

**WELCOME TO KNOWES HOUSING
ASSOCIATION**



NEW TENANTS HANDBOOK

**WHAT YOU NEED TO KNOW TO HELP
YOU MANAGE YOUR TENANCY**

Introduction

The Association

- About Knowes
- Service Standards
- Management Committee
- Becoming a Share Member
- Getting Involved/ Customer Engagement
- Complaints/Suggestions
- Equalities
- Data Protection

Living in Your Home

- Your Rights & Responsibilities as a Tenant
- Paying Your Rent
- Anti-Social Behaviour
- Pets
- Gardens
- Bins, Dumping & Fly Tipping
- Close Cleaning & Communal Areas

Repairs & Maintenance

- Reactive Repairs
- Right to Repair
- Landlord & Tenant Responsibilities
- Medical Adaptations
- Maintenance
- Component Replacement
- Maintenance Tips

Local Information & Contacts

- Useful Contacts

The Association

About Knowes

Knowes Housing Association was formed on 1st March 1998 following a large scale voluntary transfer of 1,115 properties in the Faifley and Duntocher area of Clydebank from the former Scottish Homes.

As at March 2024 Knowes owns and manages 1055 properties and provide services to approximately 600 owners. The Association is a charitable registered social landlord managed by a Committee of local tenants, owner occupiers and residents with an interest in the well-being of Knowes tenants, owners and the community of Faifley.

Our mission is to "provide good quality affordable housing and services which meets the needs and aspirations of the community we serve, ensure resident control of current and future housing and contribute to the continued improvement of the local community and environment".

Service Standards

The Association believes in the importance of delivering excellent customer service at all times. The following statement summarises our commitment to continual improvement and to achieving high standards of customer care and satisfaction, it also sets out the level of service you can expect to receive from us at all times.

We will:

- Treat everyone with consideration and respect
- Ensure that our customers are at the core of everything that we do
- Focus on continuous improvement
- Behave in a professional manner displaying honesty and integrity at all times
- Provide fair and equal service to all our customers
- Provide information that is relevant, accurate, up-to-date and easy to understand
- Regularly seek feedback on the range and quality of services we provide
- Listen to customer's comments, suggestions and complaints which will allow us to continuously improve the way in which we deliver our service

- Consult customers and consider opinions before making decisions that affect the services we provide
- Provide timely responses to all requests. All telephone calls will be answered within 5 rings and all written communication will be responded to within 3 working days.

Management Committee

The Management Committee makes important decisions to ensure that the Association delivers an effective, efficient, financially sound and accountable service to our tenants and stays fully informed about the needs and expectations of the community. The Management Committee delegates responsibility for the day-to-day running of the Association to staff.

The Association's Management Committee consists of a maximum of 15 people who work on a voluntary basis. Every member is entitled to serve on the Committee, a third of which is elected every year at the Annual General Meeting. The Committee meets on the first Tuesday of each month.

To become a Committee Member, you must firstly become a member of the Association. If you have an interest in housing and the community of Faifley and would like to join the Management Committee, please contact the Association's office and speak to our Corporate Services/Compliance Officer.

Becoming a Share Member

We encourage all residents over the age of 16 to become a member of the Association. Life membership costs £1.00. Being a member entitles you to the following benefits.

- Eligibility to stand for election to the Management Committee.
- To attend the Association's Annual General Meeting.
- To receive a copy of the Association's Annual Report.
- To have a say in the future of your community.

Getting Involved/ Customer Engagement

The services we provide can only be effective and improved if we talk with and listen to our customers – this is Customer Engagement. A copy of the Customer Engagement Strategy is available from the Association's office, this sets out how we will deliver this.

We will involve our service users in a number of ways and by a number of different methods. In some cases providing information is all that is required, however in others, meaningful dialogue needs to take place.

The information the Association provides will be meaningful, accurate and in plain English. On request some documents can be translated into large print, Braille on to audio cd or into other languages.

Information will be provided as follows:

- Our newsletters are delivered to all Knowes residents 3 times a year.
- Leaflets are available at the public counter. These leaflets will cover many topics, including Association Policies, how to make a complaint and information on other agencies.
- Every tenant will be supplied with a tenant's handbook which will explain conditions of tenancy and provide other useful information relating to their tenancy and the Association.
- Exhibitions and/or notices will be displayed when appropriate, providing the relevant information.
- On our web site <https://www.knowes.org>

Consultation will be carried out as follows:

- The Association will send out satisfaction surveys with freepost return envelopes to a percentage of tenants who have had repairs completed at their homes. The current sample used is 10% of all repairs.
- We will ask each new tenant to complete a satisfaction survey on the allocation of their tenancy
- We will consult every 2 years on tenant and owner satisfaction of the common cleaning service provided
- Major improvement works or new build schemes will have a design team set up consisting of residents to influence issues such as kitchens, doors, colour of exterior brick, environmental issues etc.
- A satisfaction survey will be carried out on completion of all contracts.
- The Association will carry out a Tenant Satisfaction Survey every 3 years. This provides feedback on the Association's performance and allows us to improve the ways in which our service is provided.

Complaints/Suggestions

Knowes Housing Association aims to provide an excellent service at all times, however there may be occasions when you are not happy with the service that you have received. The Association has a Complaints Policy in place to allow you to make us aware of the issue and to hopefully resolve it as quickly as possible.

There is a summary leaflet which sets out the Complaints Policy in detail which is available from the Association's office or website.

Equalities

The Association seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

We will not discriminate on the grounds of age, gender, race, colour, ethnic or national origin, religious belief, marital status, family circumstances, political or sexual orientation, medical conditions or disability.

Copies of the Equality and Diversity Policy are available from the Association's office or website.

General Data Protection Regulations

The Association is bound by GDPR legislation. This means that:

We will make sure that all personal information remains confidential and is not passed on to anyone else without your express consent unless we need to in order to fulfil our contract with you.

As a tenant of the Association you are entitled to inspect your personal information held in our file. We cannot disclose data if it relates to another tenant who can be identified in the same file.

Requests to review information held by the Association should be made in writing to the Association.

Living in Your Home

Your Rights & Responsibilities as a Tenant

The Tenancy Agreement signed by yourself and Knowes Housing Association is a legally binding document and is known as the Scottish Secure Tenancy Agreement. The Agreement sets out the rights and responsibilities of both you as the tenant and Knowes Housing Association – the landlord.

Your Tenancy Agreement is explained to you by a member of the Housing Team when you are collecting your keys for your tenancy and having your sign-up interview. Some of the main provisions of your Tenancy Agreement are highlighted in this section, and our staff will always be available to explain the details to you personally.

Security of Tenure

All Scottish Secure Tenants have security of tenure as defined by the Housing (Scotland) Act 2001. The Association will never seek to end a tenancy without very good cause.

Tenancies can only be ended in the following ways:

- Giving 28 days written notice to Knowes Housing Association. If you are married or co-habiting your husband, wife or partner must also agree in writing before you can end your tenancy, even if they are not a joint tenant.
- By written agreement between the tenant and the Association.
- If the tenant dies and there is no one who has the right of succession to the tenancy.
- Repossession of the property by the Association.

Ending your Tenancy

If you are leaving the tenancy and moving away you must provide 28 days written notice to the Association. We have a form in the office for you to complete to make this process easier. We will also accept email confirmation of a tenancy ending.

Before you move out of your house you must:

- Arrange to pay the rent and any other charges due up to the end of the tenancy;
- Leave the house in a clean and tidy condition;
- Remove all your belongings;
- Do the repairs you are responsible for;
- Make sure any lodgers and sub-tenants leave with you;
- Give us the address you are moving to;
- Return all of your keys on or before the end date of your tenancy.

A full list of the things you must do is contained in your tenancy agreement. If when you hand your keys in your property meets the standards for our End of Tenancy Incentive Scheme, you may be entitled to £100. (Please talk to a member of staff about this scheme).

The Right of Succession

If you die, your tenancy would normally pass on to the remaining joint tenant, co-habitee or partner (including same sex partner). In the case of co-habitee and other partners they must also have lived there for at least 12 months. You must keep your household composition up to date to allow the Right of Succession to be processed in the event of your death

If there are several adults living in your home when you die, there is a particular order that can be used to determine who becomes the tenant. Further advice on this order

is available from the Association's staff. Again the 12 month rule will apply to anyone in this category.

If the property has been designed or adapted for someone's special needs and there is no one with such needs eligible to succeed to the tenancy we may offer suitable alternative accommodation.

Succession can only occur on 2 occasions.

Repossession

The Association will use eviction as a last resort, and this will only be considered after we have made every attempt to work with you to try and resolve whatever the problem is. We can end your tenancy and evict you if we are granted a Court Order at the Sheriff Court. The reasons why we might seek a Court Order are described in your tenancy agreement, for example, because of rent arrears, anti-social behaviour or because you have broken your conditions of tenancy in another serious way.

Abandonment

If we believe you have moved out of the house without telling us we can repossess your tenancy by serving a 4 week notice. During that period we will try to contact you but at the end of the 4 weeks if there has been no response from you we will serve another notice and end the tenancy.

If you are a joint tenant and you have abandoned the house leaving the other joint tenant still living there, we will also serve notices to end your tenancy. Four weeks after the first notice is served we will serve another notice giving you 8 weeks to respond. At the end of those 8 weeks, if you haven't contacted us and confirmed that you want your tenancy to continue, it will end and the remaining joint tenant will become the sole tenant.

If we repossess your tenancy in this way and there are personal items left in the property we have a responsibility to store these, **only** if the items are of a greater value than the storage costs, or you have no debt with us or if you do it is less than the value of the items. Valuation of items will be determined by Association staff.

Changes in your Household

If you want to:

- Take in a lodger (with or without payment);
- Sublet part of your home;
- Transfer (assign) the tenancy to someone else; or
- Change your tenancy to a joint tenancy or from a joint to a sole tenancy.

You must first get our permission in writing. We will only grant permission for a request if the person you wish to change the tenancy with has been resident within the property for a minimum of 12 months. Other than this criteria we will not refuse permission unless we have a good reason for doing so. You must keep your household

composition up to date to allow the above to proceed. It is therefore advised that you keep your household composition up to date to meet the new change in legislation.

Lodgers and Sub-tenants

If you want to take in a lodger you are still responsible for the rent and the amount of money you charge the lodger must also be reasonable. Taking in a lodger may affect your entitlement to various benefits.

We will ask you to provide details of who is currently living in the house, the name of the person(s) you propose to allow to live there, how much rent will be charged and a copy of the agreement you will use between you and your lodger or sub-tenant.

We may refuse permission if:

- The 12 month qualifying period has not been met
- We have served a notice of intention to raise proceedings against you;
- We have obtained a court order for your eviction;
- The rent or other charges are too high;
- The house would be overcrowded.

Lodgers and sub-tenants will not have Scottish Secure Tenancies and we will have no obligation to re-house them under any circumstances. It will be your responsibility to remove any lodger or sub-tenant from the property

Transferring Your Tenancy (Assignment)

If you decide to leave the house you may be able to pass on your tenancy to someone else who lives in the house, providing they are a qualifying person over the age of 16 years.

The person you want to transfer the tenancy to must have lived in your home for at least 12 months. If the tenancy is transferred that person becomes responsible for the rent and the conditions of tenancy.

Joint Tenancies

You have the right to ask for a joint tenancy with another member of your household. We will not give our permission if the 12 month qualifying period has not been met, we have served a notice of intention to raise proceedings against you or if we have obtained a court order for your eviction.

Joint tenants have equal and shared responsibility for paying the rent and meeting the conditions of tenancy.

If there is a change in your household composition we would ask that you contact us about this. Changes can include having a new born or adoption.

Right to Compensation for Improvements

If you carry out certain types of home improvements you may be able to get compensation for them when you end your tenancy. These would include installation of central heating, new kitchen or bathroom but would not apply to minor works. You must get permission from us to carry out the improvement and the work has to be completed to the standard we require. Further information on this is available from our office.

Alterations and Improvements

You have the right to carry out alterations or improvements to your home. However, you must get our permission in writing before starting the work. This includes the erection of garden sheds, fences and satellite dishes.

We will not unreasonably refuse permission, but we may insist on certain conditions being met, for example if the work involves alteration to the gas or electric supply we may insist that you provide a certificate from a qualified tradesman to confirm the work has been done to acceptable standards. We will **not** be responsible for the reinstatement of fittings if we require to remove these to carry out a repair, this includes carpets or fixed flooring of any type.

If you are thinking about making any alterations, contact us and we will discuss your plans and give advice.

After the work has been done, contact us and we will arrange to inspect it. If the work has not been authorised, we may insist that you re-instate the property to its original condition.

Paying Your Rent

Knowes Housing Association is a non-profit making registered charity. Most of our revenue income comes from rents and any surplus income each year is invested in our repairs and maintenance programme. It is therefore essential that arrears are kept to a minimum.

It is the aim of Knowes Housing Association to act to prevent rent arrears building up. We will recover any arrears fairly and effectively in accordance with our policy.

The objective of the Association's Rent Management Policy is to minimise loss of rental income by prompt, effective management, recovery and control of arrears and to provide a service to tenants whereby they are given advice and assistance to maximise their income and minimise their debt, particularly in relation to rent arrears.

Ways to Pay Your Rent

Rent is due monthly in advance on or before the 1st of any given month. You can pay your rent and/or arrears in whichever of the following ways suit you best:-

Credit or Debit cards by phoning into our office

Via the Customer Portal, (you will need to be a registered user before being able to use this). (SEE PAGE 12).

Bank Standing Order

Housing Benefit

Deductions from your Income Support in respect of rent arrears.

Payments made directly by the DWP from your Universal Credit benefit.

Housing Benefit

If you are facing difficulties paying your rent, either because your income is low or you have had to stop work you may be entitled to receive Housing Benefit towards your rent.

If you think that you may be entitled, you should complete a Housing Benefit Form (available from our office or online [HB - How to apply | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](https://www.west-dunbarton.gov.uk)) and return it to West Dunbartonshire Council. Our staff can help you complete a form or give general advice if required.

It is worthwhile making an application even if you are unsure whether you are eligible. You can make a self-assessment online using an online calculator at [Claim Housing Benefit - mygov.scot](https://mygov.scot) which will determine whether or not you are eligible for housing benefit. If eligible the amount of Housing Benefit you will receive will depend on your income and your family circumstances.

Universal Credit (UC)

Many of our tenants will be in receipt of UC which will mean they may receive the money that used to be paid through Housing Benefit for their rent. This means that those on UC need to ensure that they pay their rent with the benefit they receive. You can request payments to come directly to us. In addition when you make a claim for UC there is an approximately 5 week wait till payments are made to you, which includes your rent payment. This payment is not backdated to the date you made your claim and again this applies to your rent, so any build-up of arrears during this 5 week period will need to be paid by you. Please contact us for advice on this or any other issue around UC.

Tenants Portal

Knowes Housing Association would like to encourage you to log into the portal and set up your online account with us.

To access the customer portal app from your mobile devices please download the Knowes HA app



Knowes HA
Housing Insight Ltd

OPEN



From the Apple App store

or Google Play



Welcome

Please sign in...

Please enter your email and password if you already have an account or register below:

Your email address

Example: joe.bloggs@example.com

Your password

Sign in

Register

[Forgotten my details](#)

[Read our privacy policy](#)

Click on Register



Welcome

Please sign in...

If you don't have an account yet then please enter some details concerning one of your tenancies below.

Tenancy reference number

Example: 12345

This can be found on one of your recent rent statements.

Your surname

Example: Bloggs

Your date of birth

Example: 01/12/1970

Post code of the tenancy

Example: AB12 3CD

Please contact our Allocations Officer or your Housing Officer for your tenancy reference number, if you don't already have a note of this – by telephoning (01389) 877752, Option 2 or 3.

Post code of your property

Continue

Go back

Once you have registered our self-service portal app lets you manage your rent account with Knowes Housing Association. You can do things like request a repair or inspection, report anti-social behaviour, check your account statements and mini statement, pay your rent, and more.....

Rent Arrears

Having Difficulty Paying Your Rent?

We believe that paying your rent in full and on time should be your first priority. There are many reasons why you should avoid falling behind with your rent:-

- You may not be allowed to transfer to another Association property
- You may not be allowed to exchange houses with another tenant
- You will not receive a satisfactory reference from the Association if you want to move to another tenancy with a different landlord, or take out a mortgage or loan on a property
- You could end up with a poor credit rating which can affect you if you need a reference to buy a house or if you are applying for credit for any other purchases e.g. televisions, fridges, sofas etc.
- You could have your wages arrested
- You may lose your home
- You will have to pay legal costs if we take legal action

We are aware however that people can at times experience difficulties that result in problems making rent payments, and we are here to help.

What Should I Do If I Have Rent Arrears?

Contact your Housing Officer immediately if you are having difficulties paying your rent. Your Housing Officer can arrange for you to repay your arrears by instalments over a period of time. The repayment arrangement will take account of your household income and any other financial commitments you may have. Your instalment payments can be made on a weekly, fortnightly or monthly basis.

Rent Arrears – Legal Action

If you don't contact us about missed rent payments or don't keep to your repayment arrangement, you will have serious rent arrears. The Association will take legal action against your tenancy. This means we will ask the Sheriff Court for an Order which makes you pay back the rent arrears and may also allow us to evict you from your home.

A Notice of Proceedings is the first stage of legal action. After we have delivered the Notice of Proceedings, we will wait at least 4 weeks before we ask the court for a date for a hearing. You can still make a repayment arrangement with us at this stage.

If the Association takes legal action against you, you will be liable to repay legal costs as well as your rent arrears.

Eviction

If the court decides to let us repossess your home by granting decree, it will also say how long we have to wait before we can evict you. An eviction may be cancelled at a late stage but only if you clear the rent arrears and legal costs in full. At this stage however, the decision is at the Association's discretion.

We will continue to take action against you after the eviction if you still owe the Association rent arrears. If you are working we can arrest your wages or bank account to pay your arrears.

Dealing with Other Debts - Welfare Rights Advice - Debt Counselling

Knowes Housing Association work in partnership with Citizens Advice Bureau who provide welfare benefits advice and debt counselling.

If you are having problems keeping up other payments (apart from your rent), you must get help as soon as possible. Don't ignore the problem. The sooner you face the problems the easier they will be to solve.

Housing staff can offer to refer you or can signpost you to advice and assistance on a wide range of financial issues from maximising your income, applying for both State and Housing Benefit or appeal against any Council or Department of Works & Pensions decisions which you disagree with.

You can also contact Welfare Rights services directly, at Citizen Advice Bureau on 0800 484 0136. This service is free and all enquiries will be treated in a confidential and sympathetic manner.

You could also help yourself by following these steps:

Step 1: Work out a budget

Add up all the money you have coming into the house every week or month. Workout how much you pay during that period for important bills like rent, food, council tax, electricity, gas, and any other regular spending. Take away what you spend from what you have coming in and the amount that is left is what you can use to pay off your debts.

If there is nothing left, try to cut back on some of the things which is less important and make sure that you are claiming all the benefits you can. You can get further information on benefits from the Benefits Agency office on 0800 055 6688.

Step 2: Arrange to pay off debts

Contact the organisations you owe money to. Deal with the most important debts first. Most important is keeping a roof over your head then electricity and gas supplies.

Don't offer to pay more than you can afford. You could ask to pay back smaller amounts over a longer period. If you are threatened with court action get legal advice immediately.

Anti-Social Behaviour

What is Anti-Social Behaviour?

Anti-Social Behaviour is defined under the Anti-Social Behaviour, etc (Scotland) Act 2004 as where a person :-

- Acts in a manner that causes, or is likely to cause alarm or distress, or
- Pursues a course of conduct that causes, or is likely to cause alarm or distress to at least one person who is not in the same household.

'Conduct' includes speech, and a 'Course of Conduct' must be conducted on at least 2 occasions.

It is clear from this definition that it encompasses a wide range of behaviour which may be considered to be anti-social, and the perceptions of tenants' and residents' may be entirely different from those of practitioners.

By way of a guide, anti-social behaviour should be considered as falling into 3 types:-

Category A complaints relate to extreme forms of anti-social behaviour, and includes certain types of criminal behaviour such as drug dealing. Although behaviour which is criminal in nature is entirely within the remit of the police, certain action may also be taken by the landlord.

Category B complaints relate to serious and persistent anti-social behaviour - behaviour which typically may result in ASBO, interdict or eviction proceedings.

Category C complaints relate to nuisance behaviour - behaviour which is more of a nuisance than anti-social, and may include noise, low level neighbour disputes which may be dealt with by mediation or the landlord.

What should I do if I am affected?

Call into the office and discuss the matter with your Housing Officer. We will listen to your problem and try to give you the best advice on how the matter can be resolved. It is important to do this at an early stage, before a minor dispute escalates. It may be necessary to complete diary sheets, providing as much information as possible, including times, whether the Police have been involved, etc so that the Association can proceed with an investigation of your complaint.

What action can the association take?

There are several courses of action we can take depending on the problem. It is important that we are quickly made aware of any problem so we can establish the facts during our investigation and start taking action early, if this is appropriate. In severe cases or where persistent problems occur we can take an offending tenant to court with the possibility of eviction from property. However, for minor disputes between tenants, advice or limited intervention from the Association may be all that is required. Mediation might also be considered by staff if this is felt to be appropriate – this is where problems are discussed and resolved by all parties round the table. Staff might also suggest that the best way to prevent escalation of a problem may be to talk a problem through with your neighbour before involving the Association.

What if my neighbour is not a tenant?

The Association may be restricted in the action we can take against owner occupiers and tenants of other landlords, however we will assist you as much as possible.

It may be appropriate to consider the involvement of the Police and the Environmental Health Department and we will give you advice and assistance where we can in these cases.

Useful Contacts

Police Scotland, Clydebank	Tel: 101 or in Emergency's 999
Police Scotland, Crimestoppers	Tel: 0800 555 111
West Dunbartonshire Council	Tel: 01389 737000
Victim Support	Tel: 0141 952 2095

Pets

Knowes' Tenancy Agreement, Section 2.5 outlines that tenants are allowed to keep one pet without the Associations permission, however for more than one pet, permission must be requested. This will not be unreasonably withheld and will be provided in writing. It is recognised however that not all tenants request permission to keep more than one pet and although this is contrary to the tenancy agreement, it is not a breach which the Association would consider taking action on unless the pet becomes a nuisance as outlined in section 2.5 of the Tenancy Agreement.

It is quite clearly stated in the Tenancy Agreement, that "If you keep any pet you must ensure that the general conditions below are adhered to;

- The pet is not prohibited by the Dangerous Dogs Act, 1991 or any other law, and if applicable proof of registration with the Police must be provided to the Association;

- You are responsible for the behaviour of any pets owned by you or any person living with you;
- You must take all reasonable steps to supervise and keep such pets under control;
- You must take all reasonable steps 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. This includes fouling, noise or smell from your domestic pet;
- You are responsible for the cleaning up of your dogs faeces and ensuring that your pet does not use communal areas such as closes or back courts as a toilet

Should the tenant fail to adhere to the conditions, then the Association can withdraw permission and are entitled to require removal of the pet(s). For the avoidance of doubt, this also covers those cases where permission has not been sought or granted. Should the tenant refuse to comply with the Associations request to remove the pet, legal advice will be sought to pursue a court order to instruct the tenant to comply with the Associations request. If the householder is not a tenant of Knowes then legal action will also be sought regarding the use of interdict etc.

To report any stray dogs or illegal dog fouling, please phone West Dunbartonshire Council's Dog Warden Service on 01389-738290.

Gardens

Section 2.10 of Knowes' Tenancy Agreement refers to the tenant's responsibilities with regard to those tenants who have exclusive use of a garden. Tenants must ensure they, "take reasonable care to keep it from being overgrown, untidy or causing a nuisance." Failure to do this entitles the Association to outline what is required to comply with this condition, and ultimately, we are entitled to carry out the work and charge the tenant for the cost of the work. This would only be after warnings given to the tenant. Should this situation repeat itself, the Association may explore other legal remedies as a result of continuous breach of the tenancy agreement.

Section 2.11 of Knowes' Tenancy Agreement outlines the circumstances where a garden is shared with others. In the absence of agreement, the Association are entitled to decide what arrangements should be made regarding the maintenance and upkeep of the garden area, and the frequency of doing so. Failure to comply is identical to that outlined above.

The Association makes some provision for those tenants who are unable to maintain their garden due to illness or disability and this is referred to as the Garden Maintenance Scheme. There are a finite number of gardens which can be accommodated on the scheme, and this forms part of the Landscape Maintenance Contract.

It is also stated in the Tenancy Agreement that tenants "must not remove, destroy or chop down any bushes, hedges or trees without our written permission".

Should an owner's garden be deemed unacceptable due to lack of maintenance, etc the Association will liaise with the owner in an attempt to remedy the situation. Ultimately, legal advice will be sought should there be a refusal to comply with the Associations request.

Gardens will be inspected during the wider estate walk rounds, during close inspections and also following any comment or complaint from residents.

Bins, Dumping & Fly Tipping

The volume of refuse and incidents of dumping and fly-tipping has increased significantly in recent years and it has as a result become increasingly important for residents to ensure that they comply with the requirements as laid down by West Dunbartonshire Councils Cleansing Department.

The Tenancy Agreement section 2.13 imposes a responsibility on the tenant in this regard by stating that – “You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected.

The Association provides a service where we will pick up bulk items in back courts of tenement properties of those that are on our common cleaning service. If you don't receive this service or stay in a front and back door house or cottage flat and you need to get rid of bulky rubbish such as old furniture, you should contact West Dunbartonshire Council's Waste Services for a “special uplift” on 01389-738542. There may be a charge for this service.

Housing staff will be vigilant in terms of identifying patterns of dumping either in back courts, or in streets and open spaces. When the dumping is in a back court area or identifiable in terms of where it originated, the housing officer will pursue the residents in terms of ensuring that the correct procedures have been followed. There may also be times when the Association needs to uplift items due to the “scattered nature” – if the responsible party can be identified and it is reasonable to uplift and recharge, then this should be done, with photographic evidence taken to substantiate the recharge.

Useful Telephone Numbers

WDC Ground Maintenance – This section are responsible for Street Cleaning/Litter Control, Open Space Maintenance and Fly Tipping. The general reporting number is 01389-772059.

Waste Services – This section are responsible for Bulk Uplift, Refuse Collection and Re-Cycling. The general reporting number is 01389-738542.

Close Cleaning and Communal Areas

The cleanliness and maintenance of common areas is of considerable importance in the Faifley area, given that the majority of our housing stock is in the form of tenements. The majority of the issues surrounding common areas are therefore pertaining to those who reside in tenemental accommodation. It is correct, however, that there are common areas/landscaped areas in and around Faifley; however most of these are taken care of via the landscaping contract.

Stair and Common Areas

Your Tenancy Agreement Section 2.8 states that “You must take your turn, with all other tenants and residents sharing the common parts, in keeping them clean and tidy. If you share a common stair, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair, its windows, banisters and any bin stores. If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. We may also arrange for a contractor to carry out this work on a regular basis and impose a service charge on you and the other tenants who receive this service. This is in addition to any other legal remedies open to us.”

Close and Common Area Cleaning Contract

The Association operate a common cleaning contract on a number of closes throughout the estate. This service is introduced at the request of tenants, or when the Housing Officer recommends a closes inclusion due to the on-going problems in getting the residents within the close to take their turn to clean the close. (We will consult with all residents prior to the introduction of this service). Our contractor will carry out a maintenance clean the close, front and back paths, back court, bin area and take out and return bins etc. (as per a detailed specification) on a weekly basis and carry out quarterly cleans of the close and common areas. This service has been applied to each close following consultation and is paid for by the tenants and owners within the close. Housing Officers carry out random post inspections of the closes as they are cleaned. This service is supplementary to what residents should continue to with regards to keeping their close and common areas clean.

Drying Greens

Section 2.9 states that “You must comply with any local arrangements for the use and sharing of the common parts including drying greens and drying areas. You must comply with any local rota for the use and sharing of the common parts. In cases of dispute between the users of the common parts, we are entitled to decide the arrangements and a rota for the use of and the sharing of, the common parts. Before making our decision, we will consult with you. Our decision will be binding on you.”

Storage in Common Areas

Section 2.12 focuses more on storage in common parts and states “No property belonging to you or anyone residing with you or anyone visiting you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage. You must not do anything which causes inconvenience or danger to anyone using the common parts. Balconies must not be used for storage purposes.” Leaving items on the main access routes in and out of properties is also a fire hazard and is in breach of fire regulations. The Association will arrange for the uplift of any items blocking a common passing way if it is felt that there is a risk and where appropriate, the household that has left the items in the common area would be charged for the uplift.

Repairs & Maintenance

Reactive Repairs

Reactive repairs or day to day repairs are funded from rental income and are defined as those repairs which are carried out on an ad hoc basis as the need arises and cannot be deferred for inclusion in planned maintenance programme.

Knowes Housing Association acknowledge the importance tenants place on having a high quality responsive repairs service and also recognise the need to achieve value for money for the Association in processing repair requests.

Knowes objectives regarding repairs -

- To maintain the housing stock in good order.
- To maintain a safe environment and ensure that danger to persons and damage to property is minimised through timeous reporting and response.
- To provide a repairs service which meets the needs of the Association’s customer.
- To inspect a given percentage of completed repairs to assess quality and customer satisfaction.
- To carry out all repairs within agreed response times

Reporting Repairs

Knowes will maximise the opportunity and the methods for tenants and other customers, to report repairs during office hours (01389-877752) and outwith office hours (0800-9751234). This will include reporting at the office in person, telephoning the office, writing to the Association and reporting by e-mail and also reporting through our web site.

Processing Repairs Requests – Categories and Response Targets.

All repairs will be accurately recorded, inspected where appropriate and checked on completion all within the approved timescales. There are various priorities for repairs and these are determined by the information provided at the time the repair is reported. If a repair needs to be pre-inspected prior to instructing the contractor the inspection will be carried out within 5 working days of the original request. For example, repairs that are vague or require specification will be pre-inspected. Emergency and callout repairs will be responded to within 2 hours and completed within 24 hours.

Repairs Categories

All repairs will be categorised in accordance with the following categories -

Emergency Repairs - attend within 2 hours complete within 24 hours: are those where there is a risk to safety, danger to health and to prevent serious damage to the building or total loss of services to the tenant. This category is restricted to circumstances where there is a danger to life, a safety hazard, or the potential for more extensive damage to property.

Urgent Repairs – complete within 4 working days: are those where there is a partial loss of a service to the tenant that seriously affects the comfort or convenience to the tenant or where not carrying out the repair will result in further damage to the property. An urgent repair would be to repair a minor leak, a faulty light fitting where there is alternative lighting or a faulty WC flush.

Routine Repairs – complete within 15 working days: are those that do not seriously interfere with the comfort or convenience of the tenant and/or could cause further problems to the property.

Repairs by Appointment - are those repairs which would normally fall into the category of routine but where an appointment at a specific date and time is offered (contained within 2 hour slots) to suit the convenience of the tenant. Normally arranged within 5 days of the repair being reported.

Planned Minor Works – complete within 30 working days: are those repairs that may require the hire of plant equipment e.g. cherry picker or electronic platform and take longer than the routine category to organize. This category should be completed within 6 weeks

Void Repairs - are those repairs carried out while the property is empty. The timescales for void repairs are 5 working days or 10 working days.

Right to Repair - are those “qualifying repairs” covered under the Right to Repair legislation detailed in Appendix 5. The timescales for right to repairs depend on the repair reported ranging from next working day to 7 working days.

Gas Repairs - are repairs to gas central heating/hot water. The timescales for gas repairs range from GA1 – gas emergency 2 hours response complete within 24 hours to GA4 gas routine complete within 5 working days.

After completion of a repair you may receive a Tenant Satisfaction Survey form. This form will ask for your comments on how your repair was dealt with by Knowes staff and contractors. Please complete the form truthfully as your comments will highlight areas of concern and will allow Knowes to improve on customer service in the future. Your completed form will be included in a prize draw at the end of every 3 month period, and you have a chance of winning a £35 gift voucher.

Completed repairs are also post inspected by the Technical Inspector to make sure work is carried out as per specification and to the tenant's satisfaction as well as a good quality standard.

Insurance Claims

KHA has a comprehensive insurance policy that covers a number of risks involving properties owned and factored by the Association. All tenants are advised to have their own house contents insurance as the Association's Buildings Policy does not cover personal belongings such as furniture, carpets, electrical goods, decoration etc.

Right To Repair

Under the Housing (Scotland) Act 2001, Scottish Secure tenants and Short Scottish Secure tenants are legally entitled to have small urgent repairs carried out within given timescales. If our contractor does not attend to the repair within the time limit set, you have the right to:

- Instruct another contractor from the Association's list of approved contractors to carry out the work
- Receive compensation from the Association

The Right to Repair scheme covers certain "qualifying repairs" up to the value of £350. These repairs and the timescales for completion are shown in the table below.

Defect	Deadline (Working days following date of notification or inspection)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink or bath drain	1
Loss of electrical 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 pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water 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
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 in interior kitchen or bathroom not working	7

The Right to Repair does not apply if access has not been available or there are exceptional circumstances that we have no control over and make it impossible to do the repair within the maximum time.

What happens when I report a qualifying 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 a list; and

make arrangements with you to get into your home to carry out the repair.

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 tell another contractor from our list of contractors to carry out the repair. You cannot use a contractor who is not on the Association's list. The other contractor will then tell us that you have asked them to carry out the repair. Knowes Housing Association will then pay you £15 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 compensation.

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

The other contractor has the same time limit as our main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

What if there is no other contractor available?

In this case, our main contractor will carry out the repair but you will still be entitled to the £15 compensation payment.

What happens if I am 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 Knowes Housing Association or the contractor, your right to repair will be cancelled. You will then have to re-apply and start the process again.

Who pays for the repair?

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

How can I find out more?

Contact Knowes Housing Association or;

The Scottish Government
Social Housing Division
Area 1-H
Victoria Quay
Edinburgh EH6 6QQ
E.mail: housing.information@scotland.gsi.gov.uk
Phone: 0131 244 5401

Landlord & Tenant Responsibilities

Section 5 of KHA Scottish Secure Tenancy sets out in some detail both the landlord and tenant repairs and maintenance rights and responsibilities. Tenants in all cases should refer to their tenancy agreement in the first instance.

Who Is Responsible

Item	KHA	Tenant	Exception
Aerial			Where communal
Back Boiler	<input type="checkbox"/>		
Balconies (internal)	<input type="checkbox"/>		
Baths	<input type="checkbox"/>		
Bin Shelters	<input type="checkbox"/>		
Brickwork	<input type="checkbox"/>		
Carports	<input type="checkbox"/>		
Ceilings	<input type="checkbox"/>		
Chimney	<input type="checkbox"/>		
(Stack/Pots/Cowls)	<input type="checkbox"/>		
Chimney Sweeping		<input type="checkbox"/>	
Cisterns	<input type="checkbox"/>		
Clothes Poles		<input type="checkbox"/>	Communal use
Controlled entry systems	<input type="checkbox"/>		
Cookers		<input type="checkbox"/>	
Communal areas to flats	<input type="checkbox"/>		
Cupboards		<input type="checkbox"/>	

Damp-proof courses	<input type="checkbox"/>		
Decoration-Internal		<input type="checkbox"/>	
Door Bell		<input type="checkbox"/>	
Doors to common area	<input type="checkbox"/>		
Door fixing - external	<input type="checkbox"/>		
Door locks	<input type="checkbox"/>		Where tenant has lost or broken key
Doors internal	<input type="checkbox"/>		
Door Name Plate		<input type="checkbox"/>	
Downpipe rain & Soil	<input type="checkbox"/>		
Drainage (Incl Blockages)	<input type="checkbox"/>		Where blocked by tenant
Driveways		<input type="checkbox"/>	
Drying Area	<input type="checkbox"/>		
Electric heaters (provided by KHA)	<input type="checkbox"/>		
Electric plugs		<input type="checkbox"/>	
Electric wiring, sockets, switches	<input type="checkbox"/>		
Fascia, soffit boards	<input type="checkbox"/>		
Fencing-garden boundary	<input type="checkbox"/>		Where provided by tenant
Fencing between gardens		<input type="checkbox"/>	
Fencing other	<input type="checkbox"/>		

Fire baskets, grates, surrounds	<input type="checkbox"/>		
Fire-electric & gas	<input type="checkbox"/>		
Fireplace tiles		<input type="checkbox"/>	
Floor tiles		<input type="checkbox"/>	
Floorboards	<input type="checkbox"/>		
Foundations	<input type="checkbox"/>		
Fuse box, ELCB fuses MCB	<input type="checkbox"/>		
Fuse to plug		<input type="checkbox"/>	
Gas Central Heating	<input type="checkbox"/>		Unauthorised installations
Pipes/radiators/timer	<input type="checkbox"/>		and those not adopted by KHA for maintenance
Thermostat/pumps etc	<input type="checkbox"/>		
Gas piping	<input type="checkbox"/>		
Garages	<input type="checkbox"/>		Timber garages erected by tenants or unauthorised installations
Garden huts		<input type="checkbox"/>	
Gates	<input type="checkbox"/>		Where not provided by KHA
Greenhouses		<input type="checkbox"/>	
Glass external	<input type="checkbox"/>		
Glass to internal doors/screen		<input type="checkbox"/>	
Glass double/triple glazing	<input type="checkbox"/>		Where installed by tenant KHA will install single glazing
Guttering	<input type="checkbox"/>		

Hatch to loft	<input type="checkbox"/>		
Handrails-External	<input type="checkbox"/>		
Immersion heaters	<input type="checkbox"/>		Unauthorised installation
Keys		<input type="checkbox"/>	
Kitchen fittings & Worktops		<input type="checkbox"/>	If fair wear & tear
Light bulbs		<input type="checkbox"/>	
Lighting pendants & roses	<input type="checkbox"/>		
Outbuildings		<input type="checkbox"/>	
Overflow pipes	<input type="checkbox"/>		
Painting external	<input type="checkbox"/>		
Parking - Communal	<input type="checkbox"/>		
Path to main access	<input type="checkbox"/>		
Path to garden		<input type="checkbox"/>	
Path public	<input type="checkbox"/>		
Pigeon loft		<input type="checkbox"/>	
Plaster & plasterboard	<input type="checkbox"/>		
Play areas & equipment	<input type="checkbox"/>		
Porch	<input type="checkbox"/>		Unauthorised structures
Pulley for clothes		<input type="checkbox"/>	
Retaining walls (provided by KHA)	<input type="checkbox"/>		
Roofs, roof tiles/ slates/ roof lights	<input type="checkbox"/>		
Ropes, clothes drying		<input type="checkbox"/>	

Rotary clothes line		<input type="checkbox"/>	Where communal use
Roughcasting	<input type="checkbox"/>		
Sheds		<input type="checkbox"/>	
Shower unit		<input type="checkbox"/>	Where provided by KHA
Sink base unit	<input type="checkbox"/>		
Sink bowl & drainer	<input type="checkbox"/>		
Skirting boards	<input type="checkbox"/>		
Smoke detectors	<input type="checkbox"/>		
Smoke detectors batteries		<input type="checkbox"/>	
Stairs (communal or internal)	<input type="checkbox"/>		
Stair lighting	<input type="checkbox"/>		
Steps	<input type="checkbox"/>		
Taps	<input type="checkbox"/>		
TV aerials		<input type="checkbox"/>	
Ventilators	<input type="checkbox"/>		Unauthorised installation
Wash hand basin	<input type="checkbox"/>		
Waste plugs/ chains to basin/		<input type="checkbox"/>	
Bath/sink	<input type="checkbox"/>		
Water supply	<input type="checkbox"/>		
WC	<input type="checkbox"/>		
Window frames, sills fittings	<input type="checkbox"/>		

Internal Decoration			
Carpets, floor coverings etc			
House Contents Insurance			

Aerials

There are no communal aerials in Faifley. Some properties have aerials fitted to a mast head on the roof which were installed when properties were modernised under the previous Landlord, Scottish Homes. Knowes take no responsibility for aerials and because there is an aerial point in the living room it should not be assumed that this is connected to an aerial in the loft. Most properties have drop points from the loft area and tenants can borrow the keys to the communal loft hatch to install or repair their aerials. No occupant is permitted to fit an aerial to the chimney stack. Tenants wishing to fit a satellite dish should request permission from Knowes first.

Rechargeable Repairs

If you as the tenant report a repair which is not the responsibility of the Association you will be recharged for the full cost of the repair. Tenants will be asked to pay a deposit.

The cost of repairs will be recovered when work is carried out which is the tenant's responsibility or work required due to the negligence of the tenant. An example of this would be forcing a door due to lost keys, re-glazing windows broken by tenant or tenant's family or friends, clearing choked toilets, baths, wash hand basins etc. where the tenant was responsible for the choke, calling out an Emergency Contractor when the repair was clearly not an Emergency. Requests for non-statutory repairs for example replacing an internal door should be paid in full before the repair is issued to the contractor. Estimates for non-statutory repairs can be obtained. The rechargeable repairs policy provides further guidance.

Alterations and Improvements

Permission is required for any alteration to your home or garden, for example if you change your bathroom suite, kitchen, fit double glazing, build a driveway or garage/shed etc.

Permission must be granted in writing by Knowes Housing Association, after an application form has been submitted and before work can commence. Permission will not be unreasonably withheld. It may be necessary to carry out an inspection of the proposed alteration before permission can be granted.

For some alterations a building warrant/planning permission maybe required from West Dunbartonshire Council (WDC) contact number 0141 951 7930. It will be the tenant's responsibility to apply to WDC for any necessary certification.

Compensation for Approved Alterations

For certain types of improvements tenants may qualify for compensation, only when they end the tenancy of the property in which the improvements have been made. Compensation will only be considered where permission has been given by the Association.

Gas Maintenance & Safety Checks

Knowes Housing Association will maintain and inspect all gas appliances within its properties, in accordance with The Gas Safety (Installation and Use) (Amendment) Regulation 2018. This covers 100% of all gas heating systems including boilers and individual fires owned by the Association. Our current contractor for Gas Servicing and Maintenance is City Building.

Gas day to day repairs for no heating or hot water, leak from radiator etc will be ordered through Knowes Housing Association on 01389 877752 option 1 and out with working hours repairs can be ordered directly to our contractor City Building emergency service number 0800 595 595

Some repairs to gas central heating will also qualify under the Right to Repair Scheme.

In order to meet the Associations target of 100%, properties must be serviced within 12 months. To ensure targets are achieved therefore the Association will programme services every 10 months.

Should access be denied, after several attempts and notification, the Association will force access to carry out the service. Forcing access will be a last resort by the Association. The costs will be pursued and recovered through the recoverable repairs procedure.

Medical Adaptations

Funding Arrangements

Each year the Association with the assistance of Scottish Government funding, carry out a wide range of medical adaptations which have been requested by tenants via the Occupational Therapist. The work is carried out to the homes of residents who are either elderly, infirm, have a disability or have a child with a disability.

The Association will bid for the estimated amount required for adaptations each financial year through the Strategy and Development Funding Plan. The Scottish Government will announce the level of adaptation funding which will be allocated to the Association for the year. Once this funding has been used and drawn down,

further discussions will take place with the Government regarding further funding allocations. This can differ on a year-to-year basis.

Notification of Adaptations, Referrals and Prioritisation

All adaptation requests must be referred through West Dunbartonshire Council's Occupational Therapist (O.T) using a CL1 form (with the appropriate priority grading) except in the case of hearing adaptations where a letter from the hearing specialist will suffice. Any tenants requesting adaptations directly from the Association will be referred to the local O.T. On occasion Knowes Housing Association may receive letters, directly from Social Workers or Hospitals, containing requests for adaptations such as moving handsets or handrails for discharge patients etc. – these will be processed in the same way as CL1's. Should there be dubiety over priority in these cases then this will be discussed with the O.T.

Where the funding allocation from the Scottish Government is less than is required and the Association is unable to fund any further adaptations all new requests will be put on a waiting list based on level of priority and date of referral. The Association will advise the O.T. and the tenant of this in writing.

On completion of works the O.T. will be informed and the work will be subject to a post check carried out by our Technical Inspector, the result of which will be recorded in the medical adaptation register.

Gas & Electricity Providers

Tenants can check that they have the lowest cost utility provider by following the link on Knowes Web site to a price comparison website.

Maintenance

As well as carrying out day to day repairs the Association also has a cyclical maintenance programme. This is work planned and carried out on an annual basis and includes the following projects:

Painting – Painting external windows, doors and internal closes. 5 year cycle

Gutter Cleaning – generally 3 year cycle

Roof Anchor Inspection – This is an inspection to ensure any tradesman inspecting the roof has a point to secure the rope attached to his harness.

Gas Service Inspection – This inspection is to ensure that the gas appliances meet The Gas Safety (Installation and Use) (Amendment) Regulation 2018 and that the tenant is supplied with an annual safety certificate.

Electrical Installation Condition Report (EICR) – The Association is required by law to ensure that an electrical inspection and safety check is carried out in your home. We will notify you when this is due and ask that you make an appointment for this to be completed. If you do not then we can force access and complete this work.

Gas Quality Assurance – This inspection is to ensure that the contractor servicing the gas appliances is carrying out the work to the correct standard.

Landscape Maintenance – This is work carried out to ensure all common areas owned by the Association are maintained.

Component Replacement

The Association carries out a stock condition survey every 5 years to assess the condition of their properties. From the stock condition survey, a 5 year plan for component replacement is compiled. Examples of the type of component replacement carried out are as follows:

- Kitchen unit and worktop renewal
- Central Heating Replacement
- Sanitary ware replacement
- Door Entry Security Systems
- Reroofing

Prior to any component replacement we will publish the areas for renewal in the Newsletter thereafter each tenant will be advised in writing.

Maintenance Tips

What to do if you smell gas?

- **DO** turn off the gas supply at the meter
- **DO** open doors and windows to get rid of the gas
- **DO NOT** turn electric switches on and off
- **DO NOT** smoke or use a naked flame

Phone Scottish Gas Networks on 0800 111999

Smoke Alarms & Heat Detectors

Smoke alarms and Heat detectors could save your life. In line with Scottish Government guidelines the association has completed a programme of installing a

minimum of 2 smoke detectors and one Heat detector in all homes. You should check your alarm(s) at least once a week to make sure it is working properly. You can do this by pressing the test button for a few seconds until the alarm sounds. If it doesn't sound try cleaning the detector with the narrow nozzle on your vacuum cleaner. If after doing this, it still does not sound contact the Association.

Tips on preventing Fire

- Never leave chip pans unattended;
- Keep matches and lighters out of reach of children;
- Unplug electric appliances when not in use;
- If you have electric shower, turn off the shower mains switch when not in use;
- Make sure any cigarettes are properly extinguished;
- Do not overload electrical power points;
- Do not leave waste or rubbish lying in the common closes or outside your door as these can be easily set on fire

Loss of Electricity Supply

If the loss is only partial, go to the consumer unit (usually situated near the meter) and check which of the trip switches has gone to the OFF position. If this has happened, it is likely that the cause of the loss is a faulty appliance.

In these circumstances, unplug (or switch off if a lighting circuit) all appliances affected (i.e. those that switched off when the power went) and then reset the trip switch to the ON position. Plug your appliances back in one by one until the switch trips again. The last appliance you used which tripped the circuit will be the one that is causing the problem.

A total loss of power may be caused by a power cut. Check with your neighbours first. If this is the case contact Scottish Power on Freephone 105. If not, please contact the Association.

Burst Pipes / Flooding

During the winter months, if you are leaving your home for any length of time please ensure the following –

- Leave your central heating switched on at the lowest setting, or at the very least programme it to come on for a short period of time in the early morning of every day to prevent your water and central heating pipes from freezing and bursting.
- Alternatively turn off your water supply at the stop valve and drain the system. If you have any doubt about where the stop valve, or stopcock, is please contact the Association.
- Leave your house keys with someone you can trust and ask them to check the house when you're away. Please let your neighbours know who you have left your keys with and an emergency telephone number so that in the event

of an emergency there is no need to force entry. Let the Association know this detail too.

If a pipe freezes you should

- Call out the emergency plumber
- Turn off your stop valve immediately and switch off your immersion heater and central heating
- Open all cold taps to drain the system but never turn on the hot taps – your hot water cylinder or boiler may be badly damaged if the pipes leading to it are frozen.

If a pipe bursts you should

- Call out the emergency plumber and electrician (if necessary) on the number provided
- Turn the water supply off at the stop valve immediately, switch off your immersion heater and boiler and then open all hot and cold taps to drain the system and minimise the damage. Switch off any other sources of heat such as gas or electric fires. You should also warn your neighbours who may suffer damage.
- Switch off your electricity at the mains if there is a chance water can come into contact with wiring or fittings. If you have to do this call the electrician as well as the plumber.
- If you live in a flat, check with your neighbours that turning off the water hasn't affected their supply. Also make sure that your hot water system is refilled before re-igniting your boiler or switch on the immersion heater.

Condensation

Condensation is the most likely type of dampness that can affect your home. This happens when warm moist air hits a cold surface such as a window or wall, causing it to condense (turn to water). If this happens regularly, black mould will start to grow on walls or around windows. It can also appear on clothes and furniture giving them a musty smell. This will get worse in cold weather. You can protect yourself against condensation by taking a few simple precautions –

Cut down on the amount of water produced

- Dry clothes outdoors where possible;
- If you are using a tumble dryer ensure that the vent is guided through a window;
- Don't allow pans to boil away unnecessarily and use pan lids;
- Shut doors to kitchens or bathrooms when cooking or washing to stop steam spreading through the house.

Increase ventilation

- Keep your house well ventilated to allow moist air to escape and fresh air to enter your home;
- Open your windows, particularly if they are steamed up;
- Use extractor fans if you have them;
- Make sure trickle vents at the top of the windows are left open at all times;
- Allow space for air to circulate in and around your furniture.

Keep your home warm

- Do not let your house get too cold. Find a balance between allowing fresh air in and keeping the house warm enough for you to be comfortable.

Security tips

- Nearly all of the Association's tenement properties have controlled entry systems and it is in everyone's interests to ensure that the close doors are kept locked to eliminate house break-ins and vandalism;
- Never allow strangers into your home without first checking their identification;
- Lock all windows (where possible) and doors when going out;
- Do not leave notes on your door saying that you have gone out;
- Ask a neighbour to keep an eye on your home if you are away for a length of time;
- Leave lights on timer switches when you are out.

Useful Contacts

Emergency Repairs (out of hours): West Dunbartonshire Council	0800 197 1004	
Emergency Gas Heating Repairs: City Building	0800 595 595	
To report a smell of gas: National Gas Emergency Service	0800 111 999	
To report a power cut: Scottish Power Emergency Service	105	
To report a Scottish Water Emergency	0800 077 8778	

Police Scotland	101 for non-emergencies 999 for emergencies	
Police Scotland Domestic Abuse Unit	0141 532 3325	
Citizens Advice Bureau 179 High Street Dumbarton G82 1NW	01389 744690 or 0800 484 0136	www.cas.org.uk We can refer clients to CAB through our referral process and CAB will contact the client directly to arrange an appointment. There is no drop in service available at our office.
Goldenhill Resource Centre 199 Dumbarton Road Clydebank G81 4XJ	0141 941 4400	
Jobcentre Plus Clydebank 245 Kilbowie Road Clydebank G81 2JL	0800 169 0190	
Lomond Advocacy Service 155 Glasgow Road Dumbarton G82 1RH	01389 726543	www.laas.org.uk
Clydebank Health Centre Queens Quay Main Ave Clydebank G81 1BS	0141 531 6363	
SAMH	0141 530 1000 or 0344 800 0550	www.samh.org.uk
Stepping Stones 78 Whitecrook Street Unit A10 Whitecrook Business Centre Clydebank G81 1QL	0141 941 2929 or 07848042521	www.steppingstones.org.uk
Victim Support (West Dunbartonshire)	0141 952 2095	
West Dunbartonshire Council Social Work (out of hours)	0300 343 1505	

West Dunbartonshire Council Homeless Service	01389 776400	Email housingoptionshomeless@west-dunbarton.gov.uk
West Dunbartonshire Council (general enquiries – main switchboard)	01389 737 000	
Women's Aid Clydebank	0141 952 8188	www.cwomensaid.scot Email women@ddwa.org.uk
Y Sort It 5 West Thompson Street Clydebank G81 3EA (youth work)	0141 941 3308	www.ysortit.com Email info@ysortit.com

Finally – we would ask that should you have any reason to contact the Association, using whatever means you choose, that you do so in a civil manner. We have a zero tolerance policy against aggressive and rude behaviour towards our staff and contractors and would ask that you respect this.

Thank you.