
To: Audit, Scrutiny and Petitions Board

On: 30th March 2015

Report by: Lead Officer

**Heading: Review of Communication Between Tenants, Elected Members
and Development and Housing Services**

1. Summary

- 1.1 At its meeting held on 3 June 2013, the Audit, Scrutiny & Petitions Board agreed an annual programme of activity for the Board for 2013/14. This included a review of the communications between tenants, elected members and Development and Housing Services. This review was initially proposed as part of the 2012/13 programme, but did not proceed at that time.
- 1.2 The appointed lead officer submitted an initial scoping report on the “Review of Communication between Tenants, Elected Members and Housing Services” to the Audit, Scrutiny & Petitions Board at its meeting held on 1 December 2014. The Board considered and approved the purpose and scope of the report and agreed the proposed provisional timescale associated with the review. In addition, the board approved that authority be delegated to the Lead Officer, in consultation with the Convener, to alter the proposed timescale for the review to accommodate the provision of material evidence including that provided by witnesses.
- 1.3 The report intimated that the purpose of the review would be to evaluate the factual situation between Council and tenants awaiting repairs and to determine if there was scope for improvement and what this should be. The Board was advised that the review would also explore opportunities to improve communications between the Council and tenants awaiting repairs which should reduce Elected Member involvement with tenants and officers through the process of escalation of complaints.
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2. Scope of the Review

- 2.1 The initial scoping report informed the Board that the review would consider the current processes, practices and procedures as well as communication channels with tenants. It also advised that investigation would be undertaken into complaint escalation including where this involved elected members.
 - 2.2 The Board was also informed that review would consider how the Council complied with its current targets and obligations to tenants in relation to housing repairs. It was advised that this would also include information on meeting repair target times for emergency repairs, urgent repairs, repairs by appointment and programmed repairs.
 - 2.3 The review would also seek to identify areas of best practice currently in Renfrewshire and would consider examples of best practice either in other local authorities or other registered social landlords in Scotland.
 - 2.4 This review was requested by an elected member as it was perceived that there has been a high level of contact from tenants experiencing issues with housing repairs, which have taken some time to resolve. In addition, reasons given for the contact with elected members was that there has been a lack of communication between the Council and the tenant on delayed or cancelled repairs.
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3 Recommendations

- 3.1 It is recommended that the Audit, Scrutiny and Petitions Board notes the content of this report and considers and approves its findings which are as follows:
 - Since the initial proposal for the review which was first suggested in to be part of the programme for 2012/13, Housing Services has undergone many strategic service improvements including significant customer focussed improvements particularly in the use of new technology.
 - Following a request to all elected members to nominate individuals who could be asked to give evidence to the Board on their experience of the Council's housing repair service, no tenant's names were suggested. This may indicate that there is no longer a perception that there is an issue with a lack of communication between Housing Services and tenants relating to repairs.
 - The Service has been engaged in a significant planned investment programme of £138m for upgrading its stock to meet the Scottish Housing Quality Standards by April 2015 and as such customer satisfaction levels will be improved due to an increase in property standards. The satisfaction

level for repairs for Renfrewshire tenants is 6% better than the Scottish Average. For 2013/2014 satisfaction levels with repairs was 93.5% whereas the Scottish average was 87.6%.

- There is no empirical evidence to support the view that there is currently an issue with communications between tenants, elected members and Housing Services in relation to housing repairs.

4 Current Processes for Delivering Housing Repairs

4.1 A repairs hand book has been prepared by Housing Services and forms part of the new tenant pack. The pack is reviewed annually and provides essential information to tenants about getting repairs done in their property. This information is also made available through the Council's web site (appendix1).

4.2 Reporting a repair

4.2.1 Housing Services provide several traditional and technologically advanced methods for tenants to report repairs to their homes which are follows:

- By telephone to 0300 300 0300 (recommended for an emergency as it has an out of hours service) or access to a free phone repair reporting service from Customer Service Centres in Paisley or neighbourhood offices in Renfrew, and Johnstone.
- By E-mail to the customer contact centre giving name, address contact number and details of repair (not to be used for an emergency repair).
- Through a Ren Repairs App which is suitable to use with Apple or android phones on mobile devices or tablets. Tenants can report repairs needed to windows, doors, heating and water and can also book appointments for annual gas servicing. They can also attach a photograph showing the extent of the damage to allow a quick assessment of the potential repair. This App also allows tenants to update on the status of their repair and add more comments or pictures until the job is complete to their satisfaction.
- There is also an instant messaging function allowing tenants a real time discussion with a customer services advisor. The Service is currently developing a text messaging module on Opti-time to remind customers of their appointment in advance to reduce the level of no access to properties.

4.2.2 As part of the process for reporting a repair tenants are asked to advise staff when they will be at home and what arrangements can be made to let the repair service into their home. If there is enough information to instruct the

contractor an order will be raised for the repair straight away. A visit prior to pre inspect the repair will also be arranged if necessary, for example where it is a more complex repair issue. An appointments system is offered to tenants where a date and time will be offered along with a morning, afternoon or school run slot for the visit/repair. At every call customer contact information is checked and amended if necessary to ensure an accurate line of communication is established with the customer.

4.3 Carrying Out of Repairs

4.3.1 The in house contractor, Building Services operate using an IT system known as Opti-time which provides a diary system for scheduling resources and work instructions. It also allows staff to mark off repairs as completed and amend repairs and works orders as necessary electronically giving live information in case of an enquiry.

4.3.2 Repairs are split into four groups and the response time for each one is different.

- Emergency repairs- where there is a serious threat to health and safety or where quick action is required to prevent damage to the tenant or neighbouring properties. Such repairs are attended to and made safe within one day of being reported.
- Urgent repairs- repairs which have to be carried out quickly to prevent further damage such as minor leaks. They are carried out within 5 working days from the initial report.
- Appointable repairs- every day repairs which are required as a result of normal wear and tear to a property. They are carried out within 15 days of being reported. Some 82% of repairs are made by appointment across all repair categories.
- Programmed repairs which are general maintenance repairs such as renewing items, working at height, seasonal works and/or common repairs involving owners. This work is generally completed in 30 – 90 days depending on the type of work.

4.4 Legislative Right to Repair

- 4.4.1 The Housing (Scotland) Act 2001 gives tenants the right to have small urgent repairs carried out within a given timescale. The scheme covers certain repairs up to the value of £350 and if the Council fail to carry out the repair the tenant may have be entitled to compensation.

4.5 Complaints and Customer Satisfaction

- 4.5.1 The procedure for making a complaint in relation to housing repairs is documented in the housing repairs policy and Tenant's Repairs Handbook. Housing Services reported 78% satisfaction with the repairs service based on an independent tenant satisfaction survey carried out in April and May 2013. The Scottish average for all social landlords including Councils and Housing Associations is 87.6%. The Council also carries out customer satisfaction surveys by telephone shortly after a repair takes place. These surveys indicate a satisfaction level of 93.5% based on surveys of 3,700 tenants for 2013/2014.

In addition the average time taken to complete non-emergency repairs was 8.5 days against a target of 15 days. This is the most common type of repair requested with 42,670 requests made in 2013/14.

- 4.5.2 Complaints performance is recorded and published. For 2013/2014 94.86% of 1st stage complaints were responded to in full within timescale 94.92 2nd stage complaints were responded to in full within timescale. Of the 1st stage complaints 30.94% were upheld and 3.39% of 2 stage complaints were upheld.

4.6 Compliance with Current Targets for Housing Repairs for 2013/14.

- 4.6.1 There were 3,086 repairs were cancelled during 2013/14 (approx 4.2% of all repairs raised). The main reasons for cancellation were as follows:

- New job ticket required (usually where work is more complex than reported and additional follow on works are required);
- No work required (e.g. duplicate job raised, works already complete on other job ticket);
- No owner agreement (for common repairs where owners do not wish to participate, hence works cannot proceed);
- Tenant refusal / no access.

4.6.2 Performance levels for completing repairs are demonstrated in the table below;

Total of 68,901 repairs completed as follows:

Repair Category	Volume	Target Timescale for Completion	%age complete within target timescale
Emergency	11,494	24 hours	96%
Right to Repair	11,558	24 – 48 hours	93%
Urgent	1,078	5 days	95%
Routine	42,670	15 days	93%
Planned	2,101	30 – 90 days	97%
Total	68,901		94%

4.7 Performance Reporting

4.7.1 In August 2014, the Scottish Housing Regulator (SHR) published a report on the Councils performance as a landlord. This report concentrated on what the Regulator, through consultation with tenants across the country, thought would be of most interest to tenants. It included 18 indicators covering topics such as satisfaction with the service the Council provides and how well it performs in terms of repairs.

4.7.2 Following on from the landlords' report the Council produced a report on its performance during 2013/14. The Housing Charter Tenant Report 2014 outlines Renfrewshire Council's performance and compares it with the Scottish Average produced by SHR (which is the average of all local authorities with housing stock and other registered social landlords in Scotland). This report has been issued to all tenants.

4.7.3 During 2013, the Scottish Government commissioned the Chartered Institute of Housing, Scotland to develop and deliver a scrutiny, training and learning programme for tenants aimed at developing effective scrutiny arrangements.

4.7.4 Renfrewshire Council was selected as one of only 4 organisations within Scotland to participate in this new Scottish Government funded pilot scrutiny training programme 'Stepping Up to Scrutiny'.

Renfrewshire Council's Tenants Scrutiny Panel (TSP) was set-up to help provide another vehicle for tenant involvement and to provide a mechanism for tenants to examine and evaluate our performance in specific service areas.

Implications of this report

- 1. Financial Implications** - None.
 - 2. HR and Organisational Development Implications** - None.
 - 3. Community Plan/Council Plan Implications** – none
 - 4. Legal Implications** - None.
 - 5. Property/Assets Implications** - None.
 - 6. Information Technology Implications** - None.
 - 7. Equality and Human Rights Implications** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for approving scope of the review only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 - 8. Health and Safety Implications** - None.
 - 9. Procurement Implications** - None.
 - 10. Risk Implications** - None.
 - 11. Privacy Impact** - None.
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tenant information



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moving in

Once we've shown you round your new home, we'll ask you to **read and sign your tenancy agreement**. We'll then give you a signed copy of your tenancy agreement and a new tenant's pack.



Around the time of your tenancy starting, our housing officer will get in touch with you to check:

- If you've moved yet
- Your benefits are sorted out (if this applies)
- There are no outstanding repairs
- You've had the support you need

We'll then arrange another 'settling in' visit for 2–4 weeks time to make sure your rent's being paid on time, find out if you've settled in to your new tenancy and ask if you need more support.

One of the first things you'll need to do is arrange for gas and electricity supplies. Phone these numbers to check who currently supplies fuel to your address.

- **Electricity: 0845 270 9101**
- **Gas: 0870 608 1524**

Tip: It's useful to have your meter readings and meter reference numbers ready in case you need to give them. These are shown on the meters.

Call our Energy Advice Team (more on p37) on **0141 618 6197** and an advisor will visit your home.

They can show you the best way to use your heating and hot water systems, and even set the central heating and hot water programmes or the thermostats for your gas and electricity.

The team can also advise on how to reduce your fuel bills, what payment schemes are available and what to do if you are behind with your payments.

You may want to contact some or all of the following organisations before you move so you can tell them about your change of address:

- Renfrewshire Council's Council Tax section
- The Benefits Agency
- The post office (to redirect your mail)
- Your bank, credit card and savings organisations
- TV licensing
- The DVLA (for your driver's licence)
- Your employer
- The electoral register (for voting)

Collecting rubbish

We will collect your household rubbish and items for recycling. We'll let you know about your rubbish and recycling collection days.

Please remember to bring your bin in from the street as soon as possible after we have emptied it.

If you have any bulky or awkward household rubbish you'd like us to take away, call us on **0300 300 0300**.

If there is a chute in your building, remember to wrap all rubbish tightly. Don't put any bulky items in the chute as this will cause a blockage.

You can only use your chute at certain times. Your neighbours (or caretaker or concierge in multi-storey flats) can tell you when this is. If you live in a multi-storey flat, your caretaker or concierge can also tell you how to arrange for us to collect bulky items.

Voting

If you want to vote in local or general elections, you need to make sure you're registered. You can register to vote at any time.

Don't wait until an election is called; make sure you register to vote **now**. Phone **0141 842 5922** for more information.

Community alarms

Community alarms are designed to reassure you that help will be on hand if you need it.

If you have a disability, or you are frail or housebound, we can provide a community alarm to help you or your carers call for help 24 hours a day.

We can fit an alarm in your home if you have a working phone line and modern phone socket. There is a small weekly charge for this service.

If you'd like a community alarm, call Renfrewshire Care 24 on **0300 300 1180 or 0141 618 2584**.

Tip: If you want us to move your community alarm to your new home, call Renfrewshire Care 24 or you can tell the community alarm control centre that you are moving by pressing the button on your community alarm. They will tell us that you are moving.

Paying your rent

Paying your rent in advance and on time is very important in order to avoid unnecessary arrears.



Your rent depends on the size and type of your home, including the type of heating.

A new rent structure has been introduced and rent levels have been set until 2015. We've done this so we can invest in our houses and meet the Scottish Housing Quality Standard (SHQS) by that year. SHQS is a Government standard requiring houses to be acceptable, modern, safe and secure, good quality and energy efficient.

We may consider carrying out certain duties in relation to your tenancy which we may charge for, for example, cleaning shared areas and maintaining shared ground. We will consult you before we introduce schemes like this.

How to pay your rent

We'll give you a swipe card to use for paying your rent.

You can use your swipe card at PayPoint facilities throughout Renfrewshire (for example, at cash collection points in your local corner store).

You can also pay your rent in the following ways:

- online at www.renfrewshire.gov.uk;
- by Direct Debit or standing order;
- at the Customer Service Centres in Paisley, Renfrew or Johnstone;
- at payment kiosks in Ferguslie Park, Glenburn and Foxbar libraries or Johnstone Castle and Gallowhill community centres;
- at most post offices;
- by debit or credit card by phoning **0300 300 0222** (during office hours) or **0845 602 0355** (24 hours); or
- by post, making your cheque or postal order payable to '**Renfrewshire Council**' and sending your payment to:
Director of Finance and Corporate Services, Renfrewshire House, Cotton Street, Paisley PA1 1HY.

Please do not send cash unless you send it by registered post.

We'll send you a statement every three months showing the payments you've made.

If you're having problems paying rent or Council Tax, the most important thing is to get help and advice as quickly as possible – speak to an income advisor from our Advice Works service.

Tip: You can also use your swipe card at the [Customer Service Centre in Renfrewshire House](#) to pay your Council Tax.

Housing Benefit and Council Tax Benefit/Reduction

You may be able to get help to pay your rent and Council Tax. This will depend on your income, the age and number of people living with you, and the amount of your rent and Council Tax.

You should apply for Housing Benefit and Council Tax Reduction straightaway – even if you don't have all the information we need to work out your benefit.

If you don't apply straightaway, you may lose out as we can't usually backdate benefit.

If you don't qualify for Housing Benefit when you first apply, but your circumstances change, you should apply again.

If you do receive Housing Benefit and your circumstances change, you must let us know as this could affect your benefit. If you don't let us know at the time, we will have to get back from you any amounts we have overpaid.

Examples of changes we need to know about are if:

- you start work;
- your income changes; or
- someone moves into, or out of, your home.

If you want to appeal against a decision on your claim, you must make your appeal in writing. Phone Advice Works on **0300 300 1238** and they'll advise you on how to make your appeal.

For information about the current benefit changes programme, call **0300 300 0288**.

When you rent a council home, we will give you the keys and a **tenancy agreement**. Your tenancy agreement sets out the conditions of your tenancy, which protect both you and us. It is a contract, and records information such as your name, the date you became our tenant and how much rent you must pay. It also lists the conditions you must keep to as a tenant.



We cannot change the conditions listed in your tenancy agreement without your permission unless we get an order from the Sheriff Court. However, we can increase your rent as long as we give you four weeks written notice.

You should read your tenancy agreement carefully and keep it in a safe place. If you need us to explain anything, please ask at the Customer Service Centre or your local Neighbourhood Team.

You have the right to a **Scottish Secure Tenancy**. This means that we cannot evict you from your home (force you to move) unless we can prove in court that we have a good reason for doing so.

Examples of good reasons for evicting are if you do not pay your rent or look after the property, or if you cause a nuisance to your neighbours. Eviction is a last resort and we will do all we can to deal with any problems in other ways before we consider it.

You might also want to know more about the following:

Applying for rehousing

If you want to move from your council house, you should contact your local Neighbourhood Team to discuss your housing options. You can then choose the solution that meets your housing needs. This could be an exchange with a tenant from either a council house or another landlord (housing association or private), or through the Homes Mobility Scheme.

Joint tenancy

You may want to share the responsibilities of your tenancy with someone who lives with you. This can be a person who is not currently a tenant but lives in or plans to live in the house as their main or only home. This can be your husband, wife, partner, brother, sister, carer and so on. In this case, you need to apply to the Customer Service Centre or your local Neighbourhood Team for a joint tenancy.

Transferring your tenancy

If you are leaving your home to live somewhere else, you may be able to apply to transfer your tenancy to your partner or a member of your family who has lived with you for six months. Please ask the Customer Service Centre or your local Neighbourhood Team for advice.

Succeeding to a tenancy

If you die, your partner or a joint tenant has the first priority to succeed (take over the tenancy of your home).

If you don't have a partner or joint tenant, or if you do and they don't want to succeed, your home can go to a member of your family aged 16 or over as long as your home was their only or main home when you died.

Finally, we give third priority to a carer who is providing or has provided care to you or a member of your family. To qualify, the carer must be aged 16 or over, and have given up his or her only main home to live with you.

In all three cases, your house must have been the only or main home of the person who wants to take over your tenancy.

Mutual exchange

If you are a council tenant, you can exchange homes with another council tenant. This is called a mutual exchange.

You can also exchange with a tenant from a different council or housing association, or the tenant of a private property.

If you want more information about the procedure and what to next please contact us.

We will normally allow a mutual exchange if this will not cause overcrowding in either home and if there have been no problems with either tenancy. We will refuse an exchange if you are behind with your rent or there have been any complaints about your behaviour at your present home.

The appropriate landlords must approve all exchanges. You must not exchange homes without getting permission from us and any other landlord involved.

If you do, you could lose your home.

The Renfrewshire Council House Exchange website brings together tenants looking to swap their home. You can also search for tenants who live in other parts of the UK if you are considering moving from Renfrewshire. For more information, go to www.renfrewshire.houseexchange.org.uk

Ending your tenancy

If you want to end your tenancy, you must contact the Customer Service Centre or your local Neighbourhood Team **at least 28 days** before you plan to leave your home.

We will ask you to confirm this by writing to us or by filling in an 'end of tenancy' form at the Customer Service Centre or your local Neighbourhood Team.

If you don't give us 28 days written notice, we will charge you four weeks rent from the date you return the keys.

- We expect you to leave your home in good condition. If there is damage to your home or if we need to arrange to get rid of things you have left behind, we may charge you for this.

If you've made certain improvements to your home, you may be entitled to compensation when you end your tenancy, as long as you had our permission to carry out the work.

You must:

- have had our written permission to make any improvements before you started work; and
- keep any bills relating to the improvements you have made.

If you carry out alterations or improvements to the property without our permission, and we have to pay to put the property back to its original state, we may have to charge you for this.

For more information, please contact your housing officer.

What we expect from you

- You must pay your rent on time.
- You must let us know if anyone moves into or out of your home, or if your name changes.
- You must look after the fixtures and fittings in your home.
- You must keep your garden tidy and cut the grass regularly. If you are elderly or disabled, you can ask us to include you in the Garden Assistance Scheme (this means we will send someone to cut your grass and hedge if you have one).
- If you live in a flat, you must make sure you take your turn to clean shared areas, like stairs and landings.
- You must ask for our permission to keep a dog. If you live in a multi-storey or sheltered property, you are not allowed to keep dogs. Please contact us for an application form.
- You must keep your pets under control.
- You must keep any noise in your home at an acceptable level.
- You must keep your home properly decorated. We do not recommend using Artex on your walls. If you want to use Artex, please contact the Customer Service Centre or your local Neighbourhood Team for advice. You may have to pay for it to be removed when you move out of your home.
- For your safety, you must not paint or varnish wooden gas-fire casings or fire surrounds.
- For your safety, you must not install ceiling fanlight fittings in rooms which have gas or solid-fuel appliances.

Please try not to fall out with your neighbours. You are living in a community. What happens in and around your home affects your neighbours. **Be considerate.**

We will hold you responsible if your visitors misbehave inside or outside your home. If you are having problems with your neighbours, please contact us. The good-neighbour agreement (which is included in your tenancy booklet) says that we will do everything possible to deal with the problem of antisocial behaviour effectively and firmly but in a fair way.

We also provide a mediation service to help sort out any problems between neighbours.

What you can expect from us

We have responsibilities to you. As your landlord, we will:

- make sure that the wind and rain cannot get into your home;
- carry out necessary repairs to your home;
- tell you, each year, about any change to your rent; and
- not refuse permission, without good reason, if you want to make changes to your home, or transfer or sublet your tenancy.

We are committed to providing good quality, affordable housing in an attractive and secure environment. To help us achieve this, you must look after your home and be a good neighbour.

When you need our permission

You must ask for our permission if you want to do the following:

- Make alterations to your home or change any of the fixtures and fittings (for example, change the doors, or install a fitted kitchen or laminated flooring).
- Transfer your tenancy to someone else.
- Exchange homes with someone else.
- Take in a lodger, or rent your home to someone else if you have to leave the area for a while.
- Leave your home for more than four weeks.
- Have a dog.
- Run a business from your home.
- Build a garage, a garden hut, or a fence.
- Build a driveway.
- Install a satellite dish.

buying your home

You may have the right to buy your home. If you are interested in doing so, contact our Legal Services Section on **0141 618 7078**



Your right to buy depends on the start date of your tenancy:

Tenancies starting on or after 1 March 2011

You do not have the right to buy.

If you return to social housing after 1 March 2011, after a voluntary break, you will not have the right to buy. However, there are a few exceptions to this.

Tenancies starting on or after 30 September 2002

You are entitled to a discount after you have been a tenant for five years. The discount will start at 20% of the value of your property and increase by 1% for each year (up to 35% or £15,000, whichever is less).

Tenancies existing before 30 September 2002

You will keep the right to buy on exactly the same conditions.

You will keep this right even if your landlord changes.

For these tenancies there will be a discount on the value of the property of up to 60% (70% for flats), depending on how long you have been a tenant. If you end your existing tenancy (including moving to another council house), you will no longer qualify for the right to buy under these conditions.

If you move to another property, your right to buy will be covered by the same conditions as the new Scottish Secure Tenancy. That is, the discount will be up to 35% of the market value of the property or £15,000, whichever is less.

If you want to buy, we will arrange to value your home. We will also draw up a plan showing the areas of ground which belong to you and any areas which are shared. Once you apply to buy your home, we will remove your property from any improvement programmes.

If you buy the house you currently live in, you must make sure that you provide access for repairs to shared areas and that you pay your share of these repairs. Any garden area must be maintained to a reasonable standard.

protecting your home

From burglars and vandals to extreme weather, there are many things which threaten the safety and security of your home and can cause damage and loss.



To protect your home from burglars or any other criminals

- Always lock your windows and doors when you go out. Take a few minutes to check around. You should even lock up if you are only leaving your home for a few minutes.
- Leave a light on if you will be out after dark.
- Never leave keys hidden outside your home. Burglars usually know the right places to look.
- If you live in a flat with a door-entry system, make sure that you keep the door shut at all times. When you answer your handset, only let people in if you know them.
- Do not let strangers into your home. If someone comes to your home claiming to be a tradesman or official, insist that they show you their identity card. If they do not have one, don't let them in.
- Report anything suspicious to the police immediately.

It is an important condition of your Scottish Secure Tenancy that you contact us **if you plan to leave your home for more than four weeks.**

When you go away on holiday, you should:

- leave your valuables at a bank or other safe place;
- leave your keys and the address where you will be staying with someone you trust, preferably a neighbour;
- ask someone to keep an eye on your home; and
- stop your milk and paper deliveries.

Insurance

We have arranged buildings insurance for the structure of your home but you must insure the contents, your personal belongings and decorations.

We offer a low-cost home contents insurance scheme which you can pay for with your rent. You can get more information about our insurance scheme from your Customer Service Centre or local Neighbourhood Team or our website by visiting www.renfrewshire.gov.uk

If you don't insure your belongings, you risk having to pay the full cost of replacing or repairing them if they are damaged or stolen. The cost of household insurance is small compared with the cost of replacing all your possessions.

Fire safety

There are smoke alarms in your home. Some alarms are connected to the electricity supply. They will have a battery in case there is a power cut. Other smoke alarms will be battery operated.

You must check that your smoke alarm is working properly. Test the alarm every week by pressing the button in the centre. If your smoke alarm is not working, report the fault to Renfrewshire Council's repair line on **0300 300 0300**.

Your life, your family's lives and your neighbours' lives depend on an early warning if there is a fire. Do not disconnect your smoke alarm, even if the noise is irritating when the toast burns!

Tip: We strongly advise that you do not fit polystyrene ceiling tiles. If there is a fire, these tiles are extremely flammable and give off a poisonous gas.

Some general fire safety tips are to:

Always:

- unplug electrical appliances at night when you are not using them;
- put out all cigarettes properly and empty all ashtrays at night;
- put a fireguard in front of open fires; and
- close all the doors inside your home at night.

Never:

- overload electrical power points;
- leave matches where children can reach them;
- leave open fires unattended; or
- leave a chip pan unattended on the cooker.

Strathclyde Fire & Rescue are now offering free home fire safety visits to everyone in their area.

To arrange a visit call **0800 0731 999** or text "check" to **61611** on your mobile phone. Your local fire station will call you back to arrange a time and date that suits you. During the visit, firefighters will check each room of your house with you, helping you make sure your house is safe.

Visit www.dontgivefireahome.com or www.strathclydefire.org for practical safety advice.

Or contact Scottish Fire and Rescue Service on **0141 889 2222**.

What to do in an emergency involving water, electricity or gas

Water

There will usually be two water supplies in your home. To turn off the water, turn the stopcocks.

The first stopcock is usually in the kitchen next to or under the sink. The stopcock for the storage tank, which feeds water into your toilet cistern and bath, is usually in the bathroom or in a bedroom.

If you can't find your stopcocks, your repairs officer can tell you where they are.

Electricity

The electricity meter is usually in the hall next to the fuse box.

If a fuse blows and your power goes off, this means that something (usually an appliance) is overloading the fuse. If you know which appliance it is, unplug it. Repair the fuse and reset the circuit breaker (reset the switches on your fuse box). Ask an electrician to check your faulty appliance.

If you need to switch the electricity off at the mains, the switch is next to the fuse box.

We carry out essential checks to the electrical circuits in your house before you move in. Every vacant property must receive a certificate confirming that this has been carried out before it can be re-let to a new tenant.

By law, we must carry out an electrical safety check in your home every five years. Please try to keep any appointments we make for the safety check. If you need to change the appointment, please contact us beforehand.

Gas

If you need to turn off the gas supply, your customer control valve is next to the gas meter. Make sure you have turned it off completely.

When you turn it back on, make sure you turn the control valve fully and relight the pilot lights on all appliances.

We carry out essential checks to the gas supply and appliances in your house before you move in. We must provide every vacant property with a certificate confirming that this has been done before we can re-let the property to a new tenant.

By law, we must carry out a safety check on all gas appliances every year. Please try to keep any appointments we make for the safety check. If you need to change the appointment, please contact us beforehand.

Carbon monoxide is a very poisonous gas which you cannot see or smell. Any gas, oil or coal heater or fire can produce carbon monoxide. Breathing in carbon monoxide can make you feel tired and dizzy, and can give you headaches and chest pains.

Carbon monoxide can kill.

The carbon monoxide alarm in your home is designed to detect levels of carbon monoxide long before they reach harmful levels.

If the alarm detects carbon monoxide, it will make a continuous beeping noise to warn you.

If you have a carbon monoxide alarm, you still need to take basic precautions. Do not cover air vents in windows, walls, floors and so on and make sure you allow our experienced gas fitters to come into your home every year to carry out the gas-safety check on your appliances.

If you feel that your carbon monoxide alarm is not working correctly, contact your local Neighbourhood Team immediately.

Cold weather

Here are some tips on coping with things like damp, condensation and frost.

To reduce condensation in your home:

- Make your home warmer.
- Increase the ventilation in your home.
- Allow fresh air into your home. Open windows a little and use any extractor fans you have. Do not cover airbricks or vents.
- Reduce the amount of moisture you produce.
- Dry clothes outside when possible.
- Make sure you vent tumble dryers outside.
- Open your kitchen window when you are cooking, and keep all your other doors closed to stop the steam spreading through your home.
- Do not use Calor Gas fires or paraffin heaters.

If you have any persistent condensation problems, please contact your repairs officer.

In very cold weather, frost can get into water pipes and make them expand. This can cause burst pipes. If your pipes burst, you should do the following.

- Turn off the water supply at the stopcock.
- Turn on all the taps.
- Switch off the electricity at the mains if the water has come into contact with electrical wires or fittings.
- Switch off your water heater or the central heating system. (If you have solid-fuel heating, put out the fire. Do not try to drain the boiler unless the fire has gone out.)

Sometimes water can freeze in the pipes. If this happens, you should:

- turn off the water at the stopcock;
- switch off the boiler or immersion heater; and
- turn on all the taps.

If you have any of these problems, contact our repairs service on 0300 300 0300. They will send a plumber to your home.

Additional safety information for high-rise flats

Living in a high-rise flat does not make you any more at risk from fire. Planning what you should do in the event of a fire is largely the same as for people in other homes.

But there are some key differences you should know if you live in a high rise flat.

Your building has been designed and built with fire safety in mind. The walls and the doors between flats, stairs and corridors are designed to resist fire and stop the spread of smoke.

Most fires don't spread across more than one or two rooms, so if there is a fire in your building you are usually safest in your own flat unless heat or smoke is affecting you.

If fire breaks out in the building

- If you smell smoke in the corridor, bin area or refuse chute, call 999.
- Stay inside your flat and close all windows and doors.
- Only leave your flat if you are affected by heat or smoke or told to do so by the firefighters or police.

If there is a fire in your flat

- Try to keep calm. Make sure everyone in your home knows about the fire. Then get out and stay out.
- Don't stop for valuables – your life is more important.
- Don't go looking for the fire.
- Don't open doors if they are warm to touch.
- If there is a lot of smoke, crawl on the floor as the air will be clearer there.
- Do not use the lift – go down the stairs.
- As soon as you can call 999, giving them your full address including your flat number and floor.

If your escape route is blocked

- Get everyone into a room with a window or balcony.
- Put cushions, bedding etc round the bottom of the door to keep out smoke.
- If possible, open the window for fresh air, wave a sheet and shout for assistance to let firefighters know you are there and need rescued.
- If the fire is outside your flat, seal your front door with tape, damp towels or bedding.
- Close any ventilators.
- Phone 999, giving the number of your flat.
- If your front door becomes hot, wet it down.

Make a fire plan

- Plan to make one room in your home a 'safe room' in case you can't escape. It's best if it's a room with a window and a phone.
- If you are trapped, go to the balcony or window. Wait for the fire and rescue services.
- If you are leaving your flat, do not use the lift – go down the stairs.
- Tell everyone in your home what the escape plan is.
- Tell everyone where the door key is.
- Practice what you would do if you had a real fire.

General advice

- Never use or store bottled gas cylinders.
- Never tamper with water inlets on landings. It could cost lives if they are not working properly when there's a fire.
- If you see a water inlet vandalised, report it immediately to your caretaker/concierge service.
- Outside the building, roads and other areas are designed so that fire engines can get as near as possible. They must not be blocked by parked vehicles.
- Keep landings and other common areas clear. Storing furniture, rubbish, etc, in these areas can pose a serious risk of fire and may hinder firefighters. If you see any rubbish etc, please report to your concierge/caretaker.

If you feel you'd need help to leave your home in the event of a fire, please inform your caretaker/concierge now. This will help the fire and rescue service if there is a fire.

looking after your estate



Permissions

There are certain things that you need our permission for:

Keeping a dog

You may keep a small domestic animal (for example, a cat, a hamster or a budgie) without getting our permission. We would only need to be involved if the animals cause a nuisance to other people.

Due to the Dangerous Dogs Act 1991, you need our permission if you want to have a dog, even if it is a dog not covered by the Act. Please contact us to fill in an application form to have a dog.

If you have problems with stray dogs, contact our animal warden service on **0300 300 0380**.

Put up a satellite dish

If you want to put up a satellite dish, you must apply to us.

You will have to provide proof of buildings insurance and fill in an application form giving details of:

- the size of the satellite dish;
- where you plan to put the dish; and
- how you will fix the dish to the property.

We will let you know the result of your application within 28 days. We may remove any satellite dish which you have put up without permission.

Build a garage or lay a driveway (or both)

If you want to build a garage or lay a driveway (or both), you must get permission from your local Neighbourhood Team and from our Planning section. You will have to pay a fee.

Please contact us and we will give you the application forms you need.

Put up a fence, hut or greenhouse

If you want to put up a fence, hut or greenhouse on your property, please fill in an application form which you can get from the Customer Service Centre or your local Neighbourhood Team.

If you are not sure which area of garden you are responsible for, ask your housing officer.

Antisocial behaviour

What happens in and around your home can affect the quality of life within your neighbourhood. You are living in a community and you should consider your neighbours, as should any visitor(s) to your home.

We will hold you responsible for your visitors' behaviour. The good-neighbour agreement included in your tenancy booklet says that we will do everything possible to deal with the problem of antisocial behaviour, effectively and firmly but in a fair way.

If you have any problems with your neighbours, call the freephone Antisocial Behaviour helpline on **0300 300 0380**.

Abandoning your home

You may lose your tenancy if you do not permanently live in your home.

If your home appears to be empty, or if we believe that you are no longer using the property as your home, we can serve a notice which allows us to legally claim the property back. If you do not respond to the notice within 28 days giving the reason why you are not staying in your home, we will take action to end your tenancy.

Waste and recycling

Your normal household waste is collected in your grey bin one week and all your recyclable waste in your blue bin the next week. Glass is collected every four weeks in the green and blue boxes that were previously used for recycling.

Your bin must be presented for collection before 7am on the collection day and returned to its storage point as soon as possible after collection.

When you put your bin out for us to collect, don't block the footpaths. Always leave room for people, prams and wheelchairs to get past.

If you have large, bulky items to dispose of, you can use one of the Household Waste and Recycling Centres throughout Renfrewshire.

Alternatively, the special uplift service can collect bulky or awkward items householders are unable to deal with themselves. Tenants are limited to a maximum of two special uplifts per year. If any additional uplifts are requested, they will be charged at current rates. You can get more information on special uplifts on **0300 300 0300** and more information on the recycling service on **0300 300 0380**.

Pest control

Normally, we expect you to deal with everyday insects, for example, flies, garden insects and the occasional wasp. You can contact Environmental Services on **0300 300 0380** or use the online form on our website if your house is infested with larger beetles, fleas, bedbugs or cockroaches. The department can also deal with wasps nests in or near your home, but you will normally be charged for this service. You can also contact the department if your house is infested with mice or rats.

Using the drying area

You may have a local agreement with your neighbours about using the drying area in the garden. But if you don't, you should use this rota. If you have a problem with this, please contact your housing officer.

A tenant of a cottage-type property with three drying poles has full use of these poles on any day.

TWO TENANTS SHARING A DRYING AREA (Two days per week)	
Monday and Tuesday	Ground Flat or lowest numbered cottage
Wednesday and Thursday	Upstairs flat of higher numbered cottage
Friday	By arrangement between tenants

THREE TENANTS SHARING A DRYING AREA (One Day per week)	
Monday	Ground floor
Tuesday	First-floor flat
Wednesday	Second-floor flat
Thursday and Friday	By arrangement between tenants

FOUR TENANTS SHARING A DRYING AREA (One day per week)	
Monday	Ground flat to Left
Tuesday	Ground flat to Right
Wednesday	First-floor flat to Left
Thursday	First-floor flat to Right
Friday	By arrangement between tenants

SIX TENANTS USING ONE DRYING AREA (One day per fortnight)	
Monday	Ground Flat to Left
Tuesday	Ground Flat to Right
Wednesday	First-floor flat to Left
Monday following	First-floor flat to Right
Tuesday following	Second-floor flat to Left
Wednesday following	Second-floor flat to Right
Thursday and Friday	By arrangement between tenants

EIGHT TENANTS USING TWO DRYING AREAS (One day per week)	
Monday	Ground Flat to Left
Tuesday	Ground Flat to Right
Wednesday	First-floor flat to Left
Thursday	First-floor flat to Right
Friday	By arrangement between tenants
Following Monday	Second-floor flat to Left
Following Tuesday	Second-floor flat to Right
Following Wednesday	Third-floor flat to Left
Following Thursday	Third-floor flat to Right
Friday	By arrangement between tenants

Note: Ropes must only be attached to the poles provided. Do not attach them to fences, pipes, and so on. Do not leave the ropes up when the drying area is not in use.

energy advice



Heating your home

Make sure you know how to use your heating controls and programmer. Set your timer to suit your personal requirements. If you don't understand how to use them properly, call the Energy Team on 0141 618 6197.

As a guide, the Scottish Government set out what they call a 'Satisfactory' heating regime:

- For older and infirm people, **23c** in the living room and **18c** in other rooms for 16 hours a day
- For all others, **21c** in the living room and **18c** in other rooms for 9 hours a day (or 16 in 24 over the weekend) with 2 hours being in the morning and 7 hours in the evening. If it goes above **21c**, try turning your heating down. It should still be warm enough to be comfortable and it will help save you money.

Running costs vary according to the type and size of your house, how often you use your heating and the tariff you are on. However, the Energy Performance Certificate (EPC) that comes with your property will tell you the estimated cost of heating. Based on previous EPCs, we know that a typical 3 bedroom flat would cost around **£600–£800 a year in heating, water heating and lighting costs**.

On top of this, you need to add on the running costs of your appliances.

Appliance	Average Cost
Washing machine	£43 per year
Tumble Dryer	£86 per year
Television	£32 per year
Toaster	£9 per year
Vacuum Cleaner	£11.60 per year
Kettle	£43.20 per year
Light Bulb	£21.60 per year

Source: *Ukpower.co.uk and Council's Energy Advice Team*

Tariffs and methods of payment

You are responsible for all payments to gas and electricity suppliers. You should arrange with your supplier a heating payment plan that suits your circumstances.

Here is a summary of the main types of payment plans and what circumstances they might suit:

Standing charges

These are fixed charges that must be paid regardless of how much fuel you use. Some suppliers may offer lower charges or no standing charges at all. It is worth checking suppliers to see who offers the best deal.

Meters

Suppliers offer various types of meters that can be broadly divided into:

- Credit or quarterly meters, when fuel is supplied in advance of payment;
- Prepayment meters, when fuel is paid before consumption.

Credit meters are the most popular type and often the cheapest.

The bill is sent at the end of each billing period and can be paid by direct debit or standing order. Make sure you get the meter read – estimated bills can mean you may not be paying enough to cover your actual use.

You can also arrange flexible payment and budget schemes that allow you to pay weekly, fortnightly, monthly or whenever you like. But you need to be careful that you have enough money in your bank account to cover the direct debit/standing order to avoid overdraft charges.

If you use electric storage heaters or immersion heaters, you should consider a variable rate meter, such as an Economy 7 or a White meter, to take advantage of their cheaper night-time rates.

Prepayment meters are generally the most expensive way to pay, but they are a 'pay as you go' budgeting method suitable for some people's circumstances. Be aware that if you do not put sufficient funds in the meter, you will effectively disconnect yourself. The meter can be reset to collect arrears, and you will pay for the supply of fuel, standing charges and any arrears you owe.

Types of **prepayment meter** systems available include:

Token meters

These meters use plastic tokens purchased from shops, post offices, petrol stations or 24 hour vending machines, and are available in £5 units. If your fuel runs out, you can use an emergency button on the meter to obtain a small amount of credit. The next token inserted will be used to pay for the emergency credit used.

Key meters

These operate the same way as token meters, but using a rechargeable 'key'. Emergency credit is normally available on the meter.

Card meters

These are similar to token meters but are operated by electronically-coded cards, inserted into the meter and available in units of £1 or £5 from customer service centres, vending machines and some shops, post offices and petrol stations. Emergency credit is available on the meter.

Quantum meters

Developed by British Gas, this is an electronically-coded card encoded with the customer's reference number and the meter serial number. Gas cannot be purchased from anyone else. The card reads the meter and passes the reading on to the charging point when you next purchase credit. Emergency credit is available on this meter.

Variable rate meters are available for electricity only.

Types available include:

Economy 7 / White meters

These meters allow you to pay for your electricity at two different rates, or 'tariffs'. A low rate is charged at night for heating and to heat water overnight, so you can cut your fuel costs if you run some electrical appliances (washing machines and tumble dryers) overnight.

All energy providers have to offer 'Warm Home Discounts' to help their most vulnerable customers cope with the high costs of gas and electricity. So if you're struggling to keep up with the rising cost of heating your home, talk to your provider and see if you qualify for their discount or can be moved to a cheaper tariff.

Getting the best deal

It's worth checking regularly if there are more competitive tariffs available from your own or other suppliers.

Before deciding to change supplier, get free advice from the local Energy Saving Trust centre, your current energy supplier and even energy price comparison service websites.

Switching energy suppliers generally takes 4 – 6 weeks. The only change you will notice is the name of the energy supplier on your bill, and the price you pay. You can change energy suppliers as often as you like, but if you are in a fixed-term contract there may be termination fees for breaking the contract early.

Once you have selected the supplier best suited to your needs, actually changing is a relatively simple process:

- Contact your chosen supplier, either direct with the company or via a comparison service and apply to switch your supply. You will receive a contract to check and sign which will start the transfer process.
- Inform your old supplier that you are switching to a new energy company and give 28 days notice. It's a good idea to do this by telephone and also provide written confirmation.
- Pay any outstanding bills to your existing energy supplier and cancel any direct debit with your bank.
- Read your meter on the day specified by your new supplier so they can update their records.

Use your energy wisely

Remember, any fuel you use, you will have to pay for. It makes sense to use it as wisely as possible. This doesn't mean sitting in a cold house – it means making sure you don't waste energy.

By following these simple energy saving tips, you can save money on your fuel bills:

- Turn your heating down by one degree and you could save 10% on your bill
- Always turn off lights when you leave a room
- Get lined curtains. Close your curtains at dusk to prevent heat escaping through the windows and check around windows and doors for draughts
- Do not leave appliances on standby
- Try to fill appliances such as washing machines and dishwashers
- Only boil the water you need in the kettle (but always remember to cover the element)
- Use energy saving light bulbs. They last longer than standard light bulbs and can save you £40 over the lifetime of the bulb.
- Use a lid on saucepans where possible so that the contents heat up faster and require less energy. Set your heating to go off 30 minutes before you leave the house and come on 30 minutes before you are due back
- When buying new appliances, try to buy those that have an energy rating of 'A' as these will cost you less to run

Tip: You can get free and impartial energy-efficiency advice from the Energy Savings Scotland advice centre on 0800 512 012.

making your voice heard

You are our customer and we want to make sure you have a say in how we run the housing service.

You can play your part and influence decisions about housing policies, housing conditions and the standard of housing and other related services.



There are a number of registered **tenants' and residents' associations** in Renfrewshire. Call our Tenant Consultation Officer on **0141 618 6260** to find out if there is an association in your area.

If there isn't, and you're interested in setting one up, we can provide support and training and explain about the grants that are available to help with the costs of running an association.

There are nine area-based **neighbourhood housing forums** which meet regularly to monitor the performance housing services and discuss local housing issues, for example, particular problems with empty houses or antisocial behaviour. Each forum also has a budget for small-scale improvement works to be carried out in their areas.

Tenants' and residents' associations are invited to send two representatives to their local neighbourhood housing forum.

There are three **council-wide forums** each year, attended by representatives from registered tenants' and residents' associations and council officers from Development and Housing Services. At these forums, the representatives and officers discuss matters which tenants are interested in, and we consult them on any proposed changes in the way we deliver our services.

The **Council-wide Housing Forum Executive** is made up of two tenants nominated from each of the neighbourhood housing forums and two owners nominated from the council-wide forum. The executive meets at least four times a year and focuses on higher level issues such as policy development and overseeing the work of tenant/officer working groups.

making a complaint

If you have a general question about housing matters, you should phone, write to or call in at the Customer Service Centre or your local Neighbourhood Team.

If you're not happy with the level of service you've received, ask to speak to the manager. He or she will look into your concerns and make sure that you're being treated fairly. In most cases, this should deal with the problem.

If you still feel that they've not dealt with the matter properly, you may want to make a formal complaint. Use the 'Help us to help you' form which you can get from any council office or also e-mail your complaint to us at hps@renfrewshire.gov.uk.

Our customer services officer investigates every formal complaint. They will acknowledge your complaint in writing within three working days. They will also try to send you a full reply within another 10 working days.

At any time, you can raise the matter with your local councillor or the Scottish Public Service Ombudsman.

Write to:

The Scottish Public Service Ombudsman
Freepost EH641
Edinburgh EH3 0BR

Ren Repairs

If you have a smartphone or tablet, **Ren Repairs** is a new app you can download which lets you report any housing repairs.

Available for Apple or Android, it lets you do a number of different things:

- report repairs needed to windows, doors, heating and water systems;
- attach a photograph showing the extent of the damage;
- book appointments for annual gas servicing and more.

To download the app, go to the Apple or Android app store and search for 'Renfrewshire Council'.

Ren Repairs should only be used for routine repairs. Emergency repairs should be reported on **0300 300 0300**.

This document can be made available in braille, large print or audio.

A summary is also available in these languages on request:

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

 **0300 300 0222**

April 2014



repairs handbook



This repairs handbook has essential information about getting repairs done in your property. It tells you how to report a repair, the timescales for repairs being done and important safety information. There's also a useful section on how to fix minor faults.

For more information about repairs, visit us online at www.renfrewshire.gov.uk

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What repairs are we responsible for?

As your landlord, the Council has a legal duty to repair and maintain your property.

We will carry out certain repairs to your property to make sure it is maintained to a safe standard.

We are responsible for:

Outside

- Roof and chimneys
- Drains, gutters and rainwater pipes
- Walls and windows
- External doors and frames
- Boundary walls, fences and paths
- Bin areas and the poles supporting washing lines

Inside

- Walls and ceilings
- Heating and hot water systems
- Plumbing systems
- Electrical wiring, sockets, light fittings and hard wired smoke detectors
- Kitchen and bathroom fittings
- Doors and surrounds inside your home

We are also responsible for communal areas around the property.

We will maintain common entrances (including door entry systems), halls, stairways, lifts and other communal areas to make sure they are in good condition. However, this may be a joint responsibility if other owners are involved.

What are you responsible for?

As a tenant, you are responsible for minor repairs such as:

- repairing or replacing any minor fixtures and fittings such as curtain rails, light bulbs, toilet seats and plugs;
- replacing keys and fitting extra locks;
- maintaining internal decoration;
- maintaining or replacing floor coverings supplied in kitchens and bathrooms as part of our investment programme;
- maintaining or replacing shower curtains supplied in bathrooms as part of our investment programme; and
- repairs to television aerials and reception equipment (except in multi-storey flats and sheltered housing complexes).

You are also responsible for any non standard fixture or fittings you have accepted as part of the property including floor coverings, garages and sheds.

You must also:

- report any damage or repairs needed to your home or communal areas;
- take care of your home, including carrying out minor repairs and decorative work as described above;
- allow us access to your property so we can carry out repairs, inspections, maintenance and annual gas servicing;
- tell us as soon as possible about any alterations you wish to carry out in your home and get our permission before they are carried out; and
- report any criminal damage or vandalism to your home to us and the police, and always remember to get a crime reference number.

You are also responsible for repairs which have been caused by misuse, neglect or damage by you, your family or any visitors to

your home. If we repair this damage, you will be responsible for paying the cost of these repairs.

For more information on repair responsibilities, our Housing Repairs Policy is available at www.renfrewshire.gov.uk

Reporting your repairs

There are a range of easy ways for you to report a repair.

You can report by phone:

- Call the Repair Line on **0300 300 0300**.
- Use the freephone Repairs Direct telephones in the Johnstone and Renfrew neighbourhood offices and the Paisley Customer Service Centre.

You can report online:

- Fill in an online repairs request at www.renfrewshire.gov.uk

When you contact us to report a repair, you'll receive an appointment for the repair to be completed by a tradesperson or, if it needs to be inspected first, a visit from a repairs and maintenance officer.

When reporting a repair, please make sure that you:

- arrange the appointment at a time when it is convenient for you to be in the house;
- give a contact number in case we need to reschedule the work; and
- let us know about any disability or impairment that may affect our ability to gain access to the property, so that we can act accordingly.

Once you have an appointment time, there are a number of things you can do to make sure we can carry out our job as quickly, effectively and safely as possible.

We need you to:

- make sure there is a responsible adult present to allow our tradesperson access to the repair;
- clear the area around the repair before our tradesperson arrives to carry out the work (this may include uplifting carpets or laminate flooring, clearing work surfaces, emptying cupboards, taking down curtains or moving furniture away from the area); and
- keep pets and young children away from the area of the repair work whilst work is in progress.

If you're unable to keep an appointment, please let us know as soon as possible on **0300 300 0300** and we will be happy to arrange an alternative time to suit you.

If you don't notify us and we attend to carry out the repair but cannot access your home, the repair request will normally be cancelled and you will need to call and arrange a new appointment.

Out-of-hours emergency repairs

Some emergency repairs are available 24 hours a day, every day of the year.

Emergency repairs will be attended to outwith normal working hours only when:

- there is a **serious** risk to health and safety;
- there is a **serious** risk to the structure of the property; or
- the property is not secure.

If a serious fault occurs outwith normal working hours, and it is not safe to wait until the next working day, you should call us on **0300 300 0300**. If the repair does not qualify as an out-of-hours emergency and does not require immediate attention, you will be given an appointment for the repair to be carried out the following day.

When will my repair be carried out?

Repairs are split into four groups and the response time for each one is different.

Emergency repairs

These are repairs where there is a serious threat to health and safety or where we need to take quick action to prevent damage to your home or a neighbouring property eg front door not secure, burst pipe or carbon monoxide alarm sounding.

Emergency repairs will be attended to and made safe within **one day** of being reported and, where possible, we will carry out the full repair.

If this is not possible, we may carry out temporary repairs immediately to make the situation safe, and then return to complete the repair.

Urgent repairs

These are repairs which are not emergencies, but which need to be carried out quickly to prevent more damage to your home eg minor leaks and overflows, damaged flooring or faulty showers.

Urgent repairs will be carried out within **5 working days** of being reported.

Appointable repairs

These are everyday repairs which are required as a result of normal wear and tear to a property.

Appointable repairs will be carried out within **15 working days** of being reported.

Programmed repairs

These are generally non-urgent, general maintenance repairs and many of these jobs will involve renewing items, working at height or common repairs involving owners.

Sometimes it is better to carry out repairs (particularly larger scale repairs) on a programmed basis rather than carrying out individual responsive repairs.

We will inspect all jobs which fall into this category before we programme the work. The length of time to complete programmed repairs depends on the volume and type of work required, but generally we would hope to complete these works within approximately **three months**.

For more information on different types of repairs, visit us online at www.renfrewshire.gov.uk

Your Right to Repair

The Housing (Scotland) Act 2001 gives you, as a tenant, the right to have small urgent repairs carried out within a given timescale. This is called the Right to Repair. The Right to Repair scheme covers certain repairs up to the value of £350 – if we do not carry out the repair within the set timescale, you may be entitled to compensation.

To qualify for the Right to Repair scheme, the repair must:

- have an estimated value of less than £350; and
- be included in the table below ('Repairs covered by the scheme').

If we do not start the repair within the set timescale you have the right to arrange for an alternative contractor from our approved list of contractors to carry out the repair. You cannot use a contractor who is not on the Council's approved list.

If we fail to carry out a qualifying repair within the maximum time allowed, you will be entitled to £15 compensation. You will then be entitled to a further £3 per day for every day the repair remains outstanding, up to a maximum of £100.

The Right to Repair does not apply if:

- the repair has an estimated value of £350 or more
- the defect has been caused by a breach of your tenancy conditions (e.g. deliberate damage)
- the repair is delayed due to matters outwith our control (e.g. a spare part is required or the work is covered by a guarantee that requires another contractor)
- the repair is not the Council's responsibility or is to the common parts of the building.

If we cannot get into your home at a time agreed with you, your repair will be cancelled. You will then have to reapply and start the process again.

For more information on your Right to Repair, visit us online at www.renfrewshire.gov.uk. Alternatively you can find out more at the Scottish Government website www.scotland.gov.uk

Repairs covered by the scheme

1 working day means by the end of the next working day, we must have completed the job or made it safe. For example, if a repair was reported on Tuesday, we would have until 5pm Wednesday to attend (excludes weekends and public holidays).

Fault	Maximum period for completion in working days
Blocked flue to open fire or boiler	1
Blocked, leaking or foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or basin	1
Electric power:- loss of electric power	1
partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of hot water and/or heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Water supply:- loss of water supply	1
partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working and no alternative ventilation	7

Will I have to pay for any repairs?

You are responsible for any damage that you, your family or visitors to your home have caused.

If we carry out a repair for such damage you will be asked to pay for it. We will give you an estimate for the repair, including an administration charge.

If you believe the damage was caused by vandalism, you must report the matter to the police and get an incident reference number. You will be recharged for the cost of the repair; however you may be able to appeal against the recharge cost on receipt of your invoice as per the Council's Rechargeable Repairs Policy.

When you move out of your property, you must:

- leave the property in a clean and tidy condition;
- remove all your belongings;
- remove all floor coverings (unless agreed at your pre-termination inspection);
- make sure decoration inside the property is in a reasonable condition;
- do any repairs you are responsible for; and
- remove any fixtures and fittings you have installed without our permission and put right any damage.

If you fail to leave the property in the required condition or any repairs you carry out prior to the end of the tenancy are not of a satisfactory standard, Renfrewshire Council will carry out the work and you will be recharged for the cost.

For more information, please refer to the Council's Rechargeable Repairs Policy available at www.renfrewshire.gov.uk

Common repairs

Responsibility for repairs and maintenance of common areas within flats is shared between all the owners, including the Council.

Common areas include parts such as roofs, external walls, gutters and close and stair areas.

To get non-urgent repairs done to common areas, a majority decision is needed, in line with the Tenements (Scotland) Act 2004.

Where common repairs are required, we will work with owners to encourage them to participate in any proposed improvement works in compliance with the legislation. This can sometimes cause delays in work being carried out to Council-owned properties, particularly where the Council is not the majority owner in the building.

For more information on common repairs, visit us online at www.renfrewshire.gov.uk

Gas safety checks

By law, the Council is responsible for carrying out annual gas services and other safety checks. As your landlord, we have a legal obligation to ensure our gas appliances (gas fires or gas central heating installed by us) and flues are maintained in a safe manner.

We service our gas appliances every year to keep them in good working order and safe for your use. Unsafe systems are dangerous and can have potentially fatal consequences, so it is very important that you allow us access to your home.

This is a legal requirement – you must allow us reasonable access to your home so that we can carry out these essential checks.

If you don't allow us access, we will have to arrange for a forced entry and you will have to pay any costs, such as repairs to the door.

If you install a gas heater or gas water-heating appliance with written permission, we will maintain and service it. Gas appliances will become the property of Renfrewshire Council at the end of your tenancy. If you wish to take such appliances with you at the end of your tenancy, a suitable, fit-for-purpose heating appliance must be left in its place and properly installed by a Gas Safe registered engineer.

When carrying out gas safety checks, we will shut down any unsafe gas appliances that we have no responsibility to maintain.

Asbestos in the home

What is asbestos?

Asbestos is a natural mineral which is mined out of the ground. In the past, after processing, most asbestos was made into building materials and was used in building work for many years, reaching a peak during the period after 1945. We, along with most other UK local authorities, own many properties with buildings which contain asbestos. All asbestos is potentially very dangerous.

However, health risks only happen if asbestos fibres are released when materials containing asbestos are damaged or disturbed.

Where might I find asbestos in my home?

You will find asbestos most commonly in some, but not all, of the following materials:

- Decorative textured coatings and paints applied to walls and ceilings
- Floor tiles
- Heating and ventilation flues and parts of heaters
- Toilet cisterns
- Bath panels

- Old electrical fuse boxes
- Access panels to service ducts
- Screen panels under windows, fascia boards, soffits, roof tiles, rainwater gutters and pipes
- Water storage tanks

Please remember

Building materials in houses which contain asbestos, but which are in good condition, will not be a risk to anyone living in the property and are best left undisturbed rather than being removed. Asbestos which has been painted, covered by other materials or enclosed in ducts, for example, in cupboards, also should not be a risk.

What can I do to help?

If you know there is damaged asbestos in your home or you are planning DIY or maintenance work which could involve working with building material containing asbestos, contact the Housing Repairs Line on 0300 300 0300. You can arrange an appointment for a technical officer to visit you. We may arrange for a sample of suspected material to be taken for analysis and will give you advice on what action, if any, you need to take.

Home safety

We do not insure the contents of your house or your personal possessions.

We recommend that you insure your possessions against loss by fire, flood, theft and accident.

From as little as 75p per week, we can offer home contents insurance for a small additional charge on your rent.

If you would like to join our insurance scheme, call into any of our neighbourhood offices or fill in an online form at www.renfrewshire.gov.uk

Our staff

All Building Services employees and workers employed by our contractors carry an identification card.

Before you let anyone into your home, you should ask to see their identity card.

If you are unsure about anyone requesting access to your home, please contact us on **0300 300 0300** before allowing them into your property.

Our staff will always conduct themselves in a professional, quiet and orderly manner and try to minimise disruption and mess.

We have developed a Customer Respect Statement which all Building Services employees adhere to. This is available online at www.renfrewshire.gov.uk

Customer satisfaction

We are committed to providing a quality repairs service and want to make sure you are satisfied with work carried out in your home.

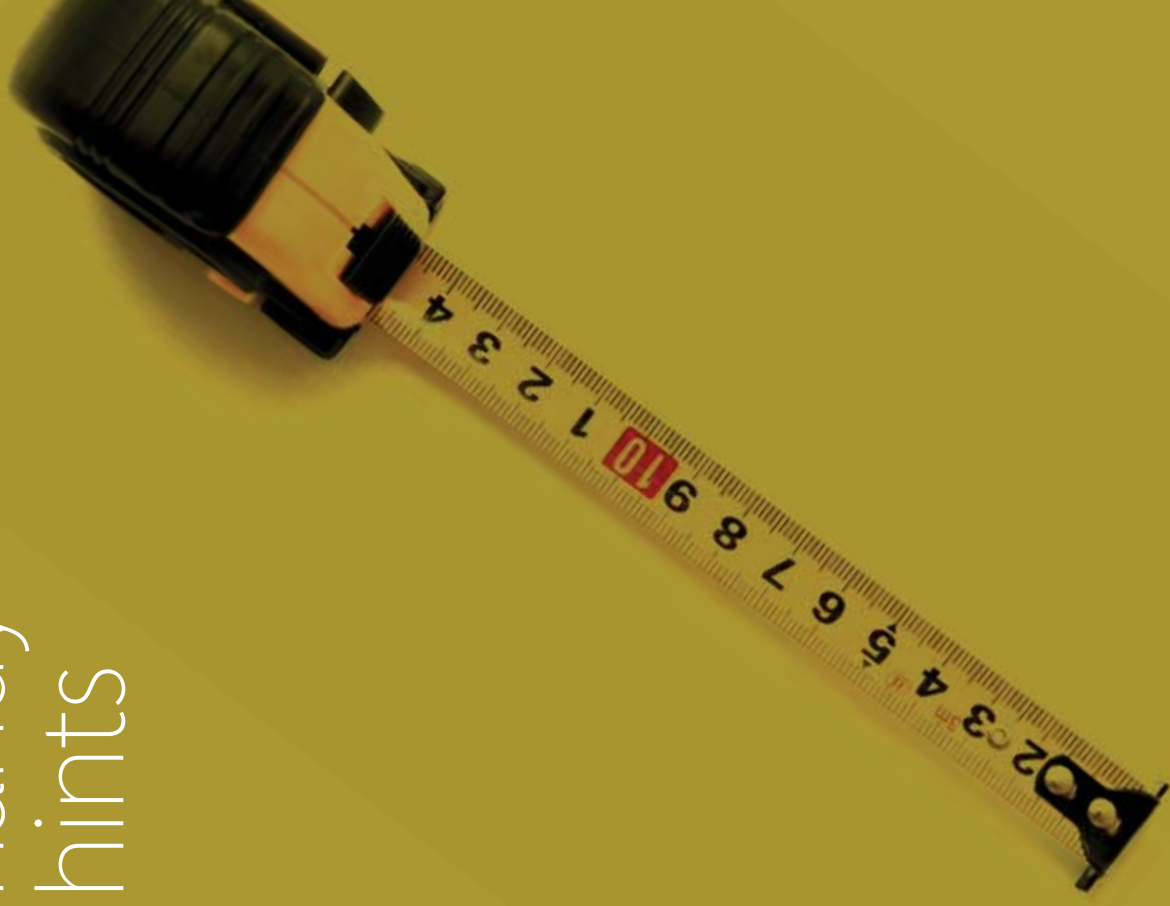
If our service does not meet the standard expected, it is important that you let us know as quickly as possible so that we can put things right.

If, for any reason, you are not satisfied with the service you have received, you can let us know through any of the methods via which repairs can be reported. We can normally solve problems quickly and easily at this stage.

However, if you are still unhappy with our service, you can make a formal complaint by completing the online complaints form available at www.renfrewshire.gov.uk

Our Customer Service Team will investigate your complaint and, where appropriate, correct the problem and take steps to make sure it does not happen again. We will also let you know the outcome of your complaint.

handy hints



Gas

If you suspect you have a gas leak, you should contact **TRANSCO**, the national gas emergency service on **0800 111 999** and take the following steps:

- ✓ Turn off the gas supply at the meter. Turn the handle at the meter to the horizontal position to turn it off.
- ✓ Open all windows and doors to allow any gas to escape
- x Do not use any naked flames
- x Do not turn any sockets or lights on or off

If you have no gas or have high or low pressure, phone the **National Gas Emergency Service** on **0800 111 999**.

No heating or hot water	Check the pilot light has not gone out Check the timer is set correctly Check the isolation switch
Pilot light has gone out	Press the reset button on the boiler
Radiators are not very hot	Check the timer is set correctly
Other	Call the Housing Repairs Line on 0300 300 0300

Electricity

If you have no electricity to all or part of your property, the first thing you should do is check the trip switch.

This can sometimes happen when there is a problem with your electrics and a switch is tripped to break the circuit.

This can happen when:

- there are too many appliances on a circuit and it's overloaded
- an appliance is faulty or hasn't been used properly
- water has leaked into a circuit or has spilled onto a plug
- a light bulb has blown

Trip switches	The consumer unit (fuse box) is next to your electricity meter. If any of the switches are down, push them to the up position. (The main switch may need to be turned off then on again to reset the system).
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If this doesn't fix the problem, you should then try the following:

No electricity (power points and lights) at all

Card meter	The power will be cut off if you do not have enough credit on your card meter; you will need to get more credit to reinstate the supply.
Are your neighbours affected? (you could also check the stairwell or communal areas)	Yes – Call Scottish Power on 0845 272 7999 No – It is likely that the fault starts from inside your home, call the Housing Repair Line on 0300 300 0300 stating that you have no electricity at all. An emergency electrician will come and investigate the problem further.

No electricity (power points or lights) to part of the property

Is it the electrical supply or the appliance?	Electrical Supply – If lighting is affected in a part of your home, or if no appliance will work in the affected socket, call the Housing Repair Line on 0300 300 0300 stating that you have a partial loss of electricity. They will arrange an appointment for an electrician to call. Appliance – If only one appliance is not working, it may be faulty. If other appliances work in the same socket, you should get the appliance checked by a qualified electrician.
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Plumbing

Stopcock	This is a tap that controls water flowing from the mains into your home. Stopcocks are often located in the hallway or under the kitchen sink; there is sometimes more than one stopcock to allow you to turn water off to part of the property. If you have a leak you should turn the water off at the stopcock to prevent any more water leaking. Turn the mains stopcock to the right (clockwise) to turn it off. A leak may not stop immediately because water is still flowing from the header tank or the hot water tank; you should turn on other taps to drain down the tank. Check immersion heater is switched off before the hot water tank is drained down. In the case of gas heating switch off the water heater.
Frozen pipes	If the temperature inside a property drops below freezing, water may freeze inside the pipes. When the ice thaws out it may cause pipes to burst. To prevent frozen pipes always ensure that you turn the water off at the mains or leave central heating on low if the property is going to be unattended for long periods of time during the winter months.
No water	Check the stopcock and then check to see if your neighbours have water. If they don't there may be a burst mains, contact Scottish Water on 0845 600 8855 to report it, otherwise call the Housing Repair Line on 0300 300 0300 for advice.

Taps won't turn off	Contact us and we will arrange an appointment to repair it. If the water is running very quickly (full bore) you may need to turn the water off at the stopcock. (Sometimes there is a separate stopcock for the kitchen sink, this is usually under the sink) You will be able to turn the stopcock on if you need water in the meantime.
Water discoloured	If your water is a different colour to normal, there may be a problem with the water supply. You should contact Scottish Water on 0845 600 8855 for further advice.
Blocked toilet	As a responsible tenant you should ensure that your toilet does not become blocked due to foreign objects being flushed down it. Common examples are: • Children's toys • Nappies • Entire toilet rolls • Kitchen roll • Paper • Plastic toilet fresheners If a foreign object causes a blockage, the cost of the repair will be recharged to you. If an object accidentally falls into the toilet bowl, you should always remove it by lifting it out, NEVER try to flush it away
Blocked shower head	It is your responsibility to clean the shower head.

Blocked sink or bath	Using a plunger, sink un-blocking agent or sodium bicarbonate can often clear blocked sinks or baths quickly and easily. Some blockages will also clear by themselves if they are left for a few hours.
Toilet won't flush	If this is your only toilet, we will fix the fault by the end of the next working day. In the meantime toilets can be flushed manually by pouring a bucket of water down it after each use.
Water from above	If you are on the top floor, a leaking roof could cause this, we will arrange for a temporary roofing repair. Please be aware that we cannot go onto a roof in the dark, during high winds or when it is raining for health and safety reasons. If there is another flat above you, please try speaking to the occupier and get them to turn off their water. If they are not in, check the flats on both sides and the floor above, as sometimes the leak can travel some distance before it becomes noticeable. Where the property is privately owned, we cannot break into an empty property to repair a leak without first going through a legal process. This may take some time.

Condensation

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp. Mould could then grow on the damp areas.

We also put lots of moisture into the air when we take a bath or shower, cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use an unvented tumble dryer.

Condensation can increase in particularly cold weather therefore it is important that you keep your heating on at low throughout the day.

How to remove mould

The best way of tackling mould is to reduce the condensation levels and prevent it from growing in the first place.

To kill and remove mould, wipe down or spray walls and window frames with a fungicidal wash that carries a Health and Safety Executive (HSE) 'approval number', and ensure that you follow the instructions for its safe use. These fungicidal washes are often available at local supermarkets and DIY stores.

Dry-clean mildewed clothes, and shampoo carpets. Do not try to remove mould by using a brush or vacuum cleaner.

Prevent condensation

To help reduce the risk of condensation in your home:

- Keep a window open when drying clothes indoors or ensure your window vents are open.
- Don't dry clothes over warm radiators.
- Keep the kitchen door closed when cooking.
- Keep lids on pots and pans when cooking.
- Keep the bathroom door closed when running a bath and bathing.
- Don't overfill cupboards and wardrobes – make sure air can circulate.

Lost keys

If you lose your keys or get locked out you will be charged for any costs to do with gaining access to your property.

This will include:

- A call out fee
- Cost of replacing all locks
- Cost of repairing any damage to the door
- Cost of repairing any damage to the door frame
- An administration charge

We must attend other emergency repairs before attending to anyone who is locked out, this means you could wait up to six hours before we are able to gain access to your property.

To avoid this we strongly recommend that you leave a spare set of keys with family, friends or neighbours.

Ren Repairs

If you have a smartphone or tablet, **Ren Repairs** is a new app you can download which lets you report any housing repairs.

Available for Apple or Android, it lets you do a number of different things:

- report repairs needed to windows, doors, heating and water systems;
- attach a photograph showing the extent of the damage;
- book appointments for annual gas servicing and more.

The instant messaging function lets you have a real-time discussion with a customer service advisor. You can also use the app to update the status of the repair and add more comments or pictures, until the job's complete to your satisfaction.

To download the app, go to the Apple or Android app store and search for 'Renfrewshire Council'.

Ren Repairs should only be used for routine repairs. Emergency repairs should be reported on **0300 300 0300**.



Notes

This image shows a blank sheet of white paper with vertical green lines. The lines are evenly spaced and run from the top to the bottom of the page, creating a series of narrow columns. There are no margins, text, or other markings on the paper.

This document can be made available
in braille, large print or audio.

A summary is also available in these languages on request:

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub
w innym formacie, prosimy dać nam znać.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

 0300 300 0300