

TENANTS HANDBOOK



Welcome to the Association!

The handbook provides a range of helpful information to help you settle into your new home. It is also useful reference point throughout our tenancy-you may wish to print it off our website and to keep it in a safe place. The handbook compliments your tenancy agreement.

If you require any further information on any of the areas in the handbook please do not hesitate to contact the office – we're here to help.

We have put this document on our website for ease of access. However, if you require a printed copy of the handbook or an alternative format, such as large print, audiotape, Braille or community language, please contact the office and we can get arrange this through the Happy to Translate service. This service can provide information in a wide range of languages and formats, and where required we can bring in the services of an interpreter to help communicate with you.



Content

1. Introduction

- The Association
- What do we do?
- Contacting Us
- Customer Care Standards
- Service Delivery
- Customer Satisfaction

2. Scottish Social Housing Charter

- Charter
- Annual Return on the Charter
- Annual Performance Report

3. You and Your Home

- Moving in
- Your Tenancy
- Estate Management
- Gardens
- Common Areas
- Legal Action
- Abandonments
- Getting on with your neighbours
- Sub-letting and lodgers
- Aids and adaptations
- Pets
- Succession

4. Sheltered Housing

- Complex Facilities
- Housing Support Assistant
- Care Inspectorate

5. You and Your Rent

- Rental Income and our Finances
- Rent Policy
- Rent setting
- Paying your rent
- Help with paying your rent / Universal Credit
- Problems with rent
- Money Worries

6. Looking after your Home

- Landlord responsibilities
- Tenant responsibilities
- Reporting repairs
- Emergency repairs
- Repairs response and completed
- Annual Gas Safety Check
- Rechargeable repairs
- Rubbish Disposal
- Cold weather
- Defects liability
- Maintenance advice
- Right to Repair
- Alterations and improvements
- Right to compensation for improvement
- Planned maintenance
- Improvement works
- Dampness and condensation
- Smoke alarms
- Security

7. Moving On

- Applying for a move
- Buying your home
- Ending your tenancy

8. Getting Involved

- Tenant participation
- Tenants groups
- Tenant Scrutiny Panel
- Membership of the Association
- Membership of the Governing Board

9. General

- Equal Opportunities statement
- Confidentiality and access to information
- Useful telephone numbers
- Complaints Policy
- The Staff Team
- The Board
- Membership application form

1. Introduction

The Association

Registered in 1986, the Association was set up as a locally controlled community housing association, with its foundations in the rehabilitation of the centre of Barrhead. Working in partnership with East Renfrewshire Council, the Association has steadily grown over the year with the refurbishment of stock, the completion of new build projects, and the transfer of homes from Scottish Homes in 2001.

The Association's geographical area started to spread following the stock transfer when properties from Neilston and Thornliebank were included with the Scottish Homes transfer of 235 properties along with 27 sheltered housing properties on the Main Street in Barrhead. All properties were quickly refurbished by the Association following the transfer. Over recent years, new build developments included the creation of Connor Road, a 12-unit supported accommodation project for young homeless people in 2008/9, the 65 new homes in Auchenback and the 24 flats in partnership with Persimmon at St Mary's, Barrhead during 2009/10. Little development has been possible since then, although our stock numbers have continued to grow on a small scale. However, this is beginning to change. In April 2016, we completed a 15 unit development at Rankin Court Barrhead and we are now working with East Renfrewshire Council and Scottish Government to deliver more new homes. Plans are in place for more affordable homes in Neilston and various sites in Barrhead including Blackbyers Road, Dealston Road and two sites in the Barrhead South masterplan.

Like many housing associations, we became a charity in 2004 and created a private subsidiary company in 2011 to further the aims of the Association's work, mainly but not exclusively to expand factoring services and create employment for our supported sheltered housing development. Today we have 934 homes in management, 1 shared ownership property, and factor over 250 properties, 16 commercial units, and two voluntary organisations within our communities. Our governing Board is made up of local residents – owners, housing and business professionals and support from the local Councillor.

We are managed by a voluntary Governing Board who are responsible for the strategic direction of the Association and staff are employed to guide the Board and deliver the operational work of the Association. Anyone over the age of 18, or 16 if you are a tenant, can apply to become a member by completing an application form and making a £1 one-off payment. Members can attend the Annual General Meeting and stand for election to the Governing Board.

You will find a membership application form at the back of this handbook. Members receive a share certificate confirming membership of the Association.

We have a dedicated and loyal hardworking team of 22 staff members, empowered to take responsibility for their tasks and for services to our customers. We encourage our staff team to contribute to improvements in service and to celebrate in the success of the organisation. We have Investors in People Silver accreditation and a good practice award for Investors in Young People, a standard that focuses

on the recruitment and retention of young people through training and development.

Here at Barrhead Housing Association we truly believe that everyone deserves to live in a secure, good quality, well maintained home. We deliver secure homes by providing good quality, affordable, well maintained rented housing to people with a need to be housed. Our qualified staff team is dedicated to providing customer focused services from our office in Main Street, Barrhead. We are committed to continuous improvement.



Our Business-What do we do?

We produce a Business Plan each year that sets our business objectives for the following three-five years. There are different parts to the plan including our:

Mission Statement

"At the heart of our communities; investing in your future"

Our Core Values:

The core values are important to us and to the delivery of services to our customers. We believe they represent the values of our organisation and are used to attract like-minded people through recruitment of new staff

- Respectful: we are honest, trustworthy and reliable
- Adaptable: we are flexible and react to change
- Dedicated: we care about our purpose
- Aspirational: we are forward thinking and committed to improvement
- Responsible: we are efficient and accountable

Our Aims

- Strive for excellence across the organisation
- Encourage our customers to get involved in our business
- Be accountable to customers and responsive to their aspirations and needs
- Invest in our properties to provide desirable, safe and secure homes
- Provide quality homes that are affordable for our customers and our overall business

- Provide value for money and be cost aware across all services delivered
- Work in partnership to meet our objectives
- Build new affordable homes if financially viable
- Create opportunities for employment, training and support for our people; particularly our young people and our wider community
- Improve the quality of our customers' lives
- Grow and expand our subsidiary to further the aims of the Association

OUR STRATEGIC AIMS

What we want to do:

- Create communities that fit the needs and aspirations of our customers
- Create desirable neighbourhoods by investing in our homes
- Be responsive by developing and improving all areas of our work
- Strive for excellence across the organisation
- Grow our business, our communities and our people

How we want to do it:

- Empower our people to lead the changes we need to make
- Deliver value for money and sound finances
- Deliver personal services to our customers in a 'can do' way
- Be flexible and adaptable to our changing environment
- Prepare for new opportunities

Contacting Us

Our office is located at 60/70 Main Street, Barrhead. Our opening hours are: 9.00 a.m. to 5.00 p.m. Monday to Wednesday, 9.00 a.m. to 7.00 p.m. on Thursday, and 9.00 a.m. to 4pm on a Friday. The office is normally closed on the first Wednesday afternoon of every month for staff training. Home visits can also be arranged if you are unable to come to the office.

When our office is closed we have an out of hours repair service for emergency repairs. The number is shown below.

Please do not phone this unless the repair is a genuine emergency.

Office contact details are:

Telephone number: 0141 881 0638

Repairs during Office hours- 0141 880 3813 option 1

Out of Hours Emergency Repairs 0800 6520633

Gas Servicing Repairs Only: 01294 468113

Email Address: enquiries@barrheadha.org

Web Address: www.barrheadha.org



Customer Service Standards

We have developed detailed service standards as part of our overall Communication Strategy. These Service Standards confirm how some of the specific services that we provide will be delivered and they also explain the quality of service that you should expect from us. We recognize that the way we provide our services can be just as important as the service itself.

Our Service Standards Policy includes details of what you should expect:

- When you visit our offices
- When you communicate with us in writing, including by email
- When you telephone us
- When you make an enquiry via our website
- When you make a Stage 1 or Stage 2 Complaint to us
- When you apply for a house or request a transfer to a different home
- When you make a payment, how we will process rent payments and the methods available to you
- How we can help if you are having difficulty in paying your rent
- When you want to alter or improve your home
- How we undertake estate management of our areas
- When you make an anti-social complaints to us
- How we deal with carrying out any renewal of major items in your home (i.e. new windows) & servicing of cyclical works (i.e. gutter cleaning)
- When you report a repair to us
- How we update our website
- How we will consult with you
- How we comply with General Data Protection Regulations to keep your information confidential and safe.

In general, we will aim to:

- Deal with your enquiry in a professional and friendly manner
- Welcome customers politely and identify who we are
- Introduce ourselves by name and show you our Staff ID badge whenever we meet with you outside our offices
- Ensure that our telephone and email messages provide details of who to contact in our absence
- If required, organise an interpreter, signer, translator or arrange for a document in an alternative format
- Keep you informed of the progress being made with your enquiry

- Deal with your enquiry in a confidential manner and ensure your personal privacy
- Use plain language in our responses, avoiding jargon; and

Phone Calls



We will aim to:

- Answer all telephone calls promptly
- Answer with the greeting "Good morning/afternoon, Barrhead Housing Association, <name of staff member> speaking, how can I help you?"
- Deal with all enquiries immediately without the need to pass on to another member of staff
- Ensure that, when offices are closed, an appropriate answerphone or message service will be in operation
- Ensure that, if the person you wish to speak to is not available and you would rather not wait for them, you are passed to another staff member who will endeavour to deal with our enquiry
- Respond to any messages left on our voice mail within one working day (if we have not redirected our calls). Answer all telephone calls promptly



Letters, E-mail, and Social Media

We will:

- Respond to you within five working days.
- When a staff member is out of the office, their email message will provide details of who to contact in their absence.
- We will write to you in the event that we require further time to carry out more details investigations.
- Provide a contact name and details on all correspondence.

Visiting our Office

We will:

- Acknowledge you when you arrive, and attend to you as quickly as possible.
- Ensure that, if you have made an appointment with a member of staff, you will be seen on time.
- Deal with your enquiry, even if you visit our office without an appointment
- Arrange an appointment with the relevant member of staff if they are not available when you call in; and
- Talk to you in a private interview room



Service Complaints

We have 2 internal stages of complaints which we aim to respond to within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.

There are 2 stages to our Complaints processes. These are:

Stage 1: Frontline Complaint

Complaints that can be resolved quickly

Stage 2: Investigation Complaint

Those complaints that have not been resolved at stage 1 or are complex and require more detailed investigation.

We will:

- Make an information leaflet on our complaints policy readily available from our office and on our website.
- Investigate fully all complaints made by service users about our services, and use our findings to improve our services to you.
- Ensure that you are able to submit a complaint in a variety of ways, including directly via our website
- Deal with complaints promptly, courteously, systematically, fairly and in confidence
- Ask you how you would like the complaint to be resolved

Full details of our Service Standards can be found on our [website](#)

Service Delivery

If you contact our office your first point of contact is likely to be a member of our Customer Services Team. We aim to deliver a “one-stop shop” for the majority of services ranging from allocating homes, day-to-day repairs to welfare benefit advice.

Customer Services Team

Director of Customer Services- Lorraine Dallas

Customer Services Manager-Jen McCann

Customer Services Officer-Sandra Nelson

Customer Services Officer-Jackie McColl

Customer Services Officer-Julie Stewart

Customer Services Adviser-Maxine Dock

Customer Services Assistant, Repairs- Siobhan Kelly
Welfare Rights Officer-Vivien Betteridge
Housing Support Assistant-Marie Donaghy (Temporary)
Customer Services Admin Assistant – Steven Watson (covering maternity leave)

Our three Customer Services Officers cover different geographical areas of our stock:

Your officer for Barrhead and Thornliebank is Julie Stewart:

Barrhead: Kelburn Street; Barnes Street; Bellfield Crescent; Centenary Court; Craighead Street; Centre Way, Cross Arthurlie Street; George Street; Henry Street; John Street; Main Street; Main Street Sheltered Housing Complex; Mill Road; Robertson Street; South Park Avenue and Northpark Avenue.

Thornliebank: Elizabeth Crescent; Lochiel Road; Robslee Road; Main Street; Eastwood Court; Woodfarm Road; Hutcheson Road, Northpark Avenue, Addison Grove and Westfield Road.

Your officer for Auchenback, Barrhead Centre and Newton Mearns is Jackie McColl

Auchenback: Auchenback Court; Aurs Drive; Aurs Glen; Aurs Road; Braeside Crescent; Braeside Drive; Calder Avenue; Campbell Drive; Clyde Avenue; Craigton Drive; Crebar Drive; Divernia Way; Fenwick Drive; Fingleton Avenue; Killoch Drive; Langton Crescent; Newton Avenue; Rockmount Avenue; Roebank Avenue; Springfield Road; Shanks Avenue; Weir Avenue.

Barrhead Centre: Barnes Street; Barnes Street; Cogan Street; Connor Road; Gladstone Avenue; Lowndes Court; Saunders Court; Simpson Gardens.

Newton Mearns: Clark Place; Culzean Crescent; Gemmell Place; Hill Avenue; McKay Place; Moorhill Crescent; Moorhill Road; Netherplace Crescent; Netherplace Road; Ritchie Place; William Mann Drive; Wilson Avenue.

Your officer for Barrhead Centre, Dunterlie, Rankin Way and Neilston is Sandra Nelson

Barrhead Centre: Carlibar Road; Walton Street; Connor Road.

Dunterlie: Crossmill Avenue; Stewart Street; Stewart Place; Waulkmill Avenue; Waulkmill Way; Stewart Court; Tait Avenue; Tower Avenue; Rankin Way.

Neilston: McCulloch Way; Harelaw Avenue; Commore Place; Kingston Avenue; Main Street; Hillside Avenue; Station Road.

The Property Services Team are responsible for planned and cyclical maintenance, our subsidiary factoring service Lavern Property Services, our Health and Safety and our wider community regeneration.

Property Services Team

Director of Asset Management- James Ward
Property Services Manager-Janice Peters
Community Regeneration Officer-Bryan Dando
Project Coordinator-Tracey Quinn
Repairs Operative-Richard Anderson
Factoring Assistant- Emily Connell

The Corporate Services Section oversee our day-to-day finances and the administration of the business:

Corporate Services
Director of Corporate Services- Helen Sutherland
Corporate Services Manager- Iain MacLean
Corporate Services Officer- Martin Devenny
Corporate Services Assistant- Karen Devon

Our Chief Executive is Shirley Robison and she has overall responsibility for the day-to-day operation of the organisation.



Customer Satisfaction

We are committed to delivering high quality services and getting feedback from our customers. We carry out a large satisfaction survey at least every three years which is carried out by an independent consultancy speaking face to face to tenants to get feedback about the services we provide. The last survey we carried out was in June/July 2019 and the main results were:

- 87% of Tenants were satisfied with the overall service provided by the Association;
- 79% were satisfied with the quality of their home;
- 85.5% of tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service; and
- 94% of tenants felt the Association was good at keeping them informed about their services and decisions.
- 93% of tenants were satisfied with the opportunities given to participate in the decision making process for the Association.

2.



Scottish Social Housing Charter

The Housing (Scotland) Act 2010 gave the Scottish Government new powers to modernise the regulation of Registered Social Landlords (RSLs), including Barrhead Housing Association. It resulted in the creation of the Scottish Housing Regulator an independent organisation to look after the interests of tenants, homeless people and others who use our services.

Following consultation with tenant representatives from across Scotland, the Scottish Social Charter was approved in 2012 by the Scottish Parliament and had minor changes made to it in 2018. The Charter sets the standards and outcomes that all social landlords like the Association should aim to achieve performing our housing activities.

In May of each year the Association submit an Annual Return on the Charter known as the ARC to the Scottish Housing Regulator detailing our performance on a range of Charter Indicators. The main indicators include:

Tenant Satisfaction

Percentage of tenants satisfied with the overall service provided by their landlord;

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions;

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes;

Quality and Maintenance of Homes

Average length of time taken to complete emergency repairs;

Average length of time taken to complete non-emergency repairs;

Percentage of reactive repairs carried out in the last year completed right first time;

Indicator 16-Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

Neighbourhoods

Percentage of anti-social behaviour cases reported in the last year which were resolved.

Value for Money

Rent collected as percentage of total rent due in the reporting year;

Percentage of rent due lost through properties being empty during the last Year;
and

Average time to re-let properties in the last year.

The Regulator review this to ensure we are continuing to perform well. We also produce an Annual Performance Report that is distributed to all tenants and stakeholders in October each year outlining our progress in meeting Charter requirements.

More information on the Charter can be found on the Scottish Housing Regulator's website: www.scottishhousingregulator.gov.uk.



3. You and your home

Moving In

When you become a tenant we will assist you in a number of ways to settle into your new home:

- Our Customer Services Officers will explain different ways in which you can pay your rent.



- They will advise you if you are eligible to apply for Housing Benefit or Universal Credit and can also refer you to our Welfare Rights Officer if you need further assistance.
- Complete a housing benefit form if you have not already done so when you sign your tenancy agreement. The form should be returned to East Renfrewshire Council within 7 days of your date of entry. If the form is not returned on time, housing benefit will not usually be backdated.
- If you are claiming Universal Credit Benefit, you will receive money to pay your rent included in the payment you receive from the Department of Work and Pensions. You must ensure that this is used to pay your rent. We can help you

set up a Direct Debit, or set up an account with a local credit union to help make the monthly payment. Contact our office for more information.

- We recommend that you arrange house contents insurance for your furniture, decoration and belongings as the Association only arranges building insurance.
- Take note of your gas and electricity meter readings. The previous tenant should have notified their supplier, but it is advisable to keep these readings noted in a safe place.
- Ask the Association for permission if you are thinking of ordering or installing satellite, cable television or laminate flooring.
- Contact your bank if you are paying your rent by standing order. Rent is due 1 month in advance and on the 1st of each month. Arrangements can be made to pay weekly, fortnightly or monthly. Please contact our Customer Services Section for more details.
- The Association's Customer Services Assistant will visit you approximately 6 weeks after you move in to see that you have settled in and deal with any queries that may have arisen.

Your Tenancy

When you become a tenant of Barrhead Housing Association you sign a Scottish Secure Tenancy Agreement. This Agreement outlines your rights as well as your responsibilities of being a tenant. In certain circumstances, we can change your tenancy agreement to a different type of tenancy agreement called a Short Scottish Secure Tenancy (SSST) agreement, which gives you fewer rights and less protection from eviction than a Scottish Secure Tenancy (SST). From 1st May 2019, these circumstances will now include any situation where a tenant or someone living with a tenant has acted in an antisocial manner in or around the property.

The agreement is a legally binding contract which will have been explained fully to you when you signed it.

The Tenancy Agreement provides you with security of tenure which means that the tenancy will last as long as you wish provided you do not breach your agreement. Except from when a property is abandoned, the Association must get a court order to end your tenancy without your consent. We will only do this where there has been a serious breach of the conditions of your tenancy.

Estate Management

We aim to provide a service which allows you to enjoy your home in a safe and secure environment that you can take pride in. Our estate management service covers a wide range of issues such as providing tenancy advice and assistance. We work with a range of other local agencies such as East Renfrewshire Council and Police Scotland to enhance your community, making it safe to live in. If you have any queries or concerns please contact our Customer Services Team.

Gardens

If your home has a garden you will be expected to maintain it in a reasonable condition. The Association maintains some gardens, with the costs being recharged to you through your monthly rent. A contractor will maintain these during the summer months. The quality of work carried out by the contractor will be monitored by our staff. You will be advised prior to signing for your home if the Association maintains your garden.

Common Areas

We expect all our tenants to look after common areas such communal back courts and shared door entries. Even if you receive a service to clean your shared property entrance we expect you to try to ensure it is kept clean and tidy.

Legal Action

If the Association wishes to repossess your tenancy we must take legal action. A Legal Notice, known as a Notice of Proceedings, must be served on you stating the grounds for recovery. No further action can be taken until the Notice becomes "live" which is at least four weeks after it was delivered to you. The Association can then raise a case in the Sheriff Court. Even if the Association proves its case, the Sheriff will consider whether it is reasonable to grant a Decree for Eviction.

The Association believes taking court action to end a tenancy is a very last resort where all other alternative solutions have failed.

If you face legal action you should always contact the Association to discuss the matter. You are entitled to seek independent legal advice and you are entitled to defend any action taken against your tenancy.

Abandonments

If it is suspected that you have abandoned your property, you will be served with a written notice advising you of this and asking you to respond in writing within 28 days. During this time we will investigate whether you are still staying in your home. If after 28 days it appears the property is unoccupied and we have not heard from you we will serve a second Notice which will repossess your tenancy.

If you expect to be away from home for longer than one month i.e. on holiday; in hospital; prison etc. it is important that you notify the Association.

You will also need to make arrangements to continue to pay your rent, if you on benefits they may be stopped if you are absent for any period.

Getting on with your neighbours

What are your rights?

The Association is committed to ensuring that everyone can enjoy their home without disruption from others.

What are your obligations?

It is important to respect the rights of your neighbours and to understand what impact your behaviour may have on your neighbours. What might be good for you could be causing a disturbance to others.

Disputes

Friction between neighbours can lead to stress, isolation and bad feelings. Disputes can arise over:

- Garden maintenance
- Stair cleaning
- Pets
- Noise
- Inconsiderate parking
- Ball games

and can be very serious if assault, criminal actions or violence are involved.

What can you do to resolve this?

We would advise that you try to discuss your concerns with your neighbour first of all. This is sometimes more effective than "reporting them" to the Association.

If this does not work and you continue to experience difficulties you should contact the Association to make a complaint and to get advice and assistance on how to proceed.

The Association will always investigate your complaint and will take appropriate action.

What action will the Association take?

This depends on the type of complaint and what supporting evidence is available.

If the dispute is one to one then the Association will try and mediate a compromise or refer both parties to an independent mediator.

If there is supporting evidence from other witnesses, Police, Environmental Health etc. then a variety of steps can be taken from warning letters to court proceedings.

Will my complaint be treated confidentially?

Yes. The Association will not disclose the name of the complainant. However if the complainant wishes the Association to take court action, then they may have to be prepared to make a witness statement and testify in court.

The Association will support the complainant in these circumstances.

Will I be advised of the outcome?

Yes. The Association will keep you as informed as possible on any development without compromising confidentiality.

Tips for Handling Disputes

- Always discuss the problem calmly because this pays in the long term, as frayed tempers on both sides only make the problem worse and then more difficult to resolve.
- Always be prepared to compromise.
- If you believe that communication between you and your neighbour is not working or if you think that it may be too serious for you to deal with alone then contact the Association.
- Keep a note in your diary of the times and dates at which disturbance(s) took place.
- Try and put your complaints in writing with as much detail as possible including dates and times.
- Contact East Renfrewshire's Ring and Report Service on 0800 013 0776. This service is free and confidential and all reports made by you are passed directly to the Association for our Customer Services Officers to follow-up your complaint.
- Should you feel at any time that your safety or security is under threat then you should contact the Police immediately.

Who else can help?

In cases of noise disturbance, the Police and Environmental Health should both be contacted for advice and assistance. The Association works in partnership with these agencies to resolve neighbour disputes. The Police should also be contacted if the dispute involves assault, violence or criminal activities.

Legal Action

Legal action is a last resort but the Association will take action to deal with persistent and serious anti-social behaviour. We will utilise the new powers being granted by the Housing (Scotland) Act 2014.

Subletting, Lodgers and Assignment

Can I sub-let my home?

Barrhead Housing Association does allow sub-letting in cases where a tenant cannot live in their home for a limited period of time, but does not wish to give up the tenancy. However, we do impose conditions where a sub-let is approved. You must have been a tenant for a minimum of 12 months before we will consider this request.

You cannot sub-let your property without the Association's approval. Contact our Customer Services Section to discuss this.

Can I take in lodgers?

If you wish to take in a lodger, you should ask for permission in writing.

As with sub-letting requests, we will respond within 4 weeks and will not withhold our consent unreasonably.

Where the request for sub-letting or lodgers would result in overcrowding, we will not be able to give permission for this.

You can obtain the Association's policy on either of the above by contacting the office.

Assignment (Transferring your tenancy to someone else)

You may wish to move out of your property, and pass your tenancy to a member of your household who already lives with you.

From 1st November 2019, before you can do this, both you AND the person you wish to pass the tenancy to must have lived in the property as your only or principal home during the previous 12 months before you apply to assign your tenancy.

The 12- month period only starts when we receive written notification from you that the other person is living in the property as their only or principal home.

We can refuse permission to assign a tenancy if we have reasonable grounds to do so.

Joint Tenants

The Housing (Scotland) Act 2014 has introduced a new 12 month qualifying period for tenants wishing to request a joint tenancy. The proposed joint tenant must have notified the Association that he/she is residing in the property before the 12 month qualifying period begins.

Succession of Tenancy

What happens to my tenancy if I die?

If you live alone, the tenancy will end on the date of your death.

If there are other members of your household aged 16 years or over they may be entitled to "succeed" to the tenancy i.e. take over the tenancy.

There are three different levels of successions

The main categories for succession are:

1. To your husband or wife or co-habitee, if the house was their only or principal home on your death;
2. A joint tenant, if the house was his or her only or principal home on your death;
3. Family members or carers.

From 1st November 2019 The Housing (Scotland) Act 2014 is increasing the qualifying period so that the property must have been occupied as the only or principle home for 12 months immediately before the death by the person wishing to succeed the tenancy.

If more than one person qualifies for the tenancy, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

Aids and Adaptations



Tenants who are having mobility problems, or who find it difficult to make use of bathroom or kitchen facilities because of illness or disability should contact the Social Work Department at East Renfrewshire Council. An Occupational Therapist will assess your need for adaptations to help you live independently in your own home.

The Council is responsible for supplying some adaptations e.g. bath aids. The Association is responsible for others e.g. ramps or walk in showers.

Once the Occupational Therapist has made a referral to us, we will put your name on our waiting list for adaptations. The length of time you will have to wait will depend on how much grant funding is available in a year and how many requests are received.

The Property Management Section will be able to give you more specific advice.

If you would prefer a move to a more suitable property, you should complete a transfer application form and medical self-assessment form. We will advise you how many points you have and the likelihood or otherwise of a transfer will be explained to you.

Some properties are designed or adapted to meet the particular needs of a tenant or a person living with the tenant. Sometimes that person moves to a different property or dies.

From 1 May 2019, we will be able to apply to the Court to recover the property if it is not being occupied by anyone who needs the adaptations. We would only do this if we need the property for someone who needs the adaptations. We would give you notice before applying to the court to do this and we would offer you suitable alternative accommodation. You would be able to ask the Court to consider whether our actions were reasonable and challenge the suitability of the alternative accommodation.

Pets



You have the right, subject to the conditions noted below, to keep a domestic pet. Domestic pet means a dog, a cat, a bird, fish or a rodent (such as a hamster or gerbil). If you wish to keep more than one domestic pet or another type of animal, you must get our prior written permission.

The conditions are:

- no cats or dogs are allowed in any sheltered accommodation with corridor or shared access
- keeping your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law,
- you are responsible for the behaviour of any pets owned by you or anyone living with you,
- you must take all reasonable steps to supervise and keep such pets under control.
- You must take reasonable steps to prevent such pets causing nuisance, annoyance or danger to your neighbours or deterioration in the condition of the house, common areas or the vicinity of the house. This includes fouling, noise or smell from your pet,
- you must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts,
- we will be entitled to require removal of the pet if causing nuisance or damage,
- You are responsible for cleaning up dog faeces and/or urine.

- If you fail to meet the above conditions permission to continue to keep the pet will be withdrawn. If permission is refused or withdrawn, we will be entitled to require removal of the pet. In such circumstances, you hereby agree not to keep the pet and to ensure it is removed from the house on a permanent basis within 14 days of permission being refused or withdrawn.

4. Sheltered Complex

The Association owns 27 sheltered flats in Main Street, Barrhead. The flats are for tenants who are 60 years of age or more, and you can apply by completing a housing application form. The forms are assessed using our Allocations Policy which will assess your housing need. Flats are accessed through the common close with upstairs flats having a lift to allow tenants with limited mobility access. All the flats have showers, rather than a bath to try to ensure the property is suitable for residents housing needs as they get older.

The Complex has a dedicated temporary Housing Support Assistant, Fiona McKenzie, who currently works 20 hours a week providing assistance to residents. Her working hours are normally 9am until 1pm. Her duties include responding to any calls from residents requiring assistance. Jennifer McCann, our Customer Services Manager, is the Registered Manager of the Complex and she assists Fiona in reviewing Support Plans for residents to help ensure housing needs are met.

Each resident is provided with a community alarm in their flat that during office hours connects directly to the Housing Support Assistant's office so that she can be contacted if residents have a problem. Outwith the Housing Support Assistant's working hours the alarm connects to our Alarm Monitoring Call Centre who can provide assistance such as contacting your next of kin or emergency services if required. Residents can also opt-in to an additional service provided by East Renfrewshire Council's 24 hour Response Team for a small monthly charge which allows Council Staff to visit the complex to provide assistance if the Alarm Call Centre is unable to contact your next kin in dealing with a non-emergency situation.

Residents at the complex also currently enjoy a range of activities in the Complex's Common Area including:

- Wednesday –Weekly Art Class 1-4pm
- Wednesday – Fortnightly Bingo 7pm-Until late
- Thursday – Weekly Mouse Mate I.T Support Group 1-3pm

The service we provide at the Sheltered Housing Complex is over seen by the Care Inspectorate to ensure we meet National Care Standards for sheltered housing. As part of this process they carry out regular inspections of our service. The service is currently graded as "Very Good" (Grade 5) by the Care Inspectorate. Additional information about the role of the Care Inspectorate can be found at: www.scswis.com.

If you need any more information about the Sheltered Complex do not hesitate to contact our Customers Service Team.

5. You and Your Rent

Rent Policy

The rents for our properties are calculated using a formula. The formula takes into account the size of the property; type of property and any amenities. For example somebody living in a 4 bedroom house will be paying more than someone in a 2 bedroom house.

Rent Setting

Barrhead Housing Association aims to charge rents which are affordable to its tenants. Rents cover the cost of:

- Managing and maintaining our properties
- Repaying any mortgages or loans owing
- Setting aside money for repairs and improvements that will be needed in the future.

The rent review process starts in December each year when the budget is drafted for the following financial year. To meet the conditions of the Housing (Scotland) Act 2001 we will consult with you in December/January each year about the level of rent increase we are considering. Consultation is normally a questionnaire issued to all tenants. The response we receive are fed back to our Governing Board.

The Governing Board will agree a proposed increase in February. We will also consult with both you and our Tenants Groups in December and January. All comments are fed back to the Governing Board which then approves the proposed increase for the following year.

The rent increase applies from the 1st April. You will be given least 28 days notification of the rent increase. Housing Benefit will be notified directly by the Association of your new rent.

Your rent payments must be in advance and reach us by the 1st of each month. This means that you have to pay a month's rent in advance at the sign up before you move into your accommodation. You may be able to get help to cover this rent in advance through help with benefits. If you are not in a position to pay, a payment arrangement to cover your rent costs over a longer period will be considered based on your household circumstances.

If you are in receipt of Universal Credit you have the option for a managed payment to enable your rent costs to be paid directly to us. There is also other options for your Universal Credit payment to be paid more frequently through Scottish Choices. This will be discussed at your tenancy sign up.







Paying your Rent

Your rent is due on the 1st of each month. Your account must be clear for the duration of the month.

If you have difficulty paying your rent when it is due, contact your Customer Services Officer to discuss a payment plan.

We are happy to agree a payment plan with you if you wish to pay your rent weekly, fortnightly or monthly.

You can pay your rent by any of the following methods:

	Call us on 0141 881 0638 to set up a direct debit having your bank details to hand
	Call us on 0141 881 0638 to make your payment using your debit card
	Contact your bank to set up a standing order quoting your rent reference number: Account No: 00151830, Sort Code 80-05-54
	Use your Allpay rent card to pay at the post office or at any other paypoint outlet. Your nearest outlet can be found by visiting www.allpay.net/outlet
	Visit www.allpayments.net to pay online by debit card having your Allpay card details to hand
	Download the Allpay app to make payment from your iPhone, Android phone or other devices
	Call Allpay on 08442 255 729 to make a secure payment 24 hours a day 7 days a week having your Allpay rent card number to hand.
	Get your rent paid direct to us from your credit union account on pay day, for further details visit https://www.pioneercu.coop/
	Send us a cheque or postal order made payable Barrhead Housing Association along with your name, address and rent account reference number

Help with Paying Your Rent

If you are on a low income you may be entitled to assistance to help cover all or part of your rent. You do not need to be receiving other benefits to qualify.

If you receive Income Support you will be entitled to receive Housing Benefit. If Housing Benefit is paid it may not cover your full rent. This means that you will have to make a weekly or monthly contribution towards your rent. East Renfrewshire Council administer Housing Benefit. They will notify you of how much benefit you will receive.

How do I claim?

Contact the Housing Benefit Department at East Renfrewshire Council (211 Main Street, Barrhead, 0141 577 3001). It is important to put your claim in as quickly as possible as benefit is paid only from the date of claim. Further information e.g. details of your income, wage slips, etc. maybe required.

What documents do I need to show the council?

You will need to provide proof of income to the Council i.e. your 3 most recent pay-slips or if you are not working confirmation of what benefits you are receiving. All income, including any savings, should be declared.

You will also have to provide proof of your identity e.g. a passport or birth certificate.

How is it paid?

Housing Benefit is currently paid either to you or directly to the Association. If you ask for it to be paid to you, we will still expect your rent to be paid in advance, on the first of each month. If you choose to have it paid to Barrhead Housing Association, we can accept that the part of the rent paid by Housing Benefit is received from the Council in arrears.

Welfare Reform

Over the last six years there have been significant changes to the welfare benefit system with the introduction of things like the Bedroom Tax and Universal Credit. Universal Credit was implemented in East Renfrewshire on 26th September 2018.

This will result in you directly receiving a monthly payment from the Department of Work and Pensions that will include an amount to cover your housing costs. Under Universal Credit, Housing Benefit would no longer be paid directly to the Association on your behalf by East Renfrewshire Council. Instead you will be expected to pay your monthly rent from the payment that you receive.

If you need further information please contact our Customer Services Section.

What about Council Tax?

Council Tax is a local tax collected by your Council to help pay for local services. Your bill will be based on the relative value of your property to others in the area. There are discounts, including where only one person occupies a property and Council Tax Benefit is also available to people on low incomes. For more information about this contact East Renfrewshire Council on 0141 577 3001, or contact our Welfare Rights Officer at the Association's Office.

Please note that the Association is NOT responsible for administration or collection of Council Tax.

Problems with your Rent

If you get into difficulties with your rent, contact your Customer Services Officer as soon as possible. We may be able to help you sort out the problem by:

- Changing payments to fit in with your income cycle e.g. weekly
- Coming to an arrangement which allows you to pay off arrears in instalments
- Making a referral to our Welfare Right's Officer to help resolve welfare benefit problems.

All discussions with you are confidential. If the circumstances of a case have to be discussed at our Management Board, the names and address of the tenants are not revealed.

If a genuine problem exists, we can usually work out a realistic arrangement for repayment of the arrears taking all your circumstances into account. However, if we make an arrangement with you it is important you keep to it.

If you do not, we can take legal action to repossess your home

Money Worries

If you have difficulty budgeting and want independent advice, you can contact the Citizens Advice Bureau at 216 Main Street, Barrhead, 0141 881 2032.

6. Looking After Your Home

Landlord Responsibilities



We take great pride in providing high quality homes. This means we must maintain our housing stock to a high standard, and carry out repairs and improvements efficiently. We are responsible for maintaining the structure and exterior of the property and for ensuring it is in a tenable condition. This includes:

- The maintenance of all installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence)
- Internal and external walls, roofs etc.
- The internal structure i.e. walls, floors, ceilings, doors and door frames (excluding decoration)
- Chimneys, chimneystacks and flues (excluding sweeping)
- Common areas such as closes, close doors, pathways, steps or other means of access
- Boundary walls and fences

Tenants Responsibilities

You are responsible for:

- Keeping the interior of the house in good and clean condition and good decorative order
- Keeping of common areas such as communal stairs, drying areas, bin sheds in clean condition
- Keeping your own garden(s) and driveway well maintained and tidy
- Reporting repairs to the Association including those caused by accidental damage or vandalism
- Allowing the Association employees and/or approved contactors access at all reasonable time to inspect the house, carry out repairs or safety inspections
- Repairing any items damaged through neglect or carelessness on your part, a member of your household or your visitors e.g. blocked toilet

- Ensuring reasonable precautions are taken to protect your home from fire, flood or frost
- Carrying out minor routine repairs such as sink plugs or chains, light bulbs, and any costs incurred through forcing entry due to lost keys.

Who is responsible for what?

Item	BHA	Tenant	Exception
Alterations		X	Except when paid and carried by the Association
Back boiler	X		
Balconies	X		
Banister (external)	X		
Banister (internal)	X		
Bath	X	X	If tenant damage
Bin shelter	X	X	Cleanliness
Brickwork	X		
Ceilings	X		
Cistern	X	X	If tenant damage
Close doors	X		
Clothes poles	X		
Combination boilers	X		
Communal areas to flats	X		Except stair and window cleaning
Cookers		X	
Damp proof course	X		
Decoration (external)	X		
Decoration (internal)		X	
Door bell	X		Except when fitted by the tenant
Doors (internal),Inc. ironmongery	X	X	If tenant damage
Doors (external),Inc. ironmongery	X	X	If tenant damage
Door entry systems	X		
Door frames	X		
Door locks	X		Except when fitted by the tenant
Door name plate		X	
Door number plate		X	Except when supplied by the Association
Down pipe	X		
Drainage	X		Except when choked by tenants misuse
Driveways	X		Except for weeding between slabs
Drying areas	X		Except for backcourt maintenance
Electric fires and heaters		X	Except when supplied by the Association
Electric plugs		X	
Electric wiring (Inc. sockets and wiring)	X		

Extractor fans	X		
Fascia boards etc.	X		
Floorboards	X		
Floor finishes (common areas)	X		
Fluorescent lights		X	
Foundations	X		
Fuse box/ mcb	X		
Fuse or plug	X		
Gas central heating	X		
Garden huts		X	
Gates	X		Except when fitted by the tenant
Item	BHA	Tenant	Exception
Glass	X	X	Except when reported to police as vandalism
Guttering	X		
Handrails	X		
Keys (replacement)		X	
Kitchen units and worktops	X	X	If tenant damage
Lights (attached to building)	X		Except when responsibility of the Local Authority
Light bulbs		X	
Medical adaptations	X		When installed by the Association
Mini kitchens	X		When installed by the Association
Ovens and hobs	X	X	When installed by the Association
Over flow pipes	X		
Parking areas (common)	X		
Paths	X		Except for weeding between slabs
Pigeon in lofts		X	Environmental Services
Plaster work		X	Except when large structure cracks
Play areas	X		
Plugs, chains for bath, whb, sinks		X	
Radiators	X		
Walls	X		
Roofs	X		
Roof light	X		
Sash cord	X		
Rotary drier		X	Except when supplied by the Association
Roughcast	X		
Satellite systems		X	Except when supplied by the Association
Sanitary ware	X		
Showers, shower unit		X	Except when supplied by the Association
Sink top	X		
Smoke detectors (mains operated & Battery operated)	X		

Stairs	X		
Stair lighting	X		
Steps	X		
Taps	X		
Tap washers	X		
Tiling		X	Except when supplied by the Association
Toilet seat		X	
Tv aerials (common)	X		
Tv aerials (individual)		X	Except when supplied by the Association
Tv aerial socket (common)	X		
Washer driers		X	
Water supply	X		
Window frames	X		
Window fittings	X		
Woodwork (internal)	X		

Reporting Repairs

- If you have a repair that requires attention, please report it to us as soon as possible by calling 0141 880 0638 and press option 1;
- You should take all necessary precautions to protect yourself and the property until the problem is remedied;
- Reports can be made by telephone, e-mail, or in person at the Association's office; however, emergency repairs must be done in person or made by telephone.
- You should give your name, address telephone number so that we can arrange an appointment for our contractor to visit your home. If you have made an access arrangement and you are not going to be at home then you must notify the Association in advance so that abortive calls and unnecessary costs are minimised. Tenants should be aware that they might be recharged for unnecessary abortive calls.
- Please give as full a description of the repair as you can, as this will help to ensure that correct and effective repairs are instructed.
- When you report the repair we will also advise you of the repairs priority e.g. if it is an emergency and how long it should take our contractor to carry out the work.
- When a contractor calls to carry out a repair they will have a works order for you to sign when the work is completed. This is confirmation to the Association that the work has been completed and that you are satisfied with the repair. It is therefore very important that you sign and date the form, or contact the Association to advise if you are not completely satisfied.

- Please fill out and return the satisfaction questionnaire that you will also receive as this helps us to ensure you are happy with the service.
- All completed returns are entered into a monthly prize draw with a chance to get a £25 shopping voucher.

Repairs Operative

During late 2017, we introduced our first in-house repairs services to carry out minor repairs. Our first appointed trade person is a qualified plumber and initial performance results are very positive along with cost savings and good levels of satisfaction. We intend increasing and developing our in-house repairs services over the coming years.

Emergency Out of Hours Repairs

If an emergency repair occurs out with normal office hours, weekends or public holidays you should telephone the emergency number on 0800 652 0633 or 01294 468 113 when this is a gas central heating or hot water repair.

- Please do not report routine non-emergency repairs via these numbers. This is an abuse of the emergency service and tenants may be recharged for call-outs which are not classified as emergency repairs
- It is vitally important that access is available for emergency repairs to be carried out. If access is unavailable on such occasions the Association has the right to force entry in order to avoid endangering other occupants or damage to property

Response Repairs

The majority of repairs carried are undertaken by our main contractor Turner Property Services. The Association appointed Turner Property Services in July 2018 following an extensive tendering process, on a one year contract which aims to deliver better value for money and cost control for the Association.

Scottish Social Housing Charter

As part of our Annual Return on the Charter we monitor our performance on:

- Emergency Repairs;
- Non-Emergency Repairs;
- Repairs "fixed first time".

The Association's Repairs Policy has categories of repairs and corresponding response times within which the repair should be attended to and completed:

Different types of Repairs

Although we try our best to get repairs done as soon as we can, The Association operates a priority repairs system. We categorize repairs depending on the seriousness of the problem. Our repair types are as follows:

Emergency: Emergency repairs will be made safe within 24 hours. However, we aim to attend within 2 hours. An emergency repair will generally involve an immediate threat to health, safety or security i.e. flood, fire, security, gas escape, complete loss of a utility, such as power, gas, water etc.

Non Urgent: We aim to complete these types of repairs within 2 working days or 5 working days.

2 Days - are those that need to be carried out quickly but where there is no immediate health, safety and security risk for example: Blocked drains or sanitary fittings, minor leaks or re-glazing following windows being boarded up.

5 Days: covers most other repairs including those which do not impose a threat to health, safety or security, or which do not cause substantial inconvenience, for instance repairs to internal doors, minor electrical repairs, repairs to bathroom and kitchen fittings and replacement of tap washers. We aim to attend to all routine repairs within 5 working days. We may sometimes need to pre-inspect the repair to make sure we issue the correct works if so this may take 7 working days. We will always try and accommodate your needs when arranging repairs appointments whether this will be a date to suit you or a specific AM or PM appointment. We try to be as flexible as we can to need your access needs.

Programmed

Non-urgent works that can be grouped together for economic or practical reasons, we will aim to get these done within 8 weeks of being reported.

Rechargeable Repairs

We may recharge tenants for the cost of some repairs. This is where we have identified the repair is the responsibility of the tenant or because the repair has arisen due to neglect or carelessness by the tenant. If the repair is reported in the evening and at weekends this can be very expensive. If the repair can reasonably be left until the first available working day then your cost will be far less

When you report a repair we will try to let you know at the time if it is a rechargeable repair and we will tell you roughly how much it will cost, an inspection may be needed to do this i.e. depending on the nature of the repair and the circumstances in which they have occurred.

A deposit or full upfront cost will be required prior to any rechargeable repair works being carried out.

Please find below some common examples of repairs that may be rechargeable to the tenant-

Blocked WC's, sinks showers etc.

Proper and regular cleaning should prevent the occurrence of blockages. Tenants should not dispose of oil and fat, excessive grease, tea leaves etc. down the sink. The buildup of hair etc. should be cleared from plug holes, waste traps etc. and it is strongly advised that over the rim WC toilet blocks, cleaners or fresheners are not used especially where there are children in the house. Blockages occurring as a result of broken pipe work are comparatively rare and these are not rechargeable to the tenant.

Washing Machines

Leaks from washing machine connections, door seals etc. are very common indeed and repairs resulting from these are your responsibility. Flooding can create serious difficulties to downstairs neighbours in particular and the greatest of care should be taken when installing your machine. You should never leave a leak unchecked, no matter how small and always have it attended to immediately by a plumber or washing machine engineer.

Lock Change

If you lock yourself out or lose your keys and then require a contactor to force entry to the property you are likely to be recharged for this and any subsequent damage to windows, doors, door frames, locks etc. incurred in gaining entry. Often these repairs occur out of hours and incur the high costs of an emergency call-out. If you are not happy to pay the association upfront then we advise that you source your own qualified locksmith to carry out the work. It is recommended therefore that whenever possible you leave a spare set of keys with a friend or relative.

Faulty Appliances

Household appliances are owned and maintained by you. A faulty appliance can often 'trip' the electric R.C.D.'s/circuit breaker resulting in a temporary partial loss of power. We would advise you to unplug all appliances, reset the circuit breaker and then plug in your appliances one at a time until the system trips again. The last appliance to be plugged in is the faulty appliance. This procedure can be explained to you in detail and if necessary demonstrated by a member of our staff. If however an electrician is called out to attend to a fault, which turns out to be due to an appliance, then the costs are likely to be recharged to you.

General Neglect

Abuse of the property including its fixtures and fittings is not reasonable wear and tear and will be recharged to you. Common examples are holes in doors, loose or missing kitchen units and drawer fronts, burns to work tops, gas fires painted, unapproved removal of heating or other appliances provided by the Association, closes and bin store areas not cleaned, failure to report minor repairs which then become serious and costly.

End of Tenancy Repairs

When you give up your tenancy you are obliged to return two sets of keys to the Association and to leave the property in a clean and habitable condition. The property should be emptied of all your possessions and household goods including floor coverings, furniture, rubbish etc. Washing machine connections and waste pipes should be properly capped and made safe. Any fittings you have installed or for which you are responsible and intend to remove should be made good i.e. if removing fittings then the original arrangements provided by the Association must be properly reinstated. If at the end of the tenancy these items have not been attended to then we may recharge the costs to you.

Rubbish Disposal

You are required to deposit rubbish in the wheelie bins provided and ensure the bin is taken out for collection each week.

Bulk household items can be collected by East Renfrewshire Council by telephoning them-they will charge you for this. In cases where you have not complied with this resulting in rubbish or household items lying in the communal areas, you are likely to be recharged.

Cold Weather

It is important to be aware of the risk of burst pipes in cold weather and take reasonable care to ensure that water pipes do not freeze.

If you intend being away from the property for an extended period during the winter months, you should inform the Association and wherever possible leave a contact number or access arrangements in the event of an emergency.

If you are going to be away for a short period and cold weather is indicated you may wish to consider leaving some background heating on. Otherwise you should contact the Association for further advice and assistance.

Defects Liability

For one year following the completion of a new build or rehabilitation scheme all repairs/defects, which arise from defective workmanship or materials and not wear and tear, are the responsibility of the main contractor. Any defects should be reported to the Association in the same way as other repairs. They may however be dealt with in a slightly different way.

Maintenance Advice

Staff and our approved contractors, such as Turner Property Services, are here to help you. Our aim is to maintain your home to the very highest standard possible. To achieve good value, to be approachable, helpful and efficient in our dealings with you so that you are, and remain, very satisfied with the service we provide.

Right to Repair

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale.

What repairs come under the Right to Repair Scheme?

The scheme covers certain repairs up to the value of £350.00 these repairs are known as 'qualifying' repairs. They include:

- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Insecure external window, door or lock
- Unsafe access path or step
- Significant leaks or flooding from water or heating pipes, tanks, cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where no alternative heating is available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket, or electrical fitting
- Loss of water supply
- Partial loss of water supply
- Loose or detached banister or hand rail
- Unsafe timber flooring or stair treads
- Mechanical extractor fan in kitchen or bathroom not working

We will be able to tell you if a repair you have reported is included in the scheme.

We will also let you know:

- The maximum time the repair must be done in; and
- How we deal with repairs that are not covered by the scheme

What happens when you report a repair?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair Scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not.

If the repair does qualify under the scheme, we will:

- Tell you the maximum time allowed to carry out the repair;
- Tell you the last day of that period;
- Explain your rights under the Right to Repair scheme;

- Give you the name, address and phone number of our usual contractor and at least one other contractor from our list; and
- Make arrangements with you to get into your home to carry out the repair

How long does the Association have to carry out the repair?

Repair times depend on the type of repair. If your toilet is not flushing, we usually have one working day to come and repair it. But we have three working days to mend a loose banister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen. These times are set by law, not by the Association. Right to Repair items with a three or seven day completion time shall be categorized as Non-emergency Repairs in line with our Repairs Policy.

Sometimes there may be circumstances which we or the contractor have no control over which make it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances we may need to make temporary arrangements and to extend the maximum time. If they are going to do this, we must let you know.

What happens if the work is not done in time?

If our usual contractor does not start the qualifying repair within the time limit set, you can instruct another contractor from our list to carry out the repair. You cannot use a contractor who is not on our list.

The other contractor will then tell us that you have asked them to carry out the repair. We will then pay you £15.00 compensation for the inconvenience. If our main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15.00 compensation.

How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as our main contractor. If they do not carry out the repair within the time limit set, you may be entitled to another £3.00 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100.00 for any one repair.

What if there is no other contractor available?

In this case, we will carry out the repair but you will still be entitled to the £15.00 compensation payment.

What happens if you are out when the contractor calls to carry out the inspection or repair?

If the contractor cannot get into your home at the time you have agreed with us, your Right to Repair will be cancelled. You will then have to re-apply and start the process again.

Who pays for the repair?

The Association pays for the repair. If you have told another Barrhead Housing Association approved contractor to carry out the repair, the contractor should send the bill direct to the Association.

Alterations & Improvements



Before going ahead with any alteration or improvements to the property no matter how small, you must obtain permission in writing from the Association. You are encouraged to discuss your proposals with our Property Services staff and obtain their advice before making formal application in writing.

Requests are examined individually and the implications of your proposal on local authority planning consent and building warrant, health and safety, neighbours, ongoing maintenance etc., is assessed and you will either be refused permission or granted permission subject to certain conditions. If permission is granted you must then complete the work to the Association's satisfaction, advise the Association when work is completed and allow access for inspection.

Records of the process will be kept and if required used to clarify maintenance responsibilities at a later date i.e. if you leave the property for example and are required to return the property to its original condition.

Improvements will not be authorised by the Association in newly built or refurbished properties until expiry of the defect liability period.

Some common examples of alterations which require the Association's express permission include: replacement doors, laminated floors, replacement or additional kitchen units, installation of fixed fireplaces, shower installations, garden sheds, garages, all alterations electrical or gas systems including additional sockets, light fittings etc. walls plasterwork, artex or tiling, installation of satellite dish etc.

Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants may be able to receive compensation from their landlord for improvements, which they made to their home on or after 30th September 2002. For you to qualify for this compensation:

- You must have received permission from the Association for the improvements;
- Your tenancy must have ended

You can apply for compensation when you know your tenancy is coming to an end. We recommend you let us know about this as early as possible. You can also apply if your tenancy comes to an end because your house or flat is being transferred to a new landlord.

Who gets compensation?

You will not receive compensation if your home is being repossessed by the Association, or if you are being given a new tenancy for your existing home with us.

Do I need permission to make improvements?

You must get written permission from the Association before you make any improvements. If we refuse permission, you have the right to appeal to the Sheriff Court. But remember that you can only receive compensation if the Association has agreed to the improvements.

What kind of improvements can I get compensation for?

You can only get compensation for certain improvements which are started on or after 30th September 2002. These include installing, replacing or fitting:

- A bath or shower
- Cavity wall insulation
- Sound insulation
- Double glazing, replacing external windows or fitting secondary glazing
- Draught proofing external doors or windows
- Pipes, water tanks or cylinders
- A kitchen sink
- Loft insulation
- Rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors)
- Security measures other than burglar alarms
- Space or water heating
- Storage cupboards in a bathroom or kitchen
- Thermostatic radiator valve
- A wash-hand basin
- A toilet
- A work surface for preparing food
- Mechanical ventilation in bathrooms and kitchens

Decorating the inside of your home does not qualify for compensation.

How do I get compensation?

You must make a claim in writing within the period starting 28 days before and ending 21 days after your tenancy comes to an end. If in doubt, ask us how to claim.

We will need to know:

- Your name and address
- What improvements you have made
- How much each improvement cost
- The date the improvements were started and finished

We may wish to inspect the improvements

How much can I get?

You can receive up to £4,000 for each improvement. But you will not receive any compensation for an improvement if the amount of compensation would be less than £100.

How does my landlord work out my compensation?

We will start with the cost of the improvements and may ask you to provide proof of the amount you have spent. It is a good idea to keep a copy of any bills in a safe place and you may want to send a copy to us when the work has been done.

If you have financial help such as a grant to help make your improvements, we will take the amount of this grant from the cost of your improvements.

The value of any improvements you have made gets less as the improvements gets older and as you get use out of it. The compensation you get will take the age of your improvement into account.

We may also reduce your compensation if we believe you paid too much for the improvements or the quality is higher than it would have been if we had done it.

We may also increase or reduce your compensation depending on the condition of the improvements when your tenancy ends.

We can also take any money you owe from the compensation you are entitled to (for example, unpaid rent, rechargeable repairs).

What can I claim compensation for?

You can claim compensation for:

- The cost of materials (but not appliances such as cookers or fridges)
- Labour costs (but not your own labour)

You will need to give us a receipted invoice to show how much your improvements cost. If you do not have an invoice, tell us straight away and give us a rough idea of the total cost.

What if I don't agree with my landlord's decision on my claim?

You can ask the Association to reconsider their decision within 28 days of giving it to you. The decision must then be reviewed independently.

Improvement Works

When the Association plans improvement works to your home we will consult you as much as possible prior to arranging the work. We will give you at least one month's notice of any access required and if the work is likely to adversely affect your use of your home for more than a normal working day.

By signing the tenancy agreement, you agree to co-operate with the Association to allow the work to proceed and to give us the necessary access.

Dampness & Condensation

Dampness causes mould growth, damages furniture, clothes and wallpaper. There are various types of dampness:

- **Rising Damp** – this is moisture in the soil which rises up the wall causing tide marks on wall-paper. This can be fixed by repairing or inserting a damp-proof course above ground level.
- **Penetrating Damp** – this is caused by structural defects in the roof or walls, allowing rain in. The signs are damp patches. This can be fixed by repairing the fault.
- **Condensation** – this occurs when warm, moist air meets a cold surface causing the water to condense.

There are sample precautions and steps that can be taken to reduce condensation:

- **When cooking** – try to keep the lids on pots and don't allow kettles or pans to boil unnecessarily. Keep windows open when cooking, use the cooker hood/extractor fan if one is fitted and keep the kitchen door closed.
- **Heating your house** – it is important to keep the air in the house as dry as possible and to avoid using bottled gas and paraffin heaters. It is important not to block up ventilation ducts in walls and windows.
- **Bathrooms** – must be kept well ventilated.
- **Bedrooms** – ventilation and heating should be provided and flues in fireplaces should not be blocked.
- **Drying washing** – when this is being done indoors ensure that windows are kept open to provide adequate ventilation to allow the moisture to escape.
- **Cupboards** – where they are next to cold external walls ensure heat and air from the house can circulate.

Where walls are badly affected by mould growth, the wallpaper should be stripped down and the wall sterilised with a toxic solution.

Where the mould growth is only slight, the affected area can be washed down using a 1 in 5 solution of diluted household bleach. After treating, the areas should be washed down with clean water.

Planned/Cyclical Maintenance

The Association carry out regular work and inspections to each property. This is part of a planned cyclical programme.

- Gutters are cleaned
- Paint Work
- Asbestos checks (properties build before 1999)
- Electrical inspections
- Gas servicing
- Energy performance certificate which is valid for 10 years.

Gas Safety

By law, we must service your gas boiler and central heating system every year, to keep you and your neighbours safe. Our contractor will arrange to carry out the service at a time that suits you. This is usually organised two months before your current gas safety certificate is due to expire.

If no access is provided by the due date. The Association will force entry to your home to carry out the service and/or cap your gas meter. You will also be recharged the cost for the forced entry.

Carbon Monoxide is a silent killer. You and your family could be at risk from Carbon Monoxide poisoning if your appliances are not working properly or if the flue or ventilation are not correct.

If you do not have a Carbon Monoxide alarm please tell us straight away and we will have one installed in your property as soon as possible.



Smoke Alarms -

All our properties are fitted with smoke alarms. It is important that you contact us immediately if your smoke alarm battery is beeping do not attempt to change the battery yourself.

Fire safety has always been a priority for us, but we're all even more mindful of it since the terrible tragedy at Grenfell Tower in London. As a result the Scottish Government has set new standards for smoke alarms, kitchen heat detectors-

This work has to be done over the next two years starting in February 2019 with 437 Properties planned to be upgraded to meet Fire Safety legislation in 2019/20 and the remaining 495 properties will be upgraded by March 2021.

You must test your alarm regularly to ensure it is operating.

Do not disconnect your smoke alarm – it could save your life!

If it goes off when you are cooking food then wave a newspaper below it and it will stop.

Fire – It is in everyone's interest to guard against fire, so remember:

- Never leave chip pans unattended
- Unplug electrical appliances when not in use
- Keep matches and cigarettes out of the reach of children
- Make sure all cigarettes have been extinguished
- Do not overload electrical power points
- Before going to bed close all doors
- If you have an electric blanket have it serviced at least every 3 years

It is also useful to talk over with your family how you would escape in the event of a fire and make sure everyone is aware of basic principles:

- Do not open a hot door
- If smoke is heavy then crawl along the floor, taking short breaths if possible through a wet cloth
- Close doors behind you
- Get out as fast as you can
- Telephone the fire brigade from a neighbour's house
- Do not try and rescue valuables or belongings
- Never re-enter a burning house

You can get fire safety advice and support to make sure your home is as safe as it can be. As part of their commitment to building a safer Scotland, The Scottish Fire and Rescue Service offer everyone in Scotland a free home fire safety visit. They can also fit additional smoke alarms free of charge if your home requires them. If you wish this service please phone them on 0141 881 2222

Security

- Never allow strangers into your home without checking their identification
- Keep your windows and doors locked when going out
- Do not leave notes on your door saying that you are out
- Ask a neighbour to keep an eye on the house when you are away
- Leave lights on timer switches when out
- Make sure the controlled entry system door is kept shut at all times
- Keep a list of serial numbers for your property and take photographs of valuable items as this would improve your chances of getting your belongings back if stolen

Contact the police for advice from your local Crime Prevention Officer. If you see anyone acting suspiciously contact the police immediately.

6. Moving On

Applying for a move

There may come a time when you want to move home. Your present home may become unsuitable, perhaps it is now too big or small for your family, or perhaps you need to live nearer relatives to give or receive support.

There are a number of ways you can get help to move to another rented house:-

- Mutual exchange
- Transfer
- Apply directly to any other landlord who has property in the area of your choice

Mutual Exchange

What is it?

A mutual exchange is when you and another tenant wish to exchange accommodation. This could be a tenant of this or another Housing Association, or a Council tenant but not a private landlord. Conditions do apply and further advice can be given by our Customer Services Department.

How do I find someone to swap with?

Most social landlords, including Barrhead Housing Association and East Renfrewshire Council have details of people who are looking for an exchange. You put your name down on these lists and check them regularly yourself.

What happens when I find someone to exchange with?

Both you and the other tenant complete Barrhead Housing Association's application form and the forms required by the other landlord. Usually certain criteria have to be met. We carry out a check on your rent account and also an inspection of your home to ensure no damage has been caused. We check the same details for the other tenant and ensure that if the exchange was to go ahead either property would not be overcrowded or under-occupied. Generally no rechargeable repairs invoices should be outstanding.

Transfer

How do I apply?

You complete a transfer application form which asks for details of your household, your reason for wanting to move and your preferences for re-housing.

Points are awarded for several criteria including:

- Overcrowding or under-occupation
- Medical problems
- Support needs

Not everyone will be able to obtain a transfer in practice due to the lack of availability of certain types of housing. If you restrict the range of properties which you would consider moving to, this is likely to reduce your chances of getting a transfer. You will also need to have a clear rent account, no outstanding recharges, no ongoing court action or any outstanding court costs if you wish to be considered for a transfer.

Buying your home.

The Housing (Scotland) Act 2014 has abolished the Right to Buy for all tenants this took effect 1st August 2016.

7. Getting Involved

Tenant Participation

Barrhead Housing Association is committed to providing a high quality service to our tenants and customers. To help achieve this, the Association is committed to providing maximum opportunity and support to our tenants to participate and to develop power and influence to shape future policy and practice.

Tenants have a legal right to be consulted on issues which affect them and to participate in the Association's decision making process.

The Association recognises that tenant participation is an evolving process and that policy and procedures will need to be reviewed and changed to reflect this.

The Association also recognises the various forms that participation can take and is willing to work with individuals, informal groups, focus groups as well as any registered tenants organisations.

We promote participation and consultation by the following means:

- Encouraging membership of the Association
- Issuing 4 newsletters throughout the year
- Hosting open days & consultation events
- Seeking your views through regular surveys and questionnaires
- Providing a comprehensive Tenants Handbook
- Establishing and developing Tenant's Group's
- Formulating a Tenant Participation Strategy that is monitored and reviewed every 3 years
- Providing equality and diversity for all of our tenants to participate

Tenants Group

Currently there are 3 Registered Tenant Organisations recognised by Barrhead Housing Association, they are:

Auchenback Tenants & Residents Association
Dunterlie Tenants Action Group
Thornliebank Tenants and Residents' Association.

Tenant Scrutiny Panel

We have worked in partnership with a number of local residents and members of Registered Tenant Organisations to establish a tenant Scrutiny Panel. The group meet every 4-6 weeks to discuss and review a range of policy and operational issues. Members also participate in our Estate Walkabouts to assess the quality of our neighbourhoods.

Membership of the Association

The Association encourages applications for membership from all members of the community, subject to the rules of Barrhead Housing Association,

Applications for membership of the Association are welcomed from anyone interested in the work of the Association who lives within the Barrhead area. Those applying for membership should be over 18 or if already a tenant of the Association over 16.

Membership of the Governing Board

Members of the Association are eligible to stand for election at the Association's Annual General Meeting each year. The Governing Board can also co-opt people with specialist knowledge or expertise on to the Governing Board if they decide this would be appropriate. If you want any further information on our tenant participation activities please contact Lorraine Dallas, the Director of Customer Services.

8. General

Equality & Diversity

As a landlord and provider of services we aim to ensure that our tenants and other customers have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and housing services. The Social Housing Charter describes what we as a landlord, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. We are committed to finding ways of understanding the rights and needs of different customers and delivering services that recognise and meet these.

Equality is not about treating everyone in the same way, but recognises that their needs are met in different ways. Equality focuses on those areas covered by the law, and described as the Protected Characteristics of race, sex, disability, age, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief and sexual orientation.

While we do have a legal responsibility to do this, treating all customers in this way is a vital part of who we are and what we are trying to achieve as an organisation. It helps us become better at what we do. We aim to try our best to find out what our customers individual needs are and understand how we can meet them. We firmly oppose all forms of discrimination, harassment and victimisation.

We know that we must make all information about the Group, our services and other activities as accessible as possible. This means making it easy to understand, and widely and easily available in a variety of places and ways. We also try to ensure we are easy to contact and that we contact our customers in a way that suits their needs and preferences. If any of our customers have any particular needs or preferences in terms of accessing services or information, please let us know. We encourage our customers to give us feedback on any element of our service so please do not hesitate to let us know.

Data Protection

We collect and hold "personal information" about our customers. This is essential for us in delivering high quality services. We must comply with the General Data Protection Regulations 2018 by ensuring information is:

- Fairly and lawfully collected and processed;
- Adequate and relevant to our needs, and not excessive;
- Accurate and up to date;
- Not kept longer than necessary;
- Processed in accordance with your rights;
- Securely stored;

- We will only share information about you with other organizations provided we have a valid, legal reason for doing so. This might include for example, where the other organisation is providing a service directly to you on our behalf. We will normally have told you about this in advance.
- We will sometimes ask you to confirm the information we hold about you is accurate and up to date. You should tell us whenever any of your personal details change.
- Where we ask you to provide "sensitive personal information" such as about your racial background or health – we will ask you to confirm you are happy to provide this.

To ensure we comply with the above, and ensure all customers are aware of what information we hold, we issue a General Data Protection Fair Processing Notice.

Freedom of Information

From 11 November 2019, Housing Associations in Scotland fall under Freedom of Information (FOI) legislation. This requires public bodies to publish information about itself and its activities, and to respond to requests for published information from those who request it.

At Barrhead Housing Association, we already consider ourselves to be open and transparent in what we do. However, FOI places a range of new duties and responsibilities on the Association, and we are currently working to ensure that we comply with these new duties before November.

As part of our commitment to openness and transparency, Barrhead Housing Association has adopted a Guide to Information which sets out the range of information that we publish. Our Guide complies with legal requirements and is consistent with the Scottish Information Commissioner's Model Publication Scheme.

Our Guide can be accessed here via our website – or by using [this link](#) and includes direct links to the range of documentation which we publish under this Guide.

A copy of our approved FOI procedures and charging arrangements can be found here

Over and above this guide, a wide range of information can already be found across our website.

Further information in relation to FOI can be found on the Scottish Information Commissioners website at <http://www.itspublicknowledge.info/home/ScottishInformationCommissioner.aspx>

Should anyone wish further information in relation to the Associations approach to FOI, they should contact the Association's Corporate Services Manager Iain MacLean on 0141 880 3825 or at iainm@barrheadha.org

Useful Telephone Numbers



General Office	0141 881 0638
Emergency Repairs –Out of hours	0800 652 0633
Gassure -Gas and hot water repairs –Any time	01294 468 113
National Grid -Gas Emergency hotline	0800 111 999
SGN –Power cuts and loss of other utilities	105
Scottish Water	0800 731 0840
Police non-emergency number	101
Anti-Social Behaviour	0800 013 0076
Social Work Department	0141 577 8300
Post Office Sorting Office	0141 881 1224
East Renfrewshire Council-Switchboard	0141 577 3000
Housing Benefit/ Council Tax Department	0141 577 3001
Cleansing Department-General -Special Uplift	0141 577 3783
Environmental Health Department	0141 577 3897
Dog Warden	0141 577 3001
Barrhead Health Centre	0141 800 7005
Gleniffer Medical Group	0141 314 0830
Levern Medical Group	0141 314 0801
Oaks Medical Centre	0141 470 1001
Victim Support	0141 881 3221

Customer Complaints Complaints Handling Policy - Summary

As a housing association, we provide a range of services to customers including tenants, prospective tenants, local residents, and consultants and contractors. Our aim is to deliver a good quality service in a fair and open way to all our customers at all times. Sometimes however, we may fall short of this aim. If this happens it is important for customers to tell us, so that we can address these concerns. We have a commitment to continuous improvement and we will aim to develop a "can do" attitude to our delivery of service. Where we do fall short, we aim to provide a way of allowing customers to contact us and this summary leaflet explains our complaints handling policy.

A complaint is therefore any expression of dissatisfaction with our service by a member of the public about our actions or lack of actions, and services provided. Our policy gives us a chance to keep an eye on the quality of service we provide so that improvements can be made. We welcome feedback.

The full Complaints Policy & Procedures is available on our website and from our office. This leaflet provides you with a summary of the process.

There are Two Stages to respond to complaints

Stage 1

We aim to resolve complaints quickly as possible. This could mean an on-the spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

Customers can bring problems to our attention in a number of ways:

By telephone on 0141 881 0638

By calling in to the office at 60/70 Main Street

By writing to us

By e-mailing us at enquiries@barrheadha.org

By downloading the complaints handling policy from our website: www.barrheadha.org

Your complaint will be dealt with by the person providing you with the service and our staff members will be provided with the powers to resolve your complaint when it arises.

At Stage 1 we will give you our decision within five working days or less, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, we will explain why.

If you are still dissatisfied you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

The types of thing you can complaint about can include:

- A service that should have been provided but was not – for example a staff member failed to get back to you about a rent query
- A service was not provided to an appropriate standard – for example, a contractor did not complete the stair-cleaning of the close
- A request for a service has not been answered or actioned – for example, an email into the enquiries box or a staff member was not actioned within the timescales
- A complaint that a staff member was rude or unhelpful
- A staff member or contractor failed to attend a scheduled appointment
-

If the issue is more complex or is about a member of staff, it may take longer and will be dealt with as a Stage 2 Complaint. All complaints are recorded on our internal Register.

Stage 2 –Investigation

These are issues that require investigation and are typically complex or require examination to establish relevant facts before the Association can respond appropriately.

Stage 2 deals with two types of complaint:

- those that have not been resolved at stage 1 and
- those that are complex and require detailed investigation.

When using the Stage 2 process, we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

All stage 2 Complaints are dealt with by the Director of Customer Services and will be recorded via our Complaint Handling System. In the first instance, the Director of Customer Services will instruct what information is required, for gathering information and for ensuring that the information gathered is of a suitable quality and accuracy to enable a full and informed response to be issued to you.

Scottish Public Services Ombudsman

If you remain unhappy with the Association and having completed our internal investigation at Stage 2, you can contact the Scottish Public Services Ombudsman.

You can use the Freepost address at: SPSO, Freepost EH641, Edinburgh, EH3 0BR. The Ombudsman's free phone, fax numbers and other contact details are shown below:

Tel:	0800 377 7330
Text:	0790 049 4372
Fax:	0800 377 7331
E-mail:	ask@spsso.org.uk
Web:	www.spsso.org.uk

The Ombudsman service is free, impartial and independent. Should the Ombudsman decide to proceed with the investigation, a report will be issued and the Association will make the report public and available for inspection.

Confidential & Anonymous Complaints

The Association will respect the confidential nature of all complaints received and will deal with these complaints impartially, objectively and professionally but this may restrict our ability to resolve the problem. We will also do our best to investigate anonymous complaints however again our ability to investigate these complaints will be constrained.

Persistent or Repeat complaints

Occasionally we may reject a complaint without investigation if we feel that the matter has been subject to a previous complaint, we have dealt with the complaint to the best of our ability or we are being asked to investigate the same matter again. Sometimes the failure to re-investigate a complaint may lead to unacceptable behaviour towards staff. Actions of anger, unreasonable demands or unreasonable behaviour are likely to restrict the contact the Association has with the person. Reports of threats or use of physical violence or verbal abuse or harassments may be reported to the police. This type of action is a last resort and thankfully has not been necessary in the past.

Care complaints

If your complaint relates to a care service we provide at our Sheltered Housing Complex, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting the Care Inspectorate.

Information about their complaints procedure, contact details and offices around Scotland, and information about how to complain are all on their website: <http://www.careinspectorate.com/>

Or you can contact them by:
telephone 0345 600 9527
Online [Complaints form](#)
email enquiries@careinspectorate.com

Reporting a Significant Performance Failure to the Scottish Housing Regulator.

The information below has been provided by the Scottish Housing Regulator to advise tenants how to report significant performance failures directly to them.

Introduction

If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative, or if you are a council tenant, you can report a significant performance failure (SPF) to us. A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF to us.

This factsheet explains what an SPF is and how you can report an SPF.

What is a significant performance failure?

We have set out in our [Regulatory Framework](#) what we mean by an SPF. An SPF is where a landlord:

- » consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- » has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- » has materially failed to meet our Regulatory Standards; and
- » the landlord's action(s), or failure to take action, puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

Examples

An SPF could happen where a landlord:

- » fails to carry out health and safety requirements, such as annual gas safety checks;
- » is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies;
- » fails to have appropriate governance and financial procedures in place or apply them; or
- » does not consult tenants about issues such as proposed rent increases and other policies that affect tenants.

Complaints about your landlord

An SPF is not an individual tenant complaint about services. If you have a complaint, for example if you are unhappy about how your landlord carried out repairs to your own home, then you should raise this directly with your landlord through its complaints procedure. You can get a copy of the complaints procedure from your landlord. A separate factsheet on making a complaint about a landlord is available on our website, [Complaints about a regulated body](#).

What should I do if I think there is an SPF?

If you think there is an SPF you firstly need to raise the issue directly with your landlord. You should give your landlord the chance to respond within its published timescale and reasonable time to address the issue.

If your landlord has not dealt with the issue then you can report an SPF to us.

How do I report an SPF?

To report an SPF, you should complete the form attached to this factsheet. You should tell us exactly what the issue is and demonstrate that it **significantly affects a number of the landlord's tenants**. You should also tell us when you raised it with the landlord and how the landlord responded.

We will contact you within five working days of receiving your reported SPF to tell you what we will do and our timescales.

What will we do?

We will:

- » look at the information to decide whether it is, or could be, an SPF;
- » ask you for further information if we need it;
- » ask the landlord for information if we need it;
- » decide whether we need to contact other regulatory bodies;
- » keep you updated about progress and tell you when we aim to make a decision; and
- » write to tell you and the landlord our decision and the reasons.

We will decide whether it is an SPF as quickly as possible. The length of time it takes will depend on:

- » how complex the issue is;
- » the amount of information we need to gather and look at; and
- » how quickly we get the information we need.

What will happen if we decide it is an SPF?

This will depend on the circumstances. We will decide whether we need to engage with the landlord to ensure it takes action to address the issue.

If we need to engage with the landlord about an SPF we will say this in a regulation plan (for RSLs) or local scrutiny plan (for councils).

Where there has been an SPF we will publish the findings on our website.


If you disagree with our decision

You can ask us to review our decision. Further information about our review process and how you can request a review is contained in our guidance, [*How to request a review of a regulatory decision – March 2016*](#) on our website.

How to contact us

If you would like to report an SPF please complete the attached form providing as much information as possible. You can send this information to us by:

 shr@scottishhousingregulator.gsi.gov.uk

 Scottish Housing Regulator, Buchanan House,
58 Port Dundas Rd, Glasgow G4 0HF

 0141 242 5642

Our website



www.scottishhousingregulator.gov.uk

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Tel: 0131 524 1975 Website: www.siaa.org.uk

Mansfield Traquair Centre

15 Mansfield Place

Edinburgh

EH3 6BB

Citizens Advice Scotland

Website: www.cas.org.uk

Your local CAB is situated at 216 Main Street, Barrhead G78 1SN.

telephone 0141 881 2032.

We are committed to making our service easy to use for all members of the community. In line with our statutory equality and diversity duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

Full details of our staff can be accessed via [this link](#).

Full details of our Governing Board members can be accessed via [this link](#).



Membership Application Form

I wish to become a member of Barrhead Housing Association Limited.

I confirm I am:

The tenant, or joint tenant of a Barrhead Housing Association house, or ☐

A member of a tenant, or joint tenant's household aged over 18 year's of age, or ☐

A resident with an interest in Barrhead's operational area, aged over 18 years of age, or ☐

An individual with particular skills or experience detailed below ☐

Occupation and details of relevant skills or experience:

I enclose £1.00 for my Share Certificate. In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Barrhead Housing Association.

Name:
Address:

Signature: _____ Date: _____

Please return to: **The Secretary**
 Barrhead Housing Association Limited
 60/70 Main Street
 BARRHEAD. G78 1SB

Registered Office: 60-70 Main Street, Barrhead, G78 1SB

Scottish Charity SC 036265

Tel: 0141 881 0638

Repairs during Office hours- 0141 880 3813

Out of Hours Emergency Repairs 0800 6520633

E-mail: enquiries@barrheadha.org

Web: www.barrheadha.org

Twitter: www.twitter.com/BarrheadHousing

Facebook: www.facebook.com/pages/Barrhead-Housing-Association

