the correct fuses in your electrical appliances, so do check the plugs you use. The following is a guide:

Appliance	Fuse Rating
Table Lamp	3 amp
Radio	3 amp
Stereo/CD	3 amp
TV	5 amp
Iron	5 amp
Vacuum Cleaner	5 amp
Hair Dryer	5 amp
Washing Machine	13 amp
Toaster	13 amp
Kettle	13 amp
Microwave	13 amp

To remind you, the colour code for plugs is:

Brown	Live
Blue	Neutral
Green/Yellow	Earth

## Water

It is not always winter that brings about burst pipes or flooding so it is important that you know how to turn off your water.

If a pipe does burst:

- Turn off the water at the stopcock.
- Turn on all taps to drain the system.
- If water comes in contact with fittings or wiring, switch off the electricity supply.
- Contact the Association.

To prevent burst pipes in winter, you should try to keep your home as warm as possible. This will help stop your pipes freezing.

## Home Security

- When you go out, close all windows and lock your entrance door.
- Never leave your door key under the doormat or hanging on a string behind the letter box, thieves always look in these places.



- Check the identity of all callers before you let them in.  
Most officials and Association staff carry identity cards.  
They will not be offended if you ask to see them.

The Association does not keep spare keys for your house. If you lose your key and the lock has to be forced, you will be charged for the damage. If possible, leave a set of keys with a close friend or relative rather than in your home.

**N.B. To ensure your safety and the safety of your neighbours, never allow unidentified callers entrance by means of the door entry system at any time.**

## Section 10

### **POLICIES**

## Policies

The Association has a wide range of policies and procedures in place to regulate our activities as a landlord.

Copies of any of these policies are available on request.

Policies are reviewed at regular intervals to ensure compliance with performance standards, legislation and best practice.

- Allocation Policy
- Arrears control Policy
- Code of Conduct
- Code of Practice for Recruitment and Selection
- Complaints Policy & Procedure
- Estate Management policy and procedures
- Expenses Policy
- Financial Regulations
- Home Loss and Disturbance Policy
- Maintenance Policy
- Policy on Alterations/Improvements
- Policy on Compliance with CDM regulations
- Policy on Gifts/Hospitality
- Policy and procedures for tendering for repair contracts
- Racial Harassment Policy
- Right to Repair Policy
- Shared Ownership Policy & Procedures
- Strategy on dealing with claims/actions against the Association
- Tenant Participation Policy
- Training Policy
- Whistle blowing Policy
- Appointment of Consultants
- Assignment, Sub-let & Joint Tenancy Policy
- Code of conduct for maintenance contractor
- Code of Practice on Sickness & Absenteeism
- Contractors insurance policy and procedures
- Equal Opportunities Policy
- Financial Procedures
- Governance Policy
- Internal Transfer Policy
- Membership Policy
- Payments, Benefits & Entitlements Policy
- Policy on Disclosure of Interest
- Policy & Procedure on Contractor Liquidation
- Procurement Policy
- Rent Policy
- Risk Management Policy
- Standing Orders
- Succession Policy
- Tender Procedures
- Treasury Management Policy

## Section 11

### **USEFUL NUMBERS**

## Emergency Numbers

Police	999
Fire	999
Ambulance	999
Gas Leaks	0800 111 999
Scottish Water	0800 0778 778

## Local Numbers

Antonine Court	0141 944 6393
Citizens Advice Bureau (Drumchapel)	0141 944 2612
COPE	0141 944 5490
Age Concern Scotland	0333 3232 400
Drumchapel LIFE	0141 944 6004
Drumchapel Community Business	0141 944 4231
Focal Point	0141 276 0845
Drumchapel Police Office	101
Drumchapel District Library	0141 276 1545
Drumchapel Health Centre	0141 211 6070
Fasque Place Nursery	0141 944 0566
Drumchapel Job Centre Plus	0843 504 3721
Drumchapel Money Advice	0141 944 0507
Drumchapel Pool	0141 276 1515
Drumchapel Social Work	0141 276 4300
Drumchapel Victim Support	0141 952 2095
Drumchapel Womens Aid	0141 944 0201
G15 Youth Project	0141 944 8868
Drumry House	0141 276 1814

Phoenix Tenants Hall 0141 944 0110

TSB Bank (Drumchapel) 0141 397 9971

## Housing Associations & Co-operatives

Tenant Managed Homes (GHA)	0141 274 8480
Cernach Housing Association	0141 944 3860
Kendoon Housing Association	0141 944 8282
Pineview Housing Association	0141 944 3891
Drumchapel Housing Co-operative	0141 944 4902

## General Numbers

Samaritans	116 123
Alcoholics Anonymous	0800 9177 650
Bank of Scotland (Clydebank)	0141 532 9006
ScotRail	0344 811 0141
Council Tax Reduction	0141 287 5050
Housing Benefit	0141 287 5050
Street Lighting	0800 373 635
Close Lighting	0800 595 595
Bulk uplift	0141 287 9700
Environmental Health	0141 287 1059
Gartnavel Hospital	0141 211 3000
Queen Elizabeth University Hospital (old Southern General)	0141 201 1100