

SCHEME OF ASSISTANCE

2017 - 2022

East Dunbartonshire Council

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1. Introduction

The Housing (Scotland) Act 2006 gives local authorities powers to provide a wide range of advice, information, practical and financial assistance to homeowners.

The underlying principles of the Act are:

- Owners have primary responsibility for maintaining their houses, with assistance available where necessary
- Landlords should provide houses that are suitable, in good condition and meet the repairing standard.

Part 2 (Section 72) of the 2006 Act obliges local authorities to make available a statement of assistance which sets out the circumstances in which they will offer support, in the form of a Scheme of Assistance. This statement sets out East Dunbartonshire Council's Scheme of Assistance and details how the Council will provide and prioritise particular types of information, advice practical and financial assistance to people living in private sector housing.

2. Vision and Strategy

East Dunbartonshire's Single Outcome Agreement is an agreement between the Council, its Community Planning partners and the people of East Dunbartonshire highlighting the key strategic areas that need to be delivered to improve quality of life in the area.

It underpins the funding provided to local government and sets out a national performance framework based around the strategic objectives of the Scottish Government which are underpinned by a number of national outcomes, national performance indicators and local performance indicators.

The Local Housing Strategy (LHS) aims to complement The Scheme of Assistance by making the best use of the provisions of The Housing (Scotland) Act 2006, along with other legislation to assist in meeting our aim of ensuring an ongoing effective supply of quality housing in East Dunbartonshire that meets future needs.

Specifically, within the LHS, a key strategic priority is to improve housing conditions in East Dunbartonshire. To achieve this, the Council and partners work together to help residents live in housing that is in a good state of repair, and meets their specific requirements.

3. Statement of Assistance

This Statement explains how East Dunbartonshire Council will assist homeowners and private landlords to take responsibility for maintaining their properties. It also sets out how the Council will make the most effective use of the public funding that is directed to assisting those living in private sector housing.

East Dunbartonshire Council's Scheme of Assistance therefore seeks to offer a broad range of assistance that most closely suits the particular needs of homeowners, private landlords and their tenants. The Council is aware that offering only grant assistance is not always the most helpful means of ensuring prolonged interest from homeowners and private landlords in property maintenance. Information, advice and where necessary practical assistance can play a crucial role in helping owners take responsibility for looking after their property.

4. Scottish Housing Quality Standard

Tenants of local authorities and housing associations benefit from quality standards which were introduced by the Scottish Government in 2004 and are referred to as the Scottish Housing Quality Standard (SHQS).

The standard contains the following broad quality criteria. Properties should be:

- Compliant with the tolerable standard
- Free from serious disrepair
- Energy efficient
- Provided with modern facilities and services
- Healthy, safe and secure

While local authorities and registered social landlords are expected to ensure that their stock meets the SHQS, it is for individual owners to decide whether to make improvements to meet the standard.

East Dunbartonshire Council is committed to working with homeowners and landlords to optimise the expected change in attitude toward repair and maintenance. This, along with the delivery of the SHQS in the social sector, should see the quality of housing improved across all tenures.

5. Energy Efficiency Standard in Social Housing

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland. Its aim is to help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. It will contribute to reducing carbon emissions in line with the requirements set out in the Climate Change (Scotland) Act 2009.

The ESSH will support the social housing sector to lead the way in the reduction of energy use and greenhouse gas emissions. It will also help address fuel poverty levels in the social housing sector. ESSH will be achieved by various methods, such as improving central heating boiler efficiency, insulation and window double glazing. All social landlords in Scotland are required to meet ESSH by 2020.

There is no statutory requirement for private sector housing to meet an energy efficiency standard. However the Council and partners work with homeowners and private landlords to promote energy efficiency, primarily through the provision of insulation measures.

6. Fuel Poverty

The Council is committed to help owners tackle fuel poverty for residents living in private sector housing. The Council links in with a range of agencies to help with this. For example Home Energy Scotland (HES) provides advice and assistance on energy efficiency measures.

Home Energy Programmes for Scotland (HEEPS)

The Scottish Government provides funding to local authorities to help develop and deliver fuel poverty programs (mainly solid wall insulation) in parts of their area with higher levels of fuel poverty.

East Dunbartonshire Council designs the programme with local delivery partners. Fuel-poor areas across the locality are targeted to help provide energy efficiency measures to homes while delivering emission savings and helping reduce fuel poverty.

7. Care and Repair

East Dunbartonshire Council currently funds a Care and Repair service. The service specifically assists older people aged at least 65 years and disabled people aged 60 years or over living in the private sector, by enabling them to access repairs, improvements or adaptations to their home. The service

offers practical advice and assistance to clients requiring both minor and major repairs to be carried out to their properties.

The role of Care and Repair is to:

- Assist in providing access to local authority grants for required works
- Assist in preparing schedules of works and obtain quotations from appropriate contractors
- Assist in identifying small necessary repairs, maintenance and alteration work and to prioritise necessary action
- Manage the repair and improvement/adaptations process and ensure works are carried out in accordance with the specification
- Assist clients with small but significant tasks where it may be disproportionately expensive or difficult to secure the services of a contractor

8. Partners

East Dunbartonshire Council will deliver assistance via the following services and partners:

- Housing Services
- Building Standards Services
- Social Work Services
- Legal Services
- Finance Services
- Strategic Planning
- Environmental Health Services
- Scottish Government
- Home Energy Scotland
- Care and Repair
- Law Centres and Advice Agencies
- Landlord Accreditation Scotland
- The Private Rented Housing Panel

9. Access to Assistance

The underlying objective of the Scheme of Assistance is to provide people living in private sector housing with appropriate levels of assistance that allows them to make informed choices and decisions regarding works to their homes.

The Council will endeavour to aid anyone requiring assistance with private housing matters. However, as funding to implement the Scheme of Assistance is limited, assistance has been targeted to ensure that it is provided to those with the greatest need.

In the first instance information and advice will be provided to enable owners to carry out the necessary activities themselves (section 9.1 below). Practical assistance will be provided, if possible, where this cannot be achieved (see section 9.2). For information on potential financial assistance see section 9.3.

9.1 Information and Advice

East Dunbartonshire Council will provide information and advice to enable households to arrange for works to be carried out. It is intended that information and advice will be available for all enquiries where possible.

9.1.1 Information

Information provision will largely be in the form of publications, mainly the Private Sector Handbook, and will be available on East Dunbartonshire Council's website. All information will be inclusive and accessible to allow the requirements of all East Dunbartonshire residents to be met.

The following information and advice will be available to resident within the Private Sector Handbook.

- 1 - Introduction and Contact Details
- 2 - Home Adaptation, Occupational Therapy and Care and Repair
- 3 - Damp and Condensation
- 4 - Lead Pipes and Asbestos in Your Home
- 5 - Home Energy Assistance and the Scottish Housing Quality Standard
- 6 - Inspecting Your Building
- 7 - Organising Property Repairs
- 8 - Organising Common Property Repairs
- 9 - The Private Rented Sector

9.1.2 Advice

Access to advice will in the first instance be through the Private Sector Housing Team, by self-referral or by third party referral such as by Occupational Therapy and Care and Repair (where consent has been given).

Advice may be provided by:

- Telephone
- Email or web contact
- Written correspondence
- Onsite visits by staff to assist owners to identify what works require to be carried out and to assist in prioritising works
- Meetings aimed at owners and occupiers

Other forms of advice may include:

- Offering owners advice on how to obtain quotations from contractors, via Care and Repair (where owners meet eligibility criteria)

- Referral to other external organisations that can offer specific advice, for example:
 - a) Home Energy Scotland for energy advice
 - b) Citizens Advice Bureau, for example for benefits advice
 - c) Landlord Accreditation Scotland
 - d) The Private Rented Housing Panel
 - e) Professional bodies such as Royal Institute of British Architects (RIBA), Royal Institute of Chartered Surveyors (RICS), Chartered Institute of Housing (CIH)

On contact with the Private Sector Housing Team, an initial assessment will determine what advice may be offered and how best to deliver it. The format of any advice will be dependent on the needs of the specific applicant and may involve referral to a more appropriate service/agency.

9.2 Practical Assistance

Practical assistance involves the Council or partner organisations overseeing or carrying out some or all of the works process for the owner. This goes beyond the provision of information and advice, which normally aims to give the owner the capacity to manage the process themselves.

Practical advice will be available to particular groups of owners, specifically:

- Older and disabled people. Assistance may be provided via Care and Repair, if the owner is aged 65 years or over or 60 years with a disability. Additionally the Private Sector Housing Team can provide practical assistance where this is appropriate.
- Owners participating in the Council's major investment programmes to achieve the Scottish Housing Quality Standard (SHQS), for mixed tenure common repairs. Such owners will be offered practical assistance to progress works.

9.2.1 Housing Options

The Council will consider helping a disabled person move house to more appropriate accommodation where:

- This demonstrably meets the medium to long term needs of the disabled person
- And/or where this is a more effective overall way of meeting need than adapting an existing property
- Properties which could be provided by the Local Authority, Registered Social Landlord (RSL) or other specialist housing provider

9.3 Financial Assistance

9.3.1 Financial Assistance Grants

The Housing (Scotland) Act 2006, firmly places responsibility for improvement and repair of houses with the owner and the new powers in the Act reflect this principle. The Act removes the dependency on Council grants to secure improvements and repairs while acknowledging that assistance, other than grants, will continue to be necessary. Mandatory grant for disabled adaptations will be available subject to funding. Fuller detail on mandatory grants is illustrated in section 9.3.2 and Appendices 1 and 2.

In accordance with the principle of the Act, no other mandatory grant for the repair and improvement of houses will be available. However a wide range of information and assistance will be provided to all owners and discretionary grant may be available for specific works subject to resources (see sections 9.3.5 and Appendices 1 and 2).

9.3.2 Mandatory Grants for Adaptation of Homes for People with Disabilities

The Council will provide grant funding for essential structural adaptations required by a disabled person, for example standard amenities suitable to meet their particular needs.¹ However grant will not be provided where the work is extending the original structure of the property to create additional bedroom or living accommodation. Grant funding will extend to tenants within the private rented market, subject to Landlords' consent for the works to be undertaken. The aim is to assist homeowners or private tenants to remain independent and living within their own homes and within the community in which they are familiar.

Subject to support by the Council's Occupational Therapy Services, in these circumstances, East Dunbartonshire Council will:

- Provide 80% grant funding to provide or carry out essential structural adaptations at an existing property to suit the needs of a disabled occupant
- Provide Grant funding of 100% for applicants who are in receipt of Scottish Government prescribed passport benefits (Income Support, Pension Credit (guarantee element), income based job seekers allowance, employment allowance (income related)
- Give consideration to exceptional, individual circumstances where a disabled occupant is not in receipt of a passported benefit but is unable to contribute to the costs of the adaptation

¹ A house has all the standard amenities if it has a fixed bath or shower, a hot and cold water supply at a fixed bath or shower, a wash-hand basin, a hot and cold water supply at a wash-hand basin, a sink, a hot and cold water supply at a sink, a water closet (WC).

Where essential adaptation work is not covered by grant, the Council will provide owners with advice on funding the work. In limited circumstances the customer may be eligible for financial assistance based on the Chronically Sick and Disabled Persons Act 1970, as amended.

Where it is deemed impractical to provide adequate facilities within the current home to suit the needs of the disabled occupant, East Dunbartonshire Council will offer advice on options aimed at securing funding suitable to the needs of the applicant to allow them to consider alternative living arrangements. This may take the form of referring the owner to organisations such as Housing Options Scotland – see Appendix 6 for further information.

9.3.3 Assessment by Community Occupational Therapy team

Staff from the Occupational Therapy service will, unless there are exceptional circumstances, visit disabled people at home to discuss and observe the difficulties that are being experienced. They may suggest alternative ways of managing everyday tasks and activities or may provide specialist equipment to assist and increase independence. If an adaptation to the home is the agreed solution, the Occupational Therapy service will confirm the need and proposed works to the Grants Officer.

Due to the high levels of demand on the Occupational Therapy service, there may be a waiting time for assessment. Everyone referred to the service will receive an acknowledgment of referral and an indication of the expected waiting time.

Adaptations are provided to meet the needs of disabled people following a process of assessment to identify a solution that will meet those needs in the longer term. It is not anticipated, therefore, that grants will be repeated within a five-year period unless there is a significant change in health or disability.

9.3.4 Reinstatement of Adaptations

If a property requires to be reinstated, for example if the disabled occupant moves out of the property but family members remain, the Council will provide assistance on how this may be achieved.

In the case of private rented properties, where a landlord has agreed to an adaptation for a tenant but that tenant leaves the property, the landlord should try to ensure any new tenant will benefit from the adapted property.

If this cannot be achieved, the Council may offer assistance to re-instate. However grant assistance may only be provided for those works likely to affect the landlord's future ability to rent out the property.

9.3.5 Discretionary Financial Assistance

In addition to grants for disabled adaptations, in some instances discretionary grants **may** be awarded for repair works, for example rot works found in the course of toileting/wetfloor showers rooms.

The Council has ranked such discretionary grant eligibility in line with our priorities, which comprise:

- Houses which fail to meet the Tolerable Standard
- Serious Disrepair - Re-roofing of mixed tenure flatted properties

9.3.6 Houses which fail to meet the Tolerable Standard

A house meets the Tolerable Standard if it:

- is structurally stable
- is substantially free from rising or penetrating damp
- has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- has satisfactory thermal insulation
- has an adequate piped supply of wholesome water available within the house
- has a toilet available for the sole use of the occupants of the house and is suitably located within the house
- has a fixed bath or shower and a wash hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house
- has an effective system for the drainage and disposal of foul and surface water
- has a supply of electricity which is adequate and safe to use
- has satisfactory facilities for the cooking of food within the house
- has satisfactory access to all external doors and outbuildings

Following an assessment by an Environmental Health Officer, we may provide a discretionary grant of up to 40% towards the approved cost of work required (only for works in excess of £1000), to remedy significant breaches of the above elements of the Tolerable Standard. Further information is detailed in Appendices 1 and 2.

We have set additional qualifying criteria for this group. We will not provide financial assistance if:

- The property is not the applicant's only or principal home (except private landlords leasing the property)
- The applicant has not lived in the house for at least two years (except private landlords leasing the property)
- The owner acquired the house knowing its condition with a view to developing it
- The owner removed standard amenities themselves

It is up to the owner to fund the remaining balance of the cost of the work themselves. We will provide information and advice to help them do this.

9.3.7 Serious Disrepair - Re-roofing of mixed tenure flatted properties

Subject to budgetary constraints, for works in excess of £1000, the Council may provide a discretionary grant of up to 40% towards an owner's share of costs related to the re-roofing of mixed tenure flatted properties, complementing the Council's Capital investment programme. Further information is detailed in Appendices 1 and 2.

9.3.8 Non-priority work categories

Because the Council has limited resources, all other repairs and maintenance works will not be provided with financial assistance in the form of grant. However, home owners in these work categories will be provided with information, advice and in some instances practical assistance, to help them carry out the work. If they are aged 65 years of age or over, or at least 60 years with a disability, they may be referred to the Care and Repair Service for additional assistance.

There may be times when situations arise that have not been covered in the Scheme of Assistance or where there are special mitigating circumstances which require discretion on the part of the Strategic Lead - Housing or as delegated by his authority. The Council reserves the right to exercise its discretion in these circumstances.

9.3.9 Financial Assistance Advice

East Dunbartonshire Council do not provide loans, but may offer advice on how residents can access finance.

Residents may also wish to obtain the services of an Independent Financial Advisor for financial advice.

Financial assistance may be provided by:

- Independent financial organisations for assistance with extensions that provide living accommodation, such as bedrooms, required to suit the needs of a disabled occupant.
- The Care and Repair service which will provide practical assistance to find additional funding (if available) from suitable charitable sources for works beyond the grant aided works.
- The Citizens Advice Bureau may be able to offer advice to home owners on how to obtain funding for repair and maintenance work.

9.3.10 Missing Shares

In particular circumstances, where the majority of owners have agreed to carry out the necessary common repairs and cannot gain the cooperation of a particular owner, the Council has the power to cover the cost of the 'missing share' where the works are in excess of £500. This will only apply where it is established that all owners are contributing to a Common Works maintenance account.

The Council will consider 'missing share' assistance on a case by case basis. However it is most likely to apply to owners who are unable to pay or they do not reside in the property, and cannot be found after reasonable enquiry. Payment of missing shares will be subject to available resources.

10. Enforcement Powers

The main emphasis of our Scheme of Assistance is to enable homeowners to maintain their own properties. This will be done primarily by providing them with the type of information that they need to carry out work. In the case of tenement properties, other pieces of legislation such as the Tenements (Scotland) Act 2004 already exist that provide assistance to homeowners to carry out essential common repairs to their building. Armed with this information many owners will be more able to persuade their co-owners into action, rather than relying on the Council to take action on their behalf.

The enforcement powers available to the Council are intended for use where the power of persuasion, either by joint owners, or by the Council, has failed to have the desired effect. If an owner continuously refuses to carry out essential work, the Council may take action that forces that owner to carry out the works requested. This enforcement may take the form of statutory notice such as a Maintenance Order or a Work Notice.

10.1 Work Notice

A Work Notice may be issued where a property is in a state of serious disrepair or fails to meet the Tolerable Standard. In these instances, the Council may provide financial assistance if the work falls within a priority works category – see Appendix 1. For other work categories, the Council will continue to offer information and advice to the owner to help them carry out the necessary work. The Work Notice also brings enforcement powers whereby the Council can instruct the works to be carried out when the owner, or owners, fail to comply with the requirements of the Work Notice.

10.2 Maintenance Order

A Maintenance Order allows East Dunbartonshire Council to require the owner/s of a property to prepare a Maintenance Plan that details works to be carried out to their property including appropriate timescales and costs.

Where the owner/s fail to prepare a Maintenance Plan the local authority can prepare a plan on their behalf and require the owners to implement it. Where an owner or owners fail to implement the plan, the Council can instigate the plan.

The Council may then reclaim all expenses incurred in carrying out this work, possibly by means of a repayment charge which is secured against the property. A repayment charge will incur interest payments over the duration of the debt and all administration costs will be recharged.

Where the Council has taken Enforcement Action against the owner/s of a property for priority works, the owner/s may be offered financial assistance to carry out the works as if they had instigated the contact themselves. However, where the owner/s fails to seek assistance prior to the Council instructing the works on behalf of any owner/s who fails to co-operate with an order, then no offer of financial assistance will be provided.

11.0 Housing Renewal Areas

There are no Housing Renewal Areas in East Dunbartonshire. Any future plans to designate a Housing Renewal Area will be set out in the Local Housing Strategy and will be subject to further, separate public consultation.

Appendix 1

**Scheme of Assistance
Summary Table**

Scheme of Assistance – Summary Table

Priorities	Information and Advice	Practical Assistance	Mandatory 80% or 100% grant (benefit dependent)	Discretionary 40% grant (works up to £10,000)	Discretionary 25% grant (works up to £7,500)
Disabled People – Adaptation required	✓	✓	✓		
Owners - Below Tolerable Standard, for works in excess of £1000 (up to a maximum of £10,000)	✓	✓		✓	
Private Landlords – Below Tolerable Standard, for works in excess of £1000 (up to a maximum of £7,500) Landlords who own more than two properties will not be eligible for grant assistance	✓	✓			✓
Owners - mixed tenure re-roofing flatted properties, for works in excess of £1000 (up to a maximum of £10,000)	✓	✓		✓	
Private Landlords - mixed tenure re-roofing, flatted properties, for works in excess of £1000 (up to a maximum of £7,500) Landlords who own more than two properties will not be eligible for grant assistance	✓	✓			✓
Other repairs works	✓				

Appendix 2

Scheme of Assistance Priorities

Scheme of Assistance Priorities

Priority	Assistance
<p>Disabled Adaptations</p> <p>Subject to Occupational Therapy Team assessment.</p>	<p>Mandatory Grant assistance</p> <p>Minimum 80% grant or 100% for owners on the following benefits:</p> <ul style="list-style-type: none"> • Income support • Jobseeker’s allowance (income based) • Employment support allowance (income related) • Pension credit (guarantee element) <p>The following additional assistance can be provided:</p> <ul style="list-style-type: none"> • Advice/Referral • Financial Referral • Practical Assistance (in circumstances detailed in section 9.2 of Scheme of Assistance). • Social Work Advice • Care and Repair • Help to Adapt

Priority	Assistance
<p>Below Tolerable Standard</p> <p>Subject to assessment of tolerable standard criteria as detailed below:</p> <p>A house meets the tolerable standard if it:</p> <ul style="list-style-type: none"> • is structurally stable; • is substantially free from rising or penetrating damp; • has satisfactory provision for natural and artificial lighting, for ventilation and for heating; • has satisfactory thermal insulation; • has an adequate piped supply of wholesome water available within the house; • has a sink provided with a satisfactory supply of both hot and cold water within the house; • has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house; • has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house; • has an effective system for the drainage and disposal of foul and surface water; • in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installations for the purposes of that supply; • has satisfactory facilities for the cooking of food within the house; and • has satisfactory access to all external doors and outbuildings. 	<p>Discretionary Grant Assistance (subject to Council resources)</p> <p>For works in excess of £1000, 40% grant may be provided to owner occupiers towards costs, up to a maximum of £10,000.</p> <p>For works in excess of £1000, 25% grant may be provided to private sector landlords towards costs, up to £7,500 (maximum of two rented properties).</p> <p>The following additional assistance can be provided:</p> <ul style="list-style-type: none"> • Information and Advice/Referral Practical Assistance (in circumstances detailed in section 9.2 of Scheme of Assistance)

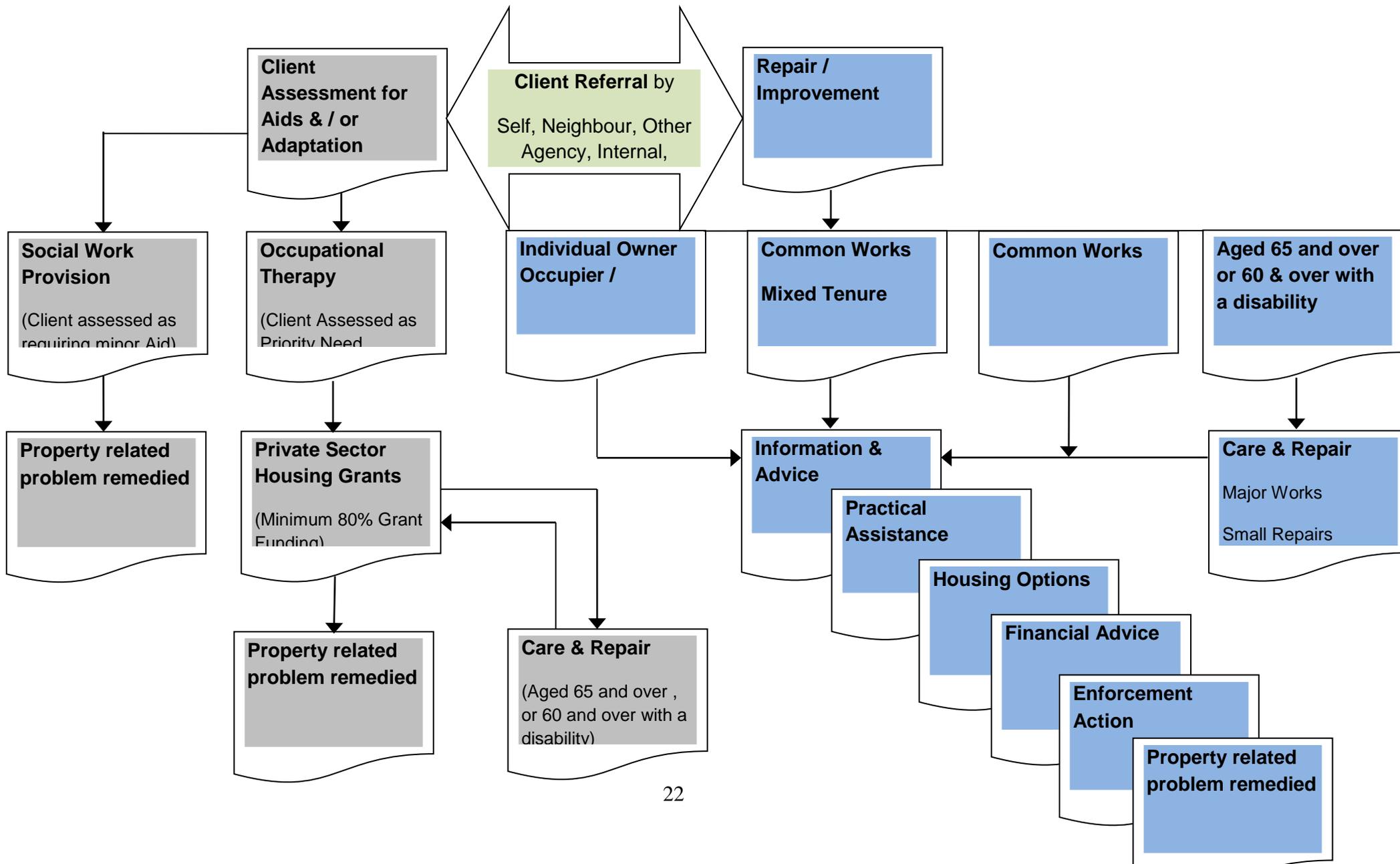
Priority	Assistance
<p>Serious Disrepair</p> <p>Re-roofing of mixed tenure flatted properties, to complement the Housing Capital Investment programme.</p>	<p>Discretionary Grant Assistance (subject to Council resources)</p> <p>For works in excess of £1000, 40% grant may be provided to owner occupiers towards costs, up to a maximum of £10,000.</p> <p>For works in excess of £1000, 25% grant may be provided to private sector landlords towards costs, up to £7,500 (maximum of two rented properties).</p> <p>The following additional assistance can be provided:</p> <ul style="list-style-type: none"> • Information and Advice/Referral • Practical Assistance (in circumstances detailed in section 9.2 of Scheme of Assistance)

Appendix 3

Private Sector Housing Assistance Process Flow

Private Sector Housing Assistance Process Flow

Type of Service Need Assessed by Private Sector Team



Appendix 4

Glossary

Glossary

The table below provides details of the type of assistance which may be provided under East Dunbartonshire Council's Scheme of Assistance. It also provides further detail on terminology used throughout the document.

<p>Information</p>	<p>Information is a personalised response to specific enquiries from individuals.</p> <p>Information can generally be seen as non-personal i.e. mainly in the form of leaflets and web-based.</p> <p>Examples of information provision include information on property maintenance, sources of advice and practical assistance, information for common owners.</p> <p>Information will be provided via the website and promoting awareness of property issues in the community.</p>
<p>Advice</p>	<p>Advice services provide tailored assistance to customers to meet their needs when information alone is not sufficient. An example of such services is assistance provided by the Community Occupational Therapy Team, in relation to disabled adaptations.</p>
<p>Referral</p>	<p>Passing relevant information/case to partner services/agencies for assistance.</p> <p>Partner services/agencies include Care & Repair, Housing Options in Scotland, Council departments such as Environmental Health with respect to the Tolerable Standard, Social Work regarding Aids and Adaptations</p>
<p>Practical Assistance</p>	<p>The Council or partner agencies overseeing or carrying out the works process for owners.</p> <p>Practical advice will be available to particular groups of owners, including Older and disabled people via Care and Repair, Owners participating in the Council's major investment programmes.</p>
<p>Financial Assistance/Referral</p>	<p>Assistance of this nature may include directing owners to Money Advice Services, Housing Options in Scotland, Citizens Advice Bureau referral to The Department of Work and Pensions.</p>

Grant	Funding assistance for disabled people whose needs are identified as high priority. Such grants are mandatory.
Adaptation	Alterations to a house to make it suitable for a disabled person to live in that house.
Improvement	Work done to enhance a house.
Legislation	A law passed by the Scottish or UK Parliaments.
Local Housing Strategy	A statutory document that assesses housing requirements in a local authority area and the resources those requirements.
Major repairs	Substantial improvements to housing stock that are usually planned in advance.
Mandatory	Something which must be done or is required by law.
Discretionary	Something a person/organisation may choose to do, but is not required by law.
Stakeholder	Someone who has interest in what the Council is doing.
Tolerable Standard	A minimum quality standard set down in law below which no house should fall.
Statutory	Something which is decided or controlled by law.
Private landlord	A private landlord is someone who rents out property for profit. They may use a letting agency to manage the day-to-day running of the property, including arranging repair work to be done.

Appendix 5

**East Dunbartonshire Council
Services**

East Dunbartonshire Council Services

Enquiries about aspects of the Scheme of Assistance can be made to the following services

Housing Services

The Housing Strategy and Development Team

Southbank House

Southbank Business Park

Kirkintilloch

G66 1XQ

Tel: 0141 578 8255

0141 574 5611

Email: housing@eastdunbarton.gov.uk

Environmental Health Services

Southbank House

Southbank Business Park

Kirkintilloch

G66 1XQ

Tel: 0300 1234510

Email: environmental.health@eastdunbarton.gov.uk

Repair and Improvement Grants

Southbank House

Southbank Business Park

Kirkintilloch

G66 1XQ

Tel: 0300 1234510

Email: buildingstandards@eastdunbarton.gov.uk

Occupational Therapy Team

Social Work

Kirkintilloch Health and Care Centre

10 Saramago Street

Kirkintilloch, G66 3BF

Tel: 0141 355 2200

Email: socialwork@eastdunbarton.gov.uk

The Private Rented Sector and Landlord Registration

11 – 17 Kerr Street

Kirkintilloch,

Glasgow, G66 1LF

Tel: 0141 578 2133

Fax: 0141 578 2126

Email: homelessness@eastdunbarton.gov.uk

Appendix 6
Partner Agencies

Partner Agencies

<p>Home Energy Scotland Tel: 08088082282</p>	<p>The service offers free, impartial and expert advice on a range of energy saving measures for customers.</p> <p>The service can offer customers a free, personalised home energy report, showing the best energy saving measures for their home, and advise of professional insulation professionals operating in the area.</p>
<p>Landlord Accreditation Scotland (LAS) 25 Maritime St Edinburgh EH6 6SE</p> <p>Tel: 0131 553 2211 Website: www.landlordaccreditationscotland.com</p>	<p>A voluntary scheme by which private landlords and letting agents can assure tenants that the tenancy arrangements they have adhere to the high standards outlined in the <u>Scottish Core Standards for Accredited Landlords</u>.</p> <p>Becoming an accredited landlord or letting agent with LAS is a way of demonstrating to landlords and tenants that management practices are above the minimum legal requirements.</p>

<p>Citizens Advice Bureau / Money Advice Scotland</p> <p>11 Alexandra Street Kirkintilloch Glasgow G66 1HB Tel: 0141 775 3220 Fax: 0141 775 3221</p> <p>Email: bureau@edbartoncab.org.uk</p>	<p>Citizens Advice Scotland (CAS) is a national umbrella body that provides essential services to Scottish Citizens Advice Bureau</p> <p>The aims of the Scottish CAB Service are: to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their need effectively</p> <p><i>and, equally</i></p> <p>To exercise a responsible influence on the development of social policies and services, both locally and nationally.</p>
<p>The Private Rented Sector and Landlord Registration</p> <p>Landlords can apply for registration online at www.landlordregistrationscotland.gov.uk</p> <p>Further information and assistance can also be obtained from:</p> <p>East Dunbartonshire Council Housing Services 11-17 Kerr Street Kirkintilloch G66 1LF Tel: 0141 578 2161</p>	<p>All private landlords letting properties in Scotland must have applied for registration in the register of landlords.</p> <p>The aim of landlord registration is to ensure that all private landlords in Scotland are fit and proper to be letting residential property.</p>
<p>Care and Repair Antonine Housing Association 3 Cowgate Kirkintilloch G66 1HW Tel: 0141 578 0156</p>	<p>The service specifically assists older people aged at least 65 years, and disabled people aged 60 years or over, living in the private sector, by enabling them to access repairs, improvements or adaptations to their home.</p> <p>The service offers practical advice and assistance to clients requiring both minor and major repairs to be carried out to their properties.</p>
<p>Housing Options Scotland</p>	<p>The organisation specialises in the homeownership issues</p>

<p>Housing Options Scotland The Melting Pot 5 Rose Street Edinburgh EH2 2PR</p> <p>Tel: 0131 247 1400 Email: info@HousingOptionsScotland.org.uk</p>	<p>affecting disabled people in Scotland.</p>
<p>Advice Service Capability Scotland</p> <p>Tel: 0131 313 5510 Textphone: 0131 346 2529</p> <p>Email: ascs@capability-scotland.org.uk</p>	<p>Advisors to the Scottish Government on the new system of help with adaptations, and can offer specialist advice to disabled people on adaptations and other housing options.</p>
<p>Update Helpline number 0131 669 1600</p>	<p>Scotland's national disability information service.</p>

