

# Tenant Handbook

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**LANGSTANE**  
HOUSING ASSOCIATION LTD

## WELCOME TO YOUR NEW HOME

The Association hopes that you like your new home. We welcome any comments and ideas you may have.



# LANGSTANE

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Registered Scottish Charity  
SCO 11754

# Your Tenancy With Langstane

## Points To Remember

1. Your rent is due in advance on or before the 1st day of the month.
2. It is your responsibility to ensure that your rent is paid regardless of any Housing Benefit that you may be entitled to.
3. If you have difficulty paying your rent, you should contact the Association immediately.
4. Permission is required before you are allowed to keep a pet. Please check with the Association before you purchase a pet, as it may not be possible in your property.
5. Laminate Flooring: you must write to ask permission to lay laminate flooring. It is only granted in certain properties.
6. Alterations: Permission is needed before any alteration can be undertaken.
7. Utilities suppliers: Tenants are responsible for arranging who supplies their Gas and Electric.
8. Satellite dishes/TV aerials: Permission is needed before they can be erected.
9. Scheme Common Area: Maintenance charges are payable by all tenants. A further charge for cleaning/gardening may also apply.
10. Car parks: Tenants are issued with one parking authority per tenancy, allowing parking within the scheme but does NOT guarantee a parking space.
11. Anti-social behaviour issues: Will be dealt with by Langstane Housing Association who work closely with Grampian Police and Noise Control Teams. Any tenant experiencing such behaviour should report the matter firstly to the Police and then to the Association.
12. Sub lets, Joint tenancies, Assignations: Prior permission is required before there are any changes to who is living in the property.
13. Large waste items: It is the tenant's responsibility to arrange the uplift of large waste items by the Local Authority.

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# Section 1

## Introduction

### About the Association

Langstane Housing Association Limited was formed in 1977 to develop, renovate and let houses on a non-profit basis. The money to carry out these activities is obtained partly from The Scottish Government, and borrowed from Banks and Building Societies.

The Association owns houses in Aberdeen, Moray and Aberdeenshire. The policies of Langstane Housing Association Limited are decided by the Committee of Management which is elected by the members (see section on membership) and full-time staff are employed to carry out its work.

The original aim of the Association was to house single people, although we now also develop and manage family accommodation. Langstane also works in partnership with statutory bodies and voluntary agencies to match the various needs of our customers to a range of suitable accommodation.

### The Staff

The Association's staff are available to offer advice and assistance when required. You will receive a post allocation visit or letter with a questionnaire within two weeks of moving into your new home. Please complete the questionnaire as your feedback will help us to further improve our services.

The Association's offices are at 680 King Street, Aberdeen and 21 Culbard Street, Elgin. The telephone number for both offices is (01224) 423000.

For advice and information about your tenancy you should contact Customer Services on (01224) 423000.

### Equality and Diversity

The Association has an Equality and Diversity policy which is available upon request, or is available to download from our website.

We are committed to ensuring that all of our customers have access to services irrespective of age, gender (including transgender), religious beliefs, race, disability or sexual orientation.

This commitment spans all of the Association's activities, and discrimination or harassment of any kind is not tolerated.

### Membership

You can join us. For £1.00 you can buy a share in the Association. All members have the right to attend all general meetings, to stand for election to the Committee and vote in the election of the Committee. If you are interested in becoming a member please ask for a Membership Application Form at either of our offices. You can also download a form on-line from our website.

### Tenants' Association

Langstane encourages its tenants to form Tenants' Associations to discuss and organise matters in relation to where they live. For information about a Tenants Association in your area, please contact Customer Services (01224) 423000.

## Tenant Forum

We have a forum for all our customers on our website [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk). Please have a look and raise any issues you want to chat about – we would love to hear from you.

## Tenant Consultation & Participation

The Association is also committed to consulting with tenants prior to any major decision being taken on proposals which may affect tenants. Proposals made will be followed by a consultation period of 28 days allowing tenants time to respond with their views and comments. The Association will take account of tenants' views and comments as part of their decision making process. Tenants will be advised of outcomes and be given reasons for the decision made.

Consultation will take place in a variety of forms, such as:

- Consultation Events
- Comment Forms
- Surveys
- Questionnaires
- Register of Interested Tenants
- Tenant Group Meetings and Working Groups

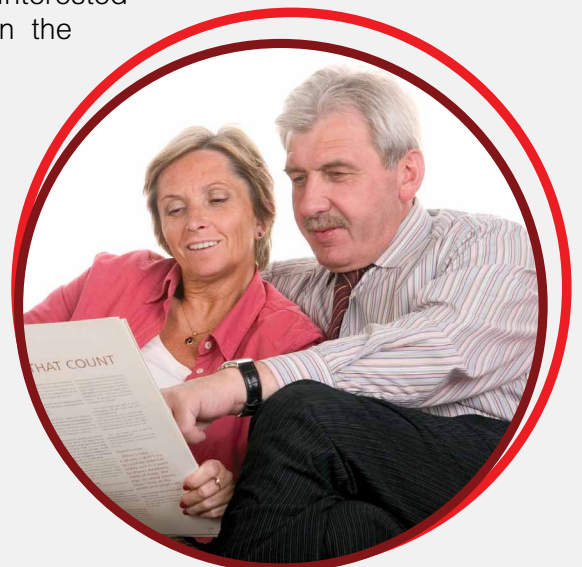
Langstane Housing Association has a Register of Interested Tenants, which is free to all tenants. The register allows tenants to choose which subject they have a particular interest in and wish to be consulted on. If you wish to be on the Register, please contact Customer Services, or download a form from our website.

The Association is committed to working with tenants to enable them to take part in, and influence, the decision making process on issues which affect them, their homes and the environment in which they live. In support to the development of Tenant Participation the Association will:

- Support members who wish to set up a Tenant Organisation in their area. We will encourage Tenant Organisations to become Registered Tenant Organisations, as this will ensure that they have a statutory right to be consulted in the Tenant Participation process.
- Ensure that all tenants of the Association have equal access to the necessary information, training and support to enable them to make informed decisions and to participate fully.
- Actively promote Tenants' Organisations, the Register of Interested Tenants and individual tenants to become involved in the participation process.
- Encourage Tenant Participation regarding proposals which will significantly affect the tenant, such as rent increases or major works to their home or environment.

## Langstane News

We publish our newsletter twice a year, which is a direct way of communicating and consulting with our tenants. We actively look for an input from tenants. The newsletter has a freepost comments form for tenants to complete and return.



## Section 2

### Property Letting

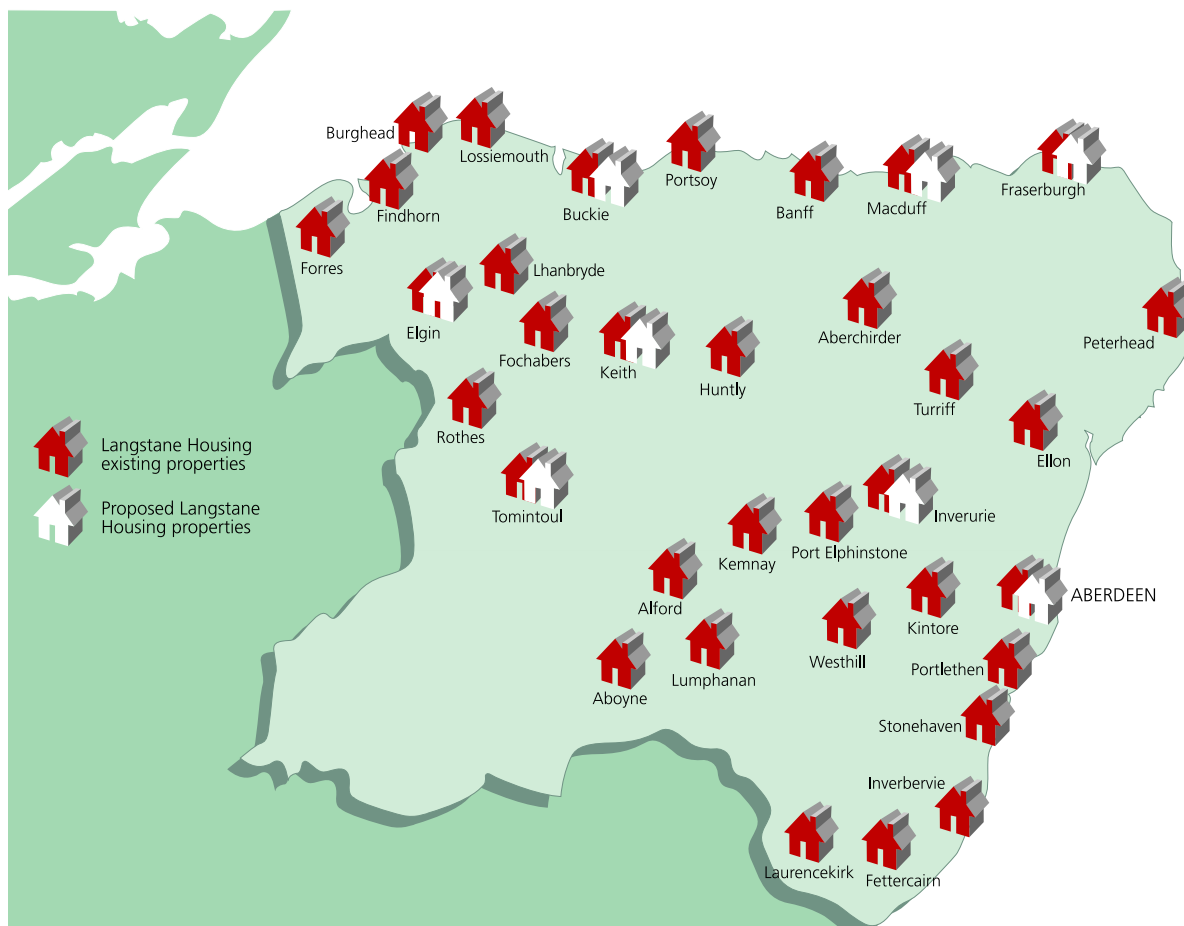
#### Letting of Properties

The Association houses people from the age of 16 and over.

The Association property mainly caters for single people, although more of our newer developments now include properties with more than one bedroom. There are also properties which are adapted for use by disabled people, part furnished accommodation, family housing, and housing with support.

Tenants may apply for a transfer at any time. Tenants occupying bed-sits are automatically eligible for a transfer after one year providing all other tenancy obligations have been met. Other conditions apply to transfer applications, and you are advised to contact our staff to discuss your circumstances, or to check the Allocations policy on our website.

#### Lettings Area



#### Exchanges

If you wish to exchange your property with someone living either in the same town or elsewhere, you must first get the Association's permission. Please get in touch with Customer Services who will give more details on the conditions that apply.

### **What happens when people are left in the house following the death of a tenant?**

The tenancy shall pass to either the tenant's spouse, a tenant left in the house or a member of the family over 16 years of age, providing the home has been the person's principal residence for at least six months prior to the tenant's death. There are exceptions to this rule – for example where property is a purpose built disabled property and there is no longer a need in the household for disabled facilities.

Carers will also be considered for the tenancy if appropriate. Ask Customer Services for more information if you have any doubts of eligibility.

### **What if my marriage / relationship breaks down?**

If only one partner holds the tenancy the tenancy remains with that person. In all other cases, the Association will decide the matter in accordance with current legislation and the wishes of the tenants if possible.

## Section 3

### Your Tenancy Agreement

#### HOUSING (SCOTLAND) ACT 2001

The Law requires all tenants to hold either a Scottish Secure Tenancy or a Short Scottish Secure Tenancy. You will be advised on offer of accommodation what type of tenancy is being offered.

#### Taking in Lodgers / Sub-letting / Assignment

It is important that you let us know if there will be a change to who lives in your property, and you will need permission for any changes involving someone new moving in to your home.

Please look at Clause 4 of your Tenancy Agreement which will explain your rights, or call the office to discuss the matter with Customer Services staff.

#### Giving up your home

You are required to give the Association 28 days notice to end the tenancy. This notice must be in writing, as a signature is required in order to confirm that you wish to end the legal contract. When you advise us that you wish to leave your property, we will make an appointment to visit your home. This will allow us to fully discuss the condition of the property, and whether there will be any work to be completed for which you will have to pay the costs. This could cover things such as:

- Holes in doors or walls
- Damage to kitchen or bathroom fittings beyond reasonable wear and tear
- Removal of alteration work which has not been approved by the Association i.e. showers

You should check that your rent account is paid in full and that all keys to the property are handed in. The property must be cleared of all furniture and belongings. Failure to do this may mean that you will be charged for the cost of removal.

The Association has an award scheme called Home Pride for tenants who leave their properties in excellent condition at the end of their tenancy. This award is £100.00, and you can opt to have the payment made to your favourite charity instead of taking the payment yourself...it is up to you! For more information, please contact the office, or see the leaflet which is available on our website.



**Would the Association evict a tenant?**

Yes, for example for not paying the rent, misusing or damaging the property or anti-social behaviour, which are all breaches of your Tenancy Agreement.

We will make every attempt to resolve any problems which may arise and only after these have failed would the Association ever consider evicting a tenant. If the Association did decide to evict a tenant there are certain legal steps which have to be completed first and these would be explained to you in written form should you ever find yourself in this position.

The Association has clear policies to deal with these issues, which can be found on our website.

## Section 4

### Complaints Procedure

The Association is committed to providing an excellent service to customers, and part of this is responding to complaints when things go wrong. In this way, we can develop our services and make positive changes to improve outcomes.



#### Complaints

Should you have any complaints regarding the service you have received, then they should be made to the Chief Executive.

Your complaint will be passed to the section manager responsible for the service you are complaining about.

You can expect a reply in full indicating how the Association views your complaint, and what action will be taken to resolve the issue within 14 days of the date your complaint was received.

The letter you receive within 14 days may in simple cases be all that is required to deal with the matter. Sometimes however it will take longer to resolve a complicated issue. If this is the case, then the reply you receive will advise you that we continue to deal with the complaint, and we will work to resolve the issue as courteously and speedily as we can.

#### The Scottish Public Services Ombudsman

While we hope that we will always be able to resolve your complaint, there may be times when we are unable to satisfy you. If that is the case, you can contact the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS, telephone number 0870 011 5378. It is their job to investigate such complaints and they will be happy to advise you further.

The Association has a written complaints procedure which is available on request, or you can download the information leaflet from our website.

If you need help to lodge your complaint you can contact our Support Services Team on (01224) 423000.

#### Data Protection

The Association is registered under the Data Protection Act 1998.

You have the right to obtain information held about you by the Association.

There is an administrative charge for this service.

For more information please contact Customer Services on (01224) 423000



## Section 5

### Neighbourhood Services

#### Neighbour Disputes

There are occasions when disputes flare up between neighbours. If any problems arise you should, if you feel comfortable doing so, attempt to speak to your neighbour and settle the matter amicably.

If you or any neighbours are experiencing problems that cannot be resolved you should contact Grampian Police on 0845 600 5700 in the first instance and also advise the Neighbourhood Services Team in writing, by telephone or call into the office.

#### Mediation

The Association can refer cases to a Mediation service provided by SACRO, that helps tenants resolve disputes. Mediation may be suggested by yourself, your neighbour or the Neighbourhood Services Team.

#### Anti-Social Behaviour

Anti-social behaviour is defined as behaviour by one household or an individual in an area, which threatens the physical or mental health or security of other households or individuals.

It is important to remember that all tenants are responsible for their own behaviour and the behaviour of their visitors.

The Crime and Disorder Act 1998 gives Landlords additional grounds for re-possessing a property in cases of criminal conduct or anti-social behaviour committed, or likely to be committed in the locality of the property, by the tenant, someone lodging with the tenant or visitors to the property.

You can report the matter in writing, by telephone or by office visit to a member of the Neighbourhood Services Team. The Association has a clearly defined policy and procedure for dealing with anti-social behaviour. If the anti-social behaviour includes a criminal act, this should also be reported to the Police on 0845 600 5700. Aberdeen City Council also have the Anti-Social Behaviour Investigation Team which you can contact on 0845 606 6548. If you live outwith the city you can contact your Local Authority Environmental Health Department who may be able to assist you.

#### Harassment

Harassment takes place when things happen which have the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that person.

If you are being harassed for any reason by your neighbours or their visitors, you must report this to the police and the Association. The staff will work with you in order to reach a solution that tackles the source of the harassment where possible.

## Pets

Tenants who wish to keep any type of pet must seek permission from the Association prior to obtaining the pet. A permission request can be sent to you by our Customer Services Team on (01224) 423000 or you can send in a letter of request with details of the pet you seek permission for. A response to the request will be issued and permission to keep pets will not be withheld unreasonably.

PLEASE NOTE THAT SOME OF LANGSTANE SCHEMES ARE NOT SUITABLE FOR DOG OWNERSHIP AND PERMISSION TO KEEP A DOG WILL NOT BE GIVEN ON THESE SCHEMES.

Owners must not allow their pets to cause a nuisance or foul within the scheme. Failure to adhere to this will lead to action for the removal of the pet.

## Stair Cleaning

Each tenant is responsible for the cleaning of the communal hall and stairs in their building. This is an obligation of the Tenancy Agreement. In some schemes, stair cleaning is provided by contractors and charged through the service element of your rent.

Most schemes have a cleaning rota displayed. If you cannot locate a cleaning rota contact the Neighbourhood Services Team.

## Health and Safety Issues

The Association has obligations to ensure that your property is safe, and so we have to check your gas boiler annually, and any electrical goods, provided by us, also have to be checked and maintained – you will get further information on this in Section 7 of this handbook.

In addition to this, the Association will respond to any issues raised regarding the Health and Safety of people living in and visiting our properties. Please contact the office without delay if you see anything which is a potential accident risk and requires our attention. Please see below some examples of what issues may raise health and safety concerns:

- **Electric and Gas supply boxes** – the surrounding area should be clutter free and no items should be leaning against the meter box
- **Chemicals, gas canisters and flammable liquids including petrol** – these should not be stored in your property to avoid the risk of spillage or fire
- **Disposal and storage of large items** – it is important that the outside of the properties are kept free of clutter to ensure that there is a clear exit in an emergency, and to prevent accidents occurring. Please ensure that any items such as bicycles or prams are not creating an obstacle in the communal areas. Staff will ask for items to be removed if they are a hazard to others.
- **Unpleasant odours** – the source of this may be a concern for the health of others and so would need to be reported. If the smell is Gas, then the emergency number must be called 0800 111 999.

## Parking Within Langstane Schemes

On schemes where there are car parks EACH TENANCY ON THAT SCHEME will be allocated ONE parking authority. The parking authority is for the DIRECT USE of a person living within the tenancy to which it is issued. The parking authority does not guarantee that a parking space will be available as there are no dedicated spaces. Spaces will be on a first come basis, although dedicated spaces are provided for disabled drivers.

The parking authority remains the property of the Association and cannot be passed on to persons not DIRECTLY connected to the tenancy. If anyone is visiting you and parks within the scheme they should display a note advising who they are visiting. The Association regularly check vehicles and will affix a notice to any vehicle not displaying a parking authority or visitors note. Further conditions for use of scheme car parks are given with the parking authority.

PLEASE NOTE THE ASSOCIATION PARKING AUTHORITY IS ONLY FOR USE WITHIN THE SCHEME YOU RESIDE IN.

## Section 6

### Rent And Benefits

#### How Rent is set

The rent payable under a Scottish Secure Tenancy Agreement is subject to an annual review, which takes effect on 1st July every year.

The Association will provide a full written statement of any proposed changes, and will give the tenant one month's notice of any change to the rent charged. Tenants with Regulated Tenancy status have rents renewed by the Rent Officer every three years.

#### Service Charges

In most cases, Langstane Housing Association provide services such as the upkeep of the garden area, door entry systems, etc. so it is likely that your rent will include a Service Charge.

Service charges are set to reflect the cost of the service to the Association. The Service Charge is reviewed annually and tenants are informed in writing one month before the change takes effect.

#### Payment of your rent

Rent is due in advance on or before the first of every month. There are a variety of payment methods available in order that you can select the one which is most convenient for you.

Rent can be paid using the following payment methods:

- **Direct Debit**      This is the most convenient payment choice. We can set up Direct Debits weekly, fortnightly, 4 weekly or monthly, to suit you.
- **Allpay Card**      You can also pay at any shop or Post Office displaying the PayPoint sign at no additional cost to you, or telephone Allpay.net 08445578321 24 hours a day to make a payment
- **Telephone**      Call our Aberdeen Office on (01224)423000 We accept payment by debit and credit cards.
- **Internet**      If you log onto [www.allpay.net](http://www.allpay.net)
- **Over the Counter**      Visit our Aberdeen or Elgin office. We take payments by cheque, cash or credit card.
- **Post**      You can send in a cheque or Postal Order but don't forget to put your name and address on the back.  
DO NOT SEND US CASH IN THE POST.
- **Housing Benefit**      If you are unemployed or on low income you may be entitled to claim Housing Benefit. You need to contact your Local Council about this, but remember it is still your responsibility to ensure that your rent is paid, not the Council's.

If you do not have an allpay card, please contact Customer Services on (01224) 423000 and we will arrange for a card to be sent to you.

We can also discuss your payment options with you in greater detail by telephone or by a visit to the Aberdeen or Elgin office.

### **Do you need help to pay your rent?**

Some tenants may qualify for assistance to help pay rent.

Advice on this can be sought from the Customer Services staff. Alternatively, tenants can contact the Local Housing Benefit Office directly.

Tenants in receipt of Housing Benefit must notify the Housing Benefit Office of any changes in circumstances, e.g. your employment status, admitted to hospital.

Review forms must be completed as required by the Housing Benefit Office.

If help and advice is required with Housing Benefit claims, tenants should approach either their Local Housing Office, the Citizens Advice Bureau, Social Worker or call our Customer Services number.

Further information can be obtained from the Customer Services Team (01224) 423000.

Housing Benefit Contact:	Aberdeen City:	0845 6088747
	Aberdeenshire:	0845 6080149
	Moray:	01343 563456

### **What to do if you have difficulty paying the Rent**

It is important that you let the Association know as soon as possible – we will help all we can.

You can talk about any money problems in confidence with a member of the Customer Services Team.

Special arrangements may be made dependent on your circumstances, but you must inform the Association as soon as possible.

Rent Arrears mount up very quickly, and if this happens the Association has a clear policy to take action to recover the money owed. This could lead to you losing your home, as well as additional legal bills if you are taken to court for recovery of the debt.

The Association wants to avoid this if at all possible, and so urges you to contact as soon as problems arise to discuss a Repayment Agreement.

Do not forget, if you have any difficulty with your rent contact Customer Services on (01224) 423000.



## **Council Tax**

Payment of Council Tax is the tenant's responsibility.

We, by Law, have to advise the Council Tax Registration Office of any changes of tenancies.

When the Association offers you a flat, you will be given a form with a pre-paid envelope that you should send to the Council Tax Office notifying them of your change of address.

Any doubts or questions, please call Customer Services (01224) 423000.



## Section 7

### Repairs & Maintenance

#### Reporting a Repair

The direct line to Customer Services is (01224) 423000

Repairs should be reported promptly to the Customer Services Section. Tenants must be able to give morning or afternoon access arrangements for repairs to be carried out. If this is not possible, a spare key can either be collected from a neighbour or handed into our office for staff to use to access your home. You can also report repairs on-line at our website [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk).

#### Gas Repairs

All repairs to gas appliances are currently carried out by Heatcare Oil and Gas, who are the contractors for the repair of gas appliances in all Langstane Housing Association properties. The telephone number is (01343) 842042.

If you smell gas, telephone Transco immediately on 0800 111 999.

#### Emergency Repairs

When you sign for your tenancy you will be given a note of the emergency numbers on your Property Service Card. PLEASE KEEP THIS IN A PROMINENT PLACE IN YOUR PROPERTY IN CASE YOU NEED TO REFER TO IT. The emergency numbers are also listed by area if you telephone the direct line to the Customer Services Section out-of-hours (01224)423000. You will also find them on the Repairs page on our website: [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk).

#### Annual Gas Servicing

It is essential that the annual service of your gas heating system is carried out when it is due. If, after three attempts by the contractor and/or ourselves to gain entry to your property the service has still not been carried out, we reserve the right to enter your flat using the master key to ensure this work is done. You will be charged for this.

If you have fitted an additional lock to your property door and have not given a copy of the key to Langstane for emergency use, we will force entry to the property and the you will be charged for the cost of reinstating the door.

Your co-operation in this matter is appreciated.

#### P. A. T. Testing

If you pay a service charge for the supply of electrical appliances such as cookers and washing machines, etc. it is important that we gain access to your property on an annual basis to carry out a Portable Appliance Test on the appliances.

If we fail to gain access to your property after three attempts, we will use the master key to enter your flat and complete this work which must be done for Health and Safety reasons. You will be charged if this becomes necessary.

If you have fitted an additional lock to the property door and have not given a copy of the key to Langstane for emergency use, we will force entry to the flat and you will be charged for the cost of reinstating the door.

Your co-operation in this matter is appreciated.

## **Keys Lost or Stolen**

Tenants are advised to leave a spare key with someone trustworthy so that, in the event of losing a key, access can still be obtained. During office hours, Customer Services should be called to arrange for locks to be changed for security. Tenants will be sent an invoice for the cost of the lock change. Where keys have been stolen, the Police should be informed.

The Association has advised contractors dealing with emergency call-outs after office hours that they should not open lockfast doors at the request of callers. This is for the protection of our tenants as contractors have no way of proving the identity of callers and could admit unauthorised persons to tenants' flats.

## **Master Keys**

The Association possesses a master key for each of its properties. These keys are only used in very specific situations, and by a limited number of staff in accordance with controlled procedures.

## **Extra Property Keys**

If you need additional keys for your property, these must be ordered through Customer Services (01224)423000 and paid for at the time of ordering.

Tenants may fit extra locks if desired, but a spare key must be given to Langstane for emergency access.

On leaving the Tenancy it is the tenant's responsibility to hand all keys back to Langstane. If you fail to return your keys you will be charged.

## **Recharges**

Tenants will be charged for call outs to open doors if keys are lost and for replacement of lost keys. Costs for repairing any damage to the property by the tenant or their visitors to the flat will be charged to the tenant. It is the tenant's responsibility to ensure that visitors do not cause problems to other tenants or damage property inside or outside the flat.

## **Alterations to a Flat**

Please do not make any alterations to your property without prior permission in writing from the Association. Unauthorised alterations may have to be removed or put back to their original condition at the tenant's cost.

## **Cyclical Maintenance**

Tenants are advised of any cyclical maintenance work to be carried out well in advance. This involves work such as the repainting of the common areas, window replacements etc. Arrangements will be made for any required access to individual flats in consultation with the tenants.

## **The First Year**

After the construction of new houses or renovation of older flats there is a 'guarantee period' of one year. This begins on the day the properties are officially handed over to the Association. During the first year if problems arise because of faulty materials or workmanship the contractor is responsible for repairs. If you find any defects please let the Association know as soon as possible.

Minor faults may not be seen until the end of this 'guarantee period'. At the end of the first year the Architect will always inspect the house, along with the Development Inspector, to see if anything needs to be done.

## **Tumble Dryers**

Remember the use of these appliances can cause condensation, so the room should be well ventilated. For further information on condensation, please ask for our information leaflet or download it from our website.

## **Washing Machines**

Please ensure that your washing machine has been correctly installed, and that any plumbing work is done by a qualified person. Numerous water leaks in the past have been due to incorrectly plumbed washing machines. Damage caused will result in a cost to the tenant.

## **Cookers**

If you wish to install a gas cooker please use a Gas Safe (formerly Corgi) registered plumber. You should ensure that the top of the cooker is flush with the surrounding kitchen units. If the cooker top is below this level the spread of the gas flame when cooking can constitute a fire risk. If your cooker is below the required level we would ask that you ensure that a plinth is constructed under the cooker to raise it to the correct level.

We would also ask you to ensure that a stability bracket is fitted to your cooker, as this is now required by Law. We would be willing to carry out this work for you, if required, but we would of course have to make a charge for the work.

Tenants will be charged for damage to the property resulting from failure to comply with the above.

## **Outside your Home**

If you see anything that needs repairs, e.g. burst water main, etc., please report it to the Association. Often these faults are not reported because tenants believe that someone else has already done so.

## **Insurance**

The Association's insurance covers the fabric and fixtures of the building; the decoration and contents are the tenant's responsibility. We strongly advise that you insure your own belongings. An insurance policy is not expensive when compared to the cost of replacing your furniture, carpets, electrical equipment and other personal belongings.

## **Bad Weather**

Bad winters can cause a lot of damage to properties through burst pipes, etc. We will try and be as quick as we can in getting serious repairs done. However, in such extreme circumstances, there may be delays because tradesmen are very busy.

## **Condensation**

Condensation generally occurs in some way in all houses and is caused simply by warm moist air making contact with cold surfaces, such as windows and walls. This is because the air humidity in the house is constantly being increased by houseplants and flowers, by steam from the kitchen and bathroom and even the moisture given off by people (which can be up to a litre in one night alone).



It is impossible to prevent all condensation but airing the room several times a day, e.g. morning, afternoon and evening, for about twenty minutes does help. If you turn off the heating during these periods you won't waste any energy and with regular airing you can watch any condensation problems literally disappear into thin air!

Keep kitchen and bathroom doors shut, particularly when cooking, washing or bathing. Otherwise water vapour will travel throughout the house and condensation will reach other rooms. Overly cluttered rooms also contribute to condensation problems by limiting the passage of fresh air. In winter, open windows a little only as long as they are misted up. Nobody likes draughts, but ventilation is essential.

You will get less condensation if you keep your home warm most of the time. Try to leave some background heat on through the day in cold weather. Use saucepan lids on pots and pans and do not allow kettles and pans to boil away longer than necessary.

Drying clothes indoors, particularly on radiators or hot water cylinders will increase condensation.

For further information, please see our information leaflet, available on the website or at our offices.

## **Mobile Gas and Paraffin Heaters**

We DO NOT ALLOW the use of these forms of heating as they can contribute to the problem of condensation. Please ask for advice from the Association staff on how best to heat your home.

## Smoke Detectors

If a smoke detector has been installed in your flat it is your responsibility to renew batteries. The detector is very sensitive, please refer to the instructions. If the smoke detector in your flat is faulty this should be reported to Customer Services immediately.

You should check your smoke detector on a weekly basis. Things to check for are:

1. A sound when the button is pushed
2. The green light is out
3. A continuous beeping sound.

## Right to Compensation for Improvements

You are entitled to carry out certain alterations or improvements to your house, provided you have received our written consent.

As well as our consent, you may need additional permissions such as Building Warrant and or Planning permission.

An alterations application form is available from Customer Services, and in seeking consent you should provide as much information as possible, i.e. plans, specifications, costs, etc. for your application to be considered fully.

Compensation is payable for certain improvement work. You will be advised when permission is granted whether the improvement work qualifies for compensation, and also the procedure for making a claim in the event of you terminating your tenancy.

If written consent has not been obtained, compensation will not be paid.

## Right to Repair

The government introduced a Right to Repair Scheme to ensure that tenants of Registered Social Landlords have a means of getting certain repairs done if the landlord has failed to respond within the given time scales.

If the repair falls into the "Qualifying Category" for example, urgent or emergency, and has not been started by the last day of the time limit, then you may be entitled to investigate your right to repair.

In the first instance you should contact Customer Services on (01224) 423000, who will provide you with information about any entitlement you may have to compensation.

You are advised to take legal advice before exercising your right to repair. Your home is at risk if you wrongly exercise the right.

For more information on the right to repair you will find a link to the Scottish Government leaflet on our website.

**Please phone us on 01224 423000 if you would like this booklet in another format or language (including in large print and in Braille).**

**We can also arrange for a translator to help you understand this form if you need one.**