

INFORMATION ON DUNEDIN CANMORE HOUSING ASSOCIATION



TENANT HANDBOOK

CONTACT DETAILS



“Welcome to the Dunedin Canmore Tenants Handbook. We have been involved in its development and hope you find it interesting and useful”.

Tenants Forum – Repairs and Communications Sub-Group

FLEMING PLACE



1. Contact details

Our address

**8 New Mart Road
Edinburgh
EH14 1RL**

Telephone number:
0131 478 8888

Fax number:
0131 624 5766

Our website address:
www.dunedincanmore.org.uk

Email us at:
info@dunedincanmore.org.uk



Our opening times

**Monday – Thursday
9am to 5pm**
(except Wednesday when
the phones stay off until
10am to allow for staff
training)

**Friday
9am to 4pm**



We can arrange for this handbook to be translated, put into Braille, typed as large print or audio taped. This handbook is also available in electronic format.

Please contact our housing team on **0131 478 8888** if you require this service.

"يمكن أن تتم ترجمة هذه الوثيقة بلغتك. من فضلك اتصل بمسئول خدمات المستهلكين في مؤسسة الإسكان دونيدن كان مور (Dunedin Canmore Housing Association) 8 New Mart Road Edinburgh EH14 1RL أو تلفون 0131 478 8888."

"এই ডকুমেন্টটি আপনার নিজের ভাষায় অনূদিত করতে পারেন। অনুগ্রহ করে কাস্টমার সার্ভিসেস অফিসারদের সঙ্গে যোগাযোগ করুন ডুনেডিন ক্যানমোর হাউসিং অ্যাসোসিয়েশন (Dunedin Canmore Housing Association), 8 New Mart Road Edinburgh EH14 1RL এই ঠিকানায় অথবা এই টেলিফোন 0131 478 8888 নম্বরে।"

"這份文件可以翻譯成為你的語言。請聯絡但丁勤莫房委會 Dunedin Canmore Housing Association 的客戶服務主任 Customer Service Officer。地址是 8 New Mart Road, Edinburgh EH14 1RL; 或致電 0131 478 8888。"

"اس دستاویز کو آپ اپنی زبان میں ترجمہ کر سکتے ہیں۔ براہ کرم کسٹمر سروسز آفیسر سے رابطہ کریں اس پتے پر ڈونیدن کینمور ہاؤسنگ ایسوسی ایشن (Dunedin Canmore Housing Association) ، 8 New Mart Road Edinburgh EH14 1RL یا 0131 478 8888 پر ٹیلی فون کریں۔"

Ten dokument mo e zosta przetłumaczony na Twój j zyk ojczysty. Prosz skontaktowa si z Pracownikiem Obsługi Klienta w Dunedin Canmore Association, 8 New Mart Road, Edynburg, EH14 1RL lub zadzwoni pod numer tel. 0131 478 8888".



ABOUT DCHA

ABOUT DCHA

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2. About DCHA

Background

Dunedin Canmore Housing Association is a non-profit making charity. We are a Registered Social Landlord, registered with and regulated by The Scottish Housing Regulator. We are run by a voluntary board of tenants, local people and professionals who make decisions about important matters and monitor our performance.

History

Dunedin Canmore was formed in 2005 with the merger of Dunedin Housing Association and Canmore Housing Association. Both associations were originally formed in 1975 to carry out tenement rehabilitation work in the adjacent inner city areas of Fountainbridge & Dalry & Gorgie. Since the merger we have grown significantly and our purposes have widened.

Our aims

We aim to provide good quality, affordable and sustainable housing and services to meet a wide range of housing needs.

Treating you fairly

We want to be fair to everyone. Our Equality and Diversity Policy ensures that everyone has equal access to the services we provide.



What you can expect from us

We are committed to providing a good quality of service to all. We have produced a set of Standards along with tenants which sets out the level of service which everyone should expect from us. To get a copy of our Service Standards please contact the housing team on 0131 478 8888.

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. So, if you are dissatisfied with our services, you may want to make a complaint.

You can raise a complaint with any member of staff, who will try and resolve your complaint straight away. If for some reason

this cannot be done, we will make sure that the matter is fully investigated by a senior member of staff and a satisfactory solution achieved as quickly as possible.

Complaints aside, we would also like to hear your positive comments and compliments too.

To make a complaint, comment or compliment:

- Telephone us on 0131 478 8888
- Call in and see us at our office at 8 New Mart Road
- Write to us at 8 New Mart Road
- Email us at info@dunedincanmore.org.uk



Scottish Public Services Ombudsman

If you have exhausted the Association's complaints procedure and you are still dissatisfied with the outcome, you may refer the matter to the Scottish Public Services Ombudsman.

The Ombudsman will normally only consider matters that have already been through the Association's internal complaints procedure. Additionally, the usual time limit for making a complaint to the Ombudsman is 12 months after you become aware of the matter you want to complain about.

If you want to contact the Scottish Public Services Ombudsman, details are:

**Scottish Public Services
Ombudsman
4 Melville Street
Edinburgh EH3 7NS**

**Tel: 0870 011 5378
Email: [enquiries@
scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)**

In addition to this, if you live in registered supported accommodation you can complain directly to the Social Care and Social Work Improvement Scotland (SCSWIS).

Looking after personal information

We will make sure that all your information remains confidential and is not passed on to anyone else without your agreement. Under the Data Protection Act 1998 you have the right to access personal information relating to you in files that we hold – there are certain exceptions, for example, where the specific information includes reference to third parties who may not want that information to be divulged.

If you want access to any information held on our files, you should make your request in writing to the Director of Housing Services.

Getting involved

Everyone is concerned about how their home and neighbourhood are managed. There are many different ways to get involved:

Membership of the Association

You can apply to join the Association if:

- You are 16 years or over and a tenant of the Association OR
- You are 18 years or over and interested in the Association

If you are interested in joining, you should complete the application form at the end of this section and make a one off payment of £1.00.

Members are entitled to attend and vote at the Association's Annual General Meeting and to stand for election to the Management Board. If you want more information about becoming a member, please contact our housing team.

Tenant participation

Tenant Participation is about tenants taking part in the decision making processes and influencing decisions about:

- housing policies
- housing conditions
- and housing (and related) services

It is a two way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and services.





There are different ways to get involved in Tenant Participation:

- Our Tenants Forum meets four times a year.
- We have sub groups of our Tenants Forum that meet on specific issues.
- There are Registered Tenants Organisations (RTOs), which are supported by the Tenant Participation Officer.
- Area meetings – for the areas where there aren't RTOs.

Our aims for Tenant Participation are set out in our Tenant Participation Strategy. If you would like a copy of this, please contact our Tenant Participation Officer on 0131 478 8888.



Dunedin Canmore Group application for membership

To: The Group Secretary, Dunedin Canmore Housing Association Ltd, 8 New Mart Road, Edinburgh EH14 1RL

Dear Sir

I wish to apply for membership of Dunedin Canmore Housing Association and enclose the fee of £1.

Signed

Full name (please print).....

Address

.....

Tel. no.....

Tenant / owner occupier (delete as appropriate)

Occupation

Date of birth.....

Membership of other Housing Associations or Public Bodies

.....

.....

Relevant experience and / or reasons for wishing to become a member

.....

.....

TENANCY AGREEMENT

TENANCY
AGREEMENT



3. Your tenancy agreement

Every tenant has a Scottish Secure Tenancy Agreement or a Short Scottish Secure Tenancy. You will have signed your tenancy agreement before you got the keys for your home. It is a legal contract between you and Dunedin Canmore Housing Association setting out your rights and responsibilities and our duties as a landlord. It cannot be changed without your agreement.

The tenancy agreement is signed by you and us and we both agree to keep to the terms and conditions. Full details can be found in your tenancy agreement but if you have any questions about your tenancy agreement please contact a member of the housing team who will be pleased to help.

Rent

YOU

- You must pay your rent monthly in advance on the 1st of every month.

DUNEDIN CANMORE

- We will consult with you on any proposed rent changes.
- We will give you at least four weeks notice of any rent increase.



Use of the house and common parts

YOU

- You must live in the house, furnish it and use it solely as your only or principal home.
- You, those who live with you or your visitors must take care to avoid damaging your house or the surrounding area.
- You must take reasonable steps to keep your house heated and well ventilated.
- You must not use Calor gas heaters.
- You must make arrangements to insure the contents of your house.
- You must not use the house for any illegal purposes.
- You must ask permission to keep pets.
- You must keep your house and garden clean and tidy.

DUNEDIN CANMORE

- We may take legal action against you if you break these conditions.
- We can ask the Sheriff Court to grant an eviction order if you breach the terms and conditions of your tenancy agreement.
- We can bring the tenancy to an end by serving legal notices if we believe you have abandoned the house. Please see section 9 (Abandoning your Tenancy for further details).



Respect for others

YOU

- You, those who live with you or your visitors must not behave in an anti social manner or harass your neighbours.
- You, those who live with you or your visitors must not make unreasonable or excessive noise.

DUNEDIN CANMORE

- We can take legal action against you if you break these conditions.

Changes to the household

YOU

- You require permission, but if you want to, you can:
 - take in a lodger
 - sub let your tenancy
 - assign your tenancy
 - ask for a joint tenancy
 - exchange your propertyYou must put your request in writing and complete any required forms.

DUNEDIN CANMORE

- We will acknowledge your request within five days.
- We will not unreasonably withhold permission.



Repairs, maintenance & alterations

YOU

- You must not lay laminate flooring without our permission.
- You must request our permission for any alterations or improvements you may wish to make to your home, including the installation of external TV aerials or satellite dishes.
- You must report all repairs to us as soon as possible.
- You are responsible for any damage you, those who live with you and your visitors may cause to the property.
- You must allow us access to carry out repairs and any planned works.

DUNEDIN CANMORE

- We will carry out repairs or other work necessary to keep the house in a condition which is habitable.
- See Section 6 for further information.



Ending the tenancy

YOU

- You must write to us giving us 28 days notice.
- You must leave the property in a good condition.

DUNEDIN CANMORE

- We can ask the Sheriff Court to grant an eviction order if you breach the terms and conditions of your tenancy agreement.

Right to succession

YOU

- If you die, the tenancy may be inherited by your husband, wife, co-habitee or member of your household who lives with you.

DUNEDIN CANMORE

- We will only allow successions on two occasions.

Right to buy

YOU

- You may have the right to buy the property you live in, but this depends on the date your tenancy started and what type of property you live in. Please contact the Housing Team for further information.

DUNEDIN CANMORE

- We will advise you before your tenancy starts with us if you have the Right to Buy.
- We will advise you of your Right to Buy entitlement on request.

Information & consultation

YOU

- You have the right to be consulted and kept informed before we make changes which affect you.
- You have the right under the Data Protection Act 1998 to inspect personal data held on you.

DUNEDIN CANMORE

- We will, if you request it, provide you with information that is accurate and we will be open, transparent and honest.
- We will, if you request it, provide you a copy of the information we hold on you.



YOUR RENT

YOUR RENT



4. Paying your rent

It is your responsibility to make sure your rent is paid. Your rent is due monthly in advance on the 1st of each month.

If you wish to pay weekly or fortnightly this must first be agreed with your housing officer and it should always be paid in advance (your rent must be there ready for payment on the 1st of each month).

Our aim is to charge rents which people who may be on low incomes can afford. Your rent is made up of either one or two parts. Everyone pays a basic rent for their home and some tenants also pay a service charge. A breakdown of your rent and service charge can be found on your tenancy agreement.

Your rent pays for

- Managing and repairing our properties.
- Paying for future repairs and improvements.
- Paying back the loans we took on to build or improve our properties.
- Any rent lost through rent arrears and empty properties.

You may also pay a service charge in addition to your basic rent, the service charge pays for items such as:

- Communal Landscaping
- Stair Cleaning
- Landlord Electricity Supply

Service charges and services vary from scheme to scheme and the type of property you live in. Further details of the service charge for your property can be found in your tenancy agreement and you can contact the housing team if you have any questions about the service charge for your property.

What we will do

- We aim to put any rent payments you make to Dunedin Canmore on to our system within two days of receipt.
- We will send you a rent statement once a year or you can contact us at any time for an up to date rent statement or check the balance on your rent account.
- We will consult with you on any rent increase proposals.
- Our rents are reviewed once per annum and any increase will be charged from 1st April each year. We will always give you four weeks notice of any rent increase.



How to pay

There are a number of ways to pay your rent. You can choose the one that suits you best:

Direct Debit – Paying by direct debit can often be the easiest method. You can set up a direct debit by contacting the housing team, who will take your details over the phone or you can set up a direct debit on the day you sign your tenancy agreement.

Allpay Swipe Card – An Allpay Card, if required will be issued to you once you have signed your tenancy agreement. Your Allpay Card can be used at any Post Office/Paypoint Zone.

By Phone (Anytime) – If you want to pay your rent over the phone please phone 0844 557 8321. You will need your Allpay card and debit or credit card to do this. If you do not have an Allpay card, contact our housing team to arrange for one to be sent to you free of charge.



Difficulties paying your rent

We recognise that tenants can sometimes find themselves in financial difficulties and we are here to help.

Internet Payments – This is a quick and easy way to make regular or one off payments. By logging on to our website at www.dunedincanmore.org.uk you can use the secure site for making payments. You must have your tenant reference number (if you do not know your tenant reference number please contact the housing team) and it accepts all major debit/credit cards.

At our office – We cannot take cash at the office but we can take your payment if you have a debit or credit card. You can do this in person or by phoning 0131 478 8888.

By Post – You can send us a cheque or postal order. Please remember to quote your tenant reference number.

If you are having difficulty paying your rent it is important that you contact us immediately. You can speak to the housing team who will offer assistance and help you to solve it. We can't do this though if you don't contact us.

We can:

- Arrange for you to repay your arrears in instalments.
- Put you in touch with our welfare rights officers who can check that you are getting all benefits you are eligible for.
- If you are facing serious financial difficulties, don't delay in contacting us. We can help you sort out your problems before they get out of control.

- Ultimately, if you do not pay your rent or you fail to pay arrears we will start taking legal action against you which may lead to you losing your home. You can ask our housing team for a copy of our rent policy.

Housing benefit

If you are on a low income or on benefits you may be entitled to housing benefit to help you pay all or part of your rent.

You must make a claim for housing benefit and you can do this yourself by contacting your local housing benefit office or contact the housing team and we can help you complete the form.

Remember, even if you do get housing benefit it is still your responsibility to ensure that the rent is paid. You must make sure that housing benefit get all forms or information they ask for and you must ensure they get it on time. Failure to provide housing benefit with any information they request can lead to a delay, suspension or cancellation of housing benefit entitlement.

GRAB A GRAND

Four times a year we give away a “Grand” (£1,000). It’s divided into four prizes of £250.

To qualify for the chance to win all you have to do is make sure that your rent account is clear or in credit. It doesn’t matter if you are on housing benefit or paying full or partial rent, all you need to do is make sure your rent is not in arrears.

The draws will take place on

31 March, 30 June, 30 September, 31 December

For further information or to check the balance on your rent account, contact the housing team on 0131 478 8888 or register on our tenant zone at www.dunedincanmore.org.uk and you can check your rent account at your convenience.

BEING A GOOD NEIGHBOUR

GOOD
NEIGHBOUR



5. Being a good neighbour

Respect for others

We believe that you have the right to enjoy living in your home in a safe and secure environment. You can help avoid difficulties by showing consideration to others and meeting the responsibilities as a tenant.

Neighbour disputes

If you have a problem with a neighbour we hope that you will try to speak to them to solve the problem. If this does not work, or you think it is too serious to deal with by yourself, please contact our housing team for further advice and assistance and we will tell you how it will be dealt with. You should also contact the police if it is a serious complaint about noise or harassment. (See separate sections on, noise complaints, anti social behaviour and harassment).



On many occasions we will work closely with other agencies such as the police, mediation and social work to resolve such problems.

We must remind you that any nuisance in and around your home – whether caused by yourself, members of your household, or visitors to your house, is a breach of your tenancy agreement. In these cases we may take legal action.

For further information, please ask for our leaflet on problems with neighbours.

Anti social behaviour

If you are being affected by Anti Social Behaviour, it is best to speak with your neighbour to let them know how their behaviour is affecting you. They may not be aware that it is a problem.

If you feel that the problem is too serious, such as threatening or violent behaviour, or you have spoken to your neighbour and their behaviour hasn't changed, contact your housing officer who will investigate the matter further. It is important that you report any incidents of criminal activity to the police.

Some examples of anti social behaviour are:

- domestic noise
- amplified noise/noisy parties
- dumping litter and rubbish
- vandalism and graffiti
- verbal abuse
- threatening or violent behaviour
- criminal behaviour such as drug dealing



Keep a note of the date and time of any incidents. Your housing officer will provide diary sheets.

If the person causing the problem is our tenant or sharing owner we will speak to them to get their side of the story. We will remind them of the agreement they have signed and may issue a warning about their behaviour.

Dunedin Canmore works closely with the police, local councils and other agencies to deal with anti-social behaviour.

In cases of serious anti-social behaviour if a tenant ignores a complaint and does not listen to our warnings we may have to consider legal action.

Noise

Too much noise from music systems, household appliances, some DIY tools, etc can cause great annoyance and stress. Please be considerate when using these.

If the disturbance is mild or a "one-off", it is best to speak to your neighbour in the first place. They may not be aware that there is a problem. If the problem continues contact the police, environmental health or your housing officer.



Harassment and discrimination

You must ensure that you, members of your household or visitors do not commit any form of harassment.

The term 'harassment' covers the types of behaviour which are deliberately intended to annoy, intimidate, dominate or harm an individual, family or group, which is motivated by prejudice or discriminatory attitudes and where the harassment takes place either in the Association's property or in the vicinity of the Association's property.

The Association may take legal proceedings to evict any tenant found causing or allowing harassment. If you feel that you are a victim of harassment, you should contact your housing officer. All information you give us is confidential and we will not take any action without your approval.

Pets

Your Tenancy Agreement will tell you if you are allowed to keep a pet. If you are allowed to have a pet, you will be responsible for it at all times and making sure that it does not cause a nuisance to neighbours or damage the Association's property, including gardens.

If you are having problems with a tenant's pet, please report the problem to your housing officer. For more info on pet ownership, contact the office for our pet leaflet.



If you are unable to maintain either the garden or common area due to frailty, old age or disability, the Association may be able to assist. Contact our housing team on 0131 478 8888.

Gardening

**If you have a garden,
keep it in good order
If you do not do this, we
can do the work and
charge you.**

If you share a back garden, you share the responsibility for keeping it clean and tidy, unless you pay a service charge for looking after the upkeep.

Parking / abandoned vehicles

You can park private vehicles in the communal car parking areas provided, unless you live in a development that is vehicle free. In some of our schemes, we employ a parking company to supervise car parks, which are on our private land. You can apply for a permit for your vehicle.

There are some areas where Dunedin Canmore has no control over parking provisions.

Rubbish disposal

You will be advised of the day, frequency and method of council refuse uplift. If you have a wheelie bin, you should take it to the street for collection and return it to its storage space on the day of collection. For communal rubbish disposal see the section below on living in flats.

Your local council provides special uplift services – see useful numbers section.



Vandalism

Anyone witnessing vandalism to Association property should report this to us and to the police. We will repair any damage to common areas as quickly as possible.

If the culprit is an Association tenant, sharing owner or a member of one of these households then strong action will be taken, including invoicing them for the cost of repairing the damage or even taking legal action to evict them.

Living in flats

If you live in a flat you need to treat your neighbours with special consideration and work together to look after common areas and facilities. In particular:

- **Cleaning** In many of the Association's flats, we hire contractors to clean communal stairs on a weekly or fortnightly basis. However, you are jointly responsible for any cleaning required at other times. If you pay for such a service and are not happy with the standard, please let the amenities officer know.

If a stair cleaning service is not provided, it is your responsibility, along with all other residents, to keep the stair clean and tidy and you should be prepared to clean the stair at least once a week. It helps if you can agree with neighbours on a rota system to ensure that everyone takes their turn.

- **Safety and Security** If your stair has an entry phone system, make sure all outside doors are kept locked to stop unauthorised people coming into the building.

You must make sure that landings are kept clear of obstructions. You must not leave anything outside your flat that can cause an obstruction or be a potential fire hazard.



REPAIRS



DUNEDIN CANMORE

GROUP

6. Repairs

What happens when you report a repair?

When you report a repair to us our Repairs Reporting Team at New Mart Road will tell you the priority of the repair.

We will arrange an appointment time that is suitable to you:

within a morning (8am – 12 noon) or an afternoon (12 noon – 4.30pm).

If we need to inspect the requested repair, we will arrange for our surveyor to visit you.

Each time you report a new repair you will be given a reference number. If you need to contact us about the repair please quote this number.

Who will attend?

We have a team of skilled tradesmen who are based at our workshop at Bilston. They wear blue uniforms with the Dunedin Canmore logo and travel in a Dunedin Canmore Group van. They carry photograph identity cards at all times.



Sometimes we rely on outside companies to carry out work on our behalf. These companies are on our Approved List of Contractors and carry their own company identity cards.

If you need us to confirm the identity of the person visiting your home please call us on 0131 478 8888.



Repair responsibilities

We are responsible for most repairs and maintenance items in your home, and you are responsible for others.

Fair wear and tear is accepted, however where in doubt we will arrange for our surveyor to inspect and make the final decision on who is responsible.

The following table gives some examples of who is responsible. **This is not a full list** and if you are not sure please contact our repairs team.

In stairs, common repairs are only our responsibility when we own at least three quarters of the properties in the stair. The repair will be passed to the local council for repair under a statutory notice, if we do not own at least three quarters.

Outside your home	Us	You	Comments
Roof	✓		
Drains, gutters and pipes	✓		
Walls and windows	✓		
Chimney stacks and flues	✓		
Pathways and steps	✓		
Plaster work	✓		
Boundary walls and fences	✓		
Dividing fences		✓	
Stair and other common doors	✓		
Garage	✓		
Whirly gigs in private gardens		✓	

Inside your home	Us	You	Comments
Doors and door furniture such as locks, handles, hinges, chains.		✓	Repairs will only be carried out if due to fair wear and tear.
Kitchen cupboards and worktops		✓	These are replaced on a 15-20 year cycle and repairs will only be carried out if due to fair wear and tear.
Fitted wardrobe doors		✓	Repairs will only be carried out if due to fair wear and tear in wardrobes fitted by us.
Window frames	✓		

Inside your home	Us	You	Comments
Glass in windows and doors	✓		You may be charged for the repair.
Keys lost or broken		✓	It is a good idea to keep a spare set of keys with a friend or relative. If you have contents insurance lost keys may be replaced.
Blocked baths, showers, sinks and toilets.		✓	See section 7 for some useful tips.
Plugs, chains and toilet seats		✓	
Baths, sinks, taps and shower units	✓		
Electrical wiring including extractor fans	✓		
Electrical switches and sockets	✓		Only after trip switches/circuit breakers have been checked and reset. See section 7 for advice.
Communal T.V. aerials and dishes	✓		
Individual T.V. aerials		✓	

Inside your home	Us	You	Comments
Faulty smoke and carbon monoxide detectors	✓		If your carbon monoxide detector is sounding you must call Gas Emergency Services on 0800 111 999. See section 7 for more information.
Door entry systems including the handset in your home.	✓		
Central heating including electric fires where we have fitted them.	✓		
Gas leaks or smell of gas.		✓	These must be reported to Gas Emergency Services immediately by telephoning 0800111999. Following their visit we will carry out any necessary repairs. See section 7 for further details.
Decoration		✓	
Plaster on walls		✓	Unless a defect has been identified by the property surveyor.
Mice, ants and other pests.		✓	There is a leaflet available on request giving further information.

You are responsible for:

- Any appliances or fittings that you have installed in the house including any damage caused by these.
- Any damage caused by neglect of the property and/ or fittings by you, anyone who lives with you or visitors to your home.
- Stair cleaning – **If it is not included as part of your service charge.**
- Any items you leave in the common areas.
- The cost of forced entry or for making good following a forced entry by the police.
- Reporting any repairs to us as soon as possible.
- Allowing access to carry out repairs and maintenance.
- Taking care to ensure pipes do not freeze by heating your home over the winter.

BLACKRIDGE, WEST LOTHIAN



If your home has been vandalised, or damaged during a break-in, you must tell the police immediately and obtain an incident reference number and then report the repair to us. The property surveyor will then decide who is responsible for the cost of the repair. Where the damage has not been reported to the police we will hold you responsible for the repair work and we may only carry out repairs to make safe and secure the property.

Rechargeable repairs

We do not under normal circumstances carry out repairs that are your responsibility.

We will however carry out repairs if there is a risk to health and safety or security of you or others or if there is the possibility of further damage to the property or its surroundings.

An account will be sent to you for the cost of these repairs.

Right to repair

The Scottish Secure Tenants (Right to Repair) Regulations 2002 cover some emergency and urgent repairs up to the value of £350. We will write and let you know if the repair you have asked for is covered by this legislation. For further information a leaflet is available or contact our repairs team.

Repair timescales

We have the following timescales for attending a repair reported to us.

Emergency repairs – within 3 hours

Repairs which if not attended would seriously affect the structure or security of the property or constitute a danger to health.

For example:

- No heating between October and March
- No water to the property
- No electricity to the property
- Broken windows affecting security

Make sure it is an emergency – you will be charged if it is not.



Urgent repairs – up to 48 hours

Repairs which require prompt attention to prevent, further deterioration and extended damage to the property or our tenant and neighbours' health and safety.

For example:

- Leaks which are likely to cause extensive damage if left unattended
- No hot water

Routine repairs – within 10 working days

Any day to day repair that does not affect the health and safety of our tenants or the deterioration of the property.

For example:

- Faulty light fitting
- Entry phone system not working



We also have a timescale called “short contract” of 25 working days. This is used for jobs such as plasterwork and painter work that require a number of visits to a property.

Sometimes we need a surveyor to inspect a property before we can begin to carry out repairs. This will be explained to you when you report a repair and an appointment made for the surveyor to visit.

Alterations

You may be able to make alterations or improvements to your home at your own expense. Any alterations must have our written permission and meet all our conditions. You need to complete an application form which is available from the housing team on 0131 478 8888.

At the end of your tenancy you may be entitled to compensation. For further information or to make a claim please let your housing officer know prior to terminating your tenancy.

Please note we cannot consider claims where you did not receive written permission from us for the alteration.

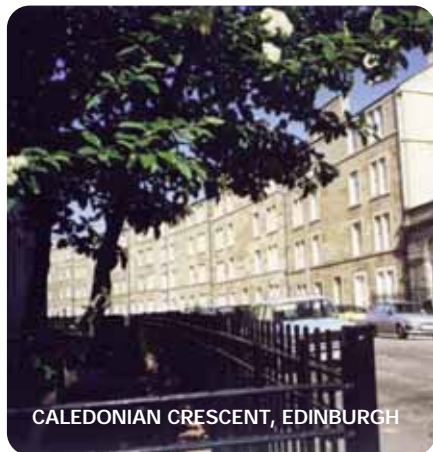
Medical adaptations

If you need changes made to your home for medical reasons we may be able to help you. You will need to ask your GP or Occupational Therapist to apply on your behalf.

Planned maintenance

As part of our commitment to ensuring that all our homes meet the requirements of the Scottish Housing Quality Standard, we have a large planned maintenance programme each year.

The programme covers aspects such as the replacement of heating, boilers, kitchens, bathrooms, windows and other components within your home. An assessment will be made by our surveyors before it is included in the programme. You will be informed by letter of any work required and start dates.



CALEDONIAN CRESCENT, EDINBURGH

TOP TIPS

To avoid unnecessary call outs and costs here are a few useful tips to follow:

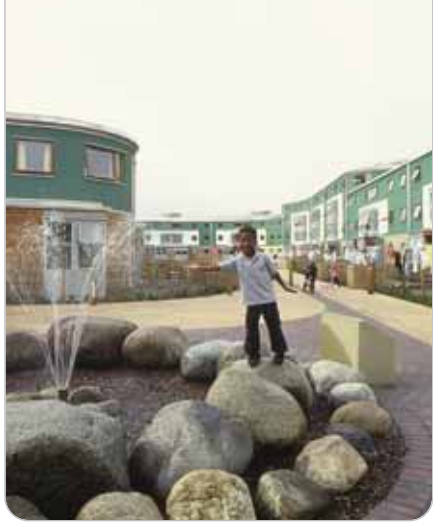
If you have no power or some sockets or switches not working you should try the following:

- Open the cover on your consumer unit (usually next to the meter in the hall cupboard) and check that the trip switches are in the **ON** position.
- Once all switches are in the **ON** position flick the RCD (**the big red switch**) fully down / off and on again.

If the power goes off again, it is likely to be caused by faulty appliances such as kettles, fridges, freezers and lamps.

- Unplug all your appliances.

SLATEFORD GREEN



- Reset the trip switches and RCD as above.
- Now plug in your appliances one at a time until a particular switch trips again. You will now know which is the problem appliance.
- Leave that appliance unplugged and reset the trip switches and RCD as above once again.

Remember a total loss of power may be a power cut so check whether your neighbours have lost power as well.

Blocked toilet

- If the bowl is already full, remove some of the water into a bucket first.
- Use a plunger or toilet brush wrapped in a plastic bag, push it to the bottom of the pan and plunge about a dozen times. This creates a vacuum that may shift the blockage.
- If the bowl is not full, try pouring a couple of buckets of clear water down.
- You should avoid putting nappies and sanitary products down the toilet as these are the most common cause of blockages.

Blocked sinks, basins, baths and showers

- Hair and soap residue should be cleared regularly (at least once a week) to prevent a build up.
- Grease and tea leaves etc should not be put down sinks.
- Try hot soapy water first to clear any blockage.
- Drain and sink clearing products should be used with extreme caution, always read the manufactures instructions and warnings. **Do not** mix products as they could have a dangerous chemical reaction to each other.





BLEACHFIELD COURT, DUNFERMLINE

Gas meters

- If you have a card meter remember to top it up regularly.
- If you go into emergency credit you will need to put more money than usual in to get out of the red.
- If you do run out of credit you must reset your meter after topping up.

LOOKING AFTER YOUR HOME



7. Looking after your home

Home safety

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As a tenant you must take all reasonable precautions to prevent risks to yourself and to others. These risks include fire and explosions arising from the use or storage of any flammable or dangerous substances in and around your house.

For example:

- Heaters fuelled by liquid petroleum gas (LPG) eg. calor gas heaters are not permitted.
- Bicycles and motorcycles must never be stored on stairwells.
- Rubbish should always be disposed of properly, using communal or individual wheelie bins where provided and never left on landings or within stairs.
- Unattended rubbish can be a health hazard and may attract rodents, or could be a fire hazard if set alight.



Contents insurance

For your own peace of mind, we strongly recommend you take out adequate insurance.

Dunedin Canmore HA does not insure the contents of your home.

You should insure against damage to your possessions [furniture, carpets, clothing, appliances, such as your TV etc] caused by fire, flood or break-ins or any other reason.

There are many contents insurance packages for tenants to choose from. The Scottish Federation of Housing Associations has an insurance service that offers discounted rates to tenants. For more information or to request a leaflet about the scheme please contact our housing team.

Gas safety

**If you smell gas please phone Gas Emergency Service immediately.
0800 111 999**

Appliances such as boilers, cookers and gas fires owned by us will be serviced annually and given a recognised and approved gas safety certificate for the forthcoming year.

The Government body for the control of gas is the **Gas Safe Register**. By law, only Gas Safe registered engineers must carry out work on gas appliances or installations in your home. All our engineers carry identification as well as their Gas Safe Register card. Please ask to see their identification.

You must allow our engineers into your home at the time the service is required. We will notify you well in advance when we are in your area.

Unfortunately despite the safety warnings some people make our job more difficult by refusing access. The costs are in the region of £500 or more.

Painted Gas Fire casings/surrounds

It is extremely dangerous to paint any part of your fire. Once heated the paint gives off poisonous gases. Contact us immediately if you have a painted fire in your home.



Smoke detectors

Test your smoke and carbon monoxide detectors weekly; hold the button for a few seconds. The alarm should sound. If there is no sound, contact our repairs team.

If you have a battery operated smoke alarm please contact us and we will change it to a mains operated one.

Bogus callers

Always ask for proof of identification and check it carefully – it must have a photograph of the caller on it.

Never be persuaded or bullied to let someone inside your home or worry about seeming rude. If in doubt – keep them out!

If you do not allow us access, we will start court action and recover the costs from you.

Priority service register (PSR)

If you are disabled, have a chronic illness or are of retirement age, you can join your gas and electricity supplier's priority service register. As part of this service, you can give your gas and electricity suppliers a password to be used by anyone they send round to your home. Contact your gas and electricity supplier to join their PSR scheme. If you get your gas and electricity from different suppliers, you'll need to register with both of their PSR schemes.

Crime prevention

You can get information on crime prevention and community safety from the **Scottish Government's Crime Prevention Unit on 0131 244 3995**. The line is open Monday to Friday, from 9am to 5pm.



ADVICE

ADVICE



8. Advice

Money and benefits

Our Welfare Rights Officers provide information and advice on a number of benefit and money issues ensuring tenants are not missing out on social security payments that they may be entitled to.



They offer a confidential service helping with any issues you may have with paying your rent. They can provide information and assistance when applying for grants and help with other debts you may have.

The social security system is very complicated and it can be difficult for tenants to get full legal entitlement. Our team of welfare rights officers offer **confidential** advice on:

- Disability Living Allowance, claims and appeals
- Attendance allowance claims and appeals
- Housing benefit claims and appeals
- Tax credits
- Pension credit
- Jobseekers Allowance
- Benefit overpayments and appeals against overpayment decisions
- Appeals against withdrawal of incapacity benefit
- Advice on what benefits can be claimed
- Help with applications forms

Money advice

Our Money Advice service can help tenants in a number of ways.

Tenants can speak in **confidence** to a money advice worker, who is employed by Citizens Advice Bureau but for convenience is based in the Dunedin Canmore office. The money advice worker can help with applying for grants, second hand furnishings to assisting you with budgeting.

If you need help with paying your rent, gas, utility bills, council tax, credit card bills, or other bills, the money advice worker can provide advice about debt management, cheaper loans and budgeting. They will also speak to or write to companies on your behalf. Normally tenants can be seen by appointment in one of our offices, however if travelling to our office is not practical due to ill health or mobility issues, a home visit can be arranged.

Appointments can be arranged by contacting us in person, email or telephone. Our contact details are:

Dunedin Canmore Housing Association
8 New Mart Road
Edinburgh
EH14 1RL
Tel: 0131 478 8888
Email: welfare.rights@dunedincanmore.org.uk

For Money Advice:
Craig Henderson
0131 624 5572
Email: Craig.henderson@dunedincanmore.org.uk

Independent tenancy advice

Shelter Scotland and Citizens Advice Bureau (CAB) can provide independent, confidential advice and information on a wide range of housing matters.

Energy advice

There are lots of things that you could do straight away to help save energy, lower your utility bills and cut your carbon emissions. Best of all, these cost absolutely nothing and only take a few seconds to do.

See how many of the list you can check off in your property today:

- Close the curtains at dusk to reduce the amount of heat being lost through the windows
- Set your heating timer correctly – only have the heating on when you need it.
- Turn your thermostat down by 1 degree
- Set the temperature on your hot water cylinder thermostat to 60°C
- Always turn lights off when you leave a room
- Only boil as much water as you need, (but remember to cover the elements, if you're using an electric kettle)

- Fill your washing machine/dishwasher/tumble dryer to full or use the half load/economy selection
- Don't leave your mobile phone on charge all night – it only needs a couple of hours
- Switch electrical appliances off standby when not in use especially over night (e.g. TVs, DVD players, set top boxes)
- Switch your computer off when not in use, it does not use more energy to start up and shut down than normal running
- Switch off at the plug socket appliances that have a transformer (e.g. phone chargers, computers) as these use power even when not in use
- Use energy saving lightbulbs. They will last longer and save you money over the longer term.

Gas and electricity suppliers

From the start of your tenancy you are responsible for your gas and/or electricity supply. If you want to change the supplier for your gas/electricity it is worth shopping around. Most companies offer special rates to people on low incomes.

10 green steps to a smaller footprint

To help tackle climate change and protect the environment for future generations, the Scottish Government is encouraging people to adopt 10 simple steps to cut their carbon footprint and contribute to a greener Scotland.

The 10 greener steps are:

- 1 Recycle household waste using locally provided facilities.
- 2 Turn off the tap when brushing your teeth.
- 3 Switch to using energy saving light bulbs.
- 4 Leave the car at home and walk, cycle, use public transport or car share once a week instead.
- 5 Use rechargeable instead of disposable batteries.
- 6 Re use carrier bags when you shop.
- 7 Buy more seasonal and unpackaged food.
- 8 Hang your washing up to dry rather than using a tumble dryer.
- 9 Organise or volunteer in an environmental project in your local community.
- 10 Avoid flying where there's a suitable alternative, and pay back the environmental impact of any flights you have to take.

ENDING YOUR TENANCY

ENDING
YOUR TENANCY

MCLEOD STREET



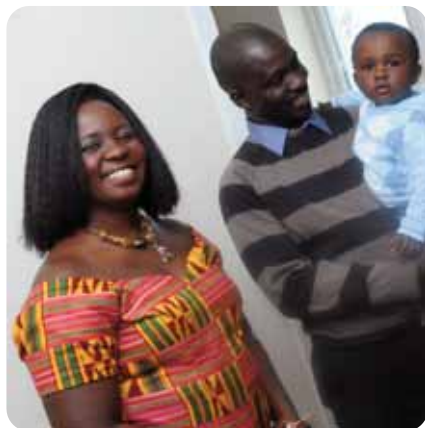
9. Ending your tenancy

Ending the tenancy

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If you want to move out of your house, you must let us know and you must give us 28 days notice in writing. If you don't want to write a letter, you can complete a Termination of Tenancy form.

You can phone us to request a form or you can download one from our website at www.dunedincanmore.org.uk



What happens next?

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When you tell us you want to leave your house, your housing officer will write to you confirming the date the tenancy ends and make an appointment to visit you. We will be visiting to make sure that the property is in a good condition. We will let you know if you have to decorate or carry out any repairs before you leave. If you are required to carry out repairs and you fail to do so, we will do the repairs and charge you the full cost.

Before you leave, you must:

- Allow the housing officer to inspect your property.
- Pay all rent and monies to us.
- Return all keys/fobs for the property and stair to us on or before the day your tenancy ends with a note of your new address and telephone number.
- Let Housing Benefit and Council Tax know you are moving.
- Leave the decoration in good order.
- Leave the property clean and tidy.
- Re-fit door closers if you have removed them.
- Put back original lights/sockets/switches/smoke alarms/CO detectors.
- Leave the garden tidy and ensure sheds are cleared.
- Take final meter readings.
- Leave electric keys and gas cards in the property.
- Let us know the name of your gas/electricity supplier.
- Any alterations you have made have been reinstated unless it has been agreed in writing by the Association that they may be left.

- All carpets/laminate flooring to be lifted, unless your housing officer has agreed you can leave them.
- Any damage has been repaired to a condition acceptable to us.
- Make arrangements to re-direct your mail.
- Remove all your furniture and personal belongings, including items in the loft space.

Relationship breakdown

Sometimes a relationship with your wife/husband/partner breaks down and you may decide you can no longer live together and a decision will have to be made about who will stay in the home.

Let us know if one of you is thinking of moving out of the home or if one of you decides to move out. You need to be aware about your rights in law and your rights and responsibilities relating to the tenancy before one of you leaves.

We have a very useful leaflet which explains your rights and we will be happy to send one to you or you can download one from our website at www.dunedinanmore.org.uk You may also want to consider getting advice from a solicitor or local CAB office.

If the person moving out is a sole tenant or joint tenant, you must speak to us as you will have to arrange to end the tenancy legally. You will need to tell us in writing.

We cannot force a sole or joint tenant to end their tenancy if you cannot agree who is to move out and you may have to apply to the court to have the tenancy transferred into your name. In these cases, we strongly recommend you get legal advice.

If a joint tenant leaves the house without telling us and is no longer in contact with the remaining tenant, we can take action to end the tenancy of the absent tenant. We have to go through an abandonment process and this can take a few months. Please contact us for further advice.

Death of a tenant

The tenancy ends if a tenant dies. Certain people who live with the tenant have rights to take over the tenancy, this is called succession. The rules governing succession are set out by law.

The tenancy may be succeeded by:

- Your husband or wife OR
- The other joint tenant OR
- Your co-habitee OR
- Another member of your family who was living with you OR
- A live-in carer

In all cases, the house can only be succeeded to if:

- The person lived permanently with the tenant at the date of death
- The house is their only home
- They are at least 16 years of age

Succession can only ever happen twice.

Abandoning your tenancy

If we have reasonable grounds to think you are living somewhere else or you have left your home without telling us, we can take action and end your tenancy without going to court.

We will deliver a " Notice of Abandonment" to your house. This will tell you that we think you have abandoned your house and gives you 28 days notice to contact us.

If you haven't contacted us within 28 days, we serve a second notice, this ends your tenancy.

We will change the locks and discard anything you have left behind if they are in a poor condition or unhygienic condition. We will store items of value if it is greater than the cost of storing.

You will be charged rent up to the date that the tenancy ends
You will be charged for the storage of your belongings
We will try to trace you and take action to get you to pay any money you owe us.

If you are going to be away from your property for more than 28 days, it is important that you contact us before you go. If you do not do this, we may think you have abandoned your property and we end the tenancy

Moving on

If you find that your home no longer suits your needs, we may be able to help you.

There are several ways you can go about moving house if you are our tenant whether it's a different size or in a different area.





Transfer

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A transfer is when you are re-housed by us in a property more suited to your needs.

If you want a transfer, you will need to fill in an application form. You can get one from our reception, or by telephone, or by requesting or downloading on our website at www.dunedincanmore.org.uk

There are two types of form, one for Edinburgh (Edindex) and one for outside Edinburgh. Please make sure you complete the correct form.

If you want to be re-housed in Edinburgh, you will need to bid for our properties through Key to Choice. Properties are advertised weekly in the Evening News (Monday edition) or at www.keytochoice.scotsman.com You can only bid once your Edindex application has been registered and you have received your registration number.

For outside Edinburgh, your application will be assessed and you will be placed on our transfer list. We will contact you when we are able to consider you for a property.

Exchange

.....

You can swap your home with another Dunedin Canmore tenant or with a tenant of any council, housing association or co-op in the UK.

You must find the person to swap with and you can do this by:

- The Edinburgh House Exchange website is designed to bring together tenants who are looking to swap with another person. You can register free for the House Exchange service at www.edinburghhouseexchange.org.uk You do not have to live in Edinburgh.
- You can advertise in the press.

You must not move without our permission and we will only normally agree if:

- You have no rent arrears or owe us any other monies.
- The exchange will not result in over crowding or under occupying our property.
- We get a satisfactory reference from the landlord of the person you are exchanging with.

If you require further advice or information on transfers and exchanges please contact our allocations team on 0131 478 8888 or email allocations@dunedincanmore.org.uk

Domestic violence/abuse

If you are threatened with or are subjected to violence from a member of your household or an ex partner, you can get help.

Contact the housing team for advice or if you are in an emergency situation out of office hours, contact your local council emergency number or the Scottish Domestic Abuse Helpline on 0800 027 1234.

Your rights

Relationship breakdown

Sometimes a relationship breaks down. Your rights to remain in a home that you share with a partner will vary depending on the legal status of your relationship.

See page 46 – Ending your Tenancy or a leaflet is available giving further advice. You can get this leaflet by calling the housing team on 0131 478 8888 or visiting our website on www.dunedincanmore.org.uk

USEFUL NUMBERS

USEFUL
NUMBERS

WALLYFORD, EAST LoTHIAN



10. Useful numbers

GENERAL	
Dunedin Canmore Housing Association	0131 478 8888
Gas Emergency Service (Emergency Gas Leaks)	0800 111 999
Scottish Power (Loss of Supply/Emergencies)	0845 27 27 999
Scottish Water	08457 600 8855
Scottish Public Services Ombudsman	0870 011 5378
Social Care and Social Work Improvement Scotland (SCSWIS)	0845 603 0890
Scottish Domestic Abuse Helpline	0800 027 1234
National Debtline	0800 808 4000
Energywatch Independent Watchdog for Gas and Electricity Consumers	0845 9060708
Job Centre Plus (to make a new claim for benefit)	0800 0556688
Job Centre Plus (to check on existing claim)	0845 608 8630
Pension Service (for pension and pension credit claims)	0845 6060265
Tax Credits	0845 3003900
Crisis Loans	0800 8576716

EDINBURGH

City of Edinburgh Council	0131 200 2000
Housing Benefit/Council Tax	0131 469 5000
Environmental Services Dog Warden Refuse Collection Special Uplift Abandoned Cars	0131 529 3030
Rapid Response (City of Edinburgh Council)	0808 1003366
Social Work Department (Social Care Direct)	0131 200 2324
Police	0131 311 3131
Citizens Advice Bureau Advice Only Appointments	0131 557 1500 0131 558 3681
The Advice Shop (Arrears/Benefit Advice)	0131 225 1255
Edinburgh Community Mediation Service (Problems with Neighbours)	0131 557 2101
Grapevine (Disability Information Service)	0131 475 2370
Community Advice and Help Initiative (CHAI)	0131 442 2100

WEST LoTHIAN

West Lothian Council	01506 776 800
Housing Benefit/Council Tax	01506 776 800
Environmental Services	01506 775 000
Social Work Department	01506 282 252
Special/Bulk Uplifts	01506 776 800
Police (Livingston)	01506 431 200
West Lothian Advice Shop	01506 776 444
West Lothian Mediation Service (Problems with Neighbours)	01506 775 000
Citizens Advice Bureau	01506 432 977

FIFE

Fife Council	01383 602 388
Housing Benefit/Council Tax	08451 551144
Environmental Services	01383 602 388
Social Work Department	01383 609 111
Special/Bulk Uplifts	01383 602 388
Police	0845 6005702
Fife Community Mediation Service (Problems with Neighbours)	01592 567 001
Citizens Advice Bureau	08451 400 095



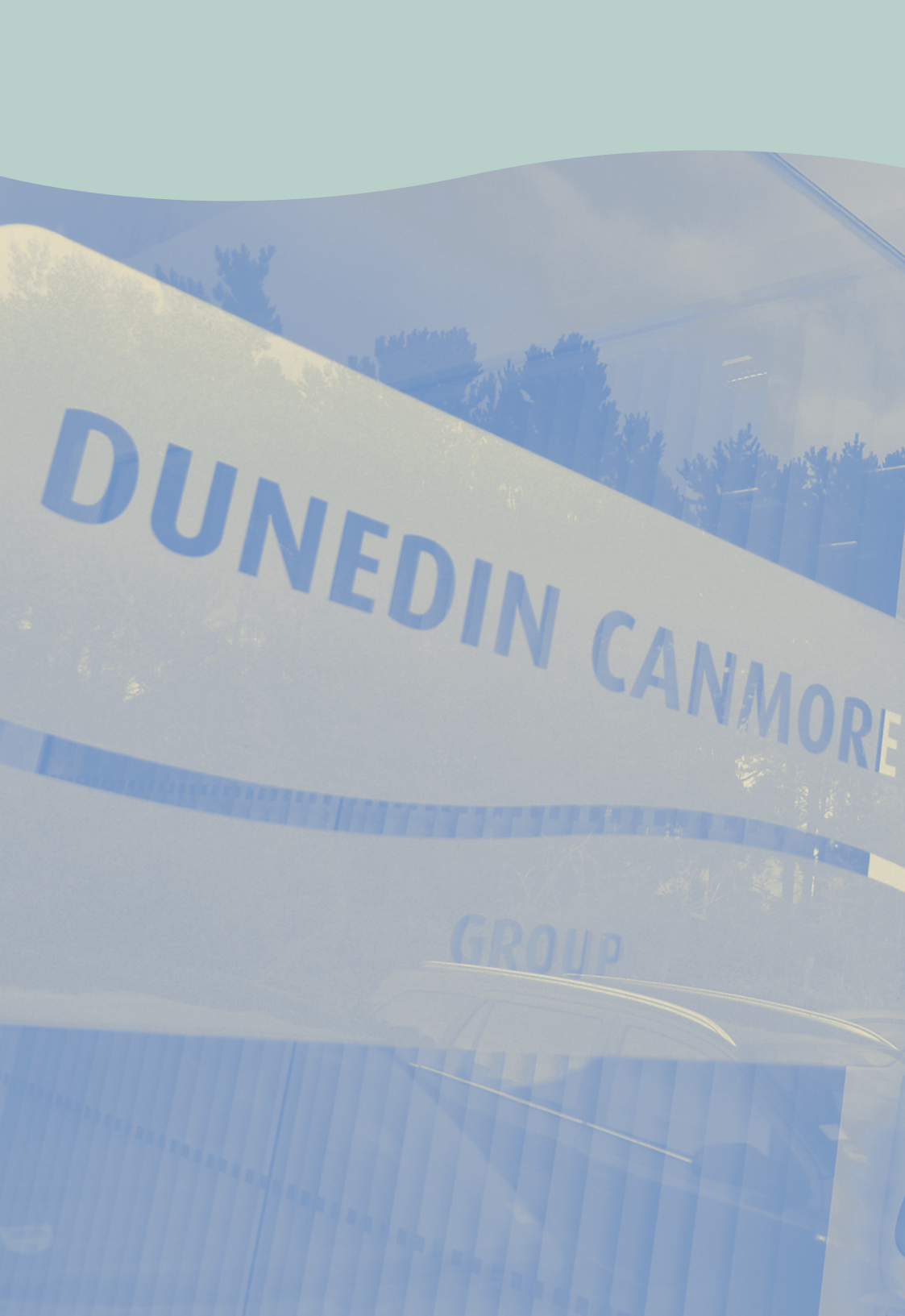
MIDLOTHIAN

Midlothian Council	0131 270 7500
Environmental Services	0131 271 3336
Housing Benefit/Council Tax	0131 271 3201
Social Work Department	0131 270 7500
Special/Bulk Uplifts	0131 561 5284
Police	0131 311 3131
Citizens Advice Bureau (Dalkeith)	0131 660 1636
Citizens Advice Bureau (Penicuik)	01968 675 259
Midlothian Mediation Service (Problems with Neighbours)	0131 271 3641

EAST LOTHIAN

East Lothian Council	01620 827 827
Environmental Services	01620 827 827
Housing Benefit/Council Tax	01620 827 827
Social Work Department	01620 827 827
Special/Bulk Uplifts	01875 824 305
Police	0131 311 3131
Citizens Advice Bureau (Musselburgh)	0131 653 2748
Citizens Advice Bureau (Haddington)	01620 824 471
East Lothian Mediation Service (Problems with Neighbours)	0845 601 8518





DUNEDIN CANMORE

GROUP

DUNEDIN CANMORE

HOUSING ASSOCIATION

DUNEDIN CANMORE HOUSING ASSOCIATION LTD

Scottish Charity No. SC034572
Industrial & Provident Society 1823R(S)
Registered with the Scottish Housing Regulator. HAL 116
A Member of the Scottish Federation of Housing Associations



INVESTOR IN PEOPLE

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