



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Guide to your new home

*Everything you need to know about your
tenancy, property, and community.*



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Welcome to your new home!

Welcome to your new Langstane Housing Association home.

This folder provides lots of information about your home to help you get settled in. It also gives some guidance on topics such as making alterations to your home.

Things to do

- 1 Register on the electoral register at your new address.
- 2 Change your address and register for council tax.
- 3 Contact your energy supplier and set up a new account.
- 4 Check your boiler is working.
- 5 Speak to our Tenant Welfare Advisor to make sure you are generating all the income you are entitled to.
- 6 Register with your new doctors/dentist surgery.
- 7 Change your address with DVLA (if required), ID cards, passport and concession cards
- 8 Obtain contents insurance for your belongings.

Relevant staff contacts

Your Housing Officer is:

Your Estates Assistant is:

Your Property Officer is:

Your Rent Officer is:

If there is any information that you need that you cannot find in this folder, please call or email our Customer Service team on the details below, they will be pleased to help you.



01224 423000



info@langstane-ha.co.uk



<https://www.langstane-ha.co.uk/>

General Property Information

Address

Meter locations and details

Stopcock

Heating type

Inventory

Conducted by _____ of Langstane Housing Association for

property named as: _____

Date of Inventory _____

Below is a brief description of the current condition of the property.

The walls and ceilings throughout this property are all in reasonable decorative condition with some marks and filler evident, woodwork is also sound and in reasonable decorative condition.

The front door has been fitted with a security chain, spyhole, letterbox and door closer. The property is LD2 complaint and contains, at minimum, a smoke alarm, carbon monoxide and heat alarm.

Showers, fans, heaters and shaver points have all been tested and are in good working order. All kitchen units and worktops are in reasonable condition. All sanitary ware in bathroom is clean and in reasonable condition.

If any flooring such as carpets, laminate or vinyl has been laid throughout the property then it will also be in a reasonable condition.

All floor coverings and any other items, such as white goods or blinds which are not listed in this inventory have been left by the previous tenant and will become the incoming tenant's responsibility. This means that you will become liable for any repairs that these items require. If you decide to leave your tenancy, these must be disposed of by yourself unless otherwise agreed with Langstane. If they are not removed, you will be liable for the recharges to have them removed.

Helpline Numbers / Emergency Contact Details

To report a general repair

Monday to Friday between 9am – 5pm please call 01224 423000.

Out with these hours, for emergencies only, please call Orbis Protect on 0151 343 2906.

Please only use the Orbis Protect number to report emergencies. You may be recharged if you report a non-emergency out with office hours. Emergency repair examples are outlined below:

- Complete loss of heating and / or hot water
- Complete loss of electrical power to the property
- Plumbing leaks that cannot be controlled or isolated
- Blocked toilet when there is no other toilets in the property
- Insecure entrance doors
- Broken or insecure windows
- Dangerous electrics
- Floods or fires within the property, faulty smoke alarms or CO alarm activations



If you smell Gas

If you suspect you have a gas leak or you can smell gas, call the National Gas Emergency Service on 0800 111 999.

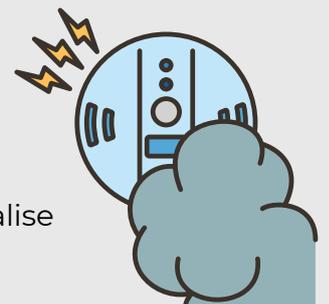
- Do not smoke or light matches
- Do not turn electrical switches on
- Open doors and windows
- Turn off the meter at the control handle if it is accessible



If your CO Detector is sounding

Call the National Gas Emergency Service on 0800 111 999 to report the incident or the Health & Safety Executive Gas Safety Advice Line on 0800 300 363

- Stop using appliances, switch them off and open doors and windows to ventilate your home
- Evacuate your home immediately
- Do not go back in to the property. Seek medical help – you may not realise you have been affected by the carbon monoxide



Helpline Numbers / Emergency Contact Details

If you have no power

If you suspect a power cut you can call the National Power Cut Helpline on 105 or visit the PowerTrack section of the SSEN website to see live updates on power cuts and to report your loss of power.

A simple way to check if you have a power cut is to look at the other houses in your street to see if their lights are on. If they are, check your consumer unit to see if your trip switch is on. If you are not sure how to do this please visit the Repairs section on our website at www.langstane-ha.co.uk.

If you have no water

If you have lost your water supply call the Scottish Water Customer Helpline on 0800 0778 778. You can check Scottish Water's website to see if there is any planned work to the water supply in your area.

If there is a leak

If you have a continuous and uncontrollable leak out of hours then please call Orbis on 0151 343 2906. You can also try turning off the water to your property via the stop cock which is usually located either under the kitchen sink or in a hall or bedroom cupboard, it may also be located just outside the front door to the property.

Additional Helpline Numbers

- | | |
|--|----------------------------|
| • Police Scotland | 101 or 999 in an emergency |
| • Aberdeen City Anti-Social Behaviour Investigation Team | 0800 0510 434 |
| • Moray Anti-Social Behaviour Helpline | 08005 877 197 |
| • Anonymous Reports Crime Stoppers | 0800 555 111 |

Please note that these numbers are up to date at the time of publishing this guide and are subject to change.

Please visit our website to make sure you are using the correct contact information.

Help and Support Information

Breathing space

Confidential phone service for anyone in Scotland experiencing low mood depression and anxiety.

FREE Phone: 0800 83 85 87

Website: www.breathingspace.scot

Opening hours:

- Monday - Thursday 6pm to 2am
- Friday 6pm - Monday 6am



Living Life

Living Life is a free phone service for anyone aged 16 and over experiencing low mood, mild / moderate depression and / or anxiety.

FREE Phone: 0800 328 9655

Website: www.nhs24.scot/our-services/living-life/

Opening hours:

- Monday - Friday 9am to 9pm



Penumbra

Short-term support for people who are feeling overwhelmed, in distress or at crisis point.

Website: www.penumbra.org.uk/

Email: penumbra365@penumbra.org.uk

Phone: 01224 074550

Facebook: [@Penumbra365](https://www.facebook.com/Penumbra365)

Opening hours:

- Monday - Friday 9am to 5pm
- Walk in service: 20 Back Wynd, Aberdeen, AB10 1JP



Combat Stress

The Veterans mental health charity provides timely, effective clinical welfare support to veterans who suffer from psychological wounds.

FREE Phone: 0800 138 1619

Text: 07537 173 683

Email: helpline@combatstress.org.uk

Website: www.combatstress.org.uk



Papyrus – Prevention of Young Suicide

A national charity dedicated to the prevention of young suicide in the UK and to promote mental health and emotional wellbeing in young people.

HOPELINE247: 0800 068 4141

Text: 88247

Email: pat@papyrus-uk.org

(for confidential suicide prevention advice)

Website: www.papyrus-uk.org

Opening hours:

- 24 Hours, 7 days a week
- (Weekends and Bank Holidays included)



Samaritans

If you need someone to talk to or are in need of support please contact Samaritans Scotland.

They are available 24 hrs a day, 365 days a year.

Please use the details below:

Call their FREE number: 116 123

Website: www.samaritans.org/samaritans-in-scotland/

Email: jo@samaritans.org

Post a letter to: Freepost SAMARITANS LETTERS



Starting your tenancy

Your Scottish Secure Tenancy Agreement is a legal contract. Please keep it safe.

Your responsibilities as a tenant:

- Make sure your rent is paid
- Live in the property as your only or main home
- Keep the property in good condition
- Report repairs
- Make sure you, your family and visitors treat the property and neighbours with respect
- Get our permission for changes to your tenancy

Our responsibilities as a landlord:

- Give you a property that is wind and watertight and suitable to live in
- Keep the structure of the property in good condition
- Carry out repairs to an agreed timescale
- Consult with you before we make changes to your rent or the services you get from us



Keys

You are responsible for lost keys or fobs and for paying for lock changes. If you lock yourself out, you can ask us to use the master key, but you will be charged in advance for this service.

Your Rent

Your rent will be due on the 1st of each month. You can choose to pay by:

Allpay

All tenants get an Allpay card. You can use the card at any PayPoint or Post Office.

Online

Use your Allpay card at allpay.net

Direct Debit

You can pay weekly, fortnightly, 4 weekly or monthly.

Phone

Call 01224 423000 between 9am-5pm Monday to Friday and pay by any debit or credit card.

At the office

You can pay by cash, cheque or card at our Aberdeen or Elgin offices.

Our rents will be reviewed on an annual basis, and we will consult with you on any proposed increase.

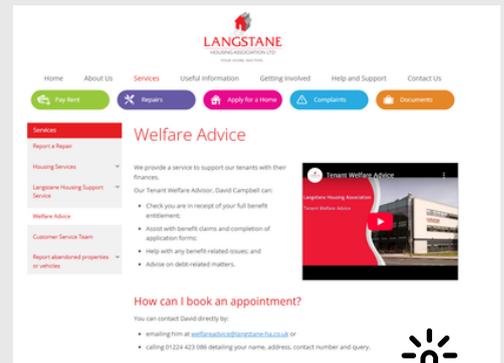
Your Rent

You must make sure you pay your rent on time even though you may be entitled to benefits. If you are having difficulty paying your rent it is important to tell us immediately so we can help. We can:

- Make an affordable repayment agreement which you must stick to
- Set up a direct debit
- Check you are getting the benefits you are entitled to
- Arrange for your arrears to be paid from your benefit

We have a Tenant Welfare Adviser, who will be trying to contact you shortly. Their role is to make sure that you are receiving all the income you are entitled to. They will be able to support you with making any applications for benefits that you need to and provide you with information on any support available to you.

Our Tenant Welfare Advisor will try to contact you within a few weeks of you moving in but if you wish to speak with them, please contact the Customer Service Team on 01224 423000.



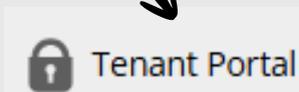
Living in your Home

Managing your tenancy

A tenant portal has been launched to allow tenants to take control of their tenancy anytime, anywhere. On the portal, you can:

- report repairs
- view rent accounts
- update household details

Visit our website and click the portal icon on the top right hand corner of the webpage to sign up now.



Changes to your tenancy

You must tell us if someone moves into your home or moves out. You need to ask for our permission if you want to:

- Make alterations to your home (including laminate flooring)
- Transfer your tenancy to someone else
- Exchange your home with another tenant
- Get a pet

Joint tenancy

You have the right to ask for a joint tenancy. The joint tenant must not be a tenant or owner of another property and must intend to live in your property as their only or principal home. Some restrictions apply and you should ask us for further information.



Living in your Home

Sub letting or taking in a lodger

You have the right to sub let your home or take in a lodger. You must intend to return to your property at the end of the agreed period. Restrictions apply and you must ask for permission first. If you sub let your home without permission you will breach your tenancy agreement with us.

Succession

If a tenant or joint tenant dies, the tenancy can be inherited by a spouse, partner, joint tenant, family member or carer. The successor must have lived in the property as their only or principal home for a qualifying period. You must let us know if this happens so we can give you appropriate advice and help.

Mutual exchange

You can apply to exchange your property with another Langstane tenant or a tenant of another Housing Association, Housing Co-op or Local Authority. Permission is granted by each landlord according to their exchange policy. You can apply for an exchange on the House Exchange website:

www.apply4homes.houseexchange.org.uk



Assignment

You have the right to pass on your tenancy to someone else as long as your tenancy has been their only or principal home for a qualifying period of time. Other restrictions apply and you must ask for our permission first.

Transfers

If you are affected by overcrowding, under-occupation or your home is no longer suitable due to health conditions, you may wish to apply to transfer to another Langstane property. We allocate our transfer properties according to our Allocations Policy. Other conditions apply such as payment of rent and the condition of your home before a transfer can be agreed.

Using your home

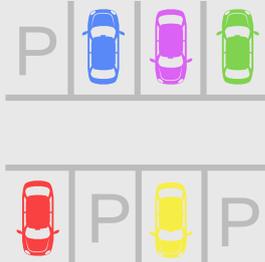
You must use your property as your main place of residence and ensure that it is looked after. You are also responsible for the behaviour of anyone living with you or your visitors. If you are going to be away from your home for more than four weeks you must let us know. If you don't let us know then we may think you are no longer living there. If we believe that you are no longer living at your tenancy and the property is abandoned we have the right to give you notice and repossess your property.



Living in your Home

Car parks

Car parking spaces in our developments are available on a first come, first served basis. We issue one parking permit per tenant when you provide us with evidence that you own a car. This does not guarantee a parking space.



Pets

You must ask our permission before you get a pet. There are some restrictions on keeping a pet.



Neighbour disputes

Unfortunately there are occasions when disputes between neighbours occur. Even small problems can soon escalate into major issues. If problems arise and if you feel comfortable doing so you should speak to your neighbour and explain how their behaviour is affecting you. Your neighbour may not even realise that their behaviour is upsetting you. If the problem persists or you do not feel that you can approach your neighbour you should contact your Housing Officer.

Langstane Housing Support Service

We are proud to offer a Housing Support Service who are there to provide support and assistance to our tenants who need it. The service can offer help by:

- Referring you to other agencies for support;
- Supporting with form filling and administration;
- Providing support with furnishings, depending on your situation;
- Giving you support with utility issues;
- Providing support to help you maintain your tenancy;
- Providing advice and make referrals for food parcels;
- Supporting you with fuel debts, depending on your situation;
- Assisting you with getting the things you need to make your property a home;
- Providing support to attend appointments;
- Helping with job applications and seeking employment; and
- Supporting you to take part in meaningful activities.



If you feel you could benefit from our Housing Support Service, please contact us on 01224 423000 or speak with your Housing Officer.

The team can also be contacted on langstanehousing supportservice@langstane-ha.co.uk

Furnishing Your Home

We know that moving into a new property can be exciting but a bit overwhelming especially when it comes to sourcing furniture.

If you are struggling to afford or source furniture, we may be able to help you. We have a Furniture Project which means you can 'rent' items from Langstane and pay a small service charge for them monthly, if you wish to apply for this project please let your Housing Officer know or contact the Customer Service Team on 01224 423000.



We also have other projects and partners who may be able to assist you.

Our Housing Support Service may also be able to support you in making applications for available grants. Contact 01224 423000 or your Housing Officer to be referred to the Housing Support Team.



If you require help or support furnishing your property, you may be able to access reused furniture through some of our partners; Instant Neighbour, Somebody Cares or AberNecessities.



Inside Your Home

Now that you have your keys, you can start to plan what you want your new home to look like.

We are happy for you to decorate your property in line with your tastes, however, please be mindful that you may be charged if your decoration requires significant altering if you decide to move out of your property.

If you would like to make any alterations to the structure of your property or the communal areas (such as building a shed, fitting a shower or laying laminate flooring), you need to request this through our alterations process, you can find information on this on our website: www.langstane-ha.co.uk/making-changes-to-your-own-home/ or by calling 01224 423000.



Outside Your Home

Keeping any communal areas clear, clean and tidy is the responsibility of all tenants. Please do your bit to make sure you:



Do not store any items in communal areas, this may be deemed as a fire risk and will likely be removed by us.

Make sure communal areas are kept clear of litter and you use the bins provided.

If you have a bicycle, please store this in sheds, bike storage areas or within your property. However please do not store electric bikes in sheds

If you have a pet, please make sure it is kept under control in communal areas, and you clean up any fouling outside.

If you want to make improvements to your communal garden area, please be mindful of your neighbours and ask your estates assistant if your ideas would be appropriate.

Car Parking

If you wish to park your car in the car park outside of your property, please contact your Housing Officer to obtain a parking permit. We will need a copy of your V5 or your insurance documentation to be able to provide this permit.

Your Community

We hope you enjoy settling into your new community and meeting your neighbours. We encourage our tenants to take pride in their properties and the area they live in.

We would ask that you and any visitors you have:



- Keep any noise (including music, TV or DIY) which may travel to neighbouring properties to a minimum, especially between the hours of 9pm-7am
- Keep any garden and communal area free of litter and rubbish, please make sure you dispose of any rubbish in the bins provided
- Are respectful of your neighbours, their lifestyle and needs
- Are responsible for any pets making sure that when in communal areas they are under control, and any mess caused by pets is cleaned up
- Do not store items in communal areas

If you have concerns about any Anti-Social Behaviour which is happening in your community, please report this to your Housing Officer or call our Customer Service Team on 01224 423000.

It is important to gather as much evidence as possible to help your Housing Officer investigate the matter fully.



If you are concerned about any criminal behaviour you have witnessed in your community, you must report this to the police in the first instance.

Dealing with Anti-Social Behaviour

Experiencing persistent anti-social behaviour near your home can be distressing. The Association does not tolerate anti-social behaviour in our neighbourhoods and will make every effort to resolve the problem and do our best to ensure that you feel safe and happy in your home.



What is Anti-Social Behaviour?

Anti-social behaviour is behaviour that causes harassment, alarm or distress.

This can include:

- Excessive domestic noise
- Noisy parties/ music/ T.V. etc.
- Dumping litter and rubbish
- Abandoned vehicles
- Vandalism and graffiti
- Verbal abuse
- Threatening or violent behaviour
- Drinking alcohol in a public place
- Criminal behaviour such as drug dealing

What is not Anti-Social Behaviour?

Some behaviour can be annoying but it is not antisocial. This behaviour can irritate some people more than others but is to be expected when living near other people.

- Being unable to park outside your own home
- DIY and car repairs - unless these are taking place late at night
- One-off complaints of noise nuisance e.g. oneoff parties.
- Children playing in the street or communal areas
- Young people gathering socially - unless they are swearing and being intimidating to people.

What the Association will do

Talk to the tenant(s) responsible

The Association will make every effort to ensure that the tenants responsible understand why their behaviour is causing a disturbance to their neighbours and what behaviour is expected of tenants and their visitors.



Issue warnings

When a tenant continues to behave in an antisocial way, the Association will make it clear to them that their behaviour is unacceptable and a breach of their tenancy agreement. They will be informed that if the anti-social behaviour continues, their home may be at risk.



Dealing with Anti-Social Behaviour

Work with our Partners

We will consider a number of options to help the tenant resolve the problem on a case by case basis - no two anti-social behaviour problems are the same. It could involve approaching an organisation to discuss arranging support for someone who needs a little extra help. Or we may refer a case for mediation to help the parties involved come to a solution together.



Seek legal action / eviction

Where all our other efforts to resolve the ASB have not worked, we will pursue legal action in court up to and including eviction where necessary. The legal process can be lengthy but your Housing Officer will be able to keep you informed of progress.

What you can do...

Please keep in mind that our staff members cannot enforce the law - that's the role of the Police. Problems can only be resolved effectively when we and our partners at the Police are informed of the full extent of the problem.

All tenants should contact Police Scotland on 101 .

If you live in Moray, you can also contact the Moray ASB Helpline on 0800 587 7197.

If you live in Aberdeen City, you can call the Community Safety Team on 0800 05 10 434.

If you would prefer to report something anonymously you can call Crime Stoppers on 0800 555 111.

The Association is unable to report incidents on your behalf because we did not witness them. You are the witness to the incident and the Police will only be interested in what you have to say.



Each incident you report helps to build a picture of exactly what is happening where you live.

Bear with us

Dealing with anti-social behaviour is often complicated and the power the Association has to take action is limited. We will do everything we can to help you but it can be a lengthy process gathering the evidence necessary to present our case and waiting for the outcomes of court action and Police work.

Utilities

How to set up gas and electricity after you move

1 Find out who supplies your energy

When a property becomes void (empty) Langstane usually switch it to our preferred supplier. The current energy provider for this property should be written on the 'General Property Information' page at the beginning of this guide. If you are unsure then you can find out who is supplying your electricity by calling SSE Power Distribution on 0800 048 3515. You can find out who supplies your gas by contacting the Meter Number Helpline on 0870 608 1524.



2 Finding your meter(s) and taking meter readings

You should be shown where your meters are at the viewing or signing of your new property by your housing officer. Once you find your meters, take meter readings (if applicable) so they are ready if your supplier asks.

If you are unsure how to take a meter reading, your housing officer should be able to help with this during sign up. There are also many online resources which can help depending on what type of meter you have. You can visit <https://www.ovoenergy.com/help/article/meter-readings> for further information.

3 Sticking with our preferred supplier or switching

You should now call your supplier and inform them that you have moved into this property. Your energy supplier will need a few details before they can set up your new account.

What usually happens is that you will automatically be placed on a standard variable contract with the company that has been supplying your new home (Usually OVO). But it is worth checking whether that is currently the best deal available.

Once you have weighed up the pros and cons, you can then decide if you want to stay with the same supplier or switch to a new one. Take a little time to do some research to find the best energy deal, it can be easier to get an energy quote online than over the phone. Things to consider include whether to go for a fixed or variable plan, the benefits of renewable energy, contract lengths, exit fees, and company reputation.

Utilities

The difference between energy plans

There are two types of energy plans – one is a fixed rate tariff and the other is a variable rate tariff. Here is a bit more information about them:

Fixed rate tariff (also known as fixed-price or fixed energy):

These plans give you peace of mind and protection against future price changes. Your unit price is fixed – that's your price per kWh.

Your standing charge is fixed too, this is the price everybody pays for maintenance of things like pipes and meters.

Variable rate tariff (also known as variable price or variable energy):

Prices could go up or down in line with energy prices.

But with no fixed contract to tie you in, you are free to change your plan whenever you like.



For reference on how to set up your Gas and Electricity in a new home visit:

<https://www.ovoenergy.com/guides/energy-guides/setting-up-your-gas-and-electricity-in-your-new-home>



Utilities

Understanding your meter - Types of meters

Smart meters

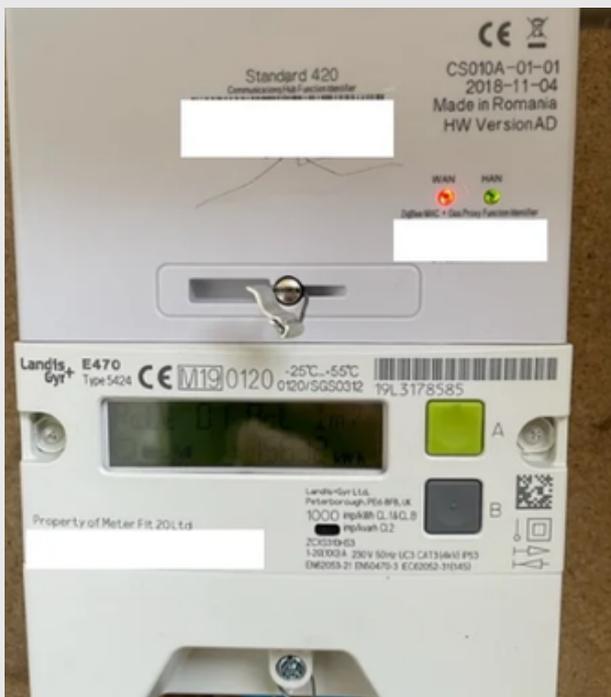
These types of meters are exactly that - energy meters, but smarter. As they offer detailed information on how and when energy is being used in your household, they are being introduced to replace older 'traditional' and prepayment meters.

Normally, you will not need to read your smart meter as the meter readings will be sent straight to your supplier. If you do, you will be able to see the readings on the meter like you would a digital meter. You will also be able to see the readings on your In Home Display.

Your energy supplier can tell you whether your home is suitable for a smart meter. They are responsible for installing the equipment safely, including the energy meter, home display, and communications hub. Once installed, your hub sends information to your supplier, so your bills accurately reflect the energy you use.

Many people worry that others could "hack" into these types of meters, to [steal gas and electricity](#), but smart meters are actually highly secure. They are also incredibly helpful for monitoring energy use and cutting down on waste.

Electric



Gas



Utilities

Understanding your meter - Types of meters

Pre-payment meters and smart pre-payment meters

These types of meters are often referred to as 'key meters', 'card meters', or 'Pay as you go (PAYG) meters'. They require you to use a key or top-up a card to access energy. The meter then allows the amount of energy you have paid for to pass through the meter. Older key and card meters need to be topped up at a shop. Newer smart prepayment meters allow you to pay for your gas and electricity in advance through an app, online, by phone, or text message. These can also be changed from Pay As You Go mode by your supplier without the need to change your meter.

If someone often struggles to pay their energy bills, or if they are in debt with their supplier, they may be put on a prepayment meter to help them budget for the energy they can afford to use. However, most suppliers offer payment plans that help with budgeting. This means you will not usually have to have a prepayment meter unless you are paying back a debt.

Different types of meters require different steps to check your remaining credit.

Electric

For electricity key meters, you will need to press the blue button. This will allow you to scroll through the screens to see your credit and your energy usage readings.



Gas

For gas card meters, simply press the red button to view the details. You will need to insert your key or card into the meter to be able to view some of the screens. For smart pay as you go meters you can see this information on the meter, on the In Home Display or in the app or online account provided by your supplier.



For reference - <https://www.stayenergysafe.co.uk/more-on-energy-theft/types-of-energy-meters>

Utilities



Economy 7 and Economy 10 meters

Economy 7 meters track daytime and night-time use of electricity separately, so you can benefit from a different (lower) kWh rate at night-time for 7 hours.

The daytime rate is often more expensive than the day rate on a normal tariff, meaning that this approach does not help everyone to save money. However, it could work for you if you tend to use more energy at night. The cheaper Economy 7 time period usually runs from 11pm to 6am, 12am to 7am, or 1am to 8am.

An Economy 10 meter works in the same way as an Economy 7 meter in that it charges you electricity at two different rates. However, you get 10 hours of cheaper electricity instead of seven.

Generally speaking, you will pay the lower kWh rate for three hours in the afternoon, and seven during the night. But as with Economy 7 meters, you will pay a higher rate for the energy you use outside these times.

How do I know if I have an Economy 7 or 10 meter?

You can tell you have an Economy 7 (or an Economy 10) meter because it shows two sets of numbers, rather than a single reading. This will be displayed in one of two ways:

- Two sets of numbers, one marked “low” (the night-time rate) and one marked “normal” (the standard, daytime rate)
- One set of numbers, marked “day rate” and a red button, which you can press to get your night-time rate reading

Sometimes there is also a secondary meter which may or may not show a display. If you are unsure, it is always best to check with your supplier.

Boiler Instructions

You will be provided with boiler instructions at your signing.

If you are struggling to use your boiler or have any questions, please reach out to our Customer Service Team on 01224 423000.

Repairs & maintenance

How to report a repair

There are a variety of ways you can report repairs. Monday to Friday 9am – 5pm you can call our office directly on 01224 423000.

You can report on the website using the 'Report a Repair' tool at <https://www.langstane-ha.co.uk/report-a-repair/> (Please note this is for Urgent and Routine repairs only. Please call if you have an emergency repair).

You can also email info@langstane-ha.co.uk with details of your repair or you can visit our office in person at 680 King Street, Aberdeen, AB24 1SL.

In emergencies outwith office hours, please call Orbis on 0151 343 2906. Information on what constitutes an emergency is detailed below.

Categories

Emergency Repair – 4 Hours to make safe

An emergency repair is a defect or fault that puts the health, safety or security of you or a member of the public at immediate risk or will cause harm to the structure of your property if it is not dealt with immediately.

Examples of emergency repairs are:

- Complete loss of gas central heating and / or hot water
- Complete loss of electrical power to the property
- Plumbing leaks that cannot be controlled or isolated
- Blocked toilet where there is no other toilet in the property
- Insecure entrance doors
- Broken and insecure windows
- Dangerous electrics
- Floods or fires within properties
- Faulty smoke alarms
- CO alarm activations



In all of the above examples, where the repair is required because of deliberate damage or negligence, Langstane will recharge the tenant for the repair. If the damage has been reported to the police and a crime number has been obtained then the tenant will not be recharged (see our recharge repairs policy which can be found on our website).

Repairs & maintenance

Urgent – 3 days

An urgent repair is a defect or fault that could cause you inconvenience or discomfort if not dealt with but does not pose a danger.

Examples of urgent repairs are:

- Partial loss of electrical power to the property
- Partial loss of water to the property
- Faulty external door locks, handles and door closers (where the property can still be secured)
- Leaking boiler / radiators where the heating is still operational
- Broken extractor fan

Routine – 10 days

Routine repairs are repairs that can be deferred for a short time without causing serious inconvenience or discomfort to a tenant.

Examples of routine repairs are:

- Minor repairs to internal joinery such as kitchen units, worktops, windows frames / catches, floorboards, skirting boards
- Dripping or leaking taps or showers
- Running toilet overflow
- Defective seals to sinks & baths
- Mechanical extractor repairs where extract is still working



Major repairs – 60 days

Major repairs are repairs that require extensive work and are a higher value. Major repairs will be temporarily repaired or made safe where appropriate and then passed to our Major Works team to progress through their annual programme of works. Major repairs are not given a formal timescale but we aim to complete them in 60 days where possible.

Right to Repair

The Scottish Secure Tenants (Right to Repair) Regulations 2002 gives tenants the right to have certain repairs (known as qualifying repairs) up to the value of £350 carried out within defined timescales. You may be entitled to compensation if the timescales are not met.

Please see our website for more information regarding what qualifies as right to repair, how much compensation you could be entitled to if we fail to carry out a qualifying repair within the maximum timescale and the exceptions that apply.

Repairs & maintenance

Responsibilities

As your landlord, Langstane are responsible for some repairs and maintenance to your home. As the tenant, you also have some responsibilities for maintaining your home. We have detailed the responsibilities below.

Where repairs are required to your home due to deliberate damage or neglect, these repairs will be recharged.

We will comply with all legal requirements regarding housing quality, repairs and maintenance. In particular, the obligations set out in the Housing (Scotland) Act 2001, Part 2, Chapter 1 – Repairs and improvements which include: Section 27 – Repairs: the landlord is under an obligation to make sure that the property is kept wind and watertight and reasonably fit for human habitation (it must meet the Tolerable Standard as defined by Scottish Government).



Inside your home

- Keep your home in good and clean condition
- Maintain and renew internal decoration, including cleaning up condensation and mould caused by poorly ventilating or heating your home
- Avoid waste pipes and toilets becoming blocked. Maintain any internal improvements made by you (please get permission before carrying out improvements to your home)
- Minor repairs to plaster, including filling minor holes and cracks
- Look after and replace sink plugs, tap washers, toilets seats and lids
- Replace lightbulbs (except sealed units)
- Carry out simple heating repairs such as bleeding air from radiators
- Take action to prevent pipes from freezing in cold weather
- Repair and maintain internal door and window ironmongery (for instance tightening loose screws)
- Adjust internal doors after fitting new flooring
- Test smoke, heat and CO alarms regularly
- Deal with infestations including mice, wasps and other common pests



Outside your home

- Maintain exclusive garden areas
- Repair (including restringing) or replacing exclusive washing lines and rotary driers
- Maintain dividing fences between you and your neighbour
- Maintain any external improvements made by you

Gas servicing

It is a legal requirement for landlords to make sure all gas appliances, flues, and pipework are safely maintained and checked annually to keep homes safe.

A gas service must be completed before the previous certificate expires, and contractors will contact tenants in advance to arrange access. If repairs are needed, the contractor will arrange them, and unsafe appliances will be disconnected or labelled as unsafe until repaired.

If an appointment cannot be arranged after several attempts, forced access to the property may be carried out to complete the safety check.

Toilets & Drainage

Please **DO NOT** put objects down the toilet that could cause a blockage for example, baby wipes or cleansing pads. If the toilet or drainage becomes blocked due to misuse then it will be recharged to the tenant responsible.

Please see the following leaflets for more information on keeping toilets and drains clear.

THE DIRTY DOZEN

These items should **NEVER** be flushed down the toilet
When these items are flushed down the toilet they can cause problems in our homes, wastewater treatment network and the environment

 Cotton Buds	 Baby Wipes	 Facial Wipes
 Cleansing Pads	 Toilet Roll Tube	 Medicines
 Cigarettes	 Plasters	 Nappies
 Tampons	 Tampon Applicator	 Sanitary Pads

Please put these items in the bin and **NOT** down the toilet
Help to beat **THE DIRTY DOZEN** and support **Think Before You Flush**

Join the campaign at thinkbeforeyouflush.org

Think before you flush
Uisce Éireann Irish Water
Clean Coasts
An Taisce
Think Before You Flush is operated by An Taisce's Clean Coasts Programme in partnership with Uisce Éireann

Think Before You Pour

Prevent fats, oils and greases (FOGs) from damaging our wastewater network and environment.

FOGs used in cooking may be liquid after use, but can cool and harden as they travel along the pipes. FOGs can cause blockages in our homes, businesses, public sewer network and wastewater treatment plants.

#ThinkB4UPour

Always

- ✓ Wipe and scrape plates before washing.
- ✓ Collect all used cooking oil into a suitable container, allow it to cool and throw it in the bin.
- ✓ Use strainers in sink plug holes.

Never

- ✗ Put fats, oils or grease down the sink.
- ✗ Put food scrapings into the sink.
- ✗ Pour harmful chemicals down the sink or drain to try and dissolve fats, oils or grease.

Think before you pour
Visit our website to learn more about the campaign
thinkbeforeyoupour.org

Clean Coasts Uisce Éireann Irish Water
An Taisce
Think Before You Pour is operated by An Taisce's Clean Coasts Programme in partnership with Uisce Éireann



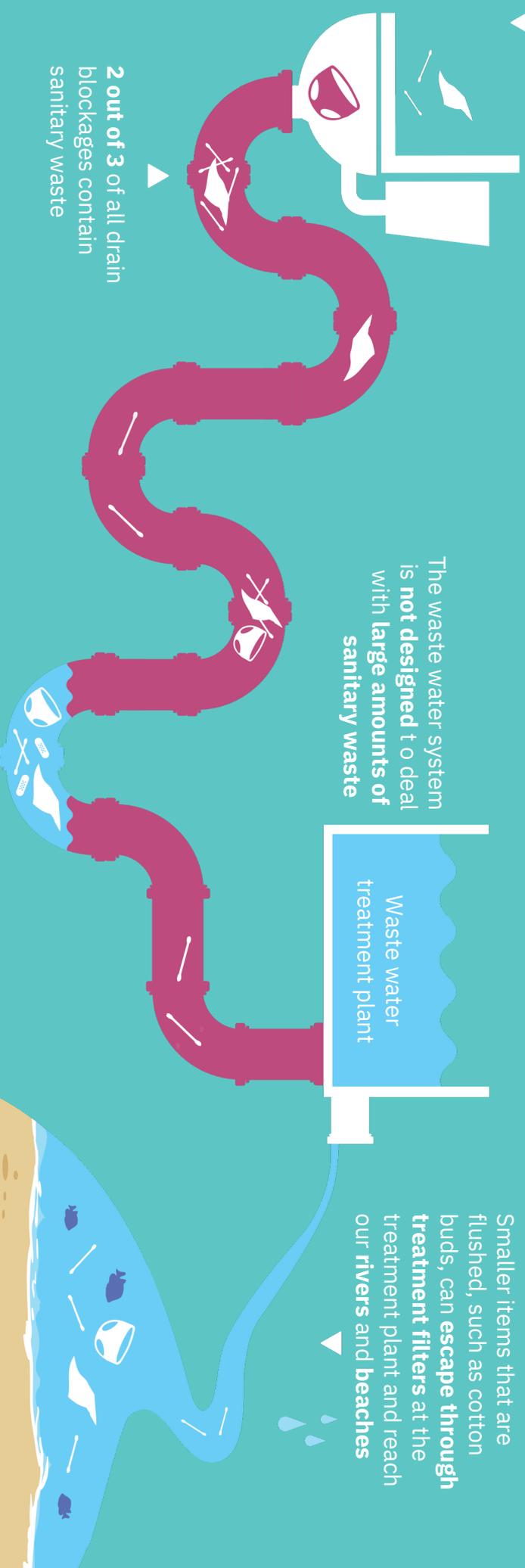
THINK BEFORE YOU FLUSH

Think
before
YOU
flush



Flushing items such as wet wipes down the toilet can cause pipe blockages and damage our marine environment

Thousands of sanitary products are flushed down the toilet every day, including wet wipes, cotton buds, and facial cleansing pads



Think
before
YOU
flush

Want to learn more? Visit
thinkbeforeyouflush.org



Think Before You Pour is operated by An Taisce's Clean Coasts Programme in partnership with Uisce Éireann

Adaptations

What is a medical adaptation?

A medical adaptation is a physical change to your home to help with a particular issue you are facing due to a disability. Typical adaptations include:

- Grab rails
- Installing a level access shower
- Lever handle taps
- Second stair banisters
- Raising the height of sockets
- Automatic door openers



We receive grant funding from the Scottish Government each year to help with the cost of providing adaptations.

Minor Adaptations

A minor adaptation is a small, cost effective alteration or piece of equipment (generally under £500) which assists a person to live independently and can immediately promote wellbeing and reduce the risk of a disabled person suffering an accident in their home. Minor adaptations will include:

- Internal or external grab rails
- Changes to taps or door handles
- Changes to door entry systems, for instance additional handsets
- Additional sockets or altering the height of sockets
- Lowered thresholds at doors

Major Adaptations

A major adaptation is a substantial work which costs over £500 and will include the installation of fixtures or fittings and may involve alterations to physical features of a property. This will include:

- Level access or wet floor shower areas
- Kitchen alterations
- Clos-o-mat toilets
- Widening doors
- Access alterations such as ramps



Adaptations

Minor Adaptations

In order to make sure tenants can access minor adaptations as quickly as possible, Langstane provides a self-referral scheme and will accept referrals for certain minor adaptations directly from tenants or on behalf of tenants from family, carers, their GP or Langstane staff members.

Minor adaptations which are not covered by the self-referral scheme will be considered on a case by case basis and may require an Occupational Therapist's referral.

Langstane will cover the cost of the self-referral scheme from the Major Works budget but does have the option to claim a grant for these adaptations where appropriate.

Minor adaptations which are not covered by the self-referral scheme will usually also be funded through the Major Works budget unless the cost exceeds £500, in which case it will be funded through Langstane's annual adaptations grant funding allocation.

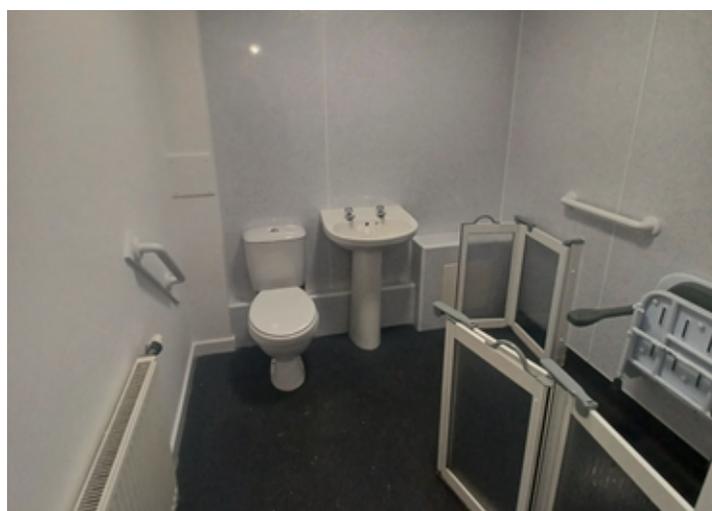
Major Adaptations

Major adaptations are carried out in response to a referral from a Local Authority or NHS Occupational Therapist (OT) as their expertise is required to make sure that adaptations will meet the changing needs of the tenant.

For sensory disabilities, referrals are also accepted from the North East Sensory Service.

Major adaptations cannot be provided in response to referrals directly from tenants, their friends or family members, GP's, Councillors etc. However, anyone contacting Langstane regarding an adaptation will be provided with information on how to access the adaptations service.

Major adaptations are funded through Langstane's annual grant funding allocation from the Scottish Government.



Adaptations

How can I get an adaptation?

For minor adaptations you can simply complete a self-referral form which can be found on our website or call our Customer Service Team on 01224 423000.

For major adaptations we require a referral from an Occupational Therapist.

You can contact your local Occupational Therapy team using the details below:

Aberdeen City Council



01224 570400



OTduty@bonaccordcare.org



www.bonaccordcare.org

Aberdeenshire Council



03456 081206

Moray Council



01343 563999



accesscareteam@moraycouncil.gov.uk

What happens after I have applied?

For self-referred minor adaptations / major adaptations referred through an OT

Once we have received your completed form we will arrange for one of our contractors to carry out the work. We aim to complete most minor adaptations within 21 days of receiving your form.

For larger adaptations

We will usually contact you to arrange a home visit to discuss the work with you. Depending on the type of work being carried out you may be asked to make some choices about finishes, for instance floor colour and wetwall colour etc.

We will then obtain prices from contractors and once a contractor has been chosen they will contact you to arrange a suitable date to start work. We aim to complete larger adaptations within 80 days.

Once the work is finished we will carry out a post-inspection to check that everything has been installed correctly.

Alterations

Generally we will try to work with you to approve your alteration but there are some occasions where we will usually not approve applications:



- Satellite dishes where there is a communal system
- Fencing off areas of communal ground for personal use
- Laminate flooring in flats above ground floor

Once your Property Officer has carried out a review of your application they will write to you to confirm whether the alteration can go ahead or not. The Property Officer will aim to respond within 28 days of receiving the application.

Standard Conditions for all alterations

When we give you permission to alter your home, this is on condition that you:

- Get the work done by a competent person or qualified tradesperson and that it meets health, safety and quality standards
- Take responsibility for loss or damage caused by the work
- Tell neighbours about the work you are planning, prevent unnecessary noise or nuisance, carry out the work at reasonable times of the day and keep shared areas clean and tidy
- Tell us when work starts and finishes
- Allow us access to inspect the completed work
- Improve any work we find to be substandard
- Repair / maintain any fittings and fixtures that you install
- Do not remove or make changes until you have received permission
- Understand that certain alterations become our property when you end your tenancy and that you may be asked to remove others, making good any damage, or we will recharge you
- Will be responsible for lifting laminate or wooden flooring if access is required to underfloor pipes or cables to carry out maintenance. You will be responsible for reinstating flooring

What happens if I alter my home without permission?

If there is an unauthorised alteration in your home you may be asked to remove the alteration and put the home back to its original condition. If the alteration is a health and safety concern we will carry out the work to remove the alteration and ask you to repay the cost. If the unauthorised alteration is good quality we may ask you to make a retrospective application for permission.

Alterations

What alterations and improvements do I need permission for?

Most alterations and improvements will require permission.

Examples of alterations and improvements include:

- Changing kitchen or bathroom fittings
- Changing windows or doors
- Internal physical alterations to walls or roof space
- Installing an overbath shower
- Fitting medical equipment such as hoist or stair lift
- Electrical changes including adding or moving sockets or changing pendant lights to spotlights
- Laying laminate or engineered wood flooring
- Installing a satellite dish
- Fences, sheds and greenhouses
- Insulation work
- Interior decoration that involves artex coatings, timber paneling or other fixed decorative finishes
- Changes to the heating system



You do not need our permission to redecorate the interior of your home but you will need permission if you want to use a textured paint on your walls or ceilings (artex) or fit wood panelling or other decorative features to walls.



How do I apply for permission?

Complete our Alterations Form and email to us at info@langstane-ha.co.uk or post to our [Aberdeen office](#).

Provide as much information as possible on the alteration you want to carry out. Some alterations will require Planning Permission, Listed Building Consent or Building Warrant Approval in addition to our permission – if you are not sure what permissions you need please get in touch and we will be happy to discuss your alteration with you.

Pest control

Pest control is the responsibility of your local Environmental Health Department, and you may be charged for this service. Langstane will only arrange pest control in communal areas.

For more information, please [visit our website](#).



Compensation for Improving your new Home



If you have carried out certain improvements to your home, with our permission, you may be eligible for compensation if you end your tenancy in the future.

The rules for compensation are set out in the [Scottish Secure Tenants \(Compensation for Improvements\) Regulations 2002](#) and apply to improvements completed after 30 September 2002.

Improvements that are eligible for compensation are:

- Bath or shower
- Cavity wall insulation
- Sound insulation
- Kitchen sink
- Loft insulation
- Insulation of pipes, water tank or cylinder
- Storage cupboards in bathroom or kitchen
- Installation of mechanical ventilation in bathrooms and kitchens
- Rewiring and provision of power and lighting or other electrical fixtures including smoke detectors
- Space or water heating
- Thermostatic radiator valves
- Wash hand basin
- Toilet
- Worktops for food preparation
- Security measures other than burglar alarms
- Draught proofing or external doors and windows
- Double glazing or other window replacement or secondary glazing

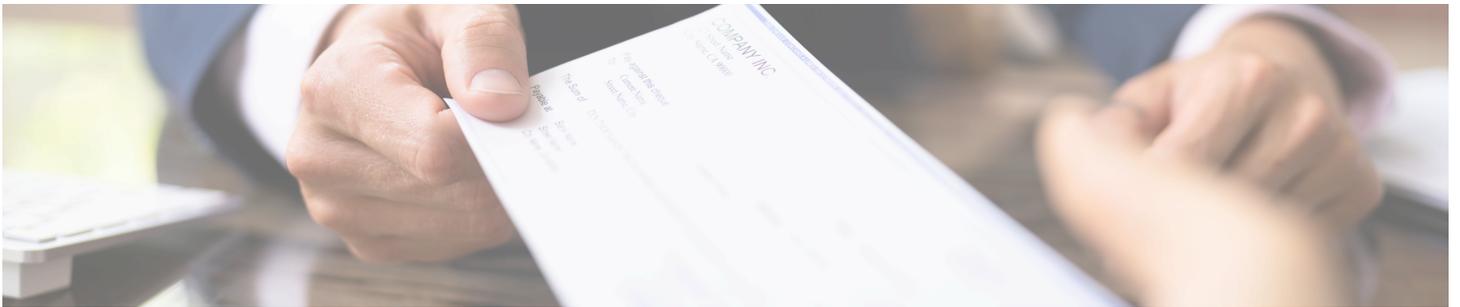
The compensation amount is calculated based on the age of the improvement, the original cost of the improvement and the condition of the improvement when your tenancy ends.

The maximum amount of compensation is £4,000 and the minimum amount is £100.

Compensation for Improving your new Home

If Langstane Housing Association are due money at the end of your tenancy (for instance for unpaid rent or rechargeable repairs) then this is deducted from any compensation due.

If you are making an alteration to your property that might be eligible for future compensation, it is important to keep receipts for the work as this will make a future compensation claim more straightforward.



Exclusions

Compensation for improvements is not payable if the tenancy has ended because:

- ▶ The tenancy has been transferred to another social landlord, for example via a (voluntary) Transfer of Engagements
- ▶ The court has granted Langstane a Decree for repossession (for example, eviction for a breach of tenancy conditions)
- ▶ The tenant/s has / have been transferred to another Langstane property that is substantially the same as the property where the improvement was carried out

Compensation is also not payable if the calculated amount would be less than £100

For more details of the compensation process, see our Compensation for Improvements application form.

Waste & Recycling



Fly-tipping

What is fly-tipping?

Fly-tipping is illegally leaving things that you do not want somewhere you are not meant to, for example next to a bin or road, in a field or a river.

Fly-tipping is often associated with dumping waste from vehicles; in this case the person who owns the vehicle can also be prosecuted, which means that it is possible for a prosecution to occur when only the vehicle, not the driver, is identifiable. The police also have the powers to seize vehicles used for fly-tipping.

Why is flytipping a problem?

- Uncontrolled waste disposal can be hazardous to the public who may come in to contact with it, for example, chemical wastes, electrical items, syringes
- Environmental damage can result from illegally dumped waste
- Fly tipping looks unsightly which can have a detrimental effect on the appeal of an area or can harm investment into an area

Cleaning up fly-tipping costs council tax payers' money. Currently Scottish local authorities spend in excess of £8.9 million each year clearing up instances of illegally dumped waste, not to mention the costs incurred by private land owners.

If you discover fly-tipped waste

Do not:



touch the waste - it may contain syringes, broken glass, asbestos, toxic chemicals or other hazardous substances



disturb the site; there may be evidence that could help identify the fly-tippers and lead to their prosecution

Do:



visually try to work out what the waste consists of and how much there is



make a note of the day, date and time you saw the tipping, its exact location and whether it is in or near water

Waste & Recycling



If you see someone fly-tipping

Make a note of:

- how many people are involved and what they look like
- what has been tipped - how much and what it looks like
- details of any vehicles involved including make, colour and registration number if possible

Aberdeen City Council – Bulky Uplifts and Bin information

Bulky Uplifts

If you have large household items that you need disposed of which are not suitable for regular waste collections then you can book a bulky uplift through Aberdeen City Council's website.

They usually charge £40 for four standard household items but if you receive housing benefit or council tax benefits then this is reduced to £20.

Standard household items include:

- Beds
- Mattresses
- Furniture
- Cookers
- Fridges
- Freezers
- Electrical items
- Internal doors

Other items can be uplifted at an additional cost, for more information, or to book, please visit the Aberdeen City Council website at

<https://www.aberdeencity.gov.uk/services/bins-waste-and-recycling/book-bulky-uplift>

Waste Less, Recycle More

Your Waste and Recycling Collection Calendar - please use this from 1st June.

For more information visit www.aberdeencity.gov.uk/gardenwaste



Mixed Recycling Bin

- ✓ Glass bottles and jars
- ✓ Plastic bottles and containers
- ✓ Food and drinks cartons
- ✓ Paper, card and cardboard
- ✓ Tins, cans, aerosols and foil



Food & Garden Bin

- ✓ All cooked and uncooked food waste
- ✓ Flowers, plants, weeds and leaves
- ✓ Grass cuttings and hedge trimmings



General Waste Bin

- ✓ Only for materials that cannot be recycled



Contact Us: www.aberdeencity.gov.uk/wasteandrecycling

Waste & Recycling



Aberdeenshire Council – Bulky Uplifts and Bin information

Bulky Uplifts

If you have large household items that you need disposed of which aren't suitable for regular waste collections then you can book a bulky uplift through Aberdeenshire Council's website.

They usually charge £32.70 for 4 standard household items or £65.39 for 8 items but if you receive housing benefit or council tax benefits then this is reduced to £13.08 for 4 items and £26.16 for 8.

Standard household items include:

- Bed base
- Bed mattress
- Bicycle
- Household white goods
- Exercise bike
- Furniture
- Small and large electrical items
- Internal/External door
- Lawnmower
- Sky dish
- Small carpet (up to 12' by 12')
- Strimmer



Your items should be left at the end of driveway / front of house for uplift by 7am on your booked day.



Blue Lidded Bin
Paper, Card and
Cardboard
Collected every 3 weeks

Orange Lidded Bin
Plastics, Metal
and Cartons
Collected every 3 weeks

Black Bin
All Non-recyclable
waste
Collected every 3 weeks

Food Waste Caddies
Cooked & uncooked food waste
Collected every week

Other items can be uplifted at an additional cost, for more information, or to book, please visit the Aberdeen City Council website at:

<https://www.aberdeenshire.gov.uk/waste/household-rubbish/bulky-waste-collection/>



Waste & Recycling



Moray Council – Bulky Uplifts and Bin information

Bulky Uplifts

If you have large household items that you need disposed of which aren't suitable for regular waste collections then you can book a bulky uplift through Moray Council.

This is usually charged at £32 per uplift, the following items can be collected:

- carpets, rugs, vinyl, mattress/mattresses, beds/bedding etc
- general waste - non-recyclable, max 2 black bags
- fridges/freezers
- all items of free standing furniture
- all Domestic electrical appliances



Material for a bulky waste collection should be sited at the normal point of collection and should be available from 7.30am on the day of collection. The crew will not enter your premises for the goods.

To book a bulky uplift, please call Moray Council waste line on 0300 123 4565.

What goes where?



Please rinse / clean your glass and plastic before recycling

want to know more?
www.moray.gov.uk/waste

For a full list of what can and cannot be collected, please visit the Moray Council website on http://www.moray.gov.uk/moray_standard/page_41043.html



Energy Efficiency

Top 10 Energy Saving Tips!



Watch your water use – shower instead of having a bath as this will use less water which will in turn cost less. Keeping your shower to four minutes can save you up to £70 a year! Think about how much you are using your kettle, by not overfilling it, you can save up to £11 per year.



Turn down your thermostat – turning down your thermostat by even one degree can save the average home up to £90 a year. The World Health Organisation states that 18 degrees is enough for healthy adults but slightly higher temperatures will be needed for the very young or old.



Turning down radiators in your home that you are not using – turning down radiators from the highest settings to the mid-way setting in rooms that do not need heated can save you around £40 a year.

(Remember not to turn them down too low as rooms which are too cold can be at risk of condensation which can lead to mould – please see the health and safety handbook for more information on condensation, damp and mould and ways to prevent it in your home).



Make sure you are doing full loads of washing rather than half loads – try to only put washing on when you have a full load so that you are not using your washing machine so frequently. Washing your clothes at a lower temperature can also save you money, dropping the temperature to 30 degrees and doing fewer loads can save you £24 a year.



Tumble driers are one of the most expensive appliances to run – if you have one, the fewer the loads, the cheaper your energy bill will be!



Turn off your devices, do not just leave them on standby – while this might not save all that much, it's still a saving and can be a lot safer.



Keep your doors closed – this might seem simple but it is a very effective way of keeping heat in and saving you money on your heating bills as the heating system is not having to work as hard (if you live in a flat, keeping doors closed is also recommended for fire safety).

Energy Efficiency

Top 10 Energy Saving Tips!



Use the heat of the sun – open up your curtains and blinds in the morning and allow all the natural light and heat into your home! Remember to close them again when it starts to get dark.



Do not leave your mobile phone to charge overnight – the average smart phone takes about three hours to charge so if it is plugged in all night while you sleep, you are likely wasting quite a bit of electricity, instead you can top up the battery throughout the day and always unplug when it is fully charged.



Do not block your radiators – if you have the space, it is a good idea not to block radiators with big items of furniture like sofas, this means that the heat will not be trapped behind your furniture and the system will not have to work as hard to reach the desired temperature.

Reference: <https://www.moneysavingexpert.com/utilities/energy-saving-tips/>



If you are struggling with energy bills and would like some assistance then please reach out for help!

We can refer you to our housing support team who would be happy to assist you further. We also have some partner agencies who can provide some much needed support. Please call 01224 423000 for more information.

SCARF is one of our partner agencies who can provide free advice and support to tenants struggling to heat their homes. They offer home visits to help with the following:

- Getting the most out of your heating system through effective use of controls
- Identify condensation, damp and potential for energy efficiency improvements in your home
- Switch fuel tariff or supplier to find the best deal for your circumstances
- Set up your fuel supplier account
- Understand your fuel bills

If you think you could benefit from this service, please contact SCARF's Heat Energy Advice Team (HEAT) on 0808 129 0888 or email them at heat@scarf.org.uk



Contents Insurance

As a landlord, it is our responsibility to have the insurance that protects the building you live in. Buildings insurance protects the structure of your home and all the fixtures and fittings (these are the items attached to your home such as doors, baths, basins, toilets etc.)

Contents insurance is different from buildings insurance as it protects the contents of your home, these are the things that belong to you, such as furniture, clothing, crockery and any digital equipment etc. It is your responsibility to take out a contents insurance policy. Contents insurance can be beneficial if your items become damaged / broken in a fire, flood or following a leak. It can also help if someone breaks into your home and steals your possessions.

Langstane Housing Association (LHA) recommend The Thistle Home Contents Insurance Scheme. This is an affordable and flexible scheme designed to protect your contents against a whole range of risks such as fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- apply over the telephone
- covers loss or damage to your contents caused by specific events such as; theft, water damage, fire and many more household risks
- covers tenants improvements (up to £2,000 or 20% of the sum insured)
- covers theft of attempted theft of contents in sheds, outbuildings and garages (up to £3,000)
- Covers damage to external glazing for which you are responsible for
- Flexible regular payment options (fortnightly & monthly payments include a transaction charge)



Please note that generally, floor coverings are covered under contents insurance and so if your floor coverings were to become damaged for any reason, these would need to be claimed for under your own personal contents insurance. LHA do not usually repair / replace carpets that we have not provided. If floor coverings were already in your property when you moved in then they will have been left by the previous tenant and will now become your responsibility. Exceptions apply for supported accommodation.

You can use some **comparison sites** to make sure you are getting the best deal on your contents insurance. Some great comparison sites include:



comparethemarket™



GoCompare

If you are unsure about which provider to use and would like some assistance, please contact us on 01224 423000.

Ending your tenancy

You must give us 28 days notice that you wish to end your tenancy.

A signature is needed to end your legal contract. We can send you a termination form, or you can download a copy from our website here: <https://www.langstane-ha.co.uk/ending-your-tenancy/>

Ending a joint tenancy

If you have a joint tenancy then all the joint tenants must sign the form.

If you are married or in a civil partnership and your spouse is not a joint tenant, you will have to send in written confirmation from them that they agree to the tenancy being ended.

If you are a joint tenant and the other joint tenant is remaining in the property, you must tell them that you are giving up your share of the joint tenancy

Notification of Termination

Name

Address

Termination date

Reason for terminating

Note: 28 days minimum notice must be given. This starts from the date the Association receives written notice. If you return your keys before the termination date you will still be responsible for the rent until the end of the notice period. By signing this form you are confirming that everyone over the age of sixteen (that lives with you) knows that the tenancy is going to end and will also be leaving the property on the date your tenancy is due to end. You also confirm to us that no one is entitled to stay at the above property under the terms of the Matrimonial Homes (Family Protection) (Distress) Act 1981. If you have a non-entitled spouse they must also sign the form below.

Signed

Signed (Joint Tenant)

Spouse/Civil Partner if not joint tenant

Date

Forwarding address*

Contact Telephone No

End of tenancy inspection

Your tenancy should be handed back to us in the same condition you received it. When you give us your notice to end your tenancy we will arrange to visit your property. We will discuss the condition of your tenancy and whether there is any work to be done before you leave your home. If you do not complete the work before you leave we will recharge you. Examples of the type of work you will have to pay for are:

- Holes or dents in door or walls
- Damage to kitchen and bathroom fittings
- Removing alterations made without permission

Your rent

Your rent should be paid in full before you leave and all keys and/or fobs must be returned to us. Your property must be cleared of all furniture, belongings and rubbish. Failure to do this will mean that you will be recharged for removing these items.

Customer Commitment

Care

We will ask you to **care** for your property, neighbours and community and let us know when something goes wrong.



Contact

When you **contact** us, we will ask you to; listen, be respectful, understand we are trying to help.



You will give us the time we need to investigate and refrain from using abusive or threatening behaviour.

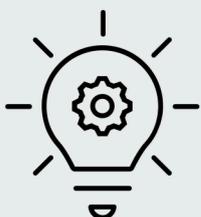
Contribute

You can **contribute** to our service improvements by telling us what we can change or do better.



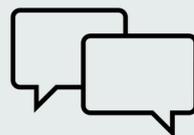
Courtesy

When things go wrong, show our teams **courtesy** and understand that we can't get things right all the time. Please give us the time to put things right.

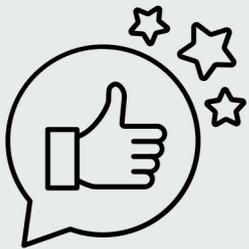


Communicate

Communicate openly and honestly with us about your needs to allow us to support you as much as we can.



Langstane's Promise



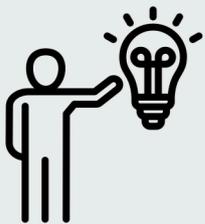
Positive

Our communications with you will be **positive**. We will be approachable, listen, act quickly and treat you fairly.



Personalise

We will try to understand your needs and **personalise** the service and experience you receive from us.



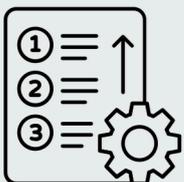
Proactive

We will be **proactive** when you tell us something hasn't gone right. We will be transparent and do what we say we will to put things right.



Partners

We will work with our **partners** to support you and we will refer you to relevant organisations where we can.



Prepare

We will **prepare** you for what comes next by providing clear information and achievable timescales so that you know what to expect.



Progress

We will take on board your feedback and use it to make **progress** and allow our services to grow.

Getting Involved



We really value our tenants and their opinions and there are a number of ways you can get involved to help shape our services. We offer a range of options so you can take part in a way that suits you.

#ImIn Networks

Join one of our involved tenant networks to empower you to share your opinions on our publications, neighbourhood management and get involved with surveys to provide feedback on policies and procedures.

Neighbourhood Walkabouts

We will arrange a visit to your neighbourhood where staff will discuss with you the improvements you would like to see and create a plan to achieve them.

Become a Lifetime Member

You can buy a lifetime membership share in Langstane for just £1. To read what rights you will have with your membership visit our '**Getting Involved**' page by [clicking here](#).

Tenant Scrutiny Group

Join our group to work with staff to review service delivery and make recommendations to improve.

Focus Groups

We hold focus groups on specific topics where we share information and ask for your opinion.

NETRALT

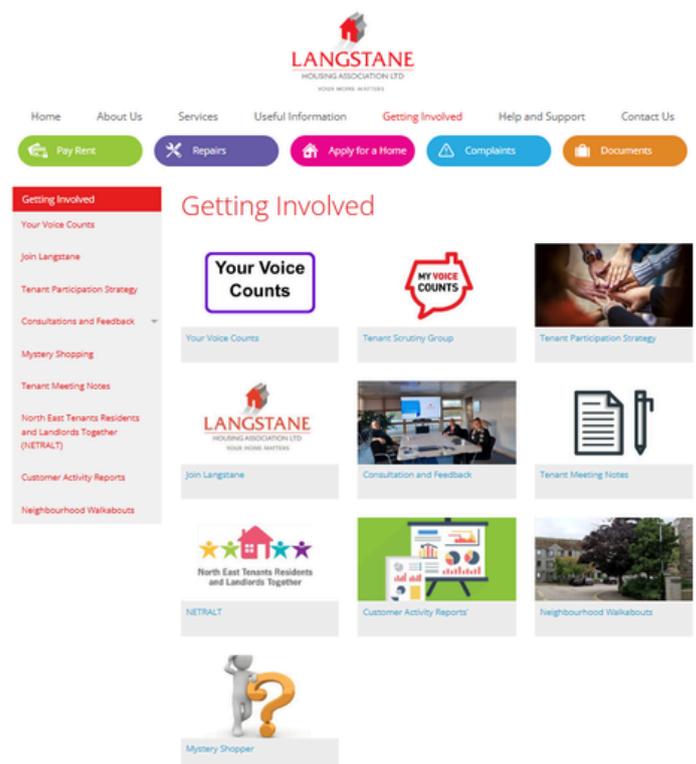
We are member of North East Tenants Residents and Landlords Together, a nationally recognised group supporting tenant participation and sharing good practice.

Tenant Voice Strategy

Our strategy details how we want to work together with tenants to drive tenant-focussed services and offer meaningful involvement options that everyone can get involved with in a way that best suits them for example, face-to-face, virtually or arm chair.

You can view our strategy on our '**Getting Involved**' page on our website by [clicking here](#).

To get involved or find out more information, please contact Samantha, our Tenant Participation Officer on 01224 423000 or by email to tenant.participation@langstane-ha.co.uk



Complaints, Feedback and Your Information

We know that things won't go right all the time, so if you need to complain, you can do so using the following methods:

-  Call us on 01224 423000
-  Email us on info@langstane-ha.co.uk
-  Report it on our website: <https://www.langstane-ha.co.uk/feedback/>
-  Use our tenant portal

Remember there are lots of ways to get in touch with us:

-  680 King Street, Aberdeen, AB24 1SL
-  North Guildry Street, Elgin, IV30 1JR
-  <https://www.langstane-ha.co.uk/>
-  01224 423 000
-  info@langstane-ha.co.uk
-  [/Langstane](https://www.facebook.com/Langstane)
-  [/Langstanehousingassociation](https://www.youtube.com/Langstanehousingassociation)
-  [/company/langstane-housing-association/](https://www.linkedin.com/company/langstane-housing-association/)

Your Data

What we do with your personal information. We keep information about our tenants in order to help us make decisions and provide and improve our services. The Data Protection Act 2018 and the General Data Protection Regulation (GDPR) governs the way we use your personal data. It aims to make sure that your personal information is protected and used as you would expect. For example, we must make sure that access to your details is limited to those people who need to use it so that you can have the services you need. All the data we hold about you should be accurate, so we ask you for regular updates. We also have to make sure that we do not keep your information after we do not need it any more. The law gives you the right to request a copy of the information we hold about you. Recent changes to the law also allow for you to request to be forgotten in some circumstances. This means that your records may be deleted sooner than we would normally do this.

For further information regarding data protection and your rights please visit our website to look at some frequently asked questions, or visit the website of the Information Commissioner's Office: <https://ico.org.uk/>.