



Tenant Handbook

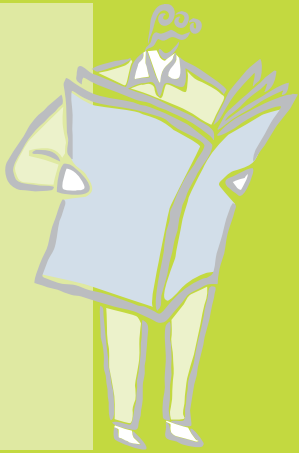
East Dunbartonshire
Council's Tenant
Handbook



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk



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1 Introduction

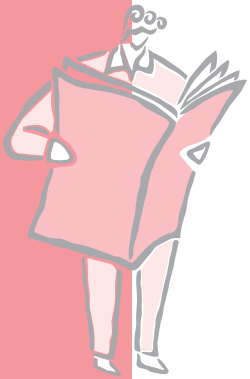
Welcome

East Dunbartonshire Council aims to give you the highest possible level of service, and has produced this handbook to help you. It contains useful information about us, the housing services we provide and your rights and responsibilities as a tenant.

As your landlord, we are responsible for managing your property and we work closely with our partners to make sure that our services are of a high standard and provide good value for money.

We have tried to include as much information as possible. This includes a list of useful contacts, which are detailed at the start of your Tenant Handbook. If you don't find what you are looking for, please contact us.

We hope you will be very happy in your new home.



2 Useful contacts

Local Housing Offices

Milngavie Housing Office

17 Stewart Street
Milngavie, G62 6BW
Tel: 0141 777 3160
Email: housing@eastdunbarton.gov.uk

Kirkintilloch Housing Office

Southbank House
Southbank Business Park, G66 1XQ
Tel: 0300 123 4510
Email: housing@eastdunbarton.gov.uk

Lennoxtown Housing Office

Main Street
Lennoxtown, G65
Tel: 0141 777 3120
Email: housing@eastdunbarton.gov.uk

Project 101

Townhead
Kirkintilloch, G66 1NX
Tel: 0141 777 3220
Email: project101@eastdunbarton.gov.uk

Tenant Participation Team

17 Stewart Street
Milngavie, G62 6BW
Tel: 0141 777 3171
Email: tenantparticipation@eastdunbarton.gov.uk

Homelessness Team

11-17 Kerr Street
Kirkintilloch, G66 1LF
Tel: 0141 578 2133
Homelessness out of hours
Tel: 0800 052 5574
Email: homelessness@eastdunbarton.gov.uk

Other Council Services

Kirkintilloch Community HUB

2-4 West High Street
 Kirkintilloch, G66 1AD
 Tel: 0300 123 4510
 Email: contact.centre@eastdunbarton.gov.uk

Customer Contact Centre (repairs service)

Broomhill Industrial Estate
 Kilsyth Road
 Kirkintilloch, G66 1TF
 Tel: 0800 052 5574
 Email: contact.centre@eastdunbarton.gov.uk

Customer Contact Centre (Council services except repairs)

Broomhill Industrial Estate
 Kilsyth Road
 Kirkintilloch, G66 1TF
 Tel: 0300 123 4510
 Email: contact.centre@eastdunbarton.gov.uk

Social Work

Southbank House
 Southbank Business Park, G66 1XQ
 Tel: 0141 777 3000
 Out of hours: Tel: 0800 811 505
 Email: socialwork@eastdunbarton.gov.uk

Occupational Therapy

Social Work Department
 Kirkintilloch Health and Care Centre
 10 Saramago Street
 Kirkintilloch, G66 3BF
 Tel: 0141 355 2200

Council Tax Payment Enquiries

2-4 West High Street
 Kirkintilloch, G66 1AD
 Tel: 0141 578 8190
 Email: counciltax@eastdunbarton.gov.uk

Housing Benefit or Council Tax Benefit enquiries

2-4 West High Street
 Kirkintilloch, G66 1AD
 Tel: 0800 901057
 Email: benefits@eastdunbarton.gov.uk



Bearsden Registration Office (for rent payments)

38 Roman Road
Bearsden, G61 2SH
Tel: 0141 578 8669

Kirkintilloch Registration Office (for rent payments)

21 Southbank Road
Kirkintilloch, G66 1NH
Tel: 0141 578 8020

Your Local Councillor

Civic and Corporate Headquarters
12 Strathkelvin Place
Kirkintilloch, G66 1TJ
Tel: 0300 123 4510

Telephone Payments

Telephone Payments 0300 123 4525
Touch Tone Payments 0300 123 4524

You can also visit the Council's website at www.eastdunbarton.gov.uk

Other Organisations

Care and Repair in East Dunbartonshire

Tenants Support Services
3 Cowgate
Kirkintilloch, G66 1HW
Tel: 0141 578 0156
Email: careandrepair@antonine.org.uk

East Dunbartonshire Citizens Advice Bureau / Welfare Rights

11 Alexandra Street
Kirkintilloch
Glasgow, G66 1HB
Tel: 0141 775 3220
Email: bureau@eastdunbartoncab.casonline.org.uk

Womens Aid

4 Freeland Place
Kirkintilloch, G66 1ND
Tel: 0141 776 0864
Email: Edwomensaid@aol.com

Victim Support East Dunbartonshire

Kirkintilloch Police Station

45 Southbank Drive

Kirkintilloch, G66 1XJ

Tel: 0141 776 8139

Email: victimsupport.eastdunbartonshire@victimsupport.sco.org.uk

Emergencies

Police, Fire, Ambulance 999

Police

99 Main Street

Milngavie, G62 6JH

Tel: 0141 532 2000

Police

45 Southbank Drive

Kirkintilloch, G66 1XJ

Tel: 0141 532 4400

Police

113 Kirkintilloch Road

Bishopbriggs, G64 2AA

Tel: 0141 532 2000

Police (night time noise) 0141 532 4400

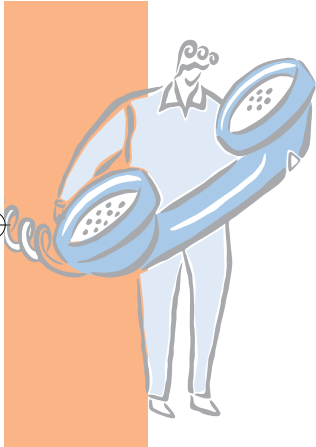
Utility Information

Transco: Tel 0870 608 1524

Empas: Tel 0845 270 9101

Gas emergency helpline: Tel 0800 111 999

Scottish Power emergency helpline: Tel 0845 27 27 999



Other Useful Telephone Numbers and Websites

TV Licensing: Tel 0300 790 6131 or www.tvlicensing.co.uk

Scottish Water: Tel 0845 600 8855

Crimestoppers: Tel 0800 555 111

West of Scotland Race Equality Council: 0141 337 6626

Homeswapper: www.homeswapper.co.uk

Scottish Government: www.scotland.gov.uk

Complaints and Comments

If you have a complaint or comment on any service you have received from the housing department you can do this by contacting the Council:

- in person
- by phone: 0300 123 4510
- by email: complaints@eastdunbarton.gov.uk
- by using a complaints form
- in writing: to the Council's Customer Services Manager at Broomhill Industrial Estate, Kilsyth Road, Kirkintilloch, G66 1TF
- by using the online complaints form on the Council's website at www.eastdunbarton.gov.uk

Independent advice about any complaint can be obtained from:

Scottish Public Services Ombudsman

4 Melville Street
Edinburgh EH3 7NS
Tel: 0800 377 7330
Website: www.spso.org.uk

Housing Association General Needs Housing Provision

Antonine Housing Association

3 Cowgate
Kirkintilloch, G66 1HW
Tel: 0141 578 0260
Email: www.antonine.org.uk

Castlerock Edinvar Housing Association

Pentland House
Almondvale South
Livingston, EH54 6NG
Tel: 01506 436 530
Email: www.castlerockedinvar.co.uk

Hillhead Housing Association 2000

60 Highfield Road
Kirkintilloch, G66 2PS
Tel: 0141 578 0200
Email: www.hillheadhousing.org

Trust Housing Association Ltd.

First Floor, Pavilion 5
Watermark Business Park
345 Govan Road
Glasgow, G51 2SE
Tel: 0141 227 1994
Email: www.trustha.org.uk

Cairn Housing Association

15 North Claremont Street
Glasgow, G3 7NR
Tel: 0141 353 1944
Email: www.cairnha.com

Cube Housing Association

70 Glenfinnan Road
Glasgow, G20 8JX
Tel: 0141 945 3155
Email: www.cubehousing.co.uk

Link Housing Association

Watling House
Callander Business Park
Falkirk, FK1 1XR
Tel: 08451 400 100
Email: www.linkhousing.org.uk

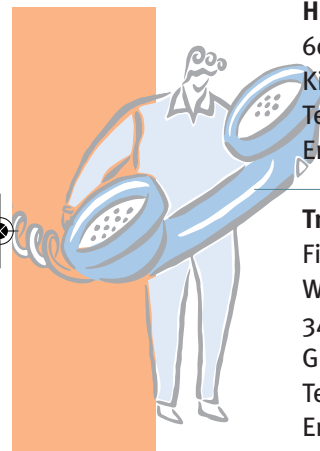
Housing Association Sheltered Housing Provision

Bield Housing Association

7 Eagle Street
Glasgow, G4 9XA
Tel: 0141 270 7200
Email: www.bield.co.uk

Hanover (Scotland) Housing Association

Pavilion 5 (Ground floor)
Watermark Business Park
345 Govan Road
Glasgow, G51 2SE
Tel: 0141 553 6300
Email: www.hsha.org.uk



Housing Association Sheltered Housing Provision

Link Housing Association

Watling House
Callander Business Park
Falkirk, FK1 1XR
Tel: 08451 400 100
Email: www.linkhousing.org.uk

Trust Housing Association

Pavilion 5 (First Floor)
Watermark Business Park
345 Govan Road
Glasgow, G51 2SE
Tel: 0141 227 1994

Very Sheltered Housing Provision

Abbeyfield Scotland

14 New Mart Road
Edinburgh, EH14 1RL
Tel: 0131 225 7801
Email: www.abbeyfield-scotland.com

Hanover (Scotland) Housing Association

Pavilion 5 (Ground floor)
Watermark Business Park
345 Govan Road, Glasgow, G51 2SE
Tel: 0141 553 6300
Email: www.hanover.org.uk

Particular Needs Housing Provision

Key Housing Association

77 Renfrew Street
Glasgow, G3 3BZ
Tel 0141-342 1890
Email: www.keyhousing.org.uk

Loretto Housing Association

Lipton House, 2nd Floor
170 Crown Street
Glasgow, G5 9XD
Tel: 0141 420 7950
Email: www.lorettoha.co.uk

Sanctuary Scotland Housing Association

Sanctuary House
7 Freeland Drive
Glasgow, G53 6PG
Tel: 0800 781 4382 or 0141 876 4900
Email: www.sanctuary-group.co.uk

Blackwood Housing Association

1 Belses Gardens
Cardonald
Glasgow, G52 2DY
Telephone: 0141 883 4477
Email: www.mbha.org.uk

3 Your new home

Will my new home be in good condition?

After the last tenant has moved out and before you move into your home, we will carry out general repairs and maintenance to make sure that it meets our relet standard.

The amount of work that we have to do largely depends on the age and condition of the property when it is handed back to us, but we will bring all properties up to our relet standard before you move in.

It is important to move in to your new home quickly, at the start of your tenancy. If not, we may think that you do not need it or have abandoned the property. Also, if you are eligible for housing benefit you will not be entitled to it when you are not living in the property.

We want you to be happy and comfortable in your new home and you can decorate and personalise it to make it your own.

What will my Housing Officer discuss with me at the tenancy sign up?

At the tenancy sign up, your Housing Officer will ask you to sign your tenancy agreement. You will be given a copy which you should keep safe. If you have any queries with any aspect of the agreement, you should ask your Housing Officer at this point.



They will also ask you to:

- make an agreement about how you will pay your rent
- contact the council tax department to advise that you have moved home
- inform the council tax/housing benefit section you have moved (if you are in receipt of any benefit)
- be aware of who your gas and electricity supplier is and take responsibility for your power supply. To find out who supplies your gas, get in touch with Transco. While you can obtain your electricity supplier by contacting Empas
- insure your contents
- get your TV licence transferred or buy a new one

What should I do once I have moved into the tenancy?

Detailed below is a moving in checklist which will help you with your tenancy:

- fill in housing benefit and council tax forms if you are entitled to a rebate. Hand them in as soon as possible as this will affect your entitlement
- take electricity and gas meter readings
- if you have a gas cooker you will have to contact the Council's contractor to come and uncap the gas supply
- check to see where your stopcock is situated
- have your mail redirected from your last address. You can pick up a form at your local post office
- get your landline phone switched on
- find out the days you have to put your bins and recycling boxes out
- set your heating and hot water to the times you want them to come on
- get home contents insurance for your new home

Your smoke alarm/carbon monoxide detector may be battery operated or hardwired. The Council will check the alarms during the course of the annual gas safety check. If the alarm(s) are faulty they will be replaced shortly.

At the start of each tenancy we will ensure a working smoke alarm/carbon monoxide detector is in place. However it is your responsibility to test the alarm(s) periodically and replace batteries if required. If you are older or infirm we will carry out these checks on your behalf.

Other places to contact about your change of address:

- doctors/dentists
- work
- schools/colleges
- employment and benefit agencies
- landline phone and broadband providers, banks/post office
- insurance companies

Will my Housing Officer visit my new home?

Within the first six weeks of your tenancy starting, your Housing Officer will offer to visit you at home. They will check that:

- you have settled in and are not having any difficulties, for example using the central heating
- all repairs we agreed when you accepted the tenancy have been carried out
- no further repairs are needed
- you understand the conditions of your tenancy
- you don't have any problems paying your rent
- you are aware of ways that you can become involved with the management of your home

What insurance do I need?

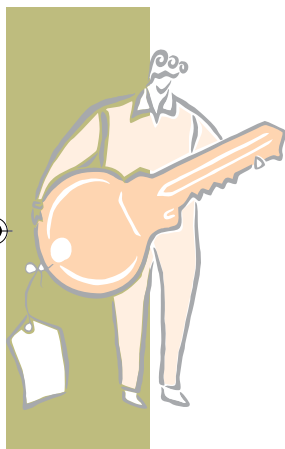
There are two types of household insurance policies - buildings insurance to protect against damage to the structure of your home together with its fixtures and fittings, and home contents insurance that protects you against damage or loss of your possessions.

We arrange buildings insurance but you need to arrange your own home contents insurance. You need to make sure you have enough cover for your possessions.

What does home contents insurance do?

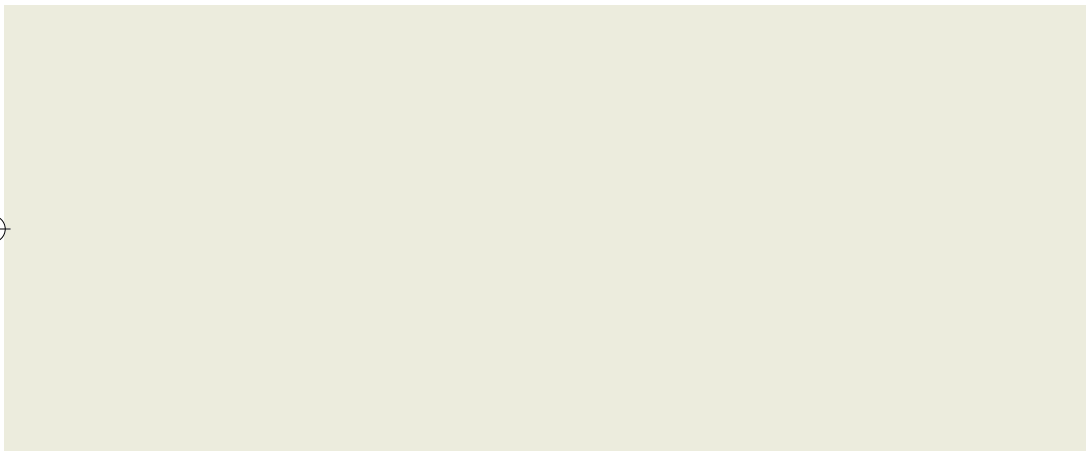
This information is general guidance only and will change from policy to policy. Please read any policy you take out carefully to make sure it provides the cover you need.

A contents policy covers just about everything you own in your home such as furniture, household goods, kitchen equipment, televisions, video, computers, audio equipment, clothing, personal belongings and valuables up to certain limits. There are a wide range of contents policies available which will provide either replacement as new or new-for-old, or indemnity cover.



The policy is a contract between the insurer and you. It places legal obligations on both you and the insurer. For example, the insurer agrees to cover you against loss, damage or legal liability, which may happen during the period of insurance which you are covered for. In return, you and members of your household must keep the insured possessions in a good state of repair and take all reasonable steps to prevent injury, loss or damage.

We have arranged a Tenants Home Contents Insurance scheme with an insurance company. All East Dunbartonshire Council tenants are eligible to apply to join the scheme, and premiums can be paid along with your rent. If you would like more information on the insurance scheme please speak to your Housing Officer.



4 Tenancy Information

What is a Scottish Secure Tenancy?

A tenancy agreement is a legal contract between you and the Council. Most Council tenants have a Scottish Secure Tenancy. By signing the tenancy agreement you are legally bound to certain responsibilities in order for you to keep your tenancy. It also means we are legally bound to you to ensure we uphold our responsibilities of the tenancy.

Your rights as a Scottish Secure Tenant, as set out by the Housing (Scotland) Act 2001, are explained in your tenancy agreement.

What is a Short Scottish Secure Tenancy?

Under certain circumstances tenants will have a Short Scottish Secure Tenancy rather than a full Scottish Secure Tenancy. Your rights under a Short Scottish Secure Tenancy are identical to the full Scottish Secure Tenancy except:

- there is no right to buy
- there is no provision for succession
- the tenancy can be ended without the landlord having to show the court that there are any specific or management grounds for ending the tenancy

You may be given a Short Scottish Secure Tenancy if you:

- were previously evicted (anywhere in the UK) for anti-social behaviour in the last 3 years, or if you are, (or a member of the household) is subject to an Anti-Social Behaviour Order
- live in a house which is let on a temporary basis, but for a period of not less than 6 months, and you are getting housing support services.



What are the Council's responsibilities?

As your landlord we will:

- ensure your house is wind and watertight, and in all respects fit for human habitation
- keep in repair and in proper working order the structure and exterior of your home, any installations in the house provided by us for services such as, water, gas and electricity, sanitation, hot water heating and central heating
- ensure repairs are carried out within set timescales.

We may need to enter your house to carry out repairs and inspections. We will always ask you when we can enter your home before we visit you but in the case of an emergency we have the right to force entry, if necessary.

We also have the right to set and change your rent charges, which we do on an annual basis, but we will always consult you first.

What are my responsibilities as a tenant?

You have a number of responsibilities as a Council tenant. These include:

- you will pay your rent on time, or make an arrangement if you fall behind with your payments
- you will make sure that you, your family or visitors to your home do not cause antisocial behaviour
- you will let us know if someone moves in or out your house, including if you have a baby
- you or anyone living with you will not cause damage to your house or any common areas
- you or anyone living with you, will not use your house for running a business, unless you have gained permission from us to do so
- you will report repairs as soon as possible
- you will not rent out your home, unless you have gained permission from us
- you will keep your garden and any common areas clean and well kept
- you will let us know if you are going to be away from your home for more than four weeks
- you will tell us if you wish to terminate your tenancy
- If you break any of your responsibilities you will be in breach of your tenancy agreement and you could lose your home

What if I break my tenancy agreement?

We will try to resolve any matters with you directly as a first step. If we are unable to resolve any issues with you we can take legal action against you and you could lose your home. We will always keep you informed of any decisions we make. If you have trouble paying your rent, or trouble with your neighbours, get in touch with your Housing Officer as soon as possible.

Can I apply to move to another house?

If you wish, you can apply to move to another council home. To do this you will need to complete a Common Housing Register application form detailing the needs and circumstances of you and your household. Once your application is assessed, you will be placed on our housing transfer list.

Aids and Adaptations

Can my house be adapted to meet my needs?

If you need your home altered to help you or members of your family to live more independently, we may be able to carry out an aid or adaptation to help. Mobility problems can often be overcome by carrying out alterations and other changes can be made to improve accessibility, remove hazards or increase safety in your home.

Typical examples may be a simple grab bar by your front door to help you up the step, or one by the bath to steady you as you get in and out. It could be a ramp for a wheelchair user or even a more substantial adaptation such as a level access shower. You are entitled to the service if you are a tenant or someone in your household has a mobility or disability issue. All requests are subject to budgetary provisions.

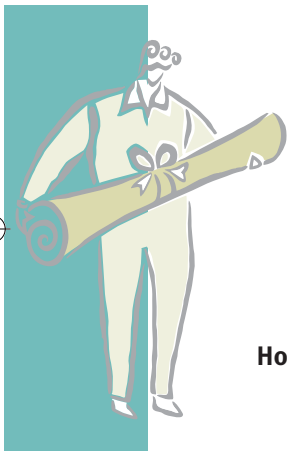
How does it work?

For larger scale adaptations such as bathing, wet floor showers, ramps, in the first instance tenants should contact the Council's Occupational Therapy Department. An Occupational Therapist is a trained health specialist who can:

- Assess your needs and suggest what type of adaptation would be the most suitable for you.
- Give you good advice about easier and safer ways of carrying out various tasks.
- Recommend minor or major adaptations for your home and help you to apply for them.

The Occupational Therapist will then liaise with other Council services for the adaptation to be carried out.

Please note for internal and external handrails an occupational therapist is not required to visit your home. Tenants can self refer using self referral forms which are available from the Community HUB, housing offices or by using the repairs telephone number.



5 Rent and Rent Arrears

Where does my money go?

East Dunbartonshire's Council Housing Services uses the money received from tenants' rents, to pay for unplanned repairs, planned improvement works, aids and adaptations and other housing services.

We review your rent charge on an annual basis. Tenants are given an opportunity to give their point of view through consultation, and this is taken into account when the decision on the rent charge is made.

How can I pay my rent?

We have arranged a number of ways in which you can pay your rent. You should choose the method which is easiest for you. The only thing that we ask is that rent is paid weekly, fortnightly or monthly in advance.

You can pay your rent:

by direct debit

This system allows you to authorise the Council to take payments from your bank or building society account at an agreed rate and frequency. Direct debits can be set up on the 1st or 15th of every month. Forms are available from your Housing Officer or online from the Council's website.

by standing order

You can set up a standing order through your bank. Forms are available from your Housing Officer.

online

Payments can be made online at www.eastdunbarton.gov.uk

by telephone

You can pay your rent by telephone. The relevant telephone number is detailed at the useful contact section at the start of this handbook. Please have your rent reference number available.

at Council banks

Roman Road, Bearsden (Registry Office)
Southbank Road, Kirkintilloch, (Registry Office)
Main Street, Lennoxtown, Housing Office

self pay kiosks

Self pay kiosks will also be in operation at the following locations:

Southbank Registration, Kirkintilloch
Bishopbriggs Library
William Patrick Library, Kirkintilloch Community HUB

at the post office

You can pay at your local post office using your rent card.

Can I apply for housing benefit or council tax benefit?

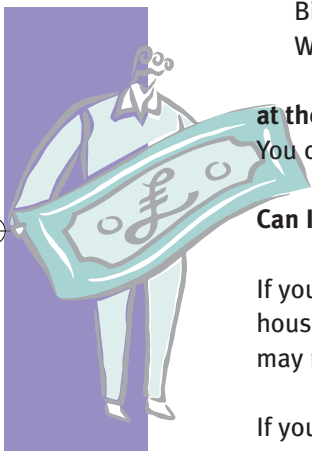
If you are on a low income or other state benefit you may be eligible for housing benefit. You should seek advice from benefit enquiry staff as this may reduce the amount of money you have to pay for rent and council tax.

If you do receive housing benefit you should always remember it is your responsibility to ensure that your housing benefit payments are being made to your rent account, and that this account is up to date. You should also report any changes to your circumstances to the benefits section as this may affect the benefits you receive.

Why do tenants fall into arrears?

There are many reasons why someone falls into arrears, these could be:

- missing a payment
- not completing a housing benefit form



What happens if I don't pay my rent?

If you miss a rent payment, you will go into rent arrears which means you owe us money. If you have a problem paying your rent, you should discuss it with us as early as possible. We may be able to help through housing benefit or by agreeing to take instalments from you. If you are in arrears, speak to your Housing Officer as soon as possible.

Our rent arrears policy aims to prevent rent arrears from occurring, manage rent accounts and recover rent arrears as early as possible. This starts when you get into arrears. If you fall into arrears and a payment arrangement is not agreed and maintained, we will take legal action to repossess your home.

What will happen to me if I am in arrears?

We will contact you by letter to let you know how much you owe and to tell you how you can pay it back.

Your Housing Officer may visit you to discuss your arrears with you. They will advise you how you can start to pay back the rent you owe and take into account what money you have coming in and what you are paying out.

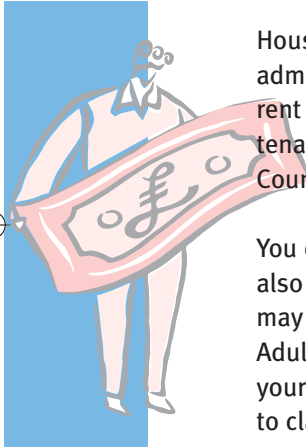
It is not just arrears that I have, what about my other debts?

We can arrange an appointment for you with trained debt advisers such as the Citizens Advice Bureau and Welfare Rights Service who can help you negotiate a payment agreement with other companies to whom you owe money to.

If you have any further queries or require assistance or information on any aspects of either the Council's duties or your own responsibilities in relation to rent arrears, please contact your Housing Officer.

6 Housing Benefit and Council Tax Reduction

Housing Benefit and Council Tax Reduction



Housing Benefit and Council Tax Reduction are national schemes administered by local Councils, which help people on a low income to pay rent and Council Tax. Anyone who is responsible for paying rent, such as tenants or lodgers, can apply for Housing Benefit, and anyone liable to pay Council Tax can apply for Council Tax reduction.

You do not have to be unemployed or retired - people with low earnings can also be eligible for help with these charges. In some cases, although you may not qualify for Council Tax Reduction, you may be entitled to a 'Second Adult Rebate' (Alternative Maximum Council Tax Reduction) depending on your circumstances. You only need to fill in one claim form with the Council to claim either Housing Benefit or Council Tax Reduction, or both.

How do I claim benefit?

If you are applying for Jobseeker's Allowance, Income Support, Employment and Support Allowance, or Pension Credit by phone, Jobcentre Plus or the Pension Service will also complete a claim for Housing Benefit which you will be asked to sign at your interview/ sign and return in the post. The Department for Work and Pensions will forward the claim to the Council, and the Revenues and Benefits Team will then write to tell you how much Housing Benefit you are entitled to. This form cannot be used for Council Tax Reduction so the Revenues and Benefits Team will send you another form to complete for this help. They will then write to you to tell you how much Council Tax Reduction you are entitled to.

Some Jobcentres may ask you to make a written claim for some benefits so they will give you a Housing Benefit form to fill in. This form can only be used for Housing Benefit and the Revenues and Benefits Team will send you another form to complete for Council Tax Reduction. You should return the forms to the Revenues and Benefits Team.

Pensioners claiming Pension Credit will be sent a short claim form for Housing Benefit by the Pension Service. Again, this form can only be used for Housing Benefit and the Revenues and Benefits Team will send you another form to complete for Council Tax Reduction. You should complete and return the forms to the Revenues and Benefits Team.

Anyone can apply direct to the Council by filling in a form which you can get from any local Housing Office, Community HUB, or by phoning the Revenues and Benefits Team. In all cases, you must provide evidence of your identity, your National Insurance number and any income and savings you have before we can assess your claim.

Housing Benefit or Council Tax Benefit or Council Tax Reduction enquiries:

Freephone: 0800 901057

Email: benefits@eastdunbarton.gov.uk

Address: 2-4 West High Street, Kirkintilloch, G66 1AD

How is my Benefit / Council Tax Reduction worked out?

If you receive Income Support, Jobseeker's Allowance (Income Based), Pension Credit (Guaranteed) or Employment and Support Allowance (Income Related), you will normally qualify for 100% Benefit or Reduction. If you have another type of income, the amount of Benefit or Reduction you will get depends on your income and savings, as well as the status of other people in your household, such as children or relatives.

In most cases, if there is another adult in the household apart from your spouse or partner, the amount of Housing Benefit, or Council Tax Reduction will be reduced, because they are expected to contribute towards the household expenses from their own income. In some cases, your rent may include charges for other services such as home contents insurance - Housing Benefit will not cover these costs. Council Tax Reduction can only meet the cost of Council Tax liability - it does not cover water or sewerage charges.

For all Council Tax Reduction applications, we will work out if you would get more help through a 'Second Adult Rebate' (Alternative Maximum Council Tax Reduction). This is where the rebate is based on the income of any non-dependant adults in the household rather than on the liable person's income.

You can get ‘Second Adult Rebate’ (Alternative Maximum Council Tax Reduction) even if your own income is too high for you to qualify for normal Council Tax Reduction. Please note that you cannot get ‘Second Adult Rebate’ (Alternative Maximum Council Tax Reduction) for your spouse or partner.

What should I do if my circumstances change?

It is important to tell the Revenues and Benefits Team of any changes in your circumstances straight away. These include changes in the type or amount of income which anyone in the household has. They also include anyone coming to stay with you, or anyone moving out. When your children leave school, we need to know what they are doing.

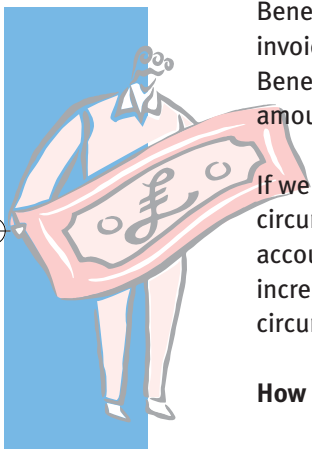
If we find out at a later date that we have paid you too much Housing Benefit because of a change in circumstances, we will either send you an invoice for the amount you have to pay back, or if you are still getting some Benefit, we will deduct an amount each week until we have recovered the amount you owe. This means that you will have more rent to pay.

If we have paid you too much Council Tax Reduction because of a change in circumstances, we will recover the amount you owe from your Council Tax account, and your liability for the remainder of the financial year will increase. You will be sent a new Council Tax bill after any change in your circumstances.

How long will your benefit last?

Housing Benefit and Council Tax Reduction are paid indefinitely unless your circumstances change and you no longer qualify, or if you go on to receive Universal Credit. However, from time to time, we will review your circumstances by sending you a four page form to check that we are still paying you the correct amount of Benefit or Reduction.

It is important that you respond to these forms, even if your circumstances have not changed, otherwise we could stop paying your Benefit or Reduction.



7 Repairs

How do I report a repair?

If your Council home needs a repair to be carried out, you should let us know. You should always:

- give your name, address and telephone number, to allow us to arrange an appointment
- give as much detail about the problem as you can
- say when someone will be in your home so the repairs officer can inspect the repair

If you report a repair that is not the Council's responsibility, you will be advised by staff. More information on which repairs are our responsibility and which are your responsibility are detailed later in this booklet.

What happens next?

We have introduced an appointment scheme, to make getting your repairs carried out easier. You will be allocated an AM or PM slot, whichever is most suitable to you. You should be allocated a job number which you may wish to record.

Depending on the nature of the repair, an inspector may need to visit your home to determine what requires to be done to resolve the repair. Otherwise a tradesperson will attend as a result of your initial call.

When will the repair be carried out?

Repairs will usually be carried out during normal working hours, but some emergency repairs may be undertaken outwith office hours.

Which repairs categories does the Council have?

There are three main repairs categories. These are emergency, urgent and routine repairs. More information is detailed below.

Emergency repairs (Completion time within 24 hours)

Such repairs may cause a danger to health or safety, or serious damage to the building. Examples include:

Heating/Plumbing

- Gas leaks
- Flue gases
- Fumes from solid fuel fire
- The delivery of alternative source of heating
- No heating or alternative
- To commission central heating for a new tenant
- Blocked toilet (if it is the only toilet in the house)
- Blocked drain where sewage rising
- Leak from central heating pipes, boiler or tanks
- Taps broken (i.e. water still running or taps unable to be turned off)
- Leaks from toilet, sink, wash-hand basin, waste pipes or radiators
- Toilet not flushing (if it is the only toilet in the house)

Urgent repairs (Completion time up to 5 working days)

Such repairs are less urgent but seriously affect the comfort or convenience of the resident. Examples include:

Heating/Plumbing

- Overflow running from loft or toilet (sign of fault or repair is required)
- Uplift of alternative heating after repair is completed and central heating is working
- Airlock in pipes
- Handle broken off cistern
- Blocked toilet (if more than one toilet in the house)
- Toilet not flushing (if more than one in the house)
- Clear partial blockage at sink, wash-hand basin or bath (this may be a tenant recharge)
- Repair silicone seal around bath where the shower is in use
- Leak from external soil/waste pipe



Electrical

- Door entry system fault (e.g. faulty handset or buzzer)
- Replace or repair individual light in a close (i.e. where other lights are working)
- Outside light not working (for senior citizen or disabled person)
- Install new smoke alarm
- Faulty extractor fan
- Renew pendant/lamp holder (if no other place to plug in lamp)

Joinery

- Reglaze windows
- Lockup security issues
- Insecure handrail/banister
- Remove or replace dangerous fencing

Builder work

- Missing inspection covers or grating
- Defective roof cover (i.e. loose or causing water ingress)
- Unsafe paths/steps

Routine repairs (Completion time up to 20 working days)

These repairs will not seriously interfere with the comfort and convenience of the tenant.

Heating/Plumbing

- Gas fire fault, where central heating is in place and working
- Noisy boiler
- Secure loose wash-hand basin
- Resecure toilet
- Resecure sink
- Resecure loose taps
- Low water pressure
- Renew tap washers
- Shower fault (where bath is present)
- Replace sanitary ware
- Replace tanks/cylinders due to condition
- Fix faulty central heating timer
- Repair leaking gutters or down pipes
- Fix single radiator/storage heater (outwith living room)

Electrical

- Individual electric socket not working
- Renew pendant/lamp holder (if lamp is in use)

Joinery

- Unsecure structure (e.g. door (bottom hinge), worktop or base unit)
- Ease and adjust sticking windows and doors
- Replace locks (where door is lock fast)
- Broken floorboards (where Health & Safety is not an issue)
- Faulty handle at lockup door
- Internal door to bathroom not closing
- Adjust or install weather bar to a timber door to prevent water penetration
- Sealing around windows and doors
- Lockup repairs (unless a security risk)
- Replace kitchen unit or worktop
- Timber infestation
- Replace ceilings (where Health & Safety is not an issue)

Builder work

- Chimney-head reinstatement or removal
- Replace roof tiles
- Plasterwork preventing decoration
- Slabbing, steps, pathways etc. where safety is not involved
- Renew clothes poles
- External drainage works
- Roughcasting
- General builder work
- Routine plasterwork

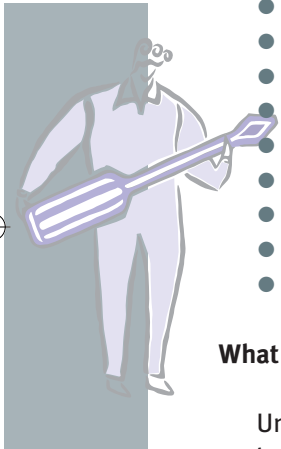
What is the right to repair?

Under the Housing (Scotland) Act 2001, as our tenant, you have the right to have small urgent repairs carried out by us as your landlord, within a given timescale. This is called the Right to Repair scheme.

The scheme covers certain repairs up to the value of £350. These repairs are known as “qualifying repairs”. 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
- make arrangements with you to get into your home to carry out the repair



Repair times depend on the type of repair. Sometimes there are circumstances over which we have no control which make it impossible do the repair within the maximum time (e.g. severe weather). In these circumstances we may need to extend the maximum time. If this happens we will let you know.

If the Council's repairs service does not start the qualifying repair within the time limit set, you can ask another contractor to carry out the repair from a list of contractors we will advise you of. You cannot use any other contractor. The contractor will then tell the Council that you have asked them to carry out the repair, and you will be reimbursed for any costs, up to a maximum of £350.

Where the repairs team have not completed the qualifying repair within the required timescale, you will automatically receive compensation levels of £15 for the first day the repair is not completed, then a further £3 compensation applied for each further working day the repair is not completed.

Which repairs is the Council responsible for?

By law we must make sure that wind and rain cannot get into your home and we must maintain the installations in your home which supply gas, water, electricity and drainage. Although we will also carry out most other repairs to your home, there are some which you must carry out yourself.

Council responsibility

The Council is responsible for all statutory repairs shown below and described in the tenancy agreement:

- Blocked flue (boiler); Blocked flue (open fire); Blocked or leaking drain or toilet pan; Blocked sink, bath or wash basin;
- Leaking cisterns, pipes or tanks; Toilet not flushing
- Broken or loose banister or handrail
- Broken mechanical extractor fan
- Faulty electric power or lighting socket
- No electricity supply anywhere in the house or flat
- No gas supply anywhere in the house or flat
- Unsafe floor boards or stairs
- Fencing in dangerous condition
- No water supply to kitchen and bathroom

Tenant responsibility

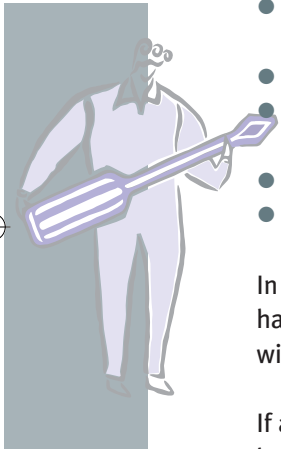
You are responsible for the following repairs:

- Internal decoration including painting the woodwork
- Blocked sink, wash-hand basin, bath or toilet (where these are the result of neglect, accident or misuse by you, a member of your household or your visitors)
- Replacement of fire nests (if a new nest is required within one year of previous issue)
- Replacement of washing lines
- Renewal of broken hat/coat hooks
- Replacement of curtain rails
- Chimney sweeping (this should be done every 12 months)
- Repairs and replacement of coal or log effect accessories on fire
- Supply and fitting of electric plugs and light bulbs
- Supply and fitting of door bells, door chains, door name-plate, additional keys
- Repairs and replacement of gas or electric cookers
- Repair and maintenance of any alterations or improvements carried out by yourself without the consent of the Council
- Replacement batteries for smoke alarms
- Internal pass doors

In some cases where the tenant is an elderly person, physically disabled or has a learning disability, the Council may carry out any of the above repairs without charge.

If any repair is needed because you have not taken care of the property or have damaged it, it is up to you to get the repair done and to pay for it, even if it was an accident.

If you have applied to buy your house, we will only carry out the basic repairs required by law. Once you have bought your house, you are responsible for all repairs, so it makes sense to take out buildings insurance policy to cover the cost of repairing or rebuilding your home if it is structurally damaged (e.g. by fire).



I Think my Home has Dampness. How can I tell?

Dampness is usually caused by a fault in the basic structure of the building which allows water to come into the house from the outside. There are two different kinds of dampness.

Penetrating damp

This can be caused by water coming in through the roof or walls, for example missing roof tiles, loose roughcast and cracks around windows and doors. You can usually identify dampness around the walls or ceiling by its musty smell, and it forms wet patches after rain.

Rising damp

This can be caused if there is damaged or missing damp-proof course (a mechanism to stop moisture rising up from the ground). Rising damp usually leaves water marks on the walls.

Penetrating or rising damp can be identified by the repairs officer who will call at your home and inspect the problem, and then carry out the necessary repair.

Condensation

Condensation occurs when there is too much moisture inside your home and the warm air meets a cold surface such as a window or wall. If condensation persists, mould will appear - usually in areas where air does not circulate. It can also damage clothes and furnishings. The best way to prevent or reduce condensation is to:

- keep your house warm
- keep your house well ventilated
- make sure the windows are opened when cooking or having a bath
- do not overfill wardrobes and cupboards as this can make it difficult for air to circulate
- keep kitchen and bathroom doors closed when cooking or washing to stop steam spreading through the house
- use extractor fans where fitted
- dry clothes outside if possible

If you think your home has either penetrating or rising damp, or if condensation is a problem, contact the Customer Contact Centre, who will arrange for a staff member to inspect your home.

I'm a Council tenant. How often should my gas heating be serviced?

East Dunbartonshire Council has an obligation to all tenants to ensure gas heating systems and gas fires are maintained in a safe condition. A gas safety inspection is programmed to be undertaken within 12 months of the previous inspection date. This obligation is contained within Regulations 36 of the Gas Safety (Installation and Use) Regulations 1998.

We will contact you with a date when we intend to call at your property. You will have the opportunity to call and change this date if it is not suitable. You must provide access between 8am and 5pm any day Monday to Friday. If you do not make or keep an arranged access we will take legal forced action to enter your home and make the appliances safe. In such instances you will be charged for any expenses and costs incurred. Failure to allow access may also be a breach of your tenancy agreement, and may be a criminal offence in terms of Section 318 of the Housing (Scotland) Act 1987.



What if I suspect that I have a gas leak?

If you smell gas then you should telephone the gas emergency helpline detailed at the useful contacts section at the beginning of this booklet.

You should also open windows and doors, and turn off the gas at the meter. Do not use electric switches or naked flames until the property has been attended, and made safe.

8 Tenants Support Service

Care and Repair in East Dunbartonshire, in partnership with East Dunbartonshire Council, has established a free service for older and disabled council and housing association tenants in East Dunbartonshire.

To qualify for the service customers must be:

- living in East Dunbartonshire
- a tenant of East Dunbartonshire Council or a tenant of a housing association
- aged 70 and over, or 60 and over with a long-term illness or disability

The Tenants Support Service, managed by Antonine Housing Association, will help tenants with small repairs and safety in the home not covered by landlord responsibility. There is no charge for the service, with tenants paying only for materials required.

The service will provide:

- advice on small repairs and experienced trades staff to carry out small repairs that are not the responsibility of the landlord
- home safety checks that identify hazards and provide solutions that will reduce or eliminate the risk of accidents
- details of organisations better placed to provide advice or assistance when appropriate

The service aims to:

- provide preventative services to an increased number of older and vulnerable people
- promote independence and wellbeing in a home environment that is safe, secure and comfortable
- reduce accidents in the home and the need for tenants to access health and social care services

For more information or to arrange an appointment please contact:

Care and Repair in East Dunbartonshire.

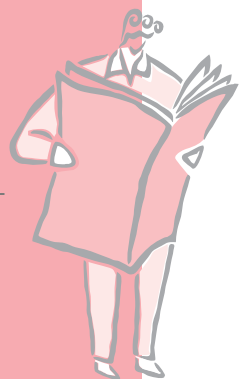
9 Health and Safety in the Home

How can I make my Home Safe?

There are a range of measures you can take to make your home safe and secure.

Inside the home

- Have good locks on all doors and windows - even a small window can be big enough for a thief
- Take care of your keys - don't leave them under mats or hanging from letterboxes. If you can reach them so can a thief
- Do not keep personal identification with your keys - if you do lose them, change the locks.
- Fit a door chain, a viewer and a door light
- Do not let any workmen into your house if you are not expecting them. Always ask for, and check proof of identity. If in doubt, telephone the Council to check if they are genuine
- Do not tell strangers that you live alone. Make sure only your initials and surname appear in the telephone directory and on your door nameplate
- Hang up promptly on malicious callers. If calls persist, contact the Police, and/or your telephone service provider



Outside the home

- Make sure that your garage and garden hut are kept secure - a good lock and key are more effective than a padlock or visible fixed screws
- Secure your car even when it is left in your driveway
- Tidy up after gardening - tools, gardening equipment, discarded stones, ladders, etc. can be stolen or become good housebreaking implements
- Hedges should be thick and difficult to penetrate, but should be trimmed regularly and maintained at a height which allows your house and garden to be seen from adjoining properties
- Consider fitting external security lights

Security

- Consider fitting a reliable alarm system. The cost of upgrading your security may well be less than the replacement value of stolen property
- If you are going away at all cancel papers and milk, and ask a friend or neighbour to keep keys so that they can lift post, turn lights on/off, close/open curtains, etc

How can I report a crime?

If you wish to report a crime you should contact the Police. You can also call Crimestoppers. If you have been a victim of crime you may also wish to contact Victim Support. Appropriate telephone numbers are detailed at the beginning of this booklet.

How can I further protect my home?

Prevention of Frost

In the winter, during the cold weather, there are simple precautions you can take to avoid frost damage and burst pipes:

- keep your home reasonably warm - set your thermostat to at least 10°C (50°F)
- keep the internal doors and loft hatch open to help the warm air to circulate
- if you are going away and leaving your house unheated, drain down the central heating system or tank

If you are unsure, contact the Customer Contact Centre for advice and assistance.

If your pipes freeze:

- turn off the stopcock
- put out the fire and turn off the boiler and immersion heater
- turn on all taps
- contact the Customer Contact Centre so that any necessary repairs can be carried out

If you have a burst pipe:

- turn off the water at the stopcock
- switch off the electricity at the mains
- switch off any heaters
- switch off the central heating system
- if you have solid fuel central heating, do not drain down the boiler until the fire has gone out
- turn on all taps
- contact the Customer Contact Centre
- alert your neighbour who might suffer damage

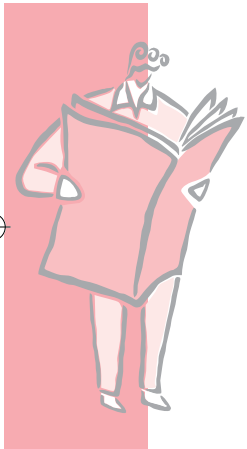
Prevention of falls

Stairs

- keep clear of clutter
- for older people, a handrail on either side gives extra stability
- place a safety gate at the top and bottom of the stairs when children are around
- keep stairs well lit
- make sure carpets are secure and in good repair

Windows

- fit child resistant locks
- do not put furniture under windows as children may climb up an item of furniture and fall out of the window



Prevention of fires, burns and scalds

- make sure you check the smoke alarm battery every month and replace it every year or until a new battery is required
- fix a fireguard to all fires
- never leave clothes to dry on a fireguard or over a cooker
- keep pan handles to the side and away from heat
- take care when smoking and avoid smoking in bed
- have electric blankets checked/serviced regularly
- have central heating equipment serviced annually
- keep matches away from children
- fit a curly or short flex to the electric kettle

Prevention of serious cuts

- clear away broken glass immediately
- put away sharp tools after use
- store sharp knives separately

Prevention of poisoning


- keep medicines and household chemicals out of sight and reach of children
- remember that older people may need help when taking medicines
- give unwanted medicines back to the chemist

General tips

- always supervise small children when they are bathing
- place netting or fencing round garden ponds to prevent children gaining access
- select toys which are suitable for the age of the child
- do not leave animals unattended with small children
- keep cupboards tidy to avoid objects falling out and causing injuries
- keep floors clutter free
- do not leave babies on high surfaces
- use a non-slip mat in the bath/shower

10 Estate Management

Introduction



East Dunbartonshire Council is committed to providing tenants with an overall housing environment which is well maintained, clean, safe and secure. To achieve this, our Housing Officers carry out regular inspections of estates, and address any concerns that you may have in relation to your home and neighbourhood.

Some examples of estate management issues that we monitor, or provide assistance with, include:

- keeping pets
- running a business from home
- making alterations or improvements to your home
- repairs to common areas
- cleaning of common areas
- garden maintenance
- refuse collection

Can I keep an animal in my home?

Your ability to keep animals depends on the type of house you live in. If you live in a flat with a common entrance, you need the Council's permission to keep any pets.

Otherwise, you can keep one common household pet in your house. Over and above this, permission to keep additional pets is required. You do not require permission for guide dogs or hearing dogs.

You should apply in writing to your local housing office. The Council will not unreasonably withhold permission. However, you should note that if your pet(s) are not kept under control and cause a nuisance, we will withdraw our permission.

Please note that if you move into sheltered housing and have a pet, you will be allowed to keep your pet. However if your pet dies, you will not be allowed to own another pet in your home, unless you have a sensory impairment, and require a trained dog to help meet your needs

What do I need to do if I want to run a business from home?

Your tenancy agreement states that you need our permission to run a business from home.

To receive permission, you need to tell us about the business you plan to run. You must do this in writing by completing an application form which you can get from your housing officer. We will not withhold permission if your request is reasonable.

I want to make alterations to improve my home. How do I do this, and will I be reimbursed for the costs of the work?

The Council is aware that on occasion you may wish to make improvements to your home - for example, fitting a new kitchen or bathroom.

You must remember that you can only make alterations to your home with the Council's permission. We will not turn down any request for permission which is reasonable.

You should also note that you may be entitled to receive compensation for the improvement work you have carried out, when your tenancy comes to an end. You must provide receipts for any works carried out.

Further information on how to apply for an alteration or improvement to your home, is available from the Customer Contact Centre.

Why do I have to maintain my garden?

In signing your tenancy agreement, you have agreed to keep any garden ground or common areas attached to your house in a clean and tidy condition.

If you have your own garden

If you have sole use of a garden, you are responsible for ensuring that it does not become overgrown, untidy or cause a nuisance.

If you do not do this, the Council will give you the chance to tidy the garden. If you still do not tidy the garden, we may arrange for the garden to be tidied and you will be charged for the cost of doing the work.

If you share a garden or common area

You must take your turn with the other residents to keep the area from becoming overgrown, untidy or causing a nuisance to others.

If you and the other residents cannot agree on the arrangements for doing this, the Council will set a rota for everyone to follow.

If you do not take your turn in maintaining the garden or common area, we may do the work and charge you for it. Before we instruct any work to be done we will speak to you and give you the opportunity to take your turn.

If you have problems maintaining your garden

We understand that residents who are older or disabled may find it difficult to look after their garden. If this applies to you, please contact your Housing Officer for advice. The Council offers a garden maintenance scheme which you may be able to use.

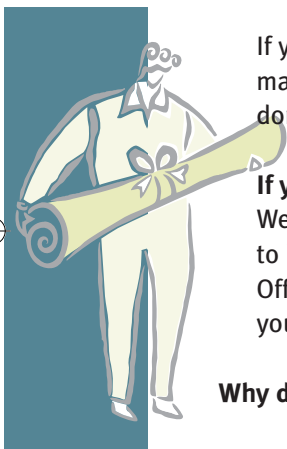
Why do I have to clean the common stairs if I live in a flat?

Everyone is entitled to live in an environment which is clean and well looked after. This is particularly important for people living in flats, where stairs and other common parts are shared by a number of residents.

All residents in flats are responsible for taking a turn to clean the stairs and the internal common parts, such as stair windows.

If you live on the ground floor you are responsible for cleaning the internal common parts of the ground floor. If you live on upper floors, you are responsible for cleaning the common parts on that floor and the areas between your floor and the floor below.

You should ensure that the common stairs and common parts are cleaned once a week. Each resident should clean the internal common stairs and common parts in equal and consecutive turns. If residents cannot agree and stick to a cleaning schedule, the Council will introduce a rota that everyone must follow.



What should I do if there is a repair required to a common area?

Your Housing Officer carries out estate management visits on a regular basis, and will note repairs that need to be carried out, for example, the replacement of lighting in a close. If in between the Housing Officer's visits you notice that a repair needs to be carried out, you should report the repair to the Council's repairs service. This will allow an officer to inspect the work, and arrange for the repair to be carried out.

How do I arrange my household rubbish to be uplifted?

General household rubbish and recyclable objects are collected fortnightly. Garden refuse is collected fortnightly from March to November.

If you are an older or disabled person who is unable to manage your bin, an assisted lift can be arranged. If you have bulky rubbish or old furniture you can arrange for this to be taken away by ordering a special uplift from the Customer Contact Centre. In most instances special uplifts are free however some items are chargeable.

Further Information

If you have any further queries or require assistance or information on any aspects of either the Council's duties or your own responsibilities in relation to estate management, please contact your Housing Officer.

11 Neighbour problems and antisocial behaviour

Neighbour problems and antisocial behaviour

Neighbour problems and antisocial behaviour can cover a broad range of different issues from excessive noise, litter problems and dog fouling, to more serious incidents such as threatened or actual violence.

Ideally, neighbours should try to resolve any such problems between themselves without the need for outside assistance. However, in practice, disputes can progress beyond a point where there is a realistic prospect of both parties coming to a mutually acceptable agreement.

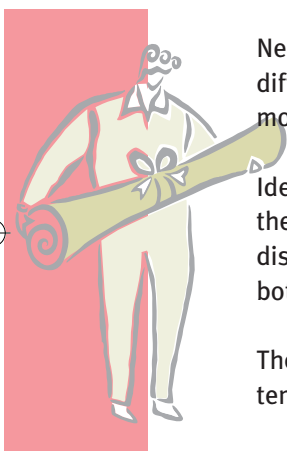
The following information is intended to provide general advice to Council tenants.

What initial action can I take?

It is important to appreciate that not all behaviour, although annoying to neighbours is unreasonable, for example children playing, normal levels of day to day noise. However, if you feel that you have justified grounds for complaint it may be worth considering making a direct approach to your neighbour. They may be unaware that their behaviour has been causing a problem and be prepared to take immediate action to remedy the situation.

There are some points that you should remember before making a direct approach to your neighbour:

- think about what you want to say before you approach your neighbour and what outcome you want to achieve



- explain clearly what the problem is and how it is affecting you
- don't interrupt the other person when they are talking. Listen to what they have to say
- try to stay calm and don't shout even if the other person shouts at you
- be prepared to compromise. After discussion with your neighbour it may be that an agreed compromise is the best solution
- don't argue over what has already happened. Try to concentrate on how to improve matters in the future
- if your neighbour becomes unreasonable you should leave immediately and if you are threatened, or feel threatened, you should contact the Police

What further action can be taken if the problem still persists?

If there is no improvement or it was not appropriate to make a direct approach to your neighbour, you should contact your Housing Officer.

If you telephone, call in to the office in person, or write to us, an officer will discuss the problem you are encountering and provide advice and guidance on finding a way forward. This discussion will be in confidence, and they will not disclose your details to your neighbour, without your permission.

Are noise related complaints treated seriously?

We recognise that living next to extremely noisy neighbours is difficult and stressful, and we take this matter seriously. As with any other complaint about antisocial behaviour, in the first instance you should contact your Housing Officer. Your Housing Officer may liaise with the Community Safety Team, based within the Council's Community Protection Service.

Night Time Noise

Environmental Wardens work both day-shifts and night-shifts (covering the Night Noise complaints). The Night Noise shifts are Friday 7pm-4am and Saturday and Sunday 7pm-3am (the periods when most noise complaints occur).

During the night-shifts at weekends you can call the Council's out of hours Contact Centre to register your complaint or if you call the Police, an officer will take your complaint details and, if it is appropriate, pass to the Council's Night Noise service. The Police will continue to respond to calls outwith the Environmental Wardens night-shift hours.

For each antisocial noise complaint received, the team will assess whether a visit is required and will speak to you to ask you about your complaint. We will visit the house or flat you are calling about and speak to your neighbour. We may measure the noise levels in your home to assess the problem. If appropriate, the person causing the antisocial noise may be served with a Warning Notice. This can be followed by a Fixed Penalty Notice. A case may be referred to the Procurator Fiscal if necessary and noise making equipment can be seized from offenders' homes if officers deem it appropriate.

What incident details are required to allow action to be taken?

It is important to remember that, if court action is ultimately required, the prospects of success will depend significantly on the evidence presented and it is therefore very important that details of incidents are kept from an early stage. You should record dates and times of incidents as well as the nature of the incident and how it affected you.

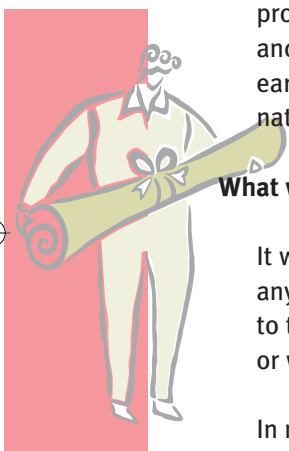
What will happen to my neighbour once I have made a complaint?

It will depend upon how serious the complaint is, whether there have been any previous and/or recent incidents, whether there are any other witnesses to the incidents, whether the agency/department can deal with the problem or whether you wish any further action.

In most cases legal action will not be appropriate. We will make every attempt to sort out a dispute without going to court. However if the antisocial behaviour is of a serious nature the case will be referred to the Council's Antisocial Behaviour Team.

If it is appropriate and there is enough evidence, the team may apply to the court for orders to ensure that the antisocial behaviour stops. Examples of such orders include Interdicts and Anti Social Behaviour Orders. If your neighbour does not comply with the order he/she could be evicted from their tenancy.

Further information on dealing with antisocial behaviour, and Incident Diary Sheets can be obtained from your Housing Officer.



12 Tenancy Changes

What type of changes could there be to my household?

If your circumstances change, or you want to change the conditions of your tenancy you must let us know in writing. Appropriate application forms can be obtained from your Housing Officer. Detailed below are different types of tenancy changes.

I live in a council property but would like to move home. How can I do this?

If you want to be re-housed, you can apply to the Council for a transfer to another property, by completing a Common Housing Register application form. Your application for a transfer will be considered under the Council's Allocations Policy.

Another possibility is to consider a 'mutual exchange', where you can exchange your house with another tenant. The service 'Homeswapper' may help you get a mutual exchange. Homeswapper is a database of people who want to move home which can be searched over the internet by you.

The scheme can help you exchange your home with another social rented tenant in an area where you would like to live. This may be within East Dunbartonshire, or another area within the UK. It may help you find a suitable match. You can register at www.Homeswapper.co.uk The service is free to all tenants of East Dunbartonshire Council.

If you require further information on how Homeswapper works, or you would like to complete an application form for a mutual exchange (once you have another tenant to swap with), please contact your Housing Officer.

I would like to succeed to the tenancy of the property in which I live. How do I do this?

‘Succession’ is the term used to describe when a tenant dies, and the tenancy is taken over by a ‘qualifying person’.

What is a ‘qualifying person’?

A qualifying person is a relative of the tenant, or a carer aged 16 years or over, who lived at the property with the tenant.

You should note that there are different levels of priority for succession to a tenancy. These are detailed below:

First priority to succeed goes to the surviving spouse/partner (providing the house has been their only or principal home for at least 6 months before the tenant’s death) or the joint tenant.

Second priority goes to other members of the tenant’s family providing they are aged at least 16 years and that the house was their only or principal home at the time of the tenant’s death.

Third priority goes to carers aged at least 16 years where the house was their only or principal home at the time of the tenant’s death and where they have given up their only or principal home to care for the tenant or a member of the tenant’s family.

In short, this means if there are persons living in the household, sitting within different priority groups then a person from the first group will have priority over the second and third groups.

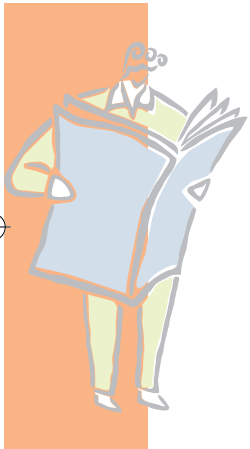
If you are a qualifying person and you wish to request to succeed to the tenancy then you must complete the succession application form which can be obtained from your Housing Officer.

How do I create a joint tenancy?

A person can only become a joint tenant if the property is, or is intended to be, that person’s only or principal home.

In a joint tenancy you and the other joint tenant or tenants are equally responsible for all the conditions of the tenancy, including paying the rent.

You can apply for a joint tenant to be added to your tenancy by completing an application form along with the proposed joint tenant.



I want to end my interest as a joint tenant. What do I need to do?

If you are a joint tenant and wish to give up the tenancy which you are currently jointly liable for, you can end your interest as a joint tenant.

To do this you must complete the relevant form which can be obtained from your Housing Officer. It is necessary for both East Dunbartonshire Council and any remaining joint tenant(s) to have reasonable notice that you are going to end your interest in the tenancy. We believe that 28 days is sufficient notice. This means that you will no longer be a joint tenant at this property, 28 days after this form has been fully completed.

If you have a partner, who is not also a joint tenant, their consent is required before your interest in the tenancy can be ended. This is a legal requirement. Your partner must therefore complete the relevant section of the form.

The remaining tenant(s) will keep their rights and obligations. This means that they will be responsible for all aspects of the tenancy including payment of rent.

How do I assign my tenancy?

You might want to assign (transfer) your tenancy to another person living in your home, if you are going to move out of the property. This may be possible, provided they have been living in the same house for at least 6 months and there are no breaches of tenancy.

I would like to sublet my home. What do I have to do?

If you need to leave your house temporarily but intend to return to it, you may be able to sub-let your house to somebody else while you are away.

Your tenancy agreement gives you the right to sub-let your house, but only with the Council's permission. We will not withhold permission if your request is reasonable. To receive permission, you need to tell us about the subletting arrangement you are planning.

We will ask you to provide us with details of who you propose to sublet to, how much rent will be charged and details of what will be provided to the person you are subletting to. We may refuse permission if:

- the rent is too high
- you are in rent arrears
- we have started court work against you

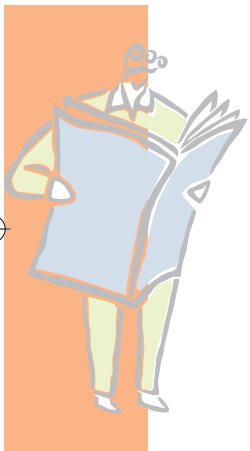
Why should I advise the Council that I wish to take in a lodger?

Your tenancy agreement states that you need our permission to take in a lodger. We will not withhold permission, if your request is reasonable. You are still responsible for the rent and the amount of money you charge must be reasonable. Taking in a lodger will affect any benefit entitlement.

Am I eligible to buy my home through the right to buy scheme?

Your Housing Officer will have discussed whether you are able to buy your home at the tenancy sign up, and you will have been asked to sign a notice based on your right to buy eligibility.

Depending on your circumstances and length of time as a tenant of a social rented landlord, you may have a preserved right to buy, modernised right to buy, or no right to buy entitlement. Further information on eligibility criteria can be obtained from the Scottish Government website or from your Housing Officer.



13 Ending a Tenancy

What if I want to leave my council house?

If you want to give up your home, you must formally give four weeks notice of termination. You can do this by writing to us, or by completing the relevant tenancy termination form which we will send out to you on request. If you do not terminate your tenancy correctly you will be responsible for any continued rent, costs of cleaning, changing locks and any disposal of belongings we find.

Before you leave the property we will carry out a pre tenancy inspection. This allows us to inspect the condition of the property, and arrange for any remedial works to be carried out. If the property has been altered or damaged by you or a household member, you will be given opportunity to fix the items identified. Otherwise we will carry out the works, and charge you for the costs incurred.

Your Housing Officer will contact you to arrange a suitable date and time for the pre tenancy inspection to take place.

What am I responsible for if I want to leave my council house?

You will need to remove all furniture and personal belongings from the property. You must hand in your keys to your housing office or community HUB office on or before noon on the Monday you are due to leave. If you do not hand in the keys on time we will continue to charge you rent on this property. These charges may continue until you hand in the keys or you tell us they have been lost. If we are required to change the locks you will also be responsible for any costs incurred.

Before you hand in your keys to your home you should make sure that

- your rent and council tax accounts are cleared or you have made arrangements to pay any money you owe
- all of your belongings are removed from the house and storage areas, including safe removal of appliances. You will be recharged for any pieces of furniture etc left for removal by the council
- you have organised for the rubbish to be collected or take to recycling centre
- you have advised the council tax and housing benefits office that you have moved (if you are in receipt of benefits)
- the house and any shared areas are clean and tidy
- all lights and heating are turned off
- electric and gas meter readings have been taken
- your landline is disconnected to save paying for extra line rental

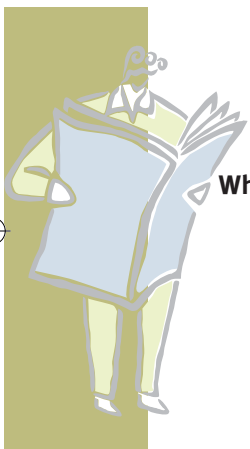
If you have any repairs that you are responsible for or there is damage to the property, these must be carried out before you leave or you may be recharged if we needs to carry out work on your behalf.

What if I have carried out improvement works to the property?

If you have carried out improvement works, such as fitting a new kitchen you may be eligible for compensation. To be eligible, you must have obtained approval prior to the works being carried out, and you must have kept the original receipts. You should contact your Housing Officer for further information.

Can I apply for another council house?

You can apply for another house. To do this you must fill in a new Common Housing Register application form, giving information on your personal circumstances and detail of where you would like to live. Each application will be taken on its own merit.



14 Former Tenant Arrears

Former Tenant Arrears

If you are a tenant of East Dunbartonshire Council but move out of the property because you wish to give up the tenancy, you must ensure that your rent account is fully paid, otherwise you will have rent arrears. If you do have arrears the Council will expect you to pay this debt even though you may no longer be a Council tenant. This debt is known as former tenant arrears.

How can I make sure I have no arrears when I move out of my tenancy?

Your Housing Officer will visit you to carry out a property inspection before you move out of your tenancy. If you have rent arrears at this time, an agreement can be made to pay by affordable instalments or to clear the account completely.

You may continue to pay by instalments once your tenancy is terminated as long as you maintain your agreement. You can also check your rent account when you hand your keys in by asking for a final rent balance.

I have former tenant arrears. How has this debt built up?

You may have arrears if:

- at any point during your tenancy, you failed to pay your rent when it was due to be paid.
- you fail to give the four weeks notice required or abandon your property. In these circumstances, you could be charged rent for the full four week notice period. You will also have lost the opportunity to discuss any outstanding repairs that are necessary as you could be recharged for these.
- you do not hand in keys by the required date or time. If this occurs you may be liable for additional rent. It is important that you check when and where to return keys to avoid this.
- you have an outstanding housing benefit claim prior to terminating your tenancy.

How can I repay my former tenant arrears?

You can pay off your arrears using any of the methods detailed under the 'rent and rent arrears' section of this handbook. However you should note that you can only pay at the Post Office using your swipe card if you have kept your original swipe card.

What will happen if I ignore my former tenant arrears?

You should not ignore your arrears and you should respond to letters that are issued to you by the Council. If you do not we will pursue you for payment of the debt.

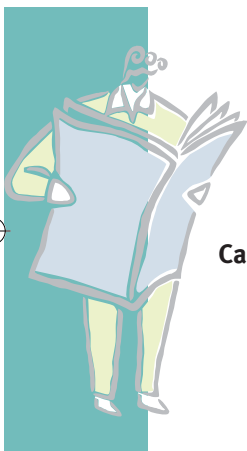
If you do not make a voluntary arrangement, your debt may be passed to a debt collection agency that will pursue the debt on our behalf.

We may even pursue court action to have a payment decree granted. This means that your wages or bank account can be arrested and you will be liable for any legal expenses. You should also remember that your credit rating could be affected.

Can I apply for another council tenancy if I have former tenant arrears?

You may apply to join the housing list but debts you have after ending your tenancy can stop you from being allocated a council property in the future.

If you have any further queries or require assistance or information on any aspects of either the Council's duties or your own responsibilities in relation to former tenant arrears, please contact your Housing Officer.



15 Council Housing

How do I apply for a council house?

You can apply for a council house in East Dunbartonshire if you are 16 years of age or over.

To apply for a Council house, you can get an application form from your housing office or Community HUB, where staff can help you with any queries you may have.

You can also request a form to be sent to you by phoning your housing office or by emailing housing@eastdunbarton.gov.uk

Common Housing Register

The Council operates a Common Housing Register (CHR) in partnership with Antonine Housing Association and Hillhead Housing Association 2000. This means that if you wish to be housed by any of these landlords, you will only need to complete one application form. The partners have agreed to use the same allocations policy to prioritise the housing applications they receive.

Three main categories have been established, namely Priority, Local and Other Needs categories. Applicants will be placed in only one category based on the one that is most suited to their requirements.

Is there help available for Council tenants moving to a smaller house?

Generally, applicants will receive only one offer, given the shortage of housing in East Dunbartonshire. However, an exception to the “one offer” rule is made for Council tenants who are occupying larger properties, who have applied to transfer to smaller homes. Transfer applicants falling into this category may be made a second offer, without their application being suspended for refusing the first offer. This policy helps release larger sized homes for applicants with large families.

More information on this scheme, and the Council’s allocation policy and pointing system is available from your Housing Officer.

16 Housing Within East Dunbartonshire

What accommodation is available within East Dunbartonshire?

Council Housing

East Dunbartonshire Council manages houses for rent throughout the local authority area. This includes general needs housing (for people who do not need specialist support or care), or sheltered housing which is specifically designed for older people. General needs housing is situated in all localities in East Dunbartonshire, including:

Bearsden
Milngavie
Kirkintilloch
Waterside
Twechar
Milton of Campsie
Torrance
Lennoxton
Bishopbriggs

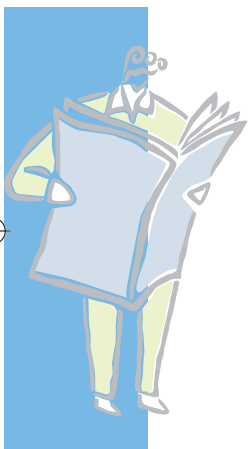
East Dunbartonshire Council owned sheltered housing

Sheltered housing has been specifically designed for older people. There are sheltered housing developments in the following places, which are owned by East Dunbartonshire Council. You will not be offered a property until you are at least sixty.

Sheltered housing locations

Bishopbriggs

The Rowans



Milngavie

Park Road, Park Avenue, Lennox Avenue, Burnbank, and Elm Court

Bearsden

Jedworth Court, The Loaning, Stockiemuir Court, Buccleuch Court, and Canniesburn Road,

For further information or an application form please contact your Housing Officer.

Housing Associations in East Dunbartonshire

Housing associations are similar to the Council in that they are social landlords who provide properties for rent. Some housing associations provide accommodation for general needs households. Other associations provide housing for people with particular needs such as sheltered housing for older people.

There are a number of housing associations in the area which East Dunbartonshire Council operates a formal nomination arrangement with. This means that some housing association lets are allocated to people nominated from the Council's housing list. This is in addition to the association's own housing list.

You can apply directly to any housing association for rehousing, although the Council operates a Common Housing Register with Antonine Housing Association and Hillhead Housing Association.

Very sheltered housing provision in East Dunbartonshire

Very sheltered housing has all the features of sheltered housing, such as ground floor or first floor level access and a warden service, but it also includes at least one meal a day, additional warden cover and special bathroom facilities. Individuals have their own living space - bedrooms, bathroom, and kitchen - but in addition there are communal facilities and accommodation for 24-hour care staff.

Particular needs housing provision in East Dunbartonshire

Particular needs housing is a general term covering housing built with specific tenant groups in mind. Usually it involves either specially built or adapted housing, for example housing for disabled people, or houses linked to some support facility for adults with learning difficulties.

For further detail on the various housing associations who manage properties within East Dunbartonshire, please see section useful contacts at the beginning of this booklet.

17 Homelessness

What are the Council's duties to help homeless people?

We have certain legal obligations to help people who are defined as homeless in terms of the Housing (Scotland) 2001, and Homelessness etc (Scotland) Act 2003.

As a homeless applicant, The Council has a duty to provide you with permanent accommodation if you:

- are homeless, or are threatened with homelessness within two months
- did not become homeless intentionally, and
- have a local connection with East Dunbartonshire

Even if we have no duty to provide you with permanent accommodation, we may have an obligation to provide you with temporary accommodation, and advice and assistance to help you access accommodation.

How do I apply as a homeless person?

During normal office hours, you should contact the Homelessness Team to arrange an appointment. Because the rules which govern homelessness can be complex, each applicant is interviewed by a Homelessness Officer. These interviews are completely confidential, and are conducted by trained and experienced staff.

We will investigate your homelessness claim and will issue a written decision within 28 days which will detail the outcome of our investigation and the duty that is owed to you by the Council. We will comply fully with legislation and give consideration to the Code of Guidance on Homelessness.



A 24-hour standby service operates for anyone who requires homelessness accommodation outwith normal office hours. Homeless people can contact the on call officer if they are roofless and require emergency accommodation by using the telephone number detailed at the beginning of the handbook.

What is the Housing Options Approach?

The Council has also adopted a Housing Options approach to help prevent homelessness. Housing Options is a process which starts with housing advice when someone approaches a local authority with a housing problem. This means looking at an individuals options and choices in the widest sense. This approach features early intervention and explores all possible tenure options, including council housing, housing association housing and the private rented sector.

The advice can also cover personal circumstances which may not necessarily be housing related, such as debt advice, mediation and mental health issues.

The main focus is for partners to focus on the prevention of homelessness through a combination of sharing best practice, joint training and commissioning joint research.

Council staff will provide households with information and advice about the range of services available, including those that offer support, and look to prevent homelessness happening where that is possible.

Contact the Homelessness Team or your Housing Officer for further information on Housing Options

18 Housing Support Services

Can I receive housing support to help me with my tenancy?

If you feel you need some help with your tenancy you can be offered housing support services.

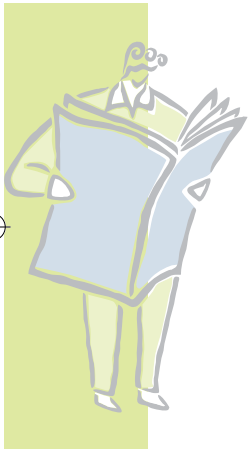
The aims of housing support service are:

- to prevent homelessness through the provision of person centred housing support
- to support households during their stay in temporary accommodation
- to assist households to settle into permanent accommodation

There are various types of support available. These include:

- help with tenancy set up
- help with claiming welfare benefits
- safety and security
- assistance with developing budgeting, domestic life skills
- assistance with developing social skills and behaviour management
- general counselling/emotional support
- general advice

You will have a named support worker who will make sure that you are getting all the support that you require from housing support services.



What is Project 101?

Project 101 is a youth housing information service which assists young people from East Dunbartonshire experiencing housing or homelessness issues.

All young people aged 16 to 25 years who receive a tenancy from East Dunbartonshire Council are offered a New Young Tenant Visit. Project staff will contact the young person and offer a visit.


The main aim of these visits is to reduce the risk of the tenancy failing due to a lack of support.

The visit is a chance for Project 101 staff to meet with young people and see how they are settling into their new tenancy and discuss any issues or concerns the young person may have.

During the visit the young person will be offered a starter pack and an information pack and should they ask for assistance from the Project, ongoing support will be provided as required.

19 Tenant Participation

What is tenant participation?



The introduction of the Housing (Scotland) Act 2001 created a legal requirement for East Dunbartonshire Council to actively develop and support tenant participation. Tenant participation is a two-way process which involves the sharing of information, ideas and power, with the aim to improve the standard of housing conditions and services. Tenants now have rights to be consulted and to participate.

Effective participation benefits both tenants and East Dunbartonshire Council. It gives tenants an opportunity to influence decisions about the housing service that they receive. All Registered Social Landlords (Councils and housing associations) throughout Scotland are required to have in place a Tenant Participation Strategy which ultimately will enable continuous improvement in landlord's performance in supporting and enabling tenants to participate.

How is the Council committed to tenant participation?

The following is a summary of our Tenant Participation Strategy commitments. East Dunbartonshire Council's tenant participation team will:

- offer information and support to help tenants and residents associations set up
- offer the opportunity for individual tenants to become involved in the monitoring and development of housing services
- support new and established groups by offering funding, advice and information
- provide guidance to Registered Tenants Organisations who are experiencing difficulties or problems

- liaise with any other statutory and voluntary groups who provide support to tenants or who are involved in the tenant participation process
- organise training and briefings for tenants as required
- ensure tenants are consulted on changes in housing policy and procedures in the most appropriate way, such as letter, leaflet, public meeting
- continue to support tenant involvement within the tenant participation working group
- provide information via a tenant's newsletter

What are the benefits of tenant participation?

When working well, tenant participation delivers clear benefits for tenants, staff and East Dunbartonshire Council. The benefits of effective tenant participation for everyone include:

- improved service delivery
- opportunities for tenants to develop new knowledge and skills
- better communication between staff and tenants
- better links between the community and the Council
- informed and knowledgeable tenants who have the skills and confidence to influence decisions
- staff and tenants being aware of each others perspectives and organisational and financial implications
- breaking down misunderstandings, helping remove any mistrust between the Council and tenants, and building mutual respect and understanding
- increased tenant satisfaction with their home and neighbourhood

How do I get involved?

There are many ways to get involved. You can get involved by doing as much or as little as you can commit time to, for example:

- find out if there is a local tenants organisation within the area you live and going along to their meetings. If there isn't a tenant's organisation within the area you live, you might want to consider starting one along with some of your neighbours
- attending tenant events held by East Dunbartonshire Council
- joining the interested tenants list
- telling us what you think by completing customer satisfaction surveys
- reading the newsletter and making comments about its contents

What are the benefits of getting involved?

There are many benefits to getting involved, these include:

- getting access to the decision making process
- influencing housing policy and practice
- tenants organisations having a representative voice for the community
- getting access to accurate advice and information relevant to tenants, and residents
- raising concerns with council officers, and councillors, as you will have the opportunity to have regular contact with them at meetings
- working alongside the Council to increase tenant satisfaction with their homes and neighbourhoods

Is training available for Registered Tenants Organisations?

Registered Tenants Organisations must be able to make the right decisions and understand our policies and procedures. We will provide organisations with clearly written policies and procedures, and consult with them about any changes. We will provide independent advice or training for the organisations when required or as requested.

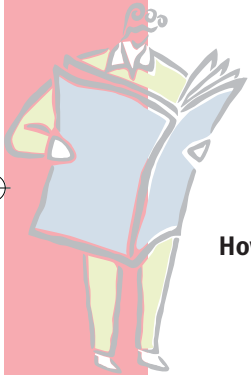
How does the Council communicate and provide information to tenants?

Registered Tenants Organisations and all tenants have the right to information on decisions and issues which affect their housing and the areas they live.

The Council will consult with Registered Tenants Organisations about changes in our housing policies and procedures. We will provide every tenant with this Tenants' Handbook, which will be updated regularly. We will also produce a series of information leaflets to complement the information contained within the Tenants' Handbook.

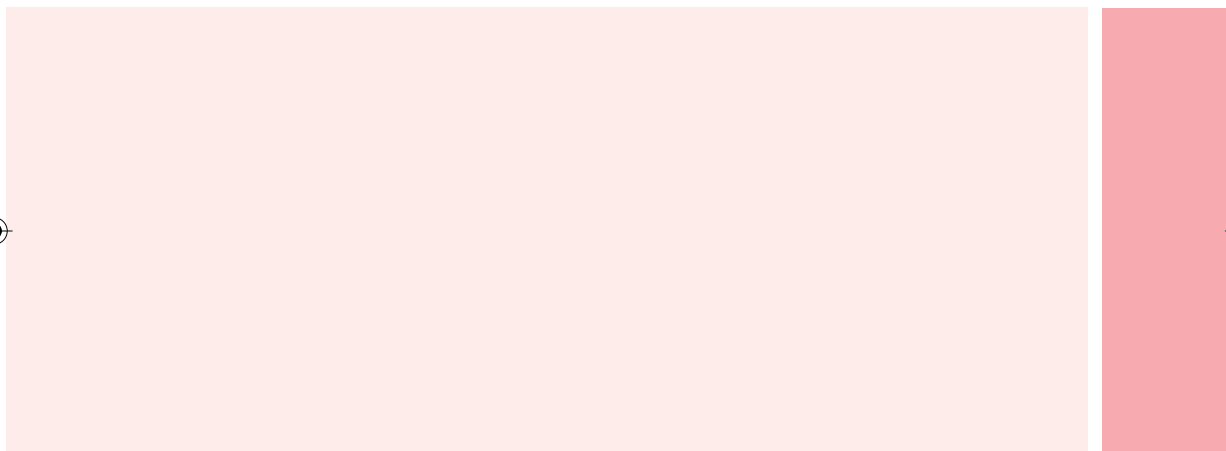
A tenants' newsletter is produced and distributed to all East Dunbartonshire Council tenants three times per year. The newsletter provides updates on how we are performing, information on matters which may affect tenants, and other general information which may be beneficial to tenants.

Housing and Community Services will give feedback from consultations and meetings to everyone who is involved.



How can I contact the tenant participation team?

If you wish to receive a copy of the Tenant Participation Strategy, become involved in tenant participation activity, require information on Registered Tenants Organisations in your area or would like to find out more about tenant participation within East Dunbartonshire, please contact the Tenant Participation Team.



20 Customer Care & Communication

Good communication with our customers is important to East Dunbartonshire Council. We aim to respond to your letters, phone calls and emails as swiftly as possible and have the following standards in place so you know what to expect from us.

If contacting in writing we will aim to:

- acknowledge letters and emails within 5 working days
- respond in full to letters, emails and provide customer feedback within 20 working days. If we are unable to meet these deadlines we will give you reasons and the new response date
- provide you with accurate, relevant and accessible information in plain english
- send you written information in a variety of languages or formats, if you have a particular requirement. Alternatively interpretation services may be offered in appropriate circumstances.

If contacting us by phone we will:

- aim to answer telephone calls promptly
- provide our name to you
- keep you informed if you are kept waiting or arrange to call you back if the enquiry will take some time

If visiting our office we will:

- provide our name to you
- see you within 10 minutes of your appointment time

If visiting your home, our staff will:

- present you with identification
- leave a calling card, if you are not at home. The calling card will tell you who to contact, and (where appropriate) what the visit was about

Further detail on our customer standards can be obtained from your Housing Officer.



How can I make a comment or complaint about Council services?

Our aim is to provide all our customers with good quality services, but if you are unhappy with any aspect of the service you should comment/complain. We welcome your views as comments or complaints are important to us and provide an insight into where we need to focus improvements. We will record this feedback and use it to help us shape our services to meet your needs.

We will deal with your complaint as quickly as possible, and we will be confidential and fair when we handle your complaint.

To ensure that we maintain and improve our services we need you to tell us about our failures or any suggestions for improvement.

If you have a comment or complaint you can notify us:

- in person
- by phone
- by email
- by using a complaints form
- in writing
- by using the online complaints form on the Council's website

How does the Council handle complaints?

There are two stages in dealing with complaints. We will try to resolve your complaint at the initial stage, and aim to give you a response within five working days. You will be informed if a response will take longer than the five working days.

However if your complaint is more complex and requires further investigation, it will be moved on to Stage 2 of the complaints process. We will respond to your complaint within 20 working days. You will be advised if more time will be required to resolve your complaint. You will be informed of progress and the expected completion date.

If I am unhappy with the Council's decision, can I decide to take my complaint somewhere else?

If you are not satisfied with the Council's investigation of, or response to your complaint you can refer the matter to the Scottish Public Services Ombudsman for attention.

Other sources of independent advice to be considered with regards to your complaint are Citizens Advice Centres and Solicitors.

More detail on our complaints policy is available from the Council website.

21 Gypsies/Travellers

Introduction

This section of the Tenant Handbook is relevant only to Gypsies/Travellers.

As a Gypsy/Traveller, East Dunbartonshire Council welcomes you to Redhills Travellers Site, Primrose Way, Lennoxton.

It is hoped that the information contained in this handbook will be of use to you as a tenant. Some of the information is a summary of the data contained within earlier sections of your Tenants Handbook so it may be useful if you read the entire handbook.

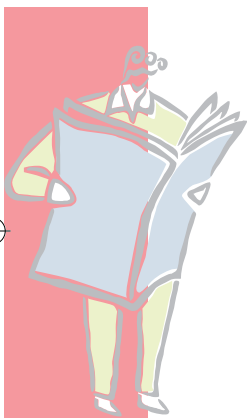
If you have any queries with any of the information detailed within your handbook please contact your Housing Office.

Why do I have a tenancy agreement?

When you were allocated your pitch you signed a tenancy agreement. This agreement details your rights and responsibilities as a tenant as well as those of East Dunbartonshire Council.

You must comply with the conditions of the tenancy agreement or we may ask you to leave the site or take court action to evict you.

Your tenancy agreement is different to the Scottish Secure tenancy agreement which Council tenants sign. Scottish Secure tenancies apply to houses and flats which the Council owns rather than pitches. You will have most of the same rights as Council tenants including being able to pass your pitch to another person (assignation) and subletting the pitch if you leave for a short period. However you are not entitled to the right to buy which means that you cannot apply to buy your pitch at any time.



If you believe that East Dunbartonshire Council has breached any of the conditions of the tenancy agreement or that you are being treated unfairly, you should seek independent advice from your solicitor, Citizens Advice Bureau or The Commission for Racial Equality.

Can I get involved in tenant participation?

The Council strongly promotes tenant participation and encourages all tenants to get involved in the decision making process on policies which affect them.

If you would like more information on the tenant participation process contact the tenant participation team.

How does the Council deal with antisocial behaviour?

East Dunbartonshire Council will not tolerate any form of antisocial behaviour and all complaints will be treated seriously. It is your responsibility to ensure that you and members of your household do not behave in an inappropriate manner.

If you believe that another person in your neighbourhood is acting in an antisocial manner you should contact your housing office. Your complaint will be investigated and appropriate action taken.

How is my refuse collected?

Wheelie bins are provided for your use to allow you to dispose of your household rubbish. You should ensure that your bin is placed at the bin store on the refuse collection day so that it can be emptied. Special uplifts for larger items can be arranged. If you need a special uplift please contact the Council's cleansing department.

How can I pay my rent?

Your rent is due to be paid over 52 weeks of the financial year. Payments should be made weekly but you can arrange to pay your rent every fortnight, 4 weeks or month, if this is more convenient.

You can pay your rent by any of the methods detailed under the rent section of this handbook.

Am I eligible for housing benefit?

If you would like to apply for housing benefit you can obtain a form from the benefits team.

How do I get my electricity supply?

You can get a supply of electricity by using the prepayment meter which you will find in your amenity unit. Payment cards can be purchased from the Lennoxtown Housing Office, Monday to Friday during office hours.

Who is responsible for carrying out repairs?

The Council will ensure that the amenity unit is wind and watertight and that the pitch and amenity unit are in good condition throughout the course of your tenancy, and we will carry out repairs which we are accountable for. However there are some repairs which are your responsibility.

We are responsible for these repairs:

- Blocked or leaking drain or toilet pan; blocked sink, bath or wash basin; leaking cisterns, pipes or tanks; toilet not flushing
- Broken mechanical extractor fan
- Faulty electric power or lighting socket
- No electricity supply in the amenity unit
- No water supply to amenity unit

You are responsible for these repairs:

- Blocked sink, wash-hand basin, bath or toilet (where these are the result of neglect, accident or misuse by you, a member of your household or your visitors)
- Supply and fitting of electric plugs and light bulbs
- Repair and maintenance of any alterations or improvements carried out by yourself without the consent of the Council

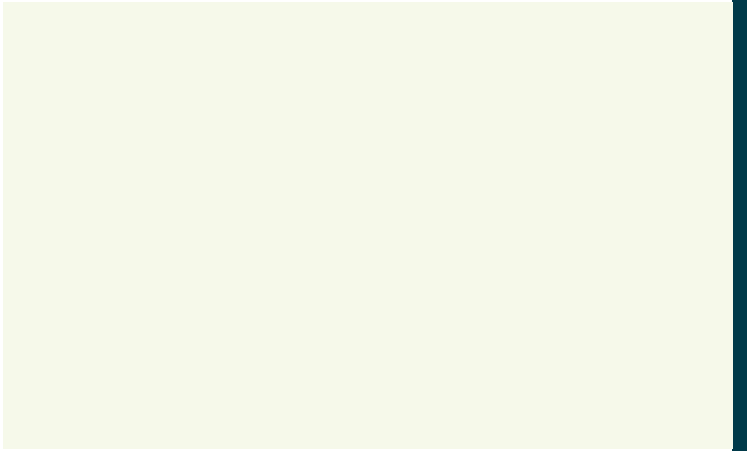
Details on timescales for when the work will be carried out depend on the nature of the repair. You can contact the repairs service which deals with reporting and ordering your repairs.



Can I end my tenancy?

If you wish to end the tenancy by leaving the site you must let us know by giving us 28 days written notice. At the end of the 28 days you must ensure that the pitch and amenity unit are clean and tidy before handing in the keys to the amenity unit. You must also make sure that your rent account is up to date.

If you require further details on the information contained in your Tenants Handbook contact your housing office.





Further information

East Dunbartonshire Council
Southbank House
Kirkintilloch, G66 1XQ
Tel: 0141 578 8014

Other formats and translations

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Corporate Communications Team at:

East Dunbartonshire Council
12 Strathkelvin Place, Kirkintilloch
Glasgow, G66 1TJ
Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔