

# Tenants and Residents Handbook **CONTENTS**



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**Fyne Homes Head Office**  
**Rothesay, Isle of Bute**



**Offer View, Minard**

## OUR MISSION

### **BUILDING SUSTAINABLE COMMUNITIES**

#### INTRODUCTION

As a tenant or resident of Fyne Homes Ltd., we hope you will enjoy living in and looking after your “Fyne” home.

To help you get the most out of your tenancy, we have put together this Handbook which contains advice on various aspects of your tenancy along with information on what you should expect from us and what we expect of you

If there is something in the Handbook that has not been fully explained please contact your local office where our staff will be pleased to help, or contact our Head Office at:

**81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP, or telephone 03456077117.**

Alternatively, you can contact us by email at [administrator@fynehomes.co.uk](mailto:administrator@fynehomes.co.uk)  
[postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk)

The Committee and staff of Fyne Homes wish you many happy years in your new home.

## **OUR VISION**

### **TO BE THE LANDLORD OF CHOICE**

#### **TENANCY MANAGEMENT SECTION**

##### **Tenancy**

A tenancy can be single or joint, and your tenancy agreement will name the person/s responsible. As a single tenant you can ask for any other adult living with you to become a joint tenant. If you have a joint tenancy you may request that it is re-assigned as a single tenancy in certain circumstances. Please speak to your local Housing Officer for further information.

##### **Rent Payments**

Fyne Homes depends on rent payments to fund our services to tenants and residents. This allows us to upgrade our properties and maintain them to a high standard.

You will have been told of the various ways to pay your rent and whilst rent is due on or before the first day of the month, you may choose to pay weekly, fortnightly or 4 weekly. However, if you choose either of these options you must agree this with your Housing Officer and such payments must be made in advance.

The Association provides a range of payment methods for our residents and tenants, as listed below:-

- Direct Debit – we can arrange this for you either in person or over the phone
- Allpay – you can use your swipe card at any Post Office or Allpay outlet
- Callpay - we can take your payment by debit card over the telephone by telephoning 0345 6077117
- Online - using your debit card together with your Allpay swipe card reference - @ [www.allpay.net](http://www.allpay.net) (check website and Allpay leaflet)
- Standing Order - please request a form to be sent to you to take to your bank
- Bank Giro Credit
- Direct payment to local office
- By Post - a cheque sent to Fyne Homes

## **Rent Arrears**

During your tenancy different things can cause you to fall behind with your rent. We have dedicated staff available to assist you in sorting things out should this happen but it is very important that you contact us at the first sign of difficulty.

We could for example, put a repayment plan in place that would allow you to keep up with your ongoing monthly rent payments as well as working towards reducing your outstanding arrears or alternatively we could help you find some independent debt management advice within your own area.

**The Association cannot accept persistent arrears. If you fail to address your arrears you will leave us with no other option than to take legal action which could result in you losing your home and incurring extra expense.**

## **Help with Housing Costs**

If you are struggling to pay your rent there may be help available. You can apply for help to pay your rent if you are struggling to cover the cost yourself, this can be done by applying for either **Universal Credit** or **Housing Benefit** (new claims to Housing benefit are only available to those of Pension Age and over). To claim Housing Benefit contact Argyll and Bute council on 01546 605512 or collect a Housing benefit application form from Fyne Homes. An application for housing benefit also acts as an application for council tax reduction. We can help you to complete your Housing benefit application form.

Universal Credit is a new benefit and is available to those in or out of work, new claims are made online, you will require access to the internet, an e mail address and a bank account to make a claim for Universal Credit. This benefit replaces Income based Job Seekers Allowance, Income - Related Employment and Support Allowance, Income Support, Child and Working Tax Credits and Housing Benefit. It does not replace council tax reduction so a separate claim is required for council tax reduction - contact Argyll and Bute Council on 01546 605512. To claim Universal Credit go to the Gov.uk website and make a new claim for Universal Credit.

If you do not have access to the internet please contact Fyne Homes and we can give you access to a computer to make your online claim, we can also provide help to complete the claim form if you require it. Contact us on 0345 6077117.

Argyll and Bute Council also provide discretionary housing payments –these can sometimes provide help with housing costs due to Bedroom Tax, Benefit Cap, shortfalls in Housing Benefit and gaps in Housing Benefit when moving house. Contact telephone number 01546 605512.

If you are unsure about claiming benefits Fyne Homes employ a benefits worker - who can be contacted on 0345 6077117. We will carry out a benefit check to see what help you may be entitled to claim.

## **Council Tax**

This is paid by yourself to the Council and the amount due will depend on your personal circumstances and the Council Tax Band your property is set at. Although the Association informs the Council Tax office of all tenancy changes you should also get in touch with them as soon as possible.

## **YOUR HOME FROM THE START**

### **Water, Electricity and Gas Supplies**

Turn on the hot and cold water taps and flush the toilet to confirm the water supply has been turned on. If it is not, your water stopcock is usually situated under the kitchen sink. Any problems locating the stopcock please contact your local Fyne Homes office.

- Do not switch on the immersion heater until you have made sure that the water has been turned on.
- Find out how to turn off your water supply in the case of an emergency.

Always remember to contact your electricity or gas supplier to let them know you are the new tenant and to give them your meter reading. We recommend you do this the same day you get your keys.

- Find out how to shut off the gas and electricity supply in the case of an emergency.

### **General**

Remember to notify your family, friends, doctor, dentist, bank, Royal Mail etc. you have moved in to your new home.

We would advise you when you move into your property you do the following:

- Introduce yourself to your neighbours.
- Check what parts of the common areas is your responsibility to clean.
- Ensure your bin is out for collection and returned to the bin store after the uplift.

Please remember you are responsible for the behaviour of visitors to your home so you must ensure they have consideration for your neighbours whilst visiting you.



**Manson View, Cairndow**

### **Common Areas**

The backcourts, drying green and parking areas are for all residents to use. Some developments have a communal car park which is for the use of every tenant and resident living there and for the use of any visitors to the property. Fyne Homes cannot guarantee you a parking space when the car park is communal.

### **Play Areas**

Where provided, scheme play areas are for the use of children who actually live on the development. Please help keep the area tidy and report any signs of vandalism or wear and tear of play equipment to our Technical Services Department.

Please note it is your responsibility to supervise your children whilst they are using the play areas.

### **Satellite Dishes**

If you wish to install a Satellite Dish you must first ensure you have received written permission from Fyne Homes. An information leaflet detailing the process for this is available on request from your local Fyne Homes office.

### **Keeping of Pets**

If you wish to keep a pet/s you must first apply in writing for permission from your local Fyne Homes office. In your letter you must detail the number and type of pet/s you plan to have.

If permission is granted your pet/s must be kept under control at all times. Please note - should your pet/s be causing annoyance or disturbance Fyne Homes reserves the right to ask you to remove your pet/s from your home.

### **Running a business from home**

Fyne Homes recognise some tenants may wish to run a business from home for example hairdressing or child-minding. We realise these businesses may be highly beneficial to the local community and economy but you must first get our permission. Again, please apply in writing to your local Fyne Homes office giving as much detail as possible of your proposed business.



### **Settling in Visits**

After you have been in your home for 4-8 weeks, a Housing Officer will make an appointment to visit you. At your settling in visit we will discuss any issues or questions you may have and we will also explain how you can become more involved in the Association and also about our Tenant Reward Scheme (detailed below).

### **Tenant Reward Scheme**

Fyne Homes operates a Tenant Reward Scheme for the benefit of those tenants who fulfil particular criteria. For example they pay their rent on time consistently and look after their homes. A leaflet giving further information on this initiative and the benefits available can be obtained from your local area office.

### **Noise Nuisance**

This can take many forms for example, household appliance noise, loud music, noisy parties. Remember one person's good time could be another person's nightmare! Therefore please have consideration for your neighbours.

Should you experience any noise disturbance – we would suggest in the first instance you speak with the neighbour/s in question to try and resolve this informally if at all possible. It could be they are not aware of the impact of the noise they are making.

If the problem persists then you should contact your local area office for further advice.

If the noise is excessive or prolonged you may wish to report this to Police Scotland for a more immediate response. It is worth noting the Police do not automatically inform us if one of our tenants/residents has contacted them so we would ask that you also advise us during office hours of any such call-outs you have had to make.

### **Anti-Social Behaviour**

The term Anti-Social Behaviour covers a wide range of actions from incidents such as verbal abuse to full scale harassment and intimidation. Different people also have different perceptions and thresholds as to what they find acceptable.

The Association has a robust procedure for dealing with all incidents of an anti-social nature for both victim and perpetrator. In order for us to be able to give you the correct advice and decide on an appropriate course of action should this be necessary, we need to be made aware of any such incidents as soon as possible. We would therefore ask you contact your local area office in the first instance.

**Notwithstanding the above, should you at any time feel unsafe, threatened or intimidated then please do not hesitate to contact Police Scotland immediately.**

## **Transfers**

Tenants may apply for a transfer by accessing either of the undernoted websites and complete a new application form on line.

[www.homeargyll.co.uk](http://www.homeargyll.co.uk) or [www.fynehomes.co.uk](http://www.fynehomes.co.uk)

## **Subletting and Lodgers**

If you want to take in a lodger or sub-let your property you must obtain the Association's written permission before doing so as there may be certain circumstances where this may not be possible.

Please note if you are in receipt of Benefits this may affect your claim and you must notify the Benefits Department of any changes in your circumstances as soon as possible

## **Identity Fraud**

We recommend you take great care of your personal documents to ensure you do not become a victim of identity fraud. Keep all your important personal information in a safe place in your home and never simply throw away bills, bank or credit card statements or receipts. **Always destroy sensitive and personal data by cutting or shredding it carefully.**

## **Access To Information**

### **Data Protection**

For the purposes of the Data Protection Act 1998 Fyne Homes is the registered Data Controller in relation to personal data supplied by you. Personal information may be held by us on computer or in any other form. It will be used by us for general business purposes in accordance with your application, maintaining your tenancy, statistical analysis and as otherwise permitted by law.

### **Sensitive Data**

We may need to pass information to other external agencies such as contractors or organisations who audit the services we provide. Information passed to others will be the minimum to enable them to carry out the task e.g. contractors may be given your name or contact details to allow them to make arrangements for a repair. You have the right to ask for a copy of the information which we hold on you and which is subject to the Data Protection Act 1998 (for which we may make a small charge) and to correct any inaccuracies in your information.

### **Ending your Tenancy**

If you wish to end your tenancy you must advise the Association in writing by giving at least 28 days' notice. You will be charged rent until the day you return your keys to your local Fyne Homes Office. Please see under rechargeable repairs for further information in relation to Pre-Termination inspections.

## Housing Options

Although you currently rent your home from Fyne Homes, we are aware, over time, your circumstances may change. For instance, you may expand your family and require a larger home over time.



### **LIFT properties for sale within The Old Courthouse, Castle Street, Rothesay**

#### **Lift Scheme (Low-cost Initiatives for First-Time Buyers)**

Lift is a Shared Equity scheme financed by the Scottish Government to help people on low incomes who wish to own their home but cannot afford to pay the full price for a house. **Fyne Initiatives** - will develop new Shared Equity properties for sale on a 'shared equity' basis. This means that Fyne Initiatives will keep a stake in the property, making it more affordable to the buyer. The Shared Equity buyer will pay for a majority share in the property (normally between 60% and 80% – but in some circumstances 51%) and will own the property outright. When the house is sold, both the Shared Equity owner and Fyne Initiatives will receive their percentage share of the property value.

If you are interested and wish to know more, please contact our Rothesay Head Office, or your local area office where you can obtain a **Lift** information brochure.

## REPAIRS AND MAINTENANCE SECTION

### Repairs and Maintenance

As well as letting you know how to contact us to report repairs, this section details our responsibilities as well as your own responsibilities for the upkeep of your home.

We have also included some tips on keeping your home safe and secure and enclose copies of gas safety certificates (where applicable) for safety checks which were carried out to your home to ensure its safety before it was let to you.

If you have any comments on the content of this section of the Handbook or anything you think would be helpful to include in it, please contact our Technical Services Department at 81 Victoria Street, Rothesay PA20 OAP or Telephone 0345 052 0039.



### Kyles Court, Tighnabruaich

#### Reporting Repairs

Repairs can be reported during Monday to Friday 9.00am – 5.00pm in the following ways:

By telephoning our Technical Services Direct Line (03450 520039), which will connect you direct to one of our dedicated repairs staff who will diagnose your problem in order it is given the correct category to ensure the repair is carried out within the required timescale.

In person at your local office where a member of staff will contact the Technical Services Department and let you explain your repair to them.

By Fax – 01700 505267

By e-mail via our website – [www.fynehomes.co.uk](http://www.fynehomes.co.uk) (please use the feedback form link provided on the opening page).

By letter to: The Technical Service Department, Fyne Homes Ltd. 81 Victoria Street, Rothesay, PA20 OAP

We would ask you not to contact the Association by fax, e-mail or letter for reporting emergency or urgent repairs as these methods may cause a delay in us responding.

When you report a repair we will require you to provide the following information:

Your name, address and contact phone number.

A description of the repair needed, in as much detail as possible.

Times when you are available to allow access to the property so the work can be carried out.

### **Emergency Repairs Out-with Office Hours**

In the event of an emergency repair out-with office hours or on a public holiday, you should call the following number: **0800 592 276**

Your call will be answered by the Hanover Telecare Call Centre, where one of their trained repair operators will take the details of your repair and arrange the necessary assistance.

Please note this service is for “emergency” repairs only. Emergency repairs being repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupiers of the property.

### **Repairs Categories**

In order to provide you with an efficient repairs service, the Association has set “repair categories” with different timescales within which works should be completed.

When you report a repair the person taking your call will tell you the category which your repair has been placed in and the date by which your repair should be completed.

Our categories and timescales are herewith detailed:

\* **Emergency Repairs** – completed or made safe within 6 hours. Repairs necessary to prevent serious damage to the building, danger to health, risk to safety, or risk of serious loss or damage to the occupiers of the property.

\* **Urgent Repairs** – completed within 3 working days, from the date immediately following the date of notification. Repairs, which seriously affect the comfort or convenience of the occupier.

\* **Routine Repairs** – completed within 10 working days, from the date immediately following the date of notification. Repairs, which will not seriously interfere with the comfort or convenience of the occupier.

\* **Qualifying Repairs** – Under legislation we also have the “Right to Repair”. This right entitles you to have certain repairs carried out within a certain timescale, or you can bring in another contractor. If the repair is not completed within the given timescale, you may qualify for a compensation payment. For more information on Qualifying Repairs see Section 8: Right to Repair Scheme in this Handbook.

\* **Inspections** - Some repairs may need to be assessed before repair work can be instructed. The member of staff taking your repair will advise you at the time of reporting if an inspection is required to be carried out. Inspections will be done within four working days, from the date immediately following notification. Following the inspection we shall advise of the action to be taken.

When you report a repair we will issue you with a repairs request confirmation slip detailing the repair, the contractor who has been instructed to carry out the work, any access arrangements and the target date for completion.

This slip also contains a tenant satisfaction survey. In order to allow us to continually monitor and improve the service we provide we would be grateful if you could complete this and return it to the Association in the Freepost envelope we provide.

### **Access for Repairs and Inspections**

The Association will give you, where possible, at least 24 hours notice of access requirements to carry out any routine inspection or maintenance. In

the case of an emergency inspection, your co-operation will be expected to make access available.

Access arrangements should always be made when reporting a repair, however, if due to unforeseen circumstances these require to be changed by us we will always endeavour to contact tenants and advise them of any changes. Likewise, should a tenant require changing access arrangements we would be grateful if they would contact us in order to advise us and make alternative arrangements.

No access visits are a waste of staff and contractors time and can be costly to the Association.

### **Who is Responsible?**

The Association is responsible for keeping the structure and exterior of your property in good repair, we will also maintain and repair most fittings within your home.

If any part of the property is damaged by you, your family, or visitors to your property because you have misused them or not looked after them properly, then you will be liable for the cost of the repair or replacement.

Please refer to your Tenancy Agreement and also Appendix 2 at the back of this Handbook for more details on responsibility over repairs and maintenance of your property.

### **Rechargeable Repairs**

If you were to carry out any alterations to your property or damage it in such way it would involve the Association an expense in remedying the modifications or damage, or redecoration works were required, we may invoice you the costs incurred by us in carrying out the work. This is known as a "rechargeable repair".

When you notify us of your intention to vacate the property we will arrange for a "Pre-Termination" inspection of the property to be carried out to identify any works that you may be required to carry out before you vacate the property. Should you fail to carry out these works, we will arrange for a contractor to carry them out and recharge you for the costs incurred. On vacating the property a further inspection of the empty property will also be carried out and you will be notified by letter of any additional rechargeable works found at this stage.

### **Defects Liability Period – New Properties**

During the first year, a new property comes under the "Contractor Defect Liability Period". This means the company responsible for building the

property must be allowed to undertake repairs and maintenance. You can report a defect direct to the Association in the same way as you would report a repair. The same categories apply.

At the end of the first year your property will be visited by representatives from the Association and the contractor in order that a "final defects inspection" can be carried out to identify any problems that require to be attended to by the contractor before the contractor liability period ends. Prior to this inspection, we issue questionnaires to the residents of the property asking for their assistance in identifying any problems they are aware of.

### **Right to Repair Scheme**

The Right to Repair Housing (Scotland) Act 2001 covers a set list of small urgent repairs up to the value of £350.00.

When you report a repair, the person taking the repair will let you know if the repair you have asked for is covered by the Right to Repair legislation. This will also be confirmed in writing by the issue of a repairs request slip.

We will also explain how you may appoint an alternative contractor to undertake the work and detail the list of repairs which come under the scheme. This legislation means if we do not attend and make secure or provide a facility by this deadline, the tenant has the right to:

- Instruct another contractor from the Association's list of approved contractors to do the work. Before doing this the Association must be contacted to check if there are any exceptional factors out-with our control that mean the Right to Repair does not apply. For example, there may be a power cut, major works may be required or the repair may be subject to guarantee.
  
- Receive compensation. The amount tenants may be eligible for is calculated as £15.00 and £3.00 for every working day in the period commencing on the day after the last day of what would have been the maximum and ending with the day on which the qualifying repair is completed, subject to a maximum of £100.00.

### **These rights do not apply if:**

- There are circumstances of an exception nature beyond the control of the landlord or the contractor who is carrying out the repair.
  
- The repair value is over £350.00 (the scheme only applies to small urgent repairs).



Access has not been made available for the contractor to carry out the works required.

Should you require more information on the Right to Repair Scheme please contact our Technical Services Department.

### **Alterations to your property**

If you wish to carry out any alterations or improvements to your property, you must first obtain permission from the Association.

To gain permission please write to the Technical Services Manager at 81 Victoria Street, Rothesay, and where possible provide the following details:

The works to be carried out.

Who is going to carry out the works – if the contractor is not from the list of the Association's approved contractors; a copy of your preferred contractor's insurance document is required.

If planning consent is required a copy of the plans and planning consent should be forwarded to the Association. Once your letter has been received, the Association will acknowledge your letter within one month, within the reply we will tell you if we agree to the proposed alterations, along with any conditions required.

If we refuse to give permission, once again we will furnish you with a letter stating the reasons why. When the authorised works are complete the Association is to be informed in order for the Technical Services Officer to carry out an inspection of the works.

### **Compensation for Improvement to Property**

Under the Scottish Housing (Scotland) Act 2001, Scottish Secure Tenants and Scottish Short Secure Tenants may be able to receive compensation from their landlord for certain improvements which they have made to their home on or after 30 September 2002.

#### **To qualify for this compensation:**

your landlord must have approved the improvement – and

your tenancy must have ended

You can apply for compensation when you know your tenancy is coming to an end. You can also apply if your tenancy comes to an end because your house or flat is being transferred to a new landlord.

If you were a secure tenant and carried out improvements to your home before 30 September 2002, you will continue to have rights to compensation under the old scheme.

Should you require more information on the Right to Compensation Scheme please contact our Technical Services Department.

### **Special Adaptations**

If you have a medical condition the Association may be able to access funding to carry out adaptations to your property. To see if you qualify for any help please contact your local Occupational Therapist who will assess your needs and make a referral to the Association on your behalf.

Please note however, adaptations are funded by The Scottish Government and funds may not always be available to have any alterations carried out straight away.

### **Garden and Common Areas**

The Association will carry out gardening works to the common areas within your scheme; we will cut the grass and maintain any shrubs or plants. If you have exclusive use of a garden attached to your house, we would expect you to take reasonable care of the garden and keep it from becoming overgrown or untidy. In some instances we may have agreed to take care of the garden on your behalf. We would advise you not to remove, chop down or destroy any bushes, hedges or trees without written permission, unless you have planted them.

## **LOOKING AFTER YOUR PROPERTY - MAINTENANCE TIPS**

### **No Power**

Open the cover on your consumer unit (usually next to the meter) and check the trip switches are in the ON position. If they are not then it is possible one of your appliances may have tripped the switch. Unplug all appliances, reset the trip switch and plug the appliances in one at a time until the switch trips again. You will then know which appliance is causing the problem.

### **No power ctd/...**

Remember a total loss of power may be a power cut, if you can, check whether your neighbours have lost power also.

If you have a pre-payment meter, check the meter is in credit.

### **Blocked W.C.**

If the bowl is full, remove some of the water into a bucket. Use a plunger or toilet brush wrapped in a plastic bag, push to the bottom of the pan and pump up and down vigorously, this creates a vacuum that may shift the blockage.

### **Frost Precautions**

You can reduce the possibility of frost damage in the following ways:

- Keep your home warm during the day and night.
- Make sure you know where the main stopcock is for your cold water supply and make sure that it works. This can greatly minimise the damage if you have a burst pipe.
- If you do not know where your stopcock is, contact the Association and we will advise you.

### **Burst Pipes**

Most properties are well insulated, however, in very cold spells your pipes can freeze and burst. If you are going away from your home for any length of time, if you can, switch off your water supply and drain down your hot water cylinder. If you do have a burst pipe or notice any signs of flooding:

- Turn off the water supply at the stopcock.
- Fully turn on all the taps as quickly as possible to drain down the system.
- If you find a leak, try to bind it with a towel and place a bowl underneath to catch any drips.
- If the water is likely to come into contact with any electricity fittings, switch off the electricity supply.

### **Then contact the Association**

### **Condensation**

Too much moisture in your house can cause condensation. When moisture in the air meets a cold surface like a window or a wall, it condenses, if this happens regularly, mould will start to grow. This usually appears on cold outside walls and surfaces and in areas where the air does not circulate well.

### **To reduce condensation you can:**

- Make the house warmer.
- Make sure all window and wall vents are kept open.
- Use extractor fans if they are fitted.

### **To cut down on the amount of moisture produced:**

- If possible dry clothes outdoors.
- If you use a tumble dryer, make sure it is either vented to the outside wall or it is "self condensing".

### **House keys**

The Association **does not keep spare keys** for your property. When you sign for your tenancy you will be issued with two sets of keys. You may therefore choose to get another set cut and leave them with a relative, friend or neighbour. If you lose a set of keys it is your responsibility to get another set cut. If your keys are stolen or you find yourself locked out of your property it is your responsibility to contact a joiner to gain entry into your property. You will have to pay for this and any damage caused to the door or surrounds yourself.

### **ANNUAL GAS SERVICING AND SAFETY CHECK**

The Association, as Landlord, has a legal obligation to carry out Gas Safety Checks to gas appliances and flues on an annual basis. If your property has any gas appliances or indeed has gas pipe work for a cooker you must allow access when requested to carry out this work. A suitably qualified registered engineer appointed by the Association will contact you in the first instance with an appointment date and time, if this is not suitable another appointment can be arranged.

It is extremely important the Annual Servicing and Safety Check are carried out within a twelve month period and your co-operation would be appreciated to enable this to happen.

### **ANNUAL GAS SERVICING AND SAFETY CHECK Ctd/...**

However, if the appointment made is not suitable to you please contact the Association immediately in order to make a more suitable time. The contractor will leave you a copy of the annual servicing & safety certificate

to confirm your appliances have been properly checked and serviced as required.



**Mackintosh Way, Lochgilphead**



**Mackintosh Way, Lochgilphead**

## **TENANTS OWN APPLIANCES**

As well as checking gas appliances which we own we will do a check on any appliances owned by tenants, but tenants themselves will be responsible for arranging the repair of any faults that are found. If the gas engineer finds any faults with a tenant's appliance he will note this on the safety sheet. In the interest of the safety of yourself and others, tenants should ensure a suitably qualified registered installer deals with these faults.

Also, as with other alterations to the property, should you wish to install or change any gas appliances you should seek the Association's written permission. We would require that a suitably qualified registered gas engineer carry out any authorised alterations concerning gas, with copies of relevant gas safety documentation being forwarded to the Association.

Further information on this matter will be provided in reply to written requests.

## **PAINTED FIRE CASINGS**

In the past we have had problems with tenants painting their fire casings. We would advise that this should not be done as it does not comply with gas safety regulations which have very strict requirements on the type of paint that manufacturers use on fire casings. The use of other paint types may cause a fire hazard.

The casings are checked each year during annual gas servicing and safety check visits, with the gas engineer advising the Association of any action that is required. Should the engineer come across any fire casings that are painted, the Association will remove the paint from the casing, returning the casing to its original finish. Tenants will be recharged for this work.

## **GAS ESCAPES**

### **If you smell gas:**

- Turn off the gas immediately at the meter/emergency control valve.
- Extinguish naked flames.
  
- Do **NOT** smoke or strike matches.
- Turn off all gas appliances.
  
- Do **NOT** operate any electrical or power switches.
  
- Ventilate the property by opening doors and windows.
  
- Ensure access to the premises can be made.
  
- Do **NOT** use door entry system or operate doorbell – look out for gas emergency services engineer they will not use door entry or doorbell to gain entry.

Contact the Gas Emergency Service Contact Service on **0800 111 999** giving them the following details:

- The address, including postcode, where the leak has been detected.
- Name and telephone number of gas user.
- Name and telephone number of the person reporting the suspected Leak.
- The place where the smell of gas is most noticeable.
- The time that the smell was first noted.
- Whether the emergency control valve is turned off.
  
- If the meter/emergency control valve is turned off, whether there is still a smell of gas, if it is not turned off, give the reason why – may not be accessible or broken etc.
  
- Any special circumstances – e.g. elderly, handicapped, access problems etc.



## **CARBON MONOXIDE**

Although the Association take great care in ensuring that we meet our legal obligations in safely maintaining your gas appliances and also fit carbon monoxide detectors to properties with gas appliances, if you are a gas user you should be aware of the dangers and signs of carbon monoxide poisoning.

Carbon monoxide is an invisible, odourless and tasteless gas, which can be produced from a gas appliance that is not operating or being ventilated properly. Exposure to relatively low-level carbon monoxide gas can cause brain damage or death.

Symptoms of CO poisoning are similar to those of viral infections and include drowsiness, weakness, headaches, nausea and pains in the chest.

If anyone in your house has any of these symptoms when using a gas appliance, stop using the appliance and contact the Association immediately.

We will arrange for a registered engineer to check the appliance. You should also consult a doctor and mention the possibility of carbon monoxide poisoning.

Annual testing of carbon monoxide detectors will be carried out by the Association. It is also important you test your carbon monoxide detector on a regular basis as detailed in the enclosed operating instructions. Should the alarm activate, turn off your gas appliances and contact the Association immediately.

### **SMOKE DETECTOR (Replaceable battery back-up)**

The Association will check your smoke alarm yearly, but between times, you should carry out regular checks as detailed in the enclosed manufacturer's instructions. If the battery in the detector gets low an alarm may sound, if this happens you need to change the battery.

If the unit is still not testing properly, contact the Association immediately and we will deal with this as an emergency repair.

### **SMOKE DETECTOR (Non-replaceable battery)**

The Association will check your smoke alarm yearly, but between times you should carry out regular checks as detailed in the enclosed manufacturer's instructions.

If the unit is still not testing properly, contact the Association immediately and we will deal with this as an emergency repair.

## **FIRE SAFETY**

Fires can be caused by the slightest thing such as a dropped cigarette, sparks from matches, faulty electrical appliances, chip pans, candles and so on.

### **To reduce the risk of fire in your home:**

- Keep matches where children cannot reach them.
- Be careful when using a chip pan and never leave it on the cooker while no one is in the kitchen.
- Put out all cigarettes, especially at night.
- Never smoke in bed.
- Unplug appliances and do not overload sockets.
- Have your electric blanket serviced regularly.
- Be very careful when using candles. Make sure they are on a stable surface and well away from overhanging flammable materials such as curtains.

### **If you have a chip pan fire:**

- Switch off the cooker.
- Do not move the pan.
- Do not pour water over the pan.
- Cover the pan with a damp cloth.

## **FIRE ESCAPE PLAN**

Think about what escape route you would use if a fire broke out in your home and make sure everyone who lives with you knows what to do if fire breaks out. Make sure everyone knows where the house keys are kept.

### **If a fire breaks out:**

- Close the door of the room where the fire is to stop the fire spreading.
- Get everyone out of the house.
- Phone 999 and ask for the fire brigade.

## **INSURANCE**

The Association will maintain comprehensive building insurance, which covers the structure of the property and the fixtures and fittings provided by us. We are not however, responsible for the contents of your property; it is your responsibility to have your own personal possessions covered against loss or damage caused by fire, flood, theft, accident etc.

When you signed up for your tenancy you would have been given a Contents Insurance Prospectus and Application Form from Thistle Tenant-Scotland. If you do not have one of these documents please contact your local office to have one sent to you. Insurance cover provided by Thistle-Scotland is tailored specifically for Housing Association tenants.

**We strongly advise you to ensure you have adequate contents insurance in place.**

## **HOME SECURITY**

We try and provide you with a safe and secure home and in return we ask you do what you can to support us and help protect your home and environment.

Most burglaries are carried out by opportunist thieves but you can reduce the chances of damage to your home by taking a few precautions:

- If you are going out, do not leave notes stating, for example, "back in 30 minutes" or "key next door".
- When you are out, always make sure all doors and windows are closed and locked.
- Never leave your key under a door mat or hanging behind the letterbox.
- Keep garden sheds and garages locked.
- Do not leave ladders lying about in the garden.
- Check the identity of all callers before you let them into your home. All of our staff and the contractors we use should carry identity cards. If you are in doubt do not let them in.
- Door entry systems should never be left unlocked. This defeats the purpose of having the system and puts at risk the security of all the tenants in the close.

## **GOING ON HOLIDAY**

- Stop the milk and paper deliveries.
- Leave a key with a friend, relative or neighbour and ask them to keep a watch on your home. Ask someone to make sure mail does not remain in your letterbox or is visible in your home. It may also be useful to have someone put a light on and close curtains at night.
- Let us know if you are going to be away for any length of time and tell us whom we should contact in an emergency.
- You may also wish to remove any valuable items such as jewellery and let the police know that you are to be away.



**Queens Court, Dunoon**

## **SAVING ENERGY COSTS AND KEEPING RUNNING COSTS DOWN**

Your house is built, or has been modernised, to keep electricity and gas costs to a minimum.

If you want to further reduce your bills, you could follow some of these tips:

- Switch off the TV at the on/off button. A TV left on stand-by with the red light on still uses up to 25% of full power.
- Draw the curtains in the evening when it is cold and the heating is on.
- Put aluminium foil behind any radiators fitted to outside walls and save up to £10 a year.
- Put shelves above radiators and save £5 - £10 per year.
- Keep large items of furniture away from radiators.
- Turn off light when leaving a room.
- Use your washing machine sensibly.
- Use low energy saving light bulbs.
- Wait until you have a full load and select a cool wash cycle of 40°C for most washing.
- Do not leave the fridge or freezer door open for long periods.
- Put the fridge and freezer in a cool place.
- Choose the right pan for cooking and use a lid. Choose the correct size ring to fit the pan or turn down the heat.
- Only boil as much water as needed.
- Check that the thermostat for your hot water is set about 60°C.
- Turn the boiler thermostat down by 1 degree and save £15 - £30 per year.
- Low energy light bulbs use about ¼ of the electricity that a normal bulb uses and lasts about 8 times longer and will save about £8 - £10 per year.

## **MINIMUM LETTABLE STANDARD (Appendix 1)**

### **Works Minimum Standard**

#### **General Cleanliness**

Technical Services Department will liaise with Housing Department regarding clearing of furniture, carpets & belongings / rubbish from the previous tenant. Floors should be swept out.

Woodwork, kitchen and bathroom surfaces, including sanitary ware, to be washed down.

Attics, basements and out buildings should be emptied.

#### **Garden Areas**

Garden areas attached to the property should be cleared of rubbish and grass given a one off cut.

Electrics: Alterations to the electrical system, which have clearly been undertaken by the tenant to be removed unless compliance certificate covers them.

Gas: All properties with gas/supply appliances to have a full gas safety check and cooker supply (where applicable) capped. Copy of certificate to be given to tenant. Original to be placed in servicing file.

Gas / Electric Cooker: Where the previous tenant has left a gas or electric cooker, this will be removed, as we are unable to certify its safety.

Smoke / Carbon Monoxide Alarm/s: The smoke alarms and carbon monoxide alarms will be tested as part of the electrical safety check. Copy of User Instruction to be given to tenant.

Water Supply: Where there is no new tenant identified for a property at completion of maintenance the water supply should be shut off and water supply drained down.

Winter Void: Procedure should be referred to during the months November – March. For long term voids insurance requirements should be referred to.

Windows: All windows should be fully operational and checked for safety. Window keys should be issued to tenants where fitted locks are installed.

**(Appendix 1 cont.)**

Entrance Doors: Minimum-security lock on all doors. Check for security, draughts and water ingress.

Front entrance doors to have letterbox and back flap.

Internal Pass Doors: All pass doors should be intact and operating properly. Bathroom doors should have locking device.

All doors should be fitted as per building regulations.

Floors: All loose and missing floorboards to be re-secured/replaced.

Floor surface to be even to allow carpets to be laid.

Bedroom Cupboards: Should all have level shelf and clothes rail below, space permitting

Hall Cupboards: Hall cupboards should have one shelf, space permitting.

Kitchen Units: All kitchen units to be thoroughly checked and hinges replaced/adjusted where necessary. Damaged drawers and doors should be repaired / replaced, where necessary. Damaged worktops as a result of burning/water ingress should be replaced where appropriate. If we are unable to match the damaged section, all worktops should be replaced.

Medical Adaptations: All medical adaptations should be inspected to ensure they are fully operational and meet with the needs of the incoming tenant where possible.

Bathroom Suite: Bathroom suite should be checked for chips/cracks and repaired or renewed as appropriate. Where replacement of a part of the suite is required the available colour match should be investigated. If colour match is not available a three piece white bathroom suite to be installed.

Shower Unit: Instantaneous electric showers shall be included in the electrical check. Any instantaneous shower not fitted by the Association that does not visually appear in good condition shall be removed and capped. Tiles not fixed/sealed properly will be replaced.

Decoration: Redecoration allowances will be paid in accordance with the Association's Policy for Payment to Tenants – Decoration Allowances.

## **WHO IS RESPONSIBLE? (Appendix 2)**

The Association is responsible for keeping the structure and exterior of your property in good repair. We will also maintain and repair most fittings within your home.

As we are aware accidents can happen, therefore, you may be responsible for carrying out some repairs.

Detailed below is a list of common repairs which may help you in deciding whether you or the Association is responsible.

### **Item - Who is Responsible - Comments**

#### **Doors**

Doorbell (except door entry) - Association

Door chain - Association

Door name plate - Tenant

Door viewer (if fitted) - Association

Door locks (mortice & yale) - Association

Letterbox - Association

Flat entrance/internal doors - Association

Doors to common areas - Association

Lost or broken keys - Tenant

Forced entry - Tenant

Burglary (if reported to the Police and incident number given - Association. If not reported to police and no incident number available – Tenant.

#### **Windows**

Broken windows (if reported to the Police and incident number given - Association. If not reported to police and no incident number available – Tenant.

Window frames and catches - Association

Handles, locks, window sills – Association

#### **Electrical**

Light fittings - Association (excluding table lamps etc.)

Light bulbs/tubes within property - Tenant

Light bulbs/tubes common areas - Association

Switches & sockets - Association

Plugs (inc. fuses) - Tenant

Smoke detector battery replacement - Tenant

Smoke detectors & carbon monoxide detectors – Association



## **Plumbing**

Blocked sink, wash hand basin, bath or w.c. - Association  
Tap washers - Association  
Plugs & chains - Tenant  
Washing machine fittings hoses – tenants  
Hot/cold water supply Association  
Drains, gutters, downpipes - Association

## **Kitchens**

Cooker (unless provided) - Tenant  
Cooker socket - Association  
Kitchen units - Association  
Sink bowl/drainage - Association  
White goods – Tenant (Unless provided by Association)

## **Bathrooms**

Bathroom fittings/sanitary ware supplied by Association - Association  
Toilet seat – Tenant  
Plugs and chains - Tenant

## **Heating**

Fires – (if fitted by Association)  
Gas boilers - Association  
Pipes & radiators - Association  
Electric storage heaters - Association  
Fans (bathroom & kitchen) - Association  
Chimneys & flues - Association

## **Structure**

Roof, ceilings, floors, stairs and walls - Association

## **Other**

TV aerial – internal - Tenant  
TV aerial – communal - Association  
Clothes poles/rotary dryers – Association  
Clothes lines - Tenant  
Bin stores - Association  
Fences/gates/footpaths/paving slabs - Association  
Internal decoration - Tenant  
External decoration - Association  
Pest control – Tenant



**Queens Court, Dunoon**

## USEFUL CONTACT INFORMATION FOR FYNE HOMES

OFFICE NUMBER For all general enquiries	0345-6077117
<b>EMERGENCY MAINTENANCE NUMBER</b> For <b>emergency</b> repairs out- with office hours	0800-592276
e-mail	<a href="mailto:postmaster@fynehomes.co.uk">postmaster@fynehomes.co.uk</a>
WEBSITE	<a href="http://www.fynehomes.co.uk">www.fynehomes.co.uk</a>

### Office addresses

#### Head Office - Rothesay

81 Victoria Street, Rothesay, Isle of Bute PA20 0AP

#### Dunoon

78B John Street, Dunoon, PA23 7NS

#### Lochgilphead

Smiddy House, Smithy Lane, Lochgilphead, Argyll PA31 8TA

#### Campbeltown

3 Harvey's Lane, Burnside Street, Campbeltown, Argyll PA28 6GE

## USEFUL TELEPHONE NUMBERS FOR BUTE

<b>Bute Advice Centre – General Office</b>	<b>01700 502784</b>
<b>Caledonian MacBrayne Rothesay</b>	<b>01700 502707</b>
<b>Colintraive</b>	<b>01700 841235</b>
<b>Chemist Victoria Street</b>	<b>01700 502836</b>
<b>Montague Street</b>	<b>01700 502362</b>

<b>Dentist – Bute Dental Practice</b>	<b>01700 502041</b>
<b>Public Dental Service - Mr H Fleming</b>	<b>01700 503171</b>
<b>Doctors – Rothesay Health Centre</b>	<b>01700 501521</b> <b>01700 501527</b>
<b>HELP Argyll &amp; Bute Ltd - Rothesay</b>	<b>07717 126715</b>
<b>Hospital – Victoria Annexe</b>	<b>01700 502943</b>
<b>Hospital – Victoria Hospital</b>	<b>01700 503938</b>
<b>Library and Moat Centre</b>	<b>01700 503266</b>
<b>Royal Mail – Sorting Office</b>	<b>01700 503316</b>
<b>Schools</b>	
<b>North Bute Primary</b>	<b>01700 503728</b>
<b>Rothesay Academy</b>	<b>01700 503367</b>
<b>Rothesay Primary</b>	<b>01700 503227</b>
<b>St Andrew’s Primary</b>	<b>01700 503123</b>
<b>Police Scotland</b>	<b>01700 894000</b>

### **USEFUL NUMBERS FOR COWAL**

<b>Addaction</b>	<b>01369 704406</b>
<b>Cowal Elderly Befriending Scheme</b>	<b>01369 704985</b>
<b>HELP Project</b>	<b>01369 707600</b>
<b>Hospital</b>	<b>01369 704341</b>
<b>Link Club</b>	<b>01369 701594</b>
<b>Schools – Dunoon Primary</b>	<b>01369 704159</b>

<b>Dunoon Grammar</b>	<b>01369 705010</b>
<b>Kirn Primary</b>	<b>01369 702509</b>
<b>Innellan Primary</b>	<b>01369 830560</b>
<b>Sandbank Primary</b>	<b>01369 706350</b>
<b>St Munn's Primary</b>	<b>01369 703643</b>
<b>Strachur Primary</b>	<b>01369 860293</b>
<b>Strone Primary</b>	<b>01369 840242</b>
<b>Toward Primary</b>	<b>01369 870259</b>
<b>Police Scotland</b>	<b>01369 763000</b>

**USEFUL NUMBERS FOR KINTYRE**

<b>Aqualibrium</b>	<b>01586 551212</b>
<b>ASET</b>	<b>01586 555307</b>
<b>Boots Chemist Main Street</b>	<b>01586 553208</b>
<b>Longrow South</b>	<b>01586 552023</b>
<b>Caledonian MacBrayne - Kennacraig</b>	<b>01880 730 253</b>
<b>Campbeltown Nursery (under 5s)</b>	<b>01586 552 397</b>

<b>Dentist - Duncan</b>	<b>01586 552122</b>
<b>Dentist – New Unit</b>	<b>01586 555353</b>
<b>Doctors</b>	<b>01586 552105</b>
<b>Hospital</b>	<b>01586 552224</b>
<b>KADAS</b>	<b>01586 553555</b>
<b>Library</b>	<b>01586 552367</b>
<b>Schools – Castlehill Primary</b>	<b>01586 553446</b>
<b>Dalintober Primary</b>	<b>01586 552053</b>
<b>Drumlemble</b>	<b>01586 810240</b>
<b>Southend Primary</b>	<b>01586 830671</b>
<b>Campbeltown Grammar</b>	<b>01586 552907</b>
<b>Carradale Primary</b>	<b>01583 431244</b>
<b>Gigha Primary</b>	<b>01583 505259</b>
<b>Glenbarr Primary</b>	<b>01583 421292</b>
<b>Rhunahaorine (Tayinloan)</b>	<b>01583 441269</b>
<b>Police Scotland</b>	<b>01586 862200/201</b>

**USEFUL NUMBERS MID-ARGYLL**

<b>ASET</b>	<b>01546 602502</b>
<b>Chemist - Lloyds</b>	<b>01546 602455</b>
<b>Argyll Pharmacy</b>	<b>01546 603217</b>
<b>L W McNulty (Inveraray)</b>	<b>01499 302133</b>
<b>Tarbert Pharmacy</b>	<b>01880 820232</b>
<b>Citizens Advice Bureau</b>	<b>01546 605550</b>

<b>Doctors - Lochgilphead</b>	<b>01546 462001</b>
<b>Inveraray</b>	<b>01499 302257</b>
<b>Furnace</b>	<b>01499 500207</b>
<b>Tarbert</b>	<b>01880 820232</b>
<b>Hospital</b>	<b>01546 462000</b>
<b>Library</b>	<b>01546 602072</b>
<b>Royal Mail Sorting Office</b>	<b>01546 602357</b>
<b>Schools – Achahoish (Lochgilphead)</b>	
<b>Primary</b>	<b>01880 770288</b>
<b>Ardrishaig Primary</b>	<b>01546 603695</b>
<b>Furnace Primary</b>	<b>01499 500627</b>
<b>Glassary Primary</b>	<b>01546 605219</b>
<b>Inveraray Primary</b>	<b>01499 302218</b>
<b>Kilmartin Primary</b>	<b>01546 510293</b>
<b>Lochgilphead Joint Campus</b>	<b>01546 602598</b>
<b>Lochgilphead Primary</b>	<b>01546 602747</b>
<b>Minard</b>	<b>01546 886636</b>
<b>Police Scotland</b>	<b>01546 702200</b>

**Fyne Homes Ltd. Registered Office:  
81 Victoria Street, Rothesay, Isle of Bute PA20 OAP  
Registered Social Landlord (Reg. No. 321)  
Registered Scottish Charity No. SCO 009152  
Industrial and Provident Societies Acts (Reg. No. 1454 R[S])  
Incorporating: William Woodhouse Strain Housing Association  
and Bute Housing Association**