

Sheltered Housing Tenant Handbook



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Key numbers

For all tenancy enquiries.....	01389 738 282
Reporting a repair	0800 073 8708
Reporting a repair (24 hour)	0800 197 1004
Gas heating repairs (City Technical)	0844 579 6493

Welcome to your new home

On behalf of West Dunbartonshire Council, welcome to your Tenants' Handbook.

This handbook contains important information that will help you enjoy your home. It tells you what you can expect from us and it also tells you what we expect from you.

Hopefully you will find this handbook easy to use. It was prepared by our tenant participation team with valued help from tenants already living in Sheltered Housing.

Four times a year, we will send you a copy of Housing News, which will keep you up to date with all housing news in West Dunbartonshire.

Each sheltered housing complex also prepares a monthly newsletter which gives information about what is going on in your complex.

If you want to get involved in improving sheltered housing we have a Sheltered Housing Forum which meets every 3 months.

West Dunbartonshire Council has a long history of Tenant involvement and perhaps you will think about becoming more involved in tenant participation. You could join our Interested tenant Register to get invites to any consultation or housing events, join a community group or take part in our Scrutiny Panel.

If you want to join the Sheltered Housing Forum please give Jane Mack a call on 01389 737 281.

Information about your home

My address and postcode:

.....

My housing officer is:

Contact details for housing officer:

Housing officer email:

Duty housing officer phone number:



Your local housing office

At your local housing office you can have face to face contact with knowledgeable staff that can help you with a range of advice from managing your tenancy, to paying your rent, reporting repairs and applying for a new house. There is no need to make an appointment just pop in and we are there to help and answer your questions. Your Housing Officer can also visit you in your home if you phone to arrange a visit.

All Housing Office Opening Hours

9.30 - 4.30 Monday - Thursday

9.30 - 4.00 Friday

Clydebank Town Centre Office
10 Sylvania Way South
Clydebank

Dumbarton Town Centre Office
16 Church Street
Dumbarton

Alexandria Town Centre Office
17 Mitchell Way, Alexandria
- For housing options and
homelessness advice only

Alexandria Library
Gilmour Street, Alexandria
- For help with rent, repairs
and other WDC services.



Your sheltered housing complex, your tenancy and your tenancy agreement

All sheltered housing tenants have a Scottish Secure Tenancy. This is a legal document, which you and West Dunbartonshire Council (the landlord) sign.

Your tenancy agreement gives you important information including:

- The address of your home
- The start date of your tenancy
- The amount of rent and service charge you have to pay
- The rights and responsibilities of your landlord.
- The rights and responsibilities of you as a tenant.

The tenancy gives you the right to stay in your home for as long as you want, as long as you do not break the terms of the tenancy agreement. Your tenancy can only come to an end, if you die, you give 28 days notice in writing to terminate the tenancy or if West Dunbartonshire Council gain an eviction order from the Court. If you die other members of your household may be able to take over the tenancy. This is known as succession however your husband, wife, live in partner, joint tenant or other person living with you can only take over the tenancy if they meet the conditions for sheltered housing.

Moving in

You are responsible for the payment of rent from the date your tenancy starts, even if you do not move in on the first day. If you are claiming Housing Benefit and you need time to move, the Housing Benefit section of Department of Work and Pension (DWP) may pay rent on both properties for up to 4 weeks. You will never get Council Tax benefit for 2 homes so you need to budget for that. Decorating, furnishing and carpeting your home is your responsibility however we may be able to give you advice and assistance or help you in sourcing other forms of financial assistance. Your local housing officer will be able to give you more information on this.

Change of circumstances

We understand that your circumstances may change, you may wish to move to another property or, perhaps someone moves in with you. Please let us know if there are any changes. Your housing officer is the best person to advise on this process.

Rent or charges

Your annual rent is charged weekly in advance, over 47 weeks and is reviewed annually. We will only review the rent after consulting tenants and registered tenant organisations. There are five weeks in the year when you are not charged rent and if you are up to date with your rent you don't need to pay on these weeks and this can help tenants with budgeting and saving. The rent free weeks are:

- The first week in April
- Two weeks in July
- Two weeks over Christmas and New Year

Service charge

The service charge covers the cost of all shared facilities, cleaning the shared areas and maintaining the gardens.

Television Licence

Many Sheltered complexes qualify for what is known as a concessionary TV Licence. This entitles many residents to qualify for a TV licence for the reduced sum of £7.50 per year. This scheme is administered nationally and not by the Council so may be subject to changes (for more information visit www.tvlicensing.co.uk).

You will qualify for the concession if your complex does and you have reached a retirement age of 65 for men and 60 for women. You may also qualify if you have reached the retirement age and work part time of 15 hours or less. If your complex does qualify for this concession the HSCP has to complete some paperwork.

If you are over 75, you can apply for a free TV licence if your scheme does not have a concession. If the scheme has the concession and you are over 75 you will receive a letter advising that you are exempt from payment.

The government plan to introduce changes to this in 2020, when it is proposed that only over 75s in receipt of pension credit will be eligible for a free TV licence.

You can get information on pension credit from Working4UMoney 0800 9809070



Ways to pay rent

You can no longer pay your rent at any West Dunbartonshire Council offices but a range of payment options are set out below.

by standing order or direct debit

You can arrange to pay by direct debit or standing order. This is the most efficient way to pay your rent as it is paid automatically from your bank account.

in person at pay point

There are 85 Pay Point stations throughout West Dunbartonshire which are open early until late. Pay Points are located in post offices and convenience stores. You can use the website www.paypoint.com to find your nearest location.

by phone or internet

Call our automatic telephone payment service on 0845 303 9487 (24 hours) or log on to our website www.wdcweb.info and click on 'pay your way'.

We can help you!!

We know it can be hard finding enough money to go round, but please don't be tempted to skip a rent period. We offer a range of support services which will help you manage your money and prevent you getting into debt. If you do have rent arrears we can still help, but you need to talk to us.

Your housing officer in the first instance can give you advice on:

1. Help with repayments; we can get you back on track with an affordable repayment plan.
2. You may be entitled to more benefits and a welfare advisor can help you get them.
3. Perhaps you can save money by paying less for your fuel and other utilities. We can help you to switch to a lower tariff.

Looking after your home

Maintenance staff and our approved contractors are here to help you and to provide a repair service you are happy with.

As your landlord we are responsible for making sure your home is windproof and watertight and we must maintain gas, electricity, water and drainage.



We also must maintain all common areas as well as communal garden areas around Sheltered Housing Complexes.

The right to repair scheme

The Scottish Government introduced the Right to Repair Scheme in the Housing Scotland Act 2001 which gives West Dunbartonshire Council tenants the right to have small urgent repairs carried out within a given timescale. The scheme allows you to have certain repairs done by an approved contractor or if we don't finish the repair in time you may be entitled to compensation – speak to repairs staff first. Full details of repairs we have to complete within set timescales are available on our website with some details given in the table below.

1 Day	3 Days	7 Days
Blocked flue to open fire or boiler	Partial loss of water supply	Blocked flue to open fire or boiler
Blocked or leaking foul drain or toilet	Loose or detached banister or handrail	
Blocked sink or bath Total loss of electricity	Unsafe stair tread	
Partial loss of electricity		
Insecure external window door or lock		
Only toilet in house not flushing		
Unsafe electrical socket or light fitting		

As a tenant you should

- Keep your property clean and in good decorative order.
- Keep your private garden tidy.
- Report repairs promptly
- Repair damaged caused by you.
- Maintain appliances you have installed yourself eg electrical fire, shower, cooker
- Report any criminal damage or vandalism to the Police

When will my repair be carried out?

The time taken to carry out a repair will depend on the type of repair.

Emergency Repair – 4 hours

An emergency repair will be carried out within 4 hours of you notifying us. An example of an emergency repair is one which imposes an immediate threat to health or safety: flood, fire, security or complete loss of gas and electricity.

Urgent – 5 working days

An urgent repair will be carried out within 5 working days of you notifying us. An urgent repair will generally not involve immediate danger and an example would be close lighting not working or partial loss of utilities.

General Non urgent – 8 working weeks

This work should be complete within 8 working weeks, examples include gutter repairs, general electric works, replacement of timber cellar doors, garage repair and general roughcasting.

Routine

Routine repairs are every day repairs which are required as a result of normal wear and tear to the property.

Programmed Repairs

Generally these are non-urgent general repairs which involve renewal for example new kitchens and or bathrooms.

Medical adaptations

Tenants who are having mobility problems or who find it difficult to make use of their kitchen or bathroom should contact The Health and Social Care Partnership at West Dunbartonshire Council.

An occupational therapist will be able to assess your need for adaptations which could help you live independently in your own home.

If you live in Dumbarton or Alexandria call 01389 776499
Or if you live in Clydebank 01389 811760

Contents insurance

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

If you don't insure your belongings you risk having to pay the full cost of repairing or replacing them if they are damaged or stolen.

The cost of household insurance is small compared with the cost of replacing all your possessions.

Please call 01389 737867 should you need further information or wish to arrange low cost household insurance.



Keeping safe and secure in your home

Gas Safety

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance please call the free National Gas Emergency Service on 0800 111 999.

Gas Appliance Servicing

We have a legal duty to service all our gas appliances and heating systems every year. Our agent, City Technical will contact you before this service is due.

It is vital that this service is carried out to ensure your appliances are safe and to reduce the risk of breakdown.

If you have any concerns about your gas appliance please call City Technical on 0800 073 0341

Electricity

If your electricity goes off, first check if other houses in your area are affected. If you smell burning or unusual smells coming from your appliances or the fuse box switch off the appliance immediately and call emergency repairs available 24 hours on:



Fire

Everybody's home is at risk of fire, so it is important to know how to protect yourself if a fire starts in your home:

- Have an emergency plan on how you would leave your house in the event of fire.
- Keep low as the air is cleaner and cooler near the floor.
- Never open a door if it is warm to touch.
- If there is a lift, never use in the event of a fire
- If your clothing catches fire, stop, drop and roll.
- Do not stop for valuables
- Remember – get out, stay out and dial 999.

To book a free home safety visit call the Scottish Fire and Rescue Service on 0800 0731 999 or visit www.firesscotland.gov.uk

Keeping Your Home Secure

Home security is the best way to reduce your chances of being burgled. Some safety tips to keep your home secure:

- Make sure all doors are locked even when you are in the house or garden.
- Use your key chain when you answer the door, only letting in visitors you are expecting.
- Keep all keys in safe place and make sure all family members know where they are.
- Close and lock all windows and doors when you go out.
- Fix a timer to a light if you are away from your home overnight or during holiday periods.
- Fit a security chain
- Fit a spy hole.
- Tell a neighbour if you are going away for a long period.
- In order to protect against identity fraud, shred all correspondence which includes your personal data.

Comments, complaints and compliments

We aim to get things right first time. However, despite our best intentions and efforts, problems may arise from time to time. We want to know about this so we can put it right and make sure it does not happen again. If you are dissatisfied with our services, you may want to make a complaint.

In the first instance, you can raise a complaint with any member of staff, who will try to resolve your complaint straight away. If for some reason you are not happy with the outcome, please ask and we will tell you how to complain to a senior manager. If you do not wish to complain direct, you may feel more comfortable calling the Customer Relations Team on 01389 738 273 or fill in an online complaint form which you can find on West Dunbartonshire website. The easiest way to find this is to google West Dunbartonshire complaint form.

Or you can email customer.relations@west-dunbarton.gov.uk.

Or write to: Customer Relations:
West Dunbartonshire Council
3 Aurora House
Queens Quay
Clydebank G81 1BF

If you are still unhappy you can complain to the Scottish Public Services Ombudsman who is happy to receive and investigate complaints by phone, post or email.

Phone: 0800 377 7330

Email: www.spsso.org.uk/contact-us

Employee Recognition Awards

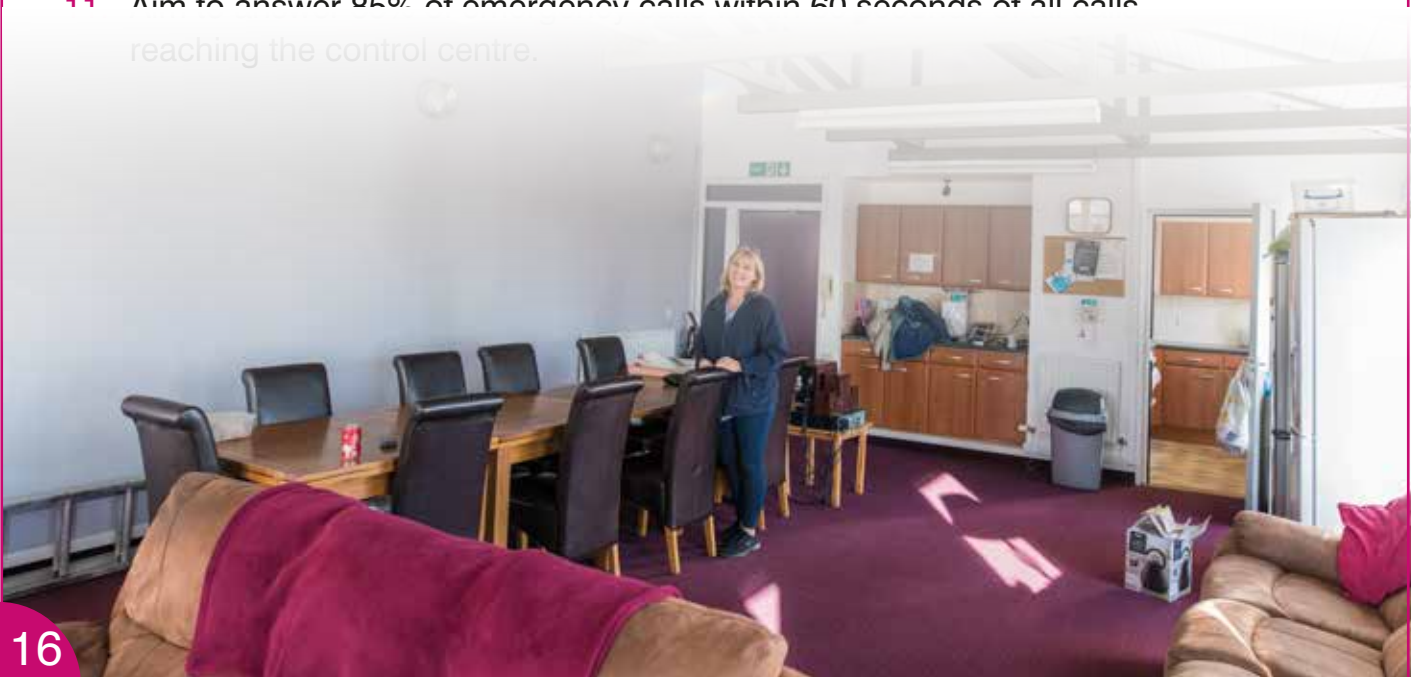
If you have had a great service from any West Dunbartonshire Council staff you can nominate any of our staff, project or team for an employee recognition award.

For further information please email: communications@west-dunbarton.gov.uk

or call 01389 738282

Service Standards

1. Provide a daily visit or call from your sheltered housing supervisor and full access to the community alarm service
2. Provide a weekly visit or call from your sheltered housing supervisor and full access to the community alarm service
3. Ensure if there is no daily visit or call from your sheltered housing supervisor you will have full access to the community alarm service and all the services agreed in your tenancy.
4. Cover the day shift in your sheltered housing complex whilst the back and night shift may be a shared service with other complexes in your area.
5. We will ensure you are communicated when there is no supervisor on duty
6. Always deliver 24 hour back-up service from the mobile attendant service and other service within the Care at Home Team
7. Keep you up to date with what is happening and keep involved in the way we deliver our services by providing a monthly complex newsletter and quarterly Housing News.
8. Agree a support plan with you and review this every six months or more frequently if there are any changes in your circumstances.
9. Help with social activities throughout the year.
10. Regularly test all alarm systems and pendants in use by tenants.
11. Aim to answer 85% of emergency calls within 60 seconds of all calls reaching the control centre.



Visits to Your Complex

We will :

- invite you to meetings every six months to discuss how we run your complex and how we could improve our services.
- arrange joint walkabouts with Housing, HSCP staff and tenants to inspect each complex every two months and feedback to tenants on outcomes.
- ensure you can ask your housing officer to visit you or phone you so that you can raise any housing issues you have.
- display adequate information on your Housing Officer contact details and their role.
- ensure Senior Housing Managers can attend all forum meetings and on requests attend walkabouts.

Standards in Your Complex

We will :

- treat you fairly, professionally and with respect.
- be polite and listen to what you have to say.
- provide a service which has dignity and right to privacy at its centre.
- make sure that all tenants are kept informed and have access to all information about their rights and choices.
- encourage and assist your independence.
- not tolerate threatening behaviour; nor verbal or physical abuse to our staff, colleagues or members of the public or damage to our property.

Consultation in Your Complex

We will :

- consult with you by asking you to complete an annual questionnaire.
- tell you how we have performed each year.
- meet the Sheltered Housing Forum every three months to ask you what you think of our services and use what you tell us to help improve services for the future.
- ensure that minutes from the Sheltered Housing Forum meetings are shared with all tenants.
- review these standards every 2 years with the members of the Sheltered Housing Forum.



Useful West Dunbartonshire Council Phone Numbers

General Housing Enquiries	01389 738 282
Homeless Emergency (24 hrs)	0800 197 1004
Reporting a Repair (8.30am-4.15pm)	0800 073 8708
Reporting a Repair (24 hrs)	0800 197 1004
City Technical Services	0800 073 0341
Council Tax	01389 737 444
ASIST (antisocial behaviour) and dog fouling	01389 772 048
Grass Cutting	01389 608 412
Environmental Health	01389 738 290

Litter Hotline	01389 772 059
Pest Control	01389 738 282
Caretaking Service	01389 738 282
Special (Bulky) Uplifts	01389 738 282
Cleansing (uplifts)	01389 738 282
Cleansing (missed bin)	01389 738 203
Greenlight and care of the garden	01389 721 012
Welfare Fund	01389 737 640
Home from Home	01389 733 733
TV Licence	0300 7900 6055

If You Need Help Or Advice

The Following Contacts May Be Able To Help

Citizens Advice Bureau

Dumbarton	01389 744 690
Alexandria	01389 752 727
Clydebank	0141 435 7590

Drop in service or call

Opening hours 9.30am – 3.00pm.

Clydebank has a twilight service Thursday 4pm - 6pm, by appointment only.

Shelter

Shelter offers housing advice for everyone. Phone an advisor on 0808 800 4444 9am – 5pm Monday – Friday

Women's Aid

Local office Dumbarton	01389 751 036
Clydebank	0141 952 8118
Domestic abuse helpline	0800 027 1234

Police Scotland

Non-emergencies	101
Emergency	999

Working4U

Can assist with a variety of issues that could help with tenancy sustainment.

Contact on 01389 738 296
Mon – Friday 9am – 4pm



Thank you to Dumbarton Cine Video Digital Club
for all the photography used in the Handbook.

Other formats

This document can be viewed as a pdf on our website: <http://www.west-dunbarton.gov.uk>
It can also be provided in large print, Braille or on audio cassette and can be translated into different community languages.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Please contact:
Corporate Communications,
16 Church Street,
Dumbarton,
G82 1QL
Telephone: 01389 737000

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