

# Tenants Handbook

Loreburn  
Housing Association



Creating Great Places to Live



## WELCOME 4-6

- About Loreburn .....5
- Who runs Loreburn Housing Association 6
  - Membership application 6
- Your Information .....6

## LOREBURN LISTENS 7-11

- Keen to hear your views .....8
- Whenever you need to, you can use .....9
  - Our complaints & compliments system 9
  - Estate walkabouts 9
- Tight for time? Why not consider.....9
  - Surveys and consultations 9
  - Community message boards 9
  - E-panel 9
  - Social media 9
  - Customer app 9
- A little more time to give?  
then come along .....10
  - Table talk 10
  - Customer social events 10
- More time on your hands?  
make a real difference ..... 11
  - Customer auditors 11
  - Community groups 11
  - Tenant assurance group 11
  - Tenant board members 11

## YOUR RENT & SERVICE CHARGES 12-15

- Ways to pay your rent: ..... 13
  - The rent you pay is used in  
four main ways: 14
  - How is the amount of rent decided? 14
  - What are the service charges? 14
- Planning your budget..... 15
- How to get help with paying your rent.. 15

## REPAIRS & MAINTENANCE 16-25

- Quick reference guide ..... 17
- You can report your repair in three ways 17
- You've reported a repair - What can  
you expect from our repairs team? ..... 18
- Routine repairs ..... 19
- Repair types and timescales..... 19
- Common repairs responsibilities  
and the 'Right to Repair' scheme .....20-21
- Rechargeable repairs ..... 22
- Other cyclical maintenance ..... 22
- Upgrades to your home..... 22
- Your responsibility..... 23
- Common problems and how  
you can help..... 24
  - Frost damage 24
  - Condensation 24
  - Pest control 24

## YOUR TENANCY AGREEMENT 26-27

- Your responsibilities to us ..... 27
- Our responsibilities to you ..... 27
- When we get it wrong ..... 27

## STAYING SAFE IN YOUR HOME 28-37

- Gas safety ..... 30
- If you smell gas ..... 30
- Smoking ..... 31
- Fire safety ..... 31
- Smoke alarms ..... 32
- Personal items in communal areas ..... 32
- Electrical safety ..... 33
- Window safety ..... 33
- Safety in the kitchen..... 33
- Slips, trips and falls ..... 34
- Safety in the garden ..... 34
- Burns and scalds ..... 35
- Grit bins ..... 35
- Asbestos ..... 35
- Water safety ..... 35
- Carbon monoxide ..... 36
- Safety concerns.....37

## BEING A GOOD NEIGHBOUR 38-45

- Being a good neighbour..... 39
- Your agreement to respect others ..... 40
- Tenant responsibilities ..... 40
- Keys and locks ..... 40
- Pets ..... 40
- Insurance ..... 41
- The right of succession..... 41
- The right to take in a lodger ..... 41
- The right to sublet your home..... 41
- The right to buy ..... 41
- Household changes ..... 42
- Transfers..... 42
- Mutual exchanges ..... 42
- Running a business from your home..... 42
- Neighbour issues and  
anti-social behaviour ..... 43
- Tackling the problem yourself ..... 43
- Making an anti-social behaviour  
complaint to Loreburn..... 43
- What Loreburn will do ..... 44
- Mediation services..... 44
- Record keeping ..... 44
- Working with others to find a solution..... 45
- Legal action ..... 45
  - Statutory nuisance 45
  - Anti-social behaviour orders (ASBOs) 45
  - Short scottish secure tenancies 45

## YOUR HOME 46-49

- Heating your home ..... 47
- Gardens and external areas ..... 47
- Parking..... 48
- Communal areas ..... 48
- Alterations and Improvements..... 48
- Adaptations ..... 49

## MOVING OUT 50-59

- Before moving out – checklist ..... 52
- The acceptable standards for  
ending your tenancy ..... 53
  - Bathrooms and sanitary ware 54
  - Kitchen sink, units and work surfaces 54
  - Doors and door furniture 54
  - Paintwork 55
  - Walls and plaster 55
  - Electrical switches, sockets  
and light pendants 55
  - Gas appliances 55
  - Plumbing 55
  - Flooring 56
  - Tiling 56
  - Heating 56
  - Open fires 56
  - Lofts and cupboards 57
  - Sheds, outhouses, garages & gardens 57
  - Security 57
- Our great goodbye ..... 58
- Moving out – things to remember..... 59
- Contact details..... BACK PAGE

Creating Great  
Places to Live



On behalf of everyone at Loreburn, we are pleased to welcome you to your new home. This handbook is designed to set out the key pieces of information needed to enjoy your home. We hope you find the information useful as you settle into your new home. If there are any gaps please let us know.

Your handbook is designed to be an easy-to-read guide explaining the services you can expect from Loreburn as your landlord and information on your responsibilities as a tenant. We have tried to include as much general advice as possible with detailed advice about rent and repairs. From time to time the law or our policies may change. If you would like more information or a copy of any of the policies referenced, please visit our website or contact your Neighbourhood Officer or, if you live in a Later Living development, your Later Living Development Manager, who will ensure you receive a prompt answer.

Everyone at Loreburn is committed to providing you with the best possible service, an exceptional customer experience, whenever you contact us. If at any time you think we fall short on this promise or we can do better, please let us know as it helps us to improve.



Lorraine

Lorraine Usher, CEO



ABOUT LOREBURN

Loreburn Housing Association started life in 1982 and we provide housing services for around 2,500 customers across Dumfries and Galloway. Our vision is to “Create GREAT Places to Live” and we work in partnership with local communities and other partners to provide affordable, quality homes and services.

We are committed to excellence in everything we do and continue to grow by building new homes and developing innovative new services. We are a registered Scottish charity and registered social landlord which means we are committed to high-quality standards and accountability.

At the heart of all we do are our values. These are...

G R E A T				
Growth Mindset	Respect	Exceptional Customer Experience	Accountable	Together
We aim to be the best and continue to learn, grow and change to achieve this.	We care about all that we do and how we do it.	We always put the customer first with a strong commitment to positive proactive ways of working.	We are responsible for all that we do and happy to learn from our successes and failures.	We deliver our best results when we work as a team.





## WHO RUNS LOREBURN HOUSING ASSOCIATION?

Loreburn is managed by a Management Committee who are all volunteers and therefore receive no payment for their role. The Management Committee is supported by an Executive Team who oversee day-to-day operations.

### MEMBERSHIP APPLICATION

Membership of Loreburn is open to everyone as we want to make sure we are representative of the community we serve. We encourage you to consider becoming a member to participate fully in the management of your home. Members can attend and vote at the Annual General Meeting (AGM) and stand for election to the Committee. It costs just £1 to join! Please ask your Neighbourhood Officer for more details. We would love you to join us to share your thoughts and ideas.



### YOUR INFORMATION

Under the General Data Protection Regulation (GDPR), you have the right to request the information we hold about you and your household. You can ask us to provide you with this information at any time in the form of a Subject Access Request (SAR) and your request will be handled by our Data Protection Officer. There may be information that we cannot share for example data that has been provided by a third party whose rights to privacy would be compromised however where this is the case, we will always explain this to you. For further details on how and why we collect, store and process your information please refer to our Fair Processing Notice as well as our Privacy Policy on our website or contact our Data Protection Officer.



1



# Loreburn Listens

Getting your voice heard!







## We are keen to hear your views and suggestions and participation can bring some GREAT benefits including:

- Better services
- Making sure we use our resources in the best ways
- Being involved in decisions affecting your home and community
- Helping to set priorities for services
- Your personal development, especially if you would like to become a member of the Management Committee
- Increased satisfaction and better communication between you and Loreburn
- Improved links between Loreburn and the wider community.

## We encourage feedback on various matters, such as:

- Changes in rent and service charges
- Changes in tenancy conditions
- Changes to policy or practice that affect how we manage your homes or repairs
- Estate Management services and improvements
- Alterations, major repairs and improvements.

Pages 9-11 show some of the ways you can choose to engage. Some options take just a few minutes of your time, and some require more regular commitment. Whatever suits you best, just get in touch.

call: **01387 321300**

email: **customerservice@loreburn.org.uk**

message us: **f Facebook** **Twitter** **Instagram**

## WHENEVER YOU NEED TO, YOU CAN USE...



### OUR COMPLAINTS AND COMPLIMENTS SYSTEM

If you have a complaint, or think we're doing well, tell us about your experience by getting in touch in any of the advertised ways. We review all complaints and compliments weekly and use the feedback to shape our policies and ways of working.



### ESTATE WALKABOUTS

If there are specific issues in your area, why not invite the Chief Executive or a member of the management team to join you on a walk round your estate or local area? It's an opportunity to talk about anything that you think we need to hear about.

## TIGHT FOR TIME? WHY NOT CONSIDER



### SURVEYS AND CONSULTATIONS

We aim to make surveys as easy to access and as short as possible to engage a wide audience. We carry out a major survey every three years, to establish what our tenants think about our homes and services. At other times we carry out short surveys seeking views on rents, maintenance and other issues. This is a great way to have your views heard without giving up too much of your precious time. Or take part in polls via text or online as another quick and easy way to share your opinions. We often offer prize draws for taking part too so don't miss out!



### COMMUNITY MESSAGE BOARDS

If you live in a flatted development, you could manage the message board, sharing information and updates we put on our website and Facebook. Helping to manage local message boards is not too time consuming and is a great way for communities to stay connected..



### E-PANEL

To be part of this group, you don't even have to leave the comfort of your own armchair! Our e-panel will act as a virtual customer panel providing feedback and comments via email, text message or telephone. We will consult with you regularly to get your suggestions and feedback on any plans and ideas we are considering.



### SOCIAL MEDIA

Follow us on social media and take part in surveys and questions via Facebook. You may even win a prize for taking part!



### CUSTOMER APP

Use our Customer App and give us feedback on your experience.

A LITTLE MORE TIME TO GIVE? THEN COME ALONG



**TABLE TALK**

Local events over a coffee, sandwich or cake, where you have the chance to talk to us about issues that affect your local area.



**CUSTOMER SOCIAL EVENTS**

Perfect for people who are happy to share their thoughts, but find meetings and committees uninteresting, daunting or dull. This is an opportunity to have a good time whilst we take note of your views on serious subjects. You can attend as many or as few events as you like - there is no ongoing commitment involved.

*We'd love you to get involved  
so get in touch today!*

MORE TIME ON YOUR HANDS? MAKE A REAL DIFFERENCE



**CUSTOMER AUDITORS**

Customer auditors look specifically at key areas where improvements are necessary, ensuring the views of customers are considered when changes are made.



**COMMUNITY GROUPS**

Set up a community group to have a say on local issues. Loreburn will help you set up the group, support you as required and help you with finance and administration where necessary.



**TENANT SCRUTINY GROUP**

The Tenant Scrutiny Group reviews Loreburn's performance and shares its thoughts on a number of matters, including budgeting, service improvements and new ideas. The Group is the formal consultative group and will present papers to the Management Committee when necessary. A great training opportunity for those who wish to progress to Management Committee level.



**MANAGEMENT COMMITTEE**

This involves meeting up to 12 times a year, sometimes more, with meetings usually lasting a few hours. Because we are keen for our Management Committee to fairly represent our customer base, we would especially welcome applications from younger people or women.





# Your Rent and Service Charges



The tenancy agreement you sign when you move in sets out the rent you should pay. Your rent is charged weekly and should be paid in advance. We are, however, happy to tailor payment plans/dates to suit your household income. Ask your Neighbourhood Officer or Income Officer for details of different payment methods to find one that suits you best.

Paying your rent is your most important responsibility as a tenant. Loreburn are a non-profit making organisation and use the income from your rent to pay for the cost of managing and maintaining homes and services. Rents are reviewed each year with changes taking effect in late March/early April. You can check your balance anytime, speak to your Income Officer or Later Living Development Manager who can help.

## WAYS TO PAY YOUR RENT:

You can pay your rent in any of the following ways:



### DIRECT DEBIT

Pay directly from your bank weekly or monthly - just contact us to set this up.



### PHONE

Call us during our usual hours of service to make a payment over the phone.



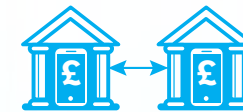
### PAY POINT

Pay at any PayPoint outlet using your rent payment card - get in touch if you need one.



### ONLINE

You can pay securely online via Allpay - please contact us for the information you will need.



### BANK TRANSFER (BACS)

Contact your Income Officer for the details you will need.

Always remember to quote your tenancy reference number when making a payment.



## THE RENT YOU PAY IS USED IN FOUR MAIN WAYS:

- To repair your home when things go wrong or are worn out
- To manage our services and pay for staff
- To pay for additional services provided at your property or development
- To pay back the money we borrow to modernise older homes and build new houses.

## HOW IS THE AMOUNT OF RENT DECIDED?

When setting rents Loreburn aims to be fair in charging similar rents for houses that are comparable in size, amenities and quality. Our Rent Setting Policy aims to ensure affordable and comparable rents that are considered value for money by our customers whilst maintaining the financial viability of the organisation.

When costs rise, we often have to increase the rent to maintain services and to keep your home in good condition. Your tenancy agreement explains how the rent will be adjusted each year, but it won't happen more than once every year and we'll consult you before we make any changes. You do not have to worry about unexpected rent increases, as we will tell you, in writing, at least four weeks before any rent changes.

## WHAT ARE SERVICE CHARGES?

Some properties may have service charges which pay for specific services at your home or wider development. If your costs include a service charge you will find a full list of these in your Tenancy or Occupancy Agreement. These include items such as grounds maintenance (gardening), communal cleaning, lighting, lifts and fire safety equipment.

Service charges are non-profit making and are based on actual or projected service costs at each development. The level of service charges are reviewed on an annual basis. We aim to keep services charges reasonable whilst ensuring services are carried out to the required standard to keep developments safe and well maintained.



## PLANNING YOUR BUDGET

Setting a monthly budget can help you to manage money and keep track of how much you are spending. The table below might help you to keep track of your regular commitments.

INCOME	
Wages/Pension	
Benefits	
Other Income	
<b>TOTAL INCOME</b>	
EXPENDITURE	
Rent	
Home contents insurance	
Council tax	
Gas / electricity and water	
Phone / mobile phone	
TV license	
Loan repayments	
Food	
Travel	
Clothes	
Going out	
Other (e.g. toiletries, cigarettes, presents)	
<b>TOTAL EXPENDITURE</b>	

## HOW TO GET HELP WITH PAYING YOUR RENT



You may be entitled to help to pay your rent depending on your income, how big your family is and how much you have in savings. Tenants on a low income may be entitled to receive Housing Benefit or Universal Credit to help pay rent. For more information about applying for benefits, speak to your Neighbourhood Officer, visit our website or contact Dumfries & Galloway Council or Dumfries & Galloway Citizens Advice Service.

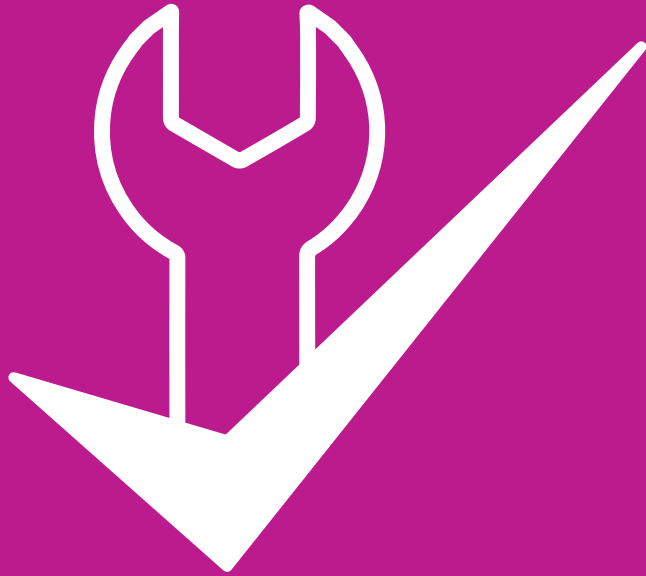
If you need help completing any forms, your Neighbourhood Officer will be able to help so please ask.

If you are having difficulty paying your rent, please do not put off speaking with your Neighbourhood or Income Officer who will be able to offer support with benefit claims and agreeing on a suitable payment plan. They can also help you to access other community organisations that might be able to assist. If you are struggling to make ends meet you should get in touch straight away. Keeping the problem to yourself is likely to make debt problems worse.

We will do our best to help and may be able to advise you on budgeting or benefits. Not paying your rent is a serious matter and could lead to you losing your home. Please do not ignore it, we are here to help.



# 3



## Repairs and Maintenance

### QUICK REFERENCE GUIDE

#### THIS IS A QUICK REFERENCE GUIDE TO HELP YOU:

- Find out which repairs are your responsibility as a tenant.
- Identify which repairs we will carry out as your landlord.
- Identify a problem quickly so you can tell us and to help us send the right person with the right tools.
- Report a repair and identify an emergency.

If you have a repair which is our responsibility please report it to us as quickly as possible and we will arrange for the repair to be carried out.

Routine repairs should be reported during our normal hours of service. For emergency repairs, these can be reported at any time - but please make sure it's an emergency if you are calling outside of our usual hours. The type of repairs that are considered emergencies are listed below:

- Unsafe power or lighting sockets or electrical fittings
- Loss of electricity, gas, or water supply
- External windows, doors or locks which are not secured
- Blocked toilets, sink, bath or basin
- Blocked drains or pipes with with leaking sewage
- Significant leaking or flooding from a water or heating pipe, tank, or cistern.

#### You can report your repair in three ways:



Online using our online Report a Repair Tool  
Please provide full details of the repair and contact information.

[www.loreburn.org.uk](http://www.loreburn.org.uk)



By Email

[repairs@loreburn.org.uk](mailto:repairs@loreburn.org.uk)



Calling our Repairs Team by phone: Monday to Friday - 8am - 6pm

**01387 321400**

Out of hours, emergencies should be reported via our 24-hour on-call service

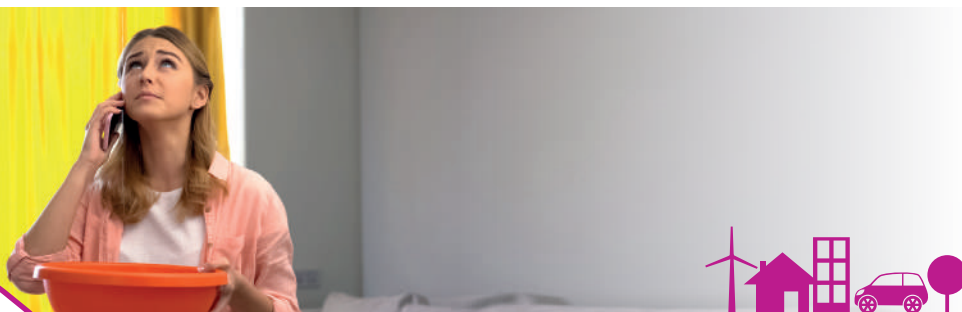
**01387 321400 and Select OPTION 1**





## YOU'VE REPORTED A REPAIR - WHAT CAN YOU EXPECT FROM OUR REPAIRS TEAM?

<p><b>You can expect a high standard of work and conduct when one of our repairs team carry out a repair in your home</b></p>	<p>Our repairs team:</p> <ul style="list-style-type: none"> <li>• Are proud of their high levels of customer satisfaction and are always polite and courteous.</li> <li>• Will agree an appointment time with you.</li> <li>• Will behave in a professional manner, introduce themselves and always carry ID. We are happy to verify if you are ever in doubt.</li> <li>• Aim to complete the repair first time but always respond positively to complaints when we get it wrong.</li> <li>• Will be respectful of you, your family, and your home.</li> </ul>
<p><b>Loreburn's responsibility</b></p>	<p>We have legal responsibilities as your landlord to carry out certain repairs.</p> <p>If you are ever unsure about repairs responsibilities, please contact our repairs team who will always be happy to help.</p>
<p><b>Your responsibility</b></p>	<p>It is important you report repairs as soon as you become aware something is not right. There are some repairs which you must deal with yourself so before contacting us please use this handbook as a guide. If you have questions, please get in touch with the repairs team.</p> <p>When we are scheduled to carry out a repair, we ask that you do not go out and are ready for our arrival. Our repairs team will respect your home but as a precaution please move any easily broken articles out of the way. Care will be taken if you have small children or vulnerable people living in your home.</p>
<p><b>Gifted responsibility</b></p>	<p>We may sometimes leave non-standard items in a property for a new tenant to use. When we do, we'll let you know that it will be your responsibility to repair or replace these. These things include:</p> <ul style="list-style-type: none"> <li>• Sheds</li> <li>• Laminate flooring</li> <li>• Carpets and other floor coverings</li> </ul>



## ROUTINE REPAIRS

Routine repairs are minor defects which may cause some inconvenience, but where immediate repair is not essential. Routine repairs have a 20-day completion time target.

When you contact us to report a routine repair, we will make an appointment for a time that is convenient for you.



## REPAIR TYPES AND TIMESCALES

To ensure we manage priorities we have categories and prioritise the type of work as set out in the table below.

Type of Repair	Timescale	Other Information
<b>Emergency</b>	5 hours	Any follow-on work to be carried out within the relevant timescale.
Emergency repairs are required where there is a danger to life, a hazard that compromises safety, or there is the potential for more damage to occur to the property. It also applies where the property is not secure or where it is not wind and/or watertight.		
<b>Out of Hours</b>	5 hours	Any follow-on work to be carried out within the relevant timescale.
This is a make safe service and any follow on works will be addressed the next working day.		
<b>Right to Repair 1</b>	1 working day	Examples include no heating or hot water, toilet not flushing where there is no other toilet in the house.
<b>Right to Repair 3</b>	3 working days	Examples include partial loss of water supply or unsafe timber flooring or stair tread.
<b>Urgent</b>	5 working days	Urgent repairs are those where the comfort or convenience has been compromised due to a fault occurring or where not repairing will result in further damage to the property. Examples include a minor leak or a faulty light fitting where there is alternative lighting.
<b>Right to Repair 7</b>	7 working days	Examples include extractor fan in a bathroom or kitchen not working.
<b>Routine</b>	20 working days	Routine repairs are ones that do not seriously interfere with comfort or convenience and do not cause further problems or damage to the property.







## COMMON REPAIRS RESPONSIBILITIES AND THE 'RIGHT TO REPAIR' SCHEME.

The 'Right to Repair' scheme gives tenants of housing associations the right to have small urgent repairs carried out within specific timescales. If these timescales are not met you have the right to claim compensation. We have included qualifying repairs in the table below of common repairs, along with the required response times shown in days. For further information on timescales for other repairs categories please see the table on Page 19.

Item	Description	You	Us	No of working days to repair qualifying repairs
 <b>Plumbing</b>	Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.		✓	1
	Total loss of water supply		✓	1
	Partial loss of water supply		✓	3
	Blocked sink, bath or drain		✓	1
	Significant leaks or flooding from water or heating pipes, tanks, or cisterns		✓	1
	Toilet not flushing when there is no other toilet in the home.		✓	1
	Blockages to drains caused by misuse.	✓		
	Replacement of waste plugs, chain, and toilet seats.	✓		
 <b>Electrical</b>	Total loss of electric power		✓	1
	Unsafe power or lighting sockets or electrical fittings		✓	1
	Partial loss of electric power		✓	3
	Light bulbs and plug fuses	✓		
	Electric plugs, electric meter and supply of electric	✓		
 <b>Heating</b>	Total or partial loss of space or water heating where no alternative heating is available		✓	1

Item	Description	You	Us	No of working days to repair qualifying repairs
 <b>Gas</b>	Total or partial loss of gas supply		✓	1
 <b>Safety and Security</b>	External windows, doors or locks which are not secure		✓	1
	Unsafe access to a path or step		✓	1
	A loose or detached bannister or handrail		✓	3
	Unsafe timber flooring or stair tread		✓	3
	Personal alarm equipment and any other Telecare equipment that you have installed, or which may have been provided by Dumfries & Galloway Council.	✓		
	Loss or breakage of keys and any resulting lock change	✓		
	Door number plate or doorbells fitted by you	✓		
 <b>Ventillation</b>	A blocked flue to an open fire or boiler		✓	1
	A mechanical extractor fan in the kitchen or bathroom which has no external window		✓	7
 <b>Pest Control</b>	Action relating to pest control, including wasps, mice, ants etc.	✓		
 <b>Decoration</b>	Internal decoration and cleaning curtain fixings, removing and replacing radiators for decoration.	✓		



**RECHARGEABLE REPAIRS**

Sometimes there may be a charge for repairs. This could be as a result of damage or negligence or where we do additional works at an extra cost or we carry out work that is your responsibility. We will always tell you about additional charges before we carry out the works. We will also give you an estimate of the cost. If it's an emergency you will receive the bill after we've completed the work.

We have a rechargeable repairs policy to ensure our approach is fair, consistent and clear. The money we allocate for repairs must be spent only on work we have a responsibility for as the service is funded from rent paid by tenants. Those who neglect their homes will have to pay for the resulting damage. Examples of work we will charge you for include lost keys, additional fencing, damaged doors/windows and where we cannot gain access to repair but have sent our repairs team in good faith after agreeing a time with you.

If a repair is needed due to damage caused by anyone living at your home or visiting you, even if this is accidental, you will be responsible for arranging and paying for the repairs needed. If this happens, you must complete the work needed safely, and to a good standard. We strongly advise that you consider insurance which will cover the cost of repairs caused by accidents or damage.

If you need advice at any time, please speak with your Neighbourhood Officer or contact our Repairs Team.



**OTHER CYCLICAL MAINTENANCE**

We carry out some aspects of property maintenance on a cyclical basis. Examples include internal painting of communal areas and electrical testing. We instruct contractors to undertake this work and sometimes they will require access to your property or for you to open windows so they can be painted. We will let you know in advance when this type of work will be carried out.



**UPGRADES TO YOUR HOME**

We will write to you and let you know when your home is due to any upgrades and to advise you of the work that will be carried out. We may delay some repair requests if components or fittings in your home are due to be replaced. Typically, this work involves replacing kitchens, bathrooms and heating systems. We will liaise with you about your choices wherever possible. In most cases, you will not need to move from the property while the work is done, but there will inevitably be some disruption. We will keep in touch whilst the work is being carried out and will always aim to keep disruption to a minimum.



**YOUR RESPONSIBILITY**

- **Damage caused by you or your visitors, whether this is wilful or accidental.**
- **Clotheslines, poles, rotary driers, unless in communal areas and provided by us.**
- **Vandalism, unless reported to the Police and a crime reference number is obtained.**
- **Taking care to keep landings, stairs and other communal areas clear of any refuse or belongings.**
- **Any repairs to improvements done by you or anything which has been gifted to you by Loreburn.**
- **Bins, bin stores and window cleaning, unless this is included as a service charge at your development.**
- **Repairs to your possessions or belongings including furnishings and electrical equipment.**
- **Gardens, drying areas and driveways, unless affected by major incidents such as flooding.**



## COMMON PROBLEMS AND HOW YOU CAN HELP

Sometimes we need your assistance to help keep your home in good condition. During periods of cold weather, please let us know if you plan to be away from home for more than a few days. If you are not confident about any of the procedures below, please contact us – we will be happy to advise.



### FROST DAMAGE

Water pipes can freeze and burst in cold weather, so please make sure your home is kept warm. If you are going away from home in winter, leave your heating on at a low setting. If you do not want to do this, turn off your water supply at the valve and turn on the taps to drain the water from the system. If you have water-filled radiators you should also arrange for a plumber to drain these down. Make sure you know the location of the stop valve for the cold-water system. This is normally below the kitchen sink, or at floor level in the bathroom. Use this to turn off the supply in an emergency.



### CONDENSATION

Excessive condensation can cause damp, which is bad for your health and the property. To avoid this, keep your home warm and well ventilated. This is especially important in bedrooms. Avoid drying clothes on radiators, as this creates lots of moisture in the air and can cause condensation and damp. If you experience condensation in your property and it leads to mould you will need to kill and remove the mould. This can be done with a mild solution of bleach (please seek appropriate guidance if in doubt) or a fungicidal (available from most DIY stores). If condensation is a problem in your home and you need further information, please contact us.



### PEST CONTROL

If you experience problems with pests, such as rodents or insects in your home, it is your responsibility to deal with these. Details of pest control services can be found online or from Dumfries and Galloway Council. If you live in a flat and the issue is being experienced throughout the block, please contact your Neighbourhood Officer for advice.







# Your Tenancy Agreement

This section aims to answer some of the questions you may have about your tenancy with Loreburn. It should be read alongside your tenancy agreement.

When you start your tenancy with us, we will ask you to sign a Tenancy Agreement. This is an important legal document which details your rights and responsibilities as a tenant. If you are a joint tenant with another person you both have equal rights and responsibilities. We will give you a copy of this agreement to keep.



## YOUR RESPONSIBILITIES TO US

- To pay your rent and any service charges on time
- To live in the property as your main home
- To look after the property and keep it in good decorative order
- To report repairs and allow access to carry out these works
- Allow us access to carry out major repairs such as replacing your bathroom
- To always show respect to others
- To get permission from us before you make any changes to your tenancy or home
- To allow our engineers access to service your boiler and gas supply (if applicable) and undertake other repairs
- To give us a minimum of 28 days notice if you want to end your tenancy



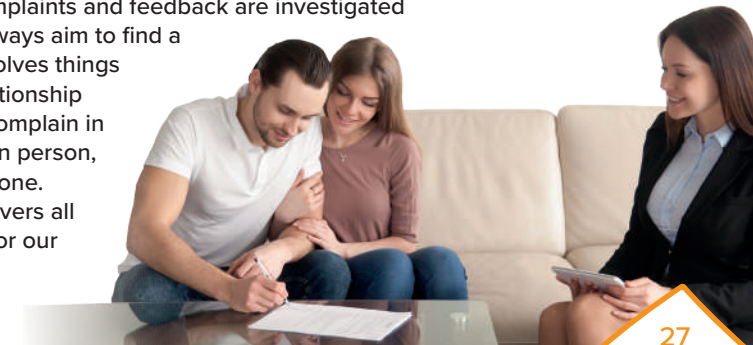
## OUR RESPONSIBILITIES TO YOU

- To provide a habitable home that is wind and watertight
- To keep the property in good repair and working order
- To carry out repairs within our agreed timescales
- To consult with you before setting new rent or service charges or making changes to our services
- To provide you with a Tenancy Agreement and certain other information such as how you can complain



## WHEN WE GET IT WRONG

We aim to give you a great service and to get things right first time. When we don't we'll make sure your complaints and feedback are investigated fairly and timely. We'll always aim to find a quick resolution that resolves things for you and puts our relationship back on track. You can complain in any way that suits you - in person, online, by email or by phone. Our complaints policy covers all services provided by us or our appointed contractors.



# 5



## Staying safe in your home

Your safety and that of our colleagues and contractors are of the utmost importance. We must ensure we meet our health and safety responsibilities and that our policies and procedures adhere to all legal requirements. We can provide detailed information on any health and safety matters if you need it but the following pages 30-37 contain some key points to help you stay safe and comfortable in your home.





## GAS SAFETY

If your property has a gas supply and appliances provided by us then by law, we must carry out a gas safety check every 12 months. A significant number of fatalities occur in the UK every year as a result of faulty gas appliances and so this annual check is essential to ensure the safety of you and your family. It also helps us to ensure your boiler is working efficiently so you are not wasting money on high fuel bills. The check identifies faults or worn-out parts and allows us to replace these before they fail, helping to ensure you always have heating and hot water. The annual check and any follow-on works are free of charge.

You must allow us access to carry out the checks. Our contractor will contact you when your check is due with a proposed appointment date. If this is not suitable, the contractor can be contacted to re-arrange. Our engineers will be flexible to accommodate your circumstances but if you are not in at your appointment time you may be charged for the abortive visit.

We will always aim to give you plenty of notice and do our best to work around your commitments. It is important to note, however, that if you do not allow access, we have a legal right to force entry to carry out this essential maintenance to ensure your safety. If this happens, we will look to recover our costs from you. Please do not ever put off your annual gas service as the risks from carbon monoxide poisoning or other defects can be life-threatening.

If you would like to make an alteration or improvement to your property which involves any gas fuelled system you must apply for permission through our Alterations and Improvements procedure.

### IF YOU SMELL GAS

If you smell gas, you need to contact the National Grid immediately on

**0800 111 999**

You should also:

- Switch off your gas at the meter
- Ventilate the property - open the doors and windows
- Do not smoke, use matches or any other naked flame
- Do not use electrical appliances

If your carbon monoxide alarm activates, you must open the windows and turn off the appliance and report the incident to Loreburn on 01387 321400



## SMOKING

We have a duty of care for the health and safety of our colleagues and contractors whilst they are working. We therefore, ask that you keep your home smoke free during visits by our colleagues or contractors. This means not smoking during any visits and opening doors and windows before they are due to attend. If you do not assist with this our colleagues have the right to leave. This could delay the completion of any repairs to your home. We thank you for your support and understanding of this.



## FIRE SAFETY

- Ensure you know the emergency escape procedures for your home.
- Ensure your furniture is fire-resistant and not placed close to a heat source.
- Do not overload sockets and ensure there is ventilation around the equipment.
- Check electrical items and cables to ensure they are in good condition and never use an item with a damaged flex.
- Never leave electrical items in standby mode and always unplug when not in use.
- Do not leave washing machines, tumble dryers or other electrical appliances in operation when you are not going to be at home.
- Clean your tumble dryer filter after every load.
- Avoid a build-up of waste; clear it out on a regular basis and remove it from your property. If you live in a flatted development, do not leave it in communal corridors.

Many fires are caused by faulty electrical appliances. A list of recalled appliances is available on the UK Government website: <https://www.gov.uk/government/publications/household-appliances-recalled-due-to-fire-risk>

Always ensure portable heaters are secured up against a wall to stop them from falling over and keep them clear from curtains and furniture. **NEVER** place clothing etc. over them to dry. Only use heaters with a safety cut out switch should they fall over.

- If you need to leave the kitchen whilst cooking, take pans off the heat or turn them down.
- Keep towels, cloths and curtains away from fryers, toasters and the cooker.
- Avoid any build-up of fat and grease in the cooker or grill.
- Do not put anything metal in the microwave.
- Take extra care if you cook when you're tired, taking prescription drugs, or if you've been drinking alcohol.
- Keep matches and lighters out of the reach of children.
- **NEVER** leave a lit cigarette unattended, and **NEVER** place a lit cigarette end into a waste bin.
- In the interests of safety, no dangerous or highly flammable materials may be kept within your home.







## SMOKE ALARMS

Working smoke alarms can save lives so make sure yours is in good working order.

- Test your smoke alarm every week by pressing the button until it sounds. If it fails, please contact us immediately.
- Change the battery every year. If you hear a beeping sound coming from the smoke alarm it is warning you that the battery needs replacing. If you are unable to do this yourself, please contact us.
- **Never** remove the battery unless to replace it with a new one.
- **Never** disconnect the alarm.
- **Never** cover over the alarm.
- Vacuum the grill area of the smoke alarm every 12 months.

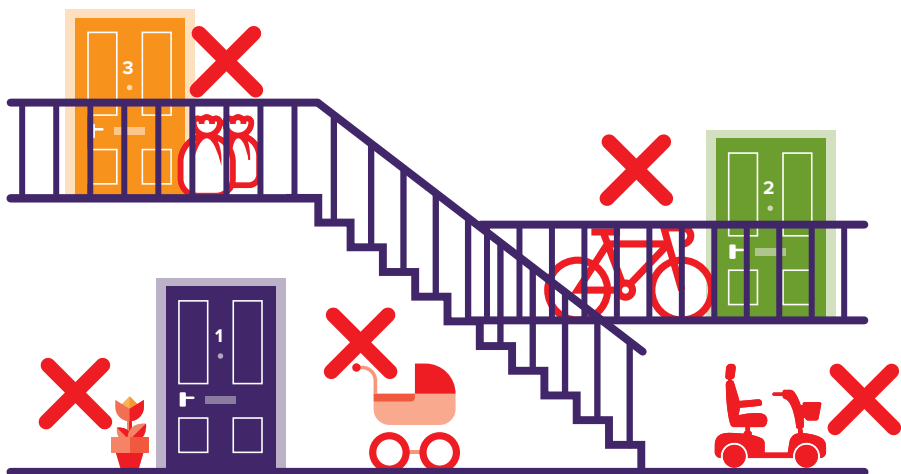


## PERSONAL ITEMS IN COMMUNAL AREAS

Fire safety regulations require all communal corridors and fire escape routes to be kept clear. This means tenants are not permitted to keep any items other than a door mat, outside of their flat. This means no plants, furniture, bicycles, mobility scooters or pushchairs.

We realise this may be inconvenient for some but our overriding concern and priority is for our tenants' safety. Any obstruction to the common areas can hinder escape in the event of a fire, and can also provide fuel to a fire.

If we find items in shared areas, we may remove them without notice and charge you the cost of doing so.



## ELECTRICAL SAFETY

We will carry out routine electric safety checks at your property. The safety check and any work will be carried out free of charge. You must allow us access to carry out this check. When the service is due you will be contacted by our contractor. If you do not allow our contractor access you may be putting yourself and your family at risk.

The other risk associated with electricity is electric shock. To help reduce the risk of harm:

- **Never** carry out any repairs or alterations to the wiring in your home.
- **Never** use electrical equipment in wet areas, and never attempt to change light bulbs or to plug or unplug electrical appliances with wet hands.
- When changing light bulbs, make sure the light is unplugged, or for fixed lights ensure the electrical supply is turned off at the consumer unit.
- If an appliance appears faulty, stop using it and have it checked for safety.
- Consider using a Residual Current Device when using electrical garden equipment.



## WINDOW SAFETY

- Cords from window blinds can be hazardous to young children. Keep cords out of reach and tied up, or better still, choose blinds with the appropriate safety mechanisms.
- Always supervise young children and keep their play area away from windows. Keep furniture away from windows as they could tempt children to climb and potentially fall.
- Use restrictors on windows to prevent falls. If there are no restrictors fitted and you have young children or vulnerable people living in your home, please contact our Repairs Team on **01387 321400**.



## SAFETY IN THE KITCHEN

Do not overload kitchen wall units or pull on the doors. Overloading and pulling on the doors can pull the fixings from the wall leading to the unit falling off or shelving collapsing, which could result in injuries. **If you notice any movement in your wall units, please contact our repairs team on 01387 321400.**







## SLIPS, TRIPS AND FALLS

- Avoid leaving items on the stairs.
- Ensure floor coverings are in good condition. Fraying or other damage to flooring can be a trip hazard.
- If rugs are to be placed on a slippery surface, ensure they have a slip-resistant backing.
- Keep floor areas clear of obstructions and trailing cables.
- Spills on the floor should be cleaned up immediately to prevent slips and falls.
- If you have an over-bath shower, consider using a slip-resistant mat in the bottom of the bath to prevent slipping.
- If you notice any slip or trip hazards in any communal areas of your development, please report them to us.



## SAFETY IN THE GARDEN

- Use a Residual Circuit Device on electrically powered garden tools
- Keep children clear of garden tools and chemicals when they are being used, and ensure they are stored safely when not in use.
- Look for signs of damage to the external area of your home and report these promptly.
- Never burn any waste in the garden. Dispose of it safely by taking to a household recycling or refuse centre.
- Barbecues **must not** be used in communal areas of developments.



## BURNS AND SCALDS

Check the temperature of the bath before getting into it, If it is too hot (above 43°C), the (TMV) Thermostatic Mixing Valve may need to be adjusted or replaced.

Radiators, heaters and the connected pipework can get very hot when in use. Keep young children and vulnerable people away from these heaters and ensure they are supervised.



## GRIT BINS

Some of our developments will have a grit bin. Some may be owned by Dumfries and Galloway Council and some will be refilled and maintained by us (you will pay a service charge if this is the case). Where we are responsible, we check these bins before Wintertime but if you notice the grit needs to be refilled please get in touch with your Neighbourhood Officer.



## ASBESTOS

Some of our properties may contain asbestos. Asbestos is unlikely to release fibres which can be damaging to health unless it is disturbed by building works. Asbestos may be present in your home and is usually found in the following places:

- Artex • Some gas central heating boilers • Soffits and fascias
- Plastic floor tiles • Pipe insulation • Ceiling and roof tiles

It is important to let you know when asbestos is present in your home so we can keep the risks to a minimum.



## WATER SAFETY

In certain conditions, harmful bacteria can grow to cause an increased risk of Legionnaires disease. Legionnaires disease is a form of pneumonia that can kill.

Legionnaires disease mainly affects those who are vulnerable due to age, illness or lowered immune system but it can affect anybody. The risk of Legionella in your home is very low but it is higher when you are moving into a new home or returning after a long break. To help reduce the risks you should:

- Keep your water cistern covered, clean and free from debris.
- Run your shower or hot water tap continuously for 5 minutes when you move in or return after a long break.
- Shower spray heads also present a small risk in domestic properties and should be dismantled and cleaned of scale and debris every 3-6 months.

We also arrange regular checks of larger water tanks which supply more than one home in some blocks of flats to help reduce the risk. If you need advice or have any questions about water safety, please contact your Neighbourhood Officer.





## CARBON MONOXIDE

Carbon Monoxide (CO) is a highly poisonous gas produced when carbon fuels do not burn completely. It has no taste, smell or colour and can kill without warning in a few hours. If you suspect a CO leak or think you are suffering from CO poisoning switch off all gas appliances, open windows and get out in the fresh air immediately. If your symptoms are serious go to your GP or local hospital.

Can't be seen      Can't be smelled      Can't be heard

**CAN BE DETECTED** ✓

### SYMPTOMS OF CARBON MONOXIDE POISONING CAN INCLUDE:

- Dizziness
- Weakness
- Headache
- Nausea or vomiting
- Difficulty breathing
- Confusion
- Blurred vision
- Loss of consciousness

## SAFETY CONCERNS

Although we try to keep our homes and developments as hazard-free as possible, we cannot do it by ourselves. If you have an accident and you think it may be related to a Loreburn property or activity, please let us know. If you see any issues in your development or areas that need repaired, please get in touch in any of the usual ways.







# Being a good neighbour



## BEING A GOOD NEIGHBOUR

We are all part of the same community, and it is great that most of us get on well, respect each other and support one another when in need. But sometimes problems can occur due to differing lifestyles, ages, cultural backgrounds, work or sleeping patterns.

Most issues can be solved early on by simply talking to each other and we would always encourage you to do this politely and respectfully. But at other times it is important to know what you and your neighbours' rights are and when it's best to contact us. This section gives an overview of what to do if you experience issues with your neighbours.







## YOUR AGREEMENT TO RESPECT OTHERS

When you signed your Tenancy Agreement you agreed not to cause nuisance, annoyance or distress to your neighbours. You also agreed not to allow anyone living with you or visiting you to act in any of these ways. If your neighbour is a Loreburn tenant, then he or she has also agreed to these tenancy conditions. Your commitment to behaving responsibly is particularly important in common areas where noise, the behaviour of children and other lifestyle differences can all lead to disputes.



## TENANT RESPONSIBILITIES

Your Tenancy Agreement is a legal document which provides a basis for legal action if it is breached. It gives the legal definition of nuisance and antisocial behaviour, and what will happen if such behaviour occurs. All tenants have a responsibility to keep to the terms of the Tenancy Agreement, respecting neighbours and communities.



## KEYS AND LOCKS

Loreburn does not hold spare keys to your property so please make sure you have a spare key and keep it in a safe place. If you lose your keys and get locked out, you will need to contact a locksmith which could be costly. If you want to fit any additional locks, please speak with your Neighbourhood Officer as you will need to get Loreburn's permission to do this.



## PETS

The benefits of pet ownership are widely recognised and we are keen to support any tenant who could benefit from the positive aspects of pet ownership. We must also ensure that consideration has been given to others and there is a commitment to animal welfare. We will support customers to overcome any barriers to responsible pet ownership and will not refuse permission for a pet without a valid reason. If you would like to keep a pet, please contact us first as we need to run through a couple of questions regarding the type of pet, whether it requires a licence and to discuss aspects of our Pet Policy.



## INSURANCE

Loreburn's insurance covers the structure and fixtures of your home. It does not cover any contents unless they have been provided by us. You are strongly advised to take out home insurance to cover the replacement of your belongings, redecoration and making good any damage caused to your home in the event of theft, flood, fire, or an accident.

Your Neighbourhood Officer can advise you on policies specifically designed for tenants of social housing.



## THE RIGHT OF SUCCESSION

You must keep us informed of who lives in the property with you as this could affect their succession rights. When a sole tenant dies the tenancy will naturally come to an end, however, in certain circumstances, anyone living with you may have the right to take over the tenancy. This is known as succession or succeeding a tenancy. Your Neighbourhood Officer will be happy to discuss any questions you may have.



## THE RIGHT TO TAKE IN A LODGER

Before you take in a lodger, we ask that you speak with us first and get our permission in writing. There are a few checks that we need to make and we will ask you to provide details of the name, age, and gender of your proposed lodger. Please note, you cannot take in a lodger if this would lead to your home being overcrowded.



## THE RIGHT TO SUBLET YOUR HOME

You must seek written permission from us to sublet all or part of your home. We will ask you to provide details of the name, age, and gender of the proposed sub-tenant. Your request will not be refused unless there is good reason, for example, if the sublet would result in overcrowding. If permission is granted, you can initially sublet the property for a maximum of six months. This can be extended at Loreburn's discretion.



## THE RIGHT TO BUY

You are not able to buy your Loreburn home. The 'Right to Buy', which allowed tenants of social housing to buy their homes, ended for all council and housing association tenants in Scotland on 31st July 2016.





## HOUSEHOLD CHANGES

You must notify Loreburn of any changes to your household. If you do not, this can affect the occupancy rights of those living with you, including their legal right to succeed the tenancy, or become a joint tenant. Changes to your household can also change the household income and in turn affect any benefit entitlement you may receive. We can support you throughout this process and are here to help, so please get in touch whenever there are changes to your household circumstances.



## TRANSFERS

If your current home becomes unsuitable, please talk to your Neighbourhood Officer as they may have options to avoid you having to move. If that is not possible, they will be able to offer help and advice on applying for a transfer to another Loreburn property.



## MUTUAL EXCHANGES

You may want to move by swapping your home with another tenant of Loreburn or with the tenant of another housing association or local authority in the UK. If you want to find an exchange, you can search for people interested in exchanging with you all over the UK, by using the Home swapper website. Home swapper uses the details you supply to automatically match you to other interested tenants. You can access this service by logging onto [www.HomeSwapper.co.uk](http://www.HomeSwapper.co.uk) and clicking 'register'. When you have identified a person to exchange with there is certain information that we need to know, so we will ask both parties to complete a mutual exchange application form. More details on mutual exchange can be found on our website or talk to your Neighbourhood Officer if you need any advice.



## RUNNING A BUSINESS FROM YOUR HOME

If you wish to run a business from your home, you need to ask us for permission in writing, detailing the nature of the business. Some businesses may also require planning permission or need to register with Dumfries & Galloway Council. We will not unreasonably withhold permission if the accommodation remains residential and there are no adverse effects on the property, your neighbours, the development, or your community. Permission may be granted at Loreburn's discretion and will be regularly monitored and reviewed. Permission may be revoked if the business operations cause problems or lead to complaints which we feel are justified.



## NEIGHBOUR ISSUES AND ANTI-SOCIAL BEHAVIOUR

The term 'anti-social behaviour' covers a wide range of issues, from inconsiderate behaviour to serious criminal activity. It can include:

- Causing noise which can be heard by others at an unreasonable time
- Harassment towards a neighbour or visitor
- Allowing your home to be used for illegal purposes, including misuse of drugs



## TACKLING THE PROBLEM YOURSELF

As a first step, we would always encourage you to talk to your neighbour about any problems. They may not be aware they are causing a problem and could feel annoyed if Loreburn is involved without an effort made to address the situation directly. If you do, please remember to remain calm, and to be respectful.

If you do need to contact us, we will always handle complaints sensitively, but your neighbour may still conclude who has reported the problem. Trying to resolve the problem yourself first can often result in a swift resolution and help to maintain good neighbourly relations. If you'd like advice on how to approach the situation, please get in touch with your Neighbourhood Officer who will be happy to help and offer advice.



## MAKING AN ANTI-SOCIAL BEHAVIOUR COMPLAINT TO LOREBURN

If you do need to get in touch about nuisance or anti-social behaviour, we'll ask you for full details so we can investigate. We will also need to record the information in case any further action is needed. Please be prepared to tell us the following:

- what the problem is
- who is causing the problem, if you know
- who is being affected
- where it is happening
- when it is happening
- why it is happening, if you know
- what you would like us to do about it





## WHAT LOREBURN WILL DO

We will need to speak to all parties and hear what each has to say. If your neighbour accepts that your complaint is valid, we will remind them of their tenancy obligations in writing. This may be sufficient to resolve the problem. Sometimes, a neighbour will respond by making a complaint about you. If this happens and we cannot help further we will discuss with all involved the option of passing the complaint to a mediation service.



## MEDIATION SERVICES

If Loreburn feels that mediation is a good idea to help resolve the situation we will discuss this option with you first. Mediation works best where both parties accept that there is a problem and are keen for it to be resolved.

We will only refer you to the mediation service if everyone agrees. Mediators are trained and experienced volunteers who do not judge who is right or wrong but help everyone involved to listen to each other, identify what they want, clarify issues, and reach an agreement. The aim is to help you and your neighbour sort out your differences together and to prevent disputes from escalating.

If mediation takes place, Loreburn will not be involved in this but will be updated on any outcomes or agreements reached. The service will be provided free of charge to you.



## RECORD KEEPING

You will be asked to record incidents of anti-social behaviour in case this is needed for future reference or if more serious legal action is taken. You can keep your notes, or we will provide you with a form to record the information. It is important to record the following details:

- dates and times
- details of the nuisance
- effect on you, such as lack of sleep
- other information, for example, details of witnesses
- police involvement

If you contact the police, make sure you ask for an incident number. This is helpful if we need to contact them and the information may also be used as evidence in court.



## WORKING WITH OTHERS TO FIND A SOLUTION

Loreburn works in partnership with other agencies to deal with neighbour nuisance and antisocial behaviour. Our partners include environmental services, Police Scotland, social work, and mediation services as well as the Community Safety Team at Dumfries and Galloway Council. In some cases, these agencies have more powers to deal with a problem or can act more quickly.



## LEGAL ACTION

When all non-legal solutions have been tried or ruled out, several legal options can be considered. We will consider them and talk you through our planned approach if we get to this stage. The options include:

### • STATUTORY NUISANCE

Dumfries & Galloway Council has statutory powers to deal with and enforce action against anti-social behaviour such as noise and refuse problems

### • ANTI-SOCIAL BEHAVIOUR ORDERS (ASBOs)

Local authorities and Police Scotland have powers to deal with persistent nuisance, harassment, and criminal behaviour. The breaching of an ASBO is a criminal offence and puts a person's tenancy at risk.

### • SHORT SCOTTISH SECURE TENANCIES

If a Loreburn tenant becomes the subject of an ASBO, Loreburn can service Notice to change their tenancy which reduces a person's security of tenure. It means that for 12 months Loreburn may, at any point, seek possession of the property if the problems persist.

If a tenant causes serious anti-social behaviour and a persistent and repeated nuisance or deliberately ignores warnings about breaking tenancy conditions, we will ask the Court to grant a decree for eviction. Before we can take legal action against a tenant, we need to have evidence that proves they have been a nuisance.

If we take legal action and you have been a complainant in the case it is likely you will need to give evidence in court. Legal action can take several months to go through the Court process. You need to keep recording incidents and reporting any problems in the meantime, as these will be used as evidence.

We will support you throughout this process, keeping in touch and giving you the help you need. When the case goes to court, the Sheriff will listen to all the evidence and then decide whether the tenant should be evicted or not. We need to satisfy the Sheriff that we are acting reasonably in seeking to evict someone.







# Your Home



## HEATING YOUR HOME

In line with your tenancy agreement, we ask you to heat and ventilate your property properly to prevent any problems with damp or condensation.

Your Neighbourhood Officer will give you advice on how to use the heating system and will leave you with instructions when you move in.

If you need further assistance you can view your heating instructions via our website, alternatively please do not hesitate to contact your Neighbourhood Officer.



## GARDENS AND EXTERNAL AREAS

If your property has a garden that is not shared, you have a responsibility to maintain it and keep it tidy. Loreburn will maintain any shared gardens within your development and this is included within your service charges. If you have any concerns regarding the communal external areas or suggestions for their improvement your Neighbourhood Officer will be happy to discuss these with you.





## PARKING

Most of our developments have private parking or access to communal parking areas. Communal parking bays are on a first-come, first-served basis. All vehicles are parked at their owner's risk and Loreburn cannot be held responsible for any damage which may occur whilst vehicles are parked on Loreburn land.

All tenants are asked to have consideration for others and park within designated spaces to maximise the use of parking areas. There may not always be enough spaces for additional cars, and residents take priority over visitors.

Please avoid parking in turning spaces and on double yellow lines and do not block fire exits or access for emergency service vehicles.

All vehicles parked on Loreburn property must be taxed when needed and hold a valid MOT, otherwise, we ask it is removed. If it is not moved, we will act and get it moved and charge you any costs incurred. If you have any queries or wish to ask for a vehicle to be removed, please discuss this with your Neighbourhood Officer.

**You must seek written permission from Loreburn to park a caravan, lorry, trailer, boat or a commercial vehicle on Loreburn land.**



## COMMUNAL AREAS

Many of our developments have communal areas for you and your neighbours to use and enjoy. We ask for your consideration and co-operation in keeping these areas in good, attractive condition. Stairwells, drying areas and car parks must be clean, tidy and clear of refuse. Stairwells and communal corridors must also be kept clear for your safety and that of others.

If you need to dispose of large items such as beds, mattresses, furniture, or white goods you should contact Dumfries & Galloway Council and arrange for the item to be uplifted. Please visit [www.dumgal.gov.uk](http://www.dumgal.gov.uk) for more information. If we remove them, we will recharge you any costs incurred.



## ALTERATIONS AND IMPROVEMENTS

You have the right to carry out improvements to your home, but we ask that you get our permission before carrying out any work. Making changes to walls, ceilings and doors can affect the fire safety of your home so it is important to get permission before doing any work. Alterations must be carried out by a suitably competent/qualified person and to current building standards. Alterations that may reduce the safety or value of the home will not be given consent. By improvements we mean any alteration or addition to your home, such as an addition or alteration to the fixtures or fittings, or related to services, eg. fitting a new kitchen sink, putting up a garden shed or carrying out external decoration.

In some cases, planning permission may also be required from Dumfries & Galloway Council. Our staff will be happy to help you apply.

You have permission to install satellite dishes, but you must ensure that planning conditions are met, and neighbours are not disturbed.

We will not unreasonably refuse you permission to make improvements but may impose certain conditions, for example, the work must be carried out to a certain standard or by suitably qualified tradespeople.

Any improvement works you make to your home will not be considered when we determine rent levels. Under the Housing (Scotland) Act 2001, you may be able to receive compensation from Loreburn for improvements you have made to your home when you leave.

To qualify for compensation, you must have received written permission from us to carry out the improvement, and your tenancy must have ended. For more information, please contact your Neighbourhood Officer.



## ADAPTATIONS

If your health needs change and your home needs to be adapted in some way, eg. a handrail or ramp at the entrance to your home, or a bath replaced with a shower, we can often do this using funding from the Scottish Government.

Anyone applying to us for an adaptation must be referred by a specialist, typically an Occupational Therapist (OT). Funding for such adaptations is provided annually and often gets used up quickly. If this happens, requests will be put on a waiting list until more funding is available. For more information, please contact your Neighbourhood Officer.





# Moving Out

If you are reading this page, you are likely thinking about leaving us. If there is something we can do to avoid you having to move, please talk to your Neighbourhood Officer as they may be able to help.

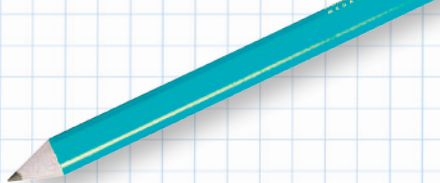
Once you have decided to leave you can end your tenancy by giving 28 days' written notice. You can do this by writing to us by letter or email, completing the termination form on our website or telephoning us to ask for a form. Your Neighbourhood Officer will be happy to assist if you have any queries.

A Scottish Secure Tenancy offers increased security and can only be ended if you have given us at least 28 days' notice or in the following circumstances:

- if there is a court action to evict you
- if you abandon the property
- if you die and there is no one to succeed your tenancy.







## BEFORE MOVING OUT – CHECKLIST

- You must leave the property, garden, and communal areas in a clean and tidy condition and remove all furniture and belongings. You should also remove all flooring and underlay (unless otherwise agreed with your Neighbourhood Officer). Please be aware if you don't do this, we are likely to send you a bill for the costs of removal.
- You should clean the property throughout including all worktops, sills, kitchen units, bathroom/toilets and clear your garden or common areas of all toys, furniture and sheds.
- Please disconnect and remove all electrical appliances. If you have gas appliances that you have installed, please ensure these are removed safely only by a registered Gas Safe engineer. Also, fit a stop valve to the water feed that connects to your washing machine to avoid flooding.
- Please disconnect and remove any non-standard light fittings and replace these with a pendant, ensuring they are in a safe condition. You should always get a qualified electrician to carry out this work.
- The property should be left in good decorative order.
- We will inspect the property before you leave and may ask you to carry out any repairs which would be your responsibility. If these are not completed before you leave you may be charged the costs of us having to do these works.
- It is important that you take final meter readings for electric and gas (if you have it) and that you notify your utility provider(s). Please also arrange to re-direct your mail and any other deliveries.
- If you are ready to leave the property ahead of your tenancy end date, we will accept the keys and ask your permission to start any safety checks. Please note, your tenancy will not be terminated until the agreed end date and you will still be charged rent for this period.

## The acceptable standards for ending your tenancy



It is your responsibility to ensure that all unwanted refuse, furniture and other items that belong to you are removed from your property. Please do not leave bagged refuse alongside any bins as the refuse collectors will not remove it and you may be charged for its removal. Your property should be left in good clean condition as set out opposite and any work you have been asked to carry out should be fully complete.

The following pages outline the condition the property should be left in...





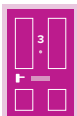
## BATHROOMS AND SANITARY WARE

- All sanitary ware (for example, toilets, baths and washbasins) should be clean, free from grime or stains and in an acceptable state of repair, with no cracks or visible leaks.
- All toilets should have clean and unbroken seats in place.
- Baths and wash basins should have a plug and chain.
- All taps should be clean and in good working order.
- Tiles around baths and washbasins should be clean.
- Sealant around baths and basins should be clean.



## KITCHEN SINK, UNITS AND WORK SURFACES

- The kitchen sink should be clean and have a plug and chain fitted.
- Taps should be clean and in good working order.
- Units and worktops should be clean and clear of food deposits, dirt and grease.
- Unit doors should be intact and in good working order.
- Tiles should be clean and free from grease and grime.
- If your washing machine hose is fitted to the sink waste please plug the waste to stop the sink unit being flooded.
- Spaces where fridges and washing machines stand should be clean and free from dirt and dust.
- Kitchens should be left with the same or a greater number of units and worktops then were originally provided.
- Any kitchen units or worktops that may have been removed without our consent should be reinstated or replaced.
- If you intend to remove any fitted units or worktops that you have installed with our consent, you must reinstate the original pieces or replace these and we should be informed accordingly.
- You should let us know if you need to carry out any replacement or reinstatement works ahead of your tenancy ending.



## DOORS AND DOOR FURNITURE

- Doors must be re-fitted where they have been removed.
- Where you have installed your own doors or door furniture they should either be left or replaced with the originals or suitable alternatives.
- Doors and door frames should be in good repair and decorative order, with any holes filled.
- Door furniture (knobs, handles, latches and locks) should be operational and in a good state of repair.
- Doors should be able to open and shut freely without obstruction.



## PAINTWORK

- All paintwork (eg. walls, ceilings, doors and woodwork) should be in a clean presentable condition. This means free from grime, dirt, grease and tobacco stains.



## WALLS AND PLASTER

- Surfaces should be free from damage, nails, hooks and any wall plugs removed, leaving walls in good decorative order for the incoming tenant.
- Walls or other structures that have been altered or removed without our written consent must be reinstated and you must also let us know you are doing this.



## ELECTRICAL SWITCHES, SOCKETS AND LIGHT PENDANTS

- All switches, sockets and light pendants should be safe, in good working order, clean and free from dirt, grime and paint splashes.
- All non-standard fittings should be replaced with standard sockets or pendants.
- Where you have carried out your own DIY work by installing your own electrical fittings, these fittings must be safe and conform to national safety standards.



## GAS APPLIANCES

- Where installed, all gas appliances (including radiators) should be clean and in useable condition.
- If you have installed a gas appliance of your own (replacing one that was originally installed by us), and want to take it with you, you must ensure the original appliance is reinstated, that you let us know, and that the work is done by a qualified Gas Safe engineer.
- On leaving the property you should ensure the boiler is switched off.



## PLUMBING

- Any plumbing works you have done should be safe, tidy and securely clipped, with no visible leaks.
- The lagging jacket for the hot water cylinder should be securely fixed and in good condition
- The waste pipe from the kitchen sink and any washing machine outlet should be clear and flushed with an appropriate solution to ensure that it is free from grease and other items that may cause obstruction to the flow of waste water.





## FLOORING

- All carpets and underlay should be removed unless you have agreed otherwise with the incoming tenants or with us.
- All floors should be clean and free from dirt and grease.
- Where foam backed carpets have been removed, any rubber backing and dust should be removed from the floor surface.
- Vinyl tiles or similar coverings should be level and firmly stuck/secured to the floor.



## TILING

- Ceramic wall and floor tiles should be clean and free from grease and grime. Broken or missing tiles should be replaced along with any regrouting that may be required.



## HEATING

- Heating appliances should be clean and with all controls intact and in good working order.



## OPEN FIRES

- Open fireplaces and flues should be clear and free from obstruction (eg. bird's nests).



## LOFTS AND CUPBOARDS

- Roof spaces, fitted wardrobes and storage cupboards must be cleared and free from refuse or unwanted items.



## SHEDS, OUTHOUSES, GARAGES AND GARDENS

- All temporary structures (eg. lean-tos or sheds) must be removed, unless we have agreed you may leave them.
- External buildings (and sheds where we have agreed you can leave them) must be cleared and left clean.
- Gardens must be free from refuse, toys and furniture.
- Hedges should be maintained and in good condition.
- Paths should be free of obstruction.
- Lawns, shrubs and plants need to be tidy and patios and/or decking must be in good condition.
- Any items left in communal areas will be considered abandoned (unless we have agreed otherwise). You will be re-charged if we have to remove refuse or any other items.



## SECURITY

- All external doors and frames should be secure and in good repair.
- All windows should have working fasteners.
- All glazing should be in good condition with no broken panes.
- Windows should be able to open, close fully and secure properly.







# OUR GREAT GOODBYE

The GREAT Goodbye offers a **£200** reward to every outgoing tenant who leaves their property in a good condition that allows us to re-let it quickly. You will receive a £200 GREAT Goodbye payment simply by meeting the criteria set out opposite. It's that easy!

If you can meet most but not all of the criteria speak with your Neighbourhood Officer who might be able to help with advice or support for you to qualify!

## Criteria for our GREAT Goodbye Payment

- Provide Loreburn with 28 days' clear notice of your intention to end the tenancy.
- Pay all rent due up to the date the tenancy terminates.
- Return a full set of keys for the property when you leave.
- Provide Loreburn with a forwarding address.
- Provide final meter readings and let us know who supplies gas and electricity at the property.
- Provide meter readings to utility suppliers and close or transfer the account.
- Clear the property of all furniture, white goods, non-standard items along with all personal belongings and refuse (including items from the loft and floor coverings)
- Tidy and clear the garden (where applicable), cut grass and hedges, and remove all refuse, toys, dog waste etc.
- Clean the property to a good standard, including the kitchen and bathrooms.
- Leave the property in good condition and reasonably well decorated (eg. holes in plasterwork filled and sanded). Consideration will be given to fair wear and tear.
- Leave a wheelie bin for the new occupant along with any Council provided recycling boxes.
- Carry out any repairs you are responsible for that were requested at the pre-void inspection. Or, ensure any re-charges are paid.
- Allow viewings of the property if requested to do so.

## MOVING OUT - THINGS TO REMEMBER!

- Re-direct your mail with the Post Office. Visit [www.royalmail.com](http://www.royalmail.com) to do this online.
- Notify relevant authorities in your old and new areas regarding council tax and electoral registration.
- Notify water, gas and electricity suppliers to turn off services at your current address on your moving day and arrange for utility connections at your new home.
- Arrange to transfer your home insurance or set up new policies to begin the day you move in.
- Transfer your TV licence to your new address. You can do this online by visiting [www.tvlicensing.co.uk/moving](http://www.tvlicensing.co.uk/moving)
- Arrange to discontinue your phone services and broadband and have it installed at your new address.
- Notify the DVLA if you need to. For online information visit [www.dvla.gov.uk](http://www.dvla.gov.uk)
- Inform your car insurance company of your move.
- Check parking arrangements at your new address and apply for permits if necessary.
- Notify schools, doctors and dentists of your move.
- Notify your bank, credit and any store card companies of your new address.
- Book a removals company or arrange any help you might need.
- Take meter readings on moving out day.
- On leaving, secure the property by locking all doors and windows.

We hope you have found this Handbook useful. If you would like any more information about anything you have read, then please get in touch in any of the usual ways or contact your Neighbourhood Officer directly.

*We wish you good luck and happiness in your new home.*





Loreburn  
Housing Association

Web: [www.loreburn.org.uk](http://www.loreburn.org.uk)

Call: **01387 321300**

Email: [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk)

**FOR REPAIRS ONLY**

\* Please always call us for repairs that are emergencies \*

Call: **01387 321400**

Email: [repairs@loreburn.org.uk](mailto:repairs@loreburn.org.uk)



[@loreburnha](https://www.instagram.com/loreburnha)



[@loreburnhousing](https://www.facebook.com/loreburnhousing)



[@LoreburnHA](https://twitter.com/LoreburnHA)

Creating Great Places to Live

