



Member's Handbook



WELCOME TO HAWTHORN



On behalf of the staff and Committee of Hawthorn Housing Co-operative, we are delighted to issue you with your member's handbook.

The Co-operative has developed this handbook to inform you of your rights and responsibilities as a tenant and to help you to enjoy your home. The handbook complements your Tenancy Agreement.

Whilst the handbook is not a statement of law, or of the Co-operative's contractual and common law obligations, we do hope it will be of use to you.

If you require any further information on anything contained in the handbook, please do not hesitate to contact the office - we're here to help.

If you require a copy of the handbook in an alternative format, such as large print, audiotape, Braille or community language, please contact the office.

Registered Office: 23a Finlas Street, Glasgow, G22 5DB.

Tel: 0141 336 2138

E-mail: enquiries@hawhousing.co.uk

Web: www.hawthornhousing.org.uk

Registered No. 2195 R(S) - Friendly Society. Registration No. C3735 - Scottish Housing Regulator.

CONTENTS

ABOUT US 6

OUR AIMS & OBJECTIVES 7

OFFICE OPENING TIMES &
CONTACT INFORMATION 8

YOUR TENANCY 9

YOUR RIGHTS &
RESPONSIBILITIES 10

BREACH OF TENANCY 11

REPOSSESSION 11

ANTI-SOCIAL
BEHAVIOUR ORDER 12

ABANDONMENTS 12

YOUR HOME 13

MOVING IN 13

BEING A GOOD
NEIGHBOUR 14

ANTI-SOCIAL BEHAVIOUR 15

LIVING IN A FLAT &
COMMUNAL AREAS 19

RUBBISH DISPOSAL
& BULK UPLIFTS 21

PETS 22

DOG FOULING 24

CHANGE IN
CIRCUMSTANCES 24

SUB-LETTING
AND LODGERS 25

YOU AND YOUR RENT 26

RENT SETTING 26

PAYING YOUR RENT 26

PROBLEMS WITH
PAYING YOUR RENT 27

WELFARE REFORM 28

THE SCOTTISH
WELFARE FUND 28

UNDER OCCUPANCY
CHARGE (BEDROOM TAX) 28

UNIVERSAL CREDIT 29

COUNCIL TAX 32

INFORMATION & ADVICE 32

LOOKING AFTER YOUR HOME 34

REPAIRS SERVICE 34

OUR RESPONSIBILITIES 34

YOUR RESPONSIBILITIES 35

ABOUT OUR
REPAIR SERVICE 36

REPORTING A REPAIR 36

REPAIR CATEGORIES 38

PLANNED MAINTENANCE 41

IMPROVEMENT WORKS 41

RECHARGEABLE REPAIRS 42

RIGHT TO REPAIR 43

AIDS & ADAPTATIONS 46

ALTERATIONS &
IMPROVEMENTS 47

MOVING IN	51
GENERAL REPAIR ADVICE	51
BLOCKAGES	51
RESETTING A TRIP SWITCH	53
GENERAL REPAIRS ISSUES	54
DAMPNESS & CONDENSATION	54
WATER LEAKS	56
FROZEN & BURST PIPES	56
WATER HYGIENE	58
GAS SAFETY	60
ANNUAL GAS SAFETY CHECKS	60
FIRE SAFETY	61
FIRE SAFETY IN THE HOME	61
SMOKE ALARMS	62
SECURITY	62
BOGUS CALLERS	63
MOVING HOME	65
ENDING YOUR TENANCY	65
APPLYING FOR A MOVE	66
TRANSFERS	66
MUTUAL EXCHANGES/ SWAPS	67
SUCCESSION OF TENANCY	69
RIGHTS OF ASSIGNMENT	69

MAKING THE AREA A BETTER PLACE TO LIVE	70
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GETTING INVOLVED	72
BECOMING A COMMITTEE MEMBER	72
SCRUTINY	73
VOLUNTEERING	74
SOCIAL ACTIVITIES GROUP	74
WALKABOUTS	74

GENERAL	75
EQUAL OPPORTUNITIES STATEMENT	75
CONFIDENTIALITY AND ACCESS TO INFORMATION	75
COMPLAINTS POLICY	81
USEFUL TELEPHONE NUMBERS	87

ABOUT US

Local people campaigned from 1984 to 1987 to take over the ownership and management of 384 houses from Glasgow City Council. The residents were determined to improve housing conditions in the area and after a successful campaign Hawthorn Housing Co-operative was established as a registered social landlord in 1987.



Hawthorn Housing Co-operative is a fully mutual housing Co-operative that does not trade for profit. It owns and manages 364 homes which we rent to individual members; all tenants are members of the Co-operative. Tenants join by buying a £1 share, which is their financial stake in the Co-operative.

Our housing stock is located in a small, compact corner of Possilpark and consists of 191 refurbished ex-local authority tenements, 125 properties built by the Co-operative between 1997 and 2004 and 48 properties built in 2018. We were set up and continue to exist to maintain and strengthen the community in this small pocket of Possilpark.

The Co-operative is managed by a voluntary Management Committee made up of 15 tenants who employ staff to carry out the day to day work of the Co-operative. The Co-operative delivers services to 364 tenant members from our estate-based office and employs seven full time office-based staff and three caretaking staff. The Co-operative is self-financing through rent money and any surplus generated is re-invested for the benefit of the community.

OUR AIMS & OBJECTIVES

The Co-operative exists to “lead the creation of a community with excellent homes where people are proud to live”.

We have four strategic aims:

1. Ensuring our members have the best possible quality of life.

We will do this by:

- Providing good quality, well maintained homes;
- Providing high quality, continually improving services;
- Expanding the range of services our community receives;
- Ensuring our people have high aspirations about what they can achieve in life;
- Building a strong, supportive community;
- Ensuring the area is a safe, attractive place to live.

2. Keeping the Co-operative safe and secure.

We will do this by:

- Complying with legislation and regulation;
- Being financially secure in the long term.

3. Letting people know what we are doing.

- Tenants/Members and;
- Others.

4. Getting the most from our resources.

We will do this by:

- Having a clear, simple integrated plan;
- Having a happy and engaged staff team;
- Developing a strong volunteering and self-help ethos within our community;
- Developing a strong Committee leadership of the Co-operative and the community.

OFFICE OPENING TIMES & CONTACT INFORMATION

OFFICE

The Co-operative's registered office is situated at 23a Finlas Street, Glasgow, G22 5DB. The office opening hours are:

Day	Opening Times	
Monday	9:00-12:30	13:30-16:30
Tuesday	9:00-12:30	13:30-16:30
Wednesday	10:30-12:30	13:30-16:30
Thursday	9:00-12:30	13:30-16:30
Friday	9:00-12:30	13:30-16:00

On the last Wednesday of every month the office will be closed until 13.30 for staff training.

TELEPHONE

The office phone number is **0141 336 2138**.

For emergency repairs or gas central heating repairs (out with office hours) please contact City Building directly on **0800 595 595**.

EMAIL

For all email enquiries please contact enquiries@hawhousing.co.uk.

WEBSITE

For information about Hawthorn, our services and policies please visit our website at www.hawthornhousing.org.uk.

SOCIAL MEDIA

Please follow us on social media to receive details of events that are happening in the area and other relevant information.

 Facebook - Hawthorn Housing Cooperative

 Twitter - @HawthornHousing

YOUR TENANCY

When you became a tenant of Hawthorn Housing Co-operative you signed a Scottish Secure Tenancy Agreement. This Agreement outlines your rights as well as your responsibilities of being a tenant. The agreement is a legally binding contract which will have been explained fully to you when you signed it.

The Tenancy Agreement provides you with security of tenure which means that your tenancy will last as long as you wish; provided you do not breach your agreement. Apart from when a property is abandoned, the Co-operative must get a court order to end a tenancy without the tenant's consent. We will only do this where there has been a serious breach of the conditions of the tenancy.



On becoming a tenant of the Co-operative, you will be issued with:

- A copy of your Tenancy Agreement signed by you and witnessed by two members of staff;
- A copy of the rules of the Co-operative;
- A Share Certificate, which you will have paid £1 for;
- This member's Handbook.

YOUR RIGHTS & RESPONSIBILITIES

Our main responsibilities to you are to:

- Consult with you on any important changes in the management of your tenancy;
- Keep the structure and exterior of your property in good repair;
- Keep in good repair and working order all existing installations for heating, hot water and sanitation, and for the supply of water, gas and electricity.

We have the right to:

- Change your rent or other charges provided we consult with you and give you appropriate notice;
- Be given access to your property to carry out inspections or repairs, or to service appliances.

You have the right to:

- Appeal against certain decisions;
- Exercise your legal rights as a tenant;
- Live in the property as your principal home.

Your responsibilities:

- Pay your rent on time;
- Treat staff and neighbours with respect;
- Occupy your tenancy as your only, or principal home;
- Make sure that anybody living with you or visits you respects the terms of your tenancy agreement;
- Report any repairs promptly;
- Keep your property in good condition;
- Allow access to your home for any repairs, checks or planned maintenance;
- Request permission for any alterations you want to make to your property;
- Keep your gardens/common areas clean and tidy;
- Avoid disturbing neighbours with any loud, persistent noises;
- Put all waste in bins provided and return bins to the proper place after they have been emptied and keep the communal bin areas tidy.

BREACH OF TENANCY

A breach of tenancy is the term used for when you fail to keep to the terms of your Tenancy Agreement.

To help tenants who are in breach of their Tenancy Agreement, our Housing team can provide support and advice or refer you to others who can do so.



If you breach your Tenancy Agreement and fail to remedy that breach, we can:

- Take you to Court to repossess your home;
- Apply for an Anti-Social Behaviour Order [ASBO].

It is your responsibility as the tenant (or joint tenants) to ensure your Tenancy Agreement is not breached by anyone living in the property or visiting the property.

REPOSSESSION

If the Co-operative wishes to repossess your home, we must follow legal procedures. Legal Notices must be served on you stating the grounds for recovery. No further action can be taken until the Notice becomes “live” which is at least four weeks after it was delivered to you. We can then raise a case in the Sheriff Court. Even if we prove our case, the Sheriff will consider whether it is reasonable to grant a Decree for Eviction.

We believe taking court action to end a tenancy is the last resort and will only be taken after all other alternative solutions have failed. However, we will take action if a tenant refuses to work with us to improve the situation.

If you face legal action you should always contact us to discuss the matter. You are entitled to seek independent legal advice and you are entitled to defend any action taken against your tenancy.

ANTI-SOCIAL BEHAVIOUR ORDER

An Anti-Social Behaviour Order [ASBO] is a court order prohibiting acts of Anti-Social Behaviour or preventing the ASBO holder from going to certain places or associating with certain individuals. Breaking or breaching this is a criminal offence with fines or imprisonment as possible consequences.

ABANDONMENTS

If we suspect that you have abandoned your home, we will serve you with a written notice advising you of this and asking you to respond within 28 days. During this time, we will investigate whether you are still staying in your home. If after 28 days, it appears the property is unoccupied, and we have not heard from you we will serve a second Notice to repossess the property.

If you expect to be away from home for longer than one month i.e. on holiday, at hospital or in prison, it is important that you notify us. You will also need to make arrangements to continue to pay your rent as benefits may be stopped if you are absent for any period.

MOVING IN

To assist you moving in to your home we would advise you to do the following:

- If necessary, complete a housing benefit form if you have not already done so. The form should be returned to Glasgow City Council within 7 days of your date of entry. If the form is not returned on time, housing benefit will not usually be backdated;
- Contact Glasgow City Council Tax office to advise them that you have moved;
- Arrange home contents insurance to cover your furniture, decoration and belongings as the Co-operative only arranges building insurance;
- Arrange to have a TV licence;
- We have installed meters supplied by Our Power to provide gas and electricity at the best possible price for tenants. You should receive a welcome pack from Our Power when you move in;
- Contact us if you wish to upgrade the existing satellite system or install a new system;
 - Contact your bank if you are paying your rent by standing order. Your rent is due monthly in advance on the 28th of each month. Arrangements can be made to pay weekly, fortnightly or monthly. Please contact the Housing team for more details;
 - Contact us if you wish to pay your rent by Direct Debit. Rent is due monthly in advance on the 28th of each month;
- If you would like to pay your rent at local pay points, then you can request an All Pay swipe card to allow you to do so.



BEING A GOOD NEIGHBOUR

The Co-operative is committed to ensuring that everyone can enjoy their home without disruption from others. We believe that every person has the right to enjoy life in their own way, providing they do not adversely affect the lives of those living and working around them.

A good neighbour should be tolerant, accepting and respect the needs and choices of other people. It is important to respect the rights of your neighbours and to review your own behaviour. What might be good for you could be causing a disturbance to others.

We will not tolerate acts of antisocial behaviour towards or by our residents and/or their visitors.



ANTI-SOCIAL BEHAVIOUR

If you engage in anti-social behaviour you are likely to be breaking your tenancy agreement and possibly the law. The consequences of this may include legal action being taken against you and your home could be repossessed. Anti-social behaviour is defined as behaviour which is likely to cause alarm, distress, nuisance or annoyance to any person or cause damage to anyone's property. It is behaviour that displays a disregard for the rights and wellbeing of another. Harassment can be defined as deliberate words or actions, by one person or a group of people, which are unwelcome, and which cause offence or distress. There are many different acts that can be considered anti-social, some are outlined below:

Intimidation or harassment of another person	Neighbour nuisance of varying levels	Racial, sectarian, religious & homophobic harassment
Noise nuisance: shouting, parties, noise from pets, etc	Using the house to sell drugs or for other unlawful purposes	Vehicles: parking on communal grass verges & repairing vehicles
Damage to property, graffiti, vandalism & fly tipping	Playing ball games in the street or back courts	Dumping of rubbish & deteriorating household waste
Criminal behaviour: physical violence, theft and burglary	Gardens: overgrown, litter & dog mess	Aggressive and threatening language or behaviour

Tackling anti-social behaviour & Resolving Disputes

We would advise that you try to discuss your concerns with your neighbour first of all. This is sometimes more effective than “reporting them”. If this does not work and you continue to experience difficulties you should contact us to make a complaint and to get advice and assistance on how to proceed. If you feel threatened, are being threatened, have been a



victim of a criminal offence or feel in danger, then you should contact the Police. You can make complaints in writing, by telephone, e-mail or by speaking to a member of staff. You should not contact members of the Management Committee with complaints.

We will record anonymous complaints, but it may not be possible to act on such complaints unless it is possible for us to verify the complaint – e.g. an untidy garden. We will however, take necessary steps to investigate all serious anonymous complaints where possible.

We do not tolerate acts of anti-social behaviour from or towards tenants, residents or their visitors. Complaints about anti-social behaviour will be taken seriously and dealt with appropriately. Where it is felt necessary, we will contact the police to assist us in tackling anti-social behaviour.

Dealing with your complaint

We will:

- Take every complaint seriously;
- Deal with your complaint as quickly as possible;
- Contact the person(s) complained about. We will investigate the complaint, hear both sides of the story and work with them to resolve the problem, issue appropriate warnings and take any necessary action;
- Keep any information you give us as strictly confidential;
 - we will ask your permission if we need to share your information with another agency;
 - if legal action is required we may disclose information to the defendant or their solicitor;
 - we will only do this with your permission.
- Work with other agencies (e.g. the Police, Environmental and Social Work services);
- Adopt a consistent approach with respect to the rights of the complainant and the alleged perpetrator(s);
- Keep you informed of progress (we will contact you within a week of the initial complaint to update you on any progress).

Action we can take

We will use a range of measures to address anti-social behaviour and neighbour nuisance. The action we can take may include:

- Warnings;
- Mediation;
- Acceptable Behaviour Contracts/Unacceptable Behaviour Notices (ABC'S/UBN'S);
- Anti-social Behaviour Order (ASBO);
- Notice of Possession;
- Eviction.

Other help available

In cases of noise disturbance, you can contact the Police and Environmental Health for advice and assistance. We work in partnership with these agencies to resolve neighbour disputes. The Police should also be contacted if the dispute involves assault, violence or criminal activities.

Glasgow City Council handles Anti-Social Behaviour complaints through Glasgow Community and Safety Services. You can contact them directly on **0141 287 6688** during office hours and **0800 027 3901** out of normal working hours. This service is free and confidential, and all reports made by you are passed directly to our Housing team to follow-up your complaint.



LIVING IN A FLAT & COMMUNAL AREAS

If you live in a flat or maisonette you should treat your neighbours with particular consideration and respect and look after the common areas.

Respecting your neighbours

- Keep noise from music systems, radios and TV's at reasonable levels;
- Use the bin areas properly by bagging and tying all rubbish and ensuring the surrounding areas are kept tidy;
- Do not allow anything to be thrown from balconies or windows;
- Do not use the balcony for drying clothes or for storing anything.

Door entry systems

Door entry systems are installed to control entry into buildings with common entrances. To maintain security:

- Make sure the door is locked behind you;
- Only allow access if the person is visiting you;
- Never leave the entrance doors open or wedged open;
- Try not to allow non-residents to follow you into the block – they should press the button of the flat they wish to visit;
- Report any faults immediately; don't assume another resident has already done so.

Cleaning staircases and landings

The Estate Caretakers clean the communal close on a fortnightly basis, however all tenants are responsible for cleaning their landing and keeping the close free from litter out with the fortnightly cleans.

Communal Back Courts

These are provided for tenants and their families to enjoy and to allow them to hang washing and for parents to play with children. Football and other ball games are forbidden. Please ensure all dog mess is picked up.

Grass Cutting

The Estate Caretakers cut all communal grass during the spring and summer. In order to complete the grass cutting the grass area must be free dog mess and free from obstructions such as trampolines etc. If there is mess or obstructions, then the grass will not be cut, and the households concerned will be removed from the grass cutting service and the residents will be responsible for maintaining it.

Parking

You should not park on pavements, footpaths or verges;

- All parking spaces other than driveways provided by the Co-operative are 'unallocated' and are for general use;
- Parking spaces cannot be used for major car repairs;
- You must not park a large commercial vehicle, caravan, boat or mobile home outside your house or flat, without the written permission from the Co-operative.

RUBBISH DISPOSAL & BULK UPLIFTS

Rubbish disposal

Glasgow City Council provides a fortnightly refuse collection of general household waste. If you are provided with a green wheelie bin, you must place it on the kerb prior to the collection. If you are also provided with a blue wheelie bin, please ensure you use it correctly. Collection details can be found on the Glasgow City Council website.

Bulk Uplifts

Tenants living in flats

There is a weekly bulk collection for tenants living in flats. Bulk should be placed on the street late on a Sunday evening or first thing on a Monday morning in the designated area. Bulk items should not be left anywhere that can cause an obstruction to other residents. For fridge freezers/fridges etc. you must telephone Glasgow City Council on **0141 287 9700** or **0141 287 2000**. Fridge freezers/fridges should have the doors removed for safety purposes.

Tenants living in Houses

For tenants living in houses you must telephone Glasgow City Council on **0141 287 9700** or **0141 287 2000** to get your bulk items uplifted.

PETS

The Co-operative realises that keeping pets can have a beneficial effect on the health and social wellbeing of a person. However, irresponsible pet ownership can cause an issue for neighbours and suffering for the animals. We will not unreasonably refuse to grant permission to a tenant who wishes to keep a pet. However, there are several conditions that apply to pet ownership:



- **Permitted Animals** – The Co-operative keeps a register of pets. Written permission is required before a tenant can keep any pets in their home other than small domestic animals and birds [goldfish, hamsters etc.] provided the maximum permitted number is not exceeded. Permission will not be granted for farm animals, wild animals registered under the Dangerous Wild Animals Act 1986, or dogs specified in the Dangerous Dog Act 1991, unless the dog has been exempted from the prohibition by a Court Order;
- **Service Animals** – Service animals are animals trained to perform tasks that assist people with disabilities. Permission will normally be granted for tenants who request permission to bring a service animal into their home, on condition that the animal has been through necessary training provided by a recognised body;
- **Number of pets allowed** – We will permit no more than two cats or two dogs in any house. We will permit up to two small domesticated pets e.g. rabbits, hamsters and gerbils.

We expect that any tenant who owns a pet will ensure that the animal is well cared for and is kept under proper control both inside and outside of the property. In order to ensure this, we insist that:

- Pet owners do not allow their pets to roam in communal areas (outdoor cats are an exception);
- Dogs are kept on their lead in communal areas;
- Dogs are not allowed in balconies or walkways without their owners;
- Owners do not leave animal waste or cat litter trays in communal areas;
- Pets are not allowed to cause noise nuisance, fouling or damage, either in or around the home or the neighbourhood;
- There is no intentional breeding of pets in the Co-operative properties;
- There is no prolonged tethering of any sort of animal in any area;
- Dogs are microchipped, as requested by the law;
- When outside, all dogs must wear an ID collar and ID tag with the owner's name and address inscribed on it. Certain dogs are exempt from having to wear a collar with a dog tag. They are:
 - Any dog registered with the Guide Dogs for the Blind Association;
 - Any working dog whilst in the process of carrying out its duties.

If you do not keep to the conditions, then permission to keep your pet will be withdrawn and we may take legal action against you if you do not comply.

We have a specific policy covering this matter in more detail. This is available upon request or from our website.

DOG FOULING

Under the Dog Fouling (Scotland) Act 2003 it is an offence for anyone in charge of a dog to leave its mess without removing it.

Both the police and authorised council staff can issue a fixed penalty notice to someone they suspect of committing an offence under the Act. The fixed penalty due is £80 but if it is not paid within 28 days this increases to £100.



If you are having a problem in your street or back court please report it by phoning **0800 0277 027 (free)**, by emailing **clean@glasgow.gov.uk** with the details or report using social media.

Remember to clean up after your dog. You can put bagged dog waste in your domestic refuse (green) bin.

CHANGE IN CIRCUMSTANCES

If any of your circumstances change e.g. phone numbers, members of household etc, then please contact us as soon as possible to update your information.

SUB-LETTING AND LODGERS

These Regulations apply from 01/11/2019.

If you want to sublet all or part of your tenancy, you need to obtain our permission. You must have been the tenant of the house for a full 12 months before you apply for permission or it must have been your principle home during those 12 months and the tenant must have told us you were living there prior to the start of those 12 months.

You can take in lodgers provided you do not overcrowd your home. A lodger is someone who shares your home as a member of your household. If you wish to take in a lodger, you should ask for permission in writing.

Where the request for sub-letting or lodgers would result in overcrowding, we will not be able to give permission for this.

You can obtain the Co-operative's policy on subletting and lodgers by contacting the office or by visiting our website.



YOU AND YOUR RENT

Rent is charged monthly to cover the cost of providing you with your home and the housing service including repairs and maintenance. It is essential therefore, that you ensure rent is paid on time, i.e. on or before the 28th of each month, 12 months of the year.

RENT SETTING

We aim to charge rents which are affordable to our tenants. The rent review process starts in October/November each year when the budget is drafted for the following financial year. The Management Committee agree a proposed increase in February following consultation with you and all other tenants. All comments are fed back to the Management Committee who then confirm the proposed increase for the following year.

The rent increase applies from the 28th March of each year. You will be given at least 28 days notification of the rent increase. Housing Benefit and the Department of Works and Pensions (DWP) will be notified directly by the Co-operative of your new rent.

PAYING YOUR RENT

Your rent is due monthly in advance and by the 28th of each month. You can pay your rent by any of the following methods:

- Cash, at the Co-operative office during opening times;
- Standing Order;
- Allpay Direct Debit;
- Allpay payment card (Card can be issued if requested);
- Allpay Mobile Phone App;
- Internet Banking (staff will provide you with Co-operative's bank account details to do this).

PROBLEMS WITH PAYING YOUR RENT

'Arrears' is the term we use for money you have failed to pay us to cover your rent. Paying a small amount of your arrears each week or month is better than paying nothing at all. Joint tenants are jointly responsible for paying the rent.

Anyone can have money trouble from time to time. If you are having difficulty paying your rent, you must let us know immediately, we are here to help you. If you know you have a payment problem or you have received an arrears letter, you should contact the Housing team immediately. The Housing team will provide you with an up-to-date rent statement, discuss your arrears with you and give you advice. If you are unable to pay the outstanding balance in full, we can make an agreement with you. This will involve paying an extra amount on top of your rent over a period of time, until the debt is paid off.

If you do not pay your rent:

You could lose your home and we will take legal action against you if you do not keep to a repayment agreement that you have made with us and you continue to be in arrears with your rent. You will be issued with a Notice of Proceedings. At this stage we urge you to contact us again, as the sooner you do this the less likely it is that we will take you to court.

If you do go to court:

- You will be liable for court costs;
- You could be evicted from your home;
- You will still have to pay the debt even if you move;
- You may be considered intentionally homeless and may not be re-housed by another landlord.

WELFARE REFORM

The UK Government is in the process of phasing in significant changes to the welfare benefits system. If you have any concerns or worries about paying your rent or about entitlement to housing benefit or changes to in work or out of work welfare benefits, then please contact us to make an appointment to see our financial inclusion officer or our Welfare Rights Officer for help and advice.

THE SCOTTISH WELFARE FUND

Glasgow City Council deliver the Scottish Welfare Fund on behalf of the government. This fund helps people on low incomes buy and replace essential household items. For further information on this scheme please make an appointment to see our financial inclusion officer or our Welfare Rights Officer.

UNDER OCCUPANCY CHARGE (BEDROOM TAX)

From April 2013 if people are under the qualifying age for state pension credit and have more bedrooms than required (under the government size criteria) then their housing benefit entitlement will be restricted.

Currently, the Scottish Government is providing funding to offset the impact of the Bedroom Tax.

UNIVERSAL CREDIT

The UK Government aim to simplify the benefits system, and have started to roll out Universal Credit which will replace most of the other means tested benefits including:

- Income Support;
- Job Seekers Allowance;
- Working Tax Credit;
- Employment and Support Allowance;
- Child Tax Credit;
- Housing Benefit.

Universal Credit is being introduced gradually in different areas and for different groups of claimants. The people currently affected are: Single person & couples without children and claimants who are making a new claim for Job Seekers Allowance. Eventually ALL claimants will be affected!

How will it be paid?

It will be paid monthly or twice a month. However, your first payment will be made one month and seven days after you first apply. If you find this difficult, you can ask the Department of Works & Pensions (DWP) for an advanced payment.

The Housing part of Universal Credit will be paid directly to you and will be called Housing Element, previously known as Housing Benefit. You will be responsible for ensuring your rent is paid and you do not go into arrears.

How can you make a claim?

To claim you will need to complete an online application. If you need assistance in making a claim or just need advice, our specialist advisors can help. To arrange an appointment with our Financial Inclusion Officer or Welfare Rights Officer please telephone **0141 336 2138**.

HOUSING BENEFIT

If you are on a low income you may be entitled to Housing Benefit to cover all or part of your rent. You do not need to be receiving other benefits to qualify.

The amount of benefit received depends on:

- Your rent;
- The number, ages and the circumstances of people in your family, whether any of them are employed and the circumstances of any other people living in your household;
- Your income and any savings or investments.

Housing Benefit will not be paid if:

- You do not complete an application form;
- You do not provide details of income and savings;
- You are not occupying the property allocated to you.

Your responsibilities:

- It is your responsibility to ensure that your rent or any arrears you owe are paid, even if you receive Housing Benefit;
- You must inform the Revenues & Benefit office of any change of circumstances that could affect your entitlement;
- You will be sent a form periodically to make sure your circumstances have not changed. If you do not send this back on time, you may find your Housing Benefit will stop, which may result in you accruing rent arrears.

If you receive Income Support, you will be entitled to receive Housing Benefit. If Housing Benefit is paid it may not cover your full rent. This means that you will have to make a weekly or monthly contribution towards your rent. Glasgow City Council administers Housing Benefit and they will notify you of how much benefit you will receive.

How do I claim?

Contact the Housing Benefit Department or make an appointment with the Co-operative's Welfare Advisor who will help you apply for benefits. It is important to put your claim in as quickly as possible as housing benefit is paid only from the date of claim. You will need to provide proof of income to the Council i.e. your 3 most recent payslips or if you are not working confirmation of what benefits you are receiving. All income should be declared. You will also have to provide proof of your identity e.g. a passport or birth certificate.

How is it paid?

Housing Benefit is paid either to you or directly to the Co-operative. If you ask for it to be paid to you, we will still expect your rent to be paid in advance, on the 28th of each month. If you choose to have it paid directly to us, we can accept that the part of the rent paid by Housing Benefit is received from the Council in arrears.

Discretionary Housing Payments

These are only available to people receiving Housing Benefit with exceptional circumstances, which are resulting in severe hardship. They are only available to those not receiving full benefit. If you wish to claim, please contact your local Revenues & Benefits office for advice, or contact the office to arrange an interview with our Welfare Rights Officer.

COUNCIL TAX

Council Tax is a local tax collected by Glasgow City Council to help pay for local services. Your bill will be based on the relative value of your property to others in the area. There are discounts, including where only one person occupies a property and Council Tax Benefit is also available to people on low incomes.

For more information you should contact Glasgow City Council on **0845 600 80 40**.

Please note that the Co-operative is NOT responsible for administration or collection of Council Tax.

INFORMATION & ADVICE

If you require help applying for benefits or with debt advice or if you are having difficulty sustaining your tenancy, then please contact us as we may be able to help you.

Our Welfare Rights Officer is based in the Co-operative office every Monday and Tuesday and deals with a wide variety of money related matters which include:

- Benefit reviews;
- Income support;
- Housing & Council tax benefit;
- “In work” benefit checks;
- Social fund loans;
- General money problems;
- Benefit appeals.

Our Financial Inclusion Officer provides assistance with a wide range of money issues such as:

- Debt advice;
- Utility (i.e. gas, electricity) debts;
- Budgeting advice;
- Help opening bank and Credit Union accounts;
- Employability;
- Energy Awareness.

Our Support Worker, who works for the Simon Community, helps deal with problems such as:

- helping people with life skills;
- addictions;
- helping tenants to maintain their tenancies.

To book an appointment for any of the services please call **0141 336 2138** or pop into the Co-operative's office. If you have made an appointment and are unable to make it, please call the office as soon as you can to allow other tenants to use the service.



REPAIRS SERVICE

We provide repairs and maintenance in two ways, either through 'responsive' repairs, which are those you report to us, or through 'planned maintenance' which is work that we plan and program in advance.

OUR RESPONSIBILITIES

We will keep in good repair the structure and exterior of our properties, including:

- The roof;
- Outside walls, outside doors, window sills, window catches and window frames;
- Drains, gutters and external pipes (this does not include clearing of blockages caused by a tenant's negligence);
- Floors and ceilings, doors, door frames and internal staircases and landings;
- Chimneys and flues;
- Pathways, steps and other means of access;
- Boundary walls and fences (where supplied by the Co-operative).

We will keep in proper working order, any installations we have provided for heating, water heating and sanitation and for the supply of water, gas and electricity, including:

- Basins, sinks, baths, toilets, flushing systems, waste pipes and showers;
- Electric wiring, central heating installations, door entry systems, communal TV aerials and extractor fans;
- Smoke detectors.

We will not be responsible for maintaining anything installed by the tenant or belonging to the tenant which they would be entitled to remove from the house at the end of the tenancy unless we have agreed to it in writing.

We will inspect annually any gas installations in the house provided by us. We will provide the tenant with a copy of the inspection report within 28 days of the inspection.

YOUR RESPONSIBILITIES

You are responsible for taking reasonable care of your home. This responsibility includes internal decoration and carrying out the following minor repairs:

- Replacing plugs and chains on sanitaryware;
- Replacing lost or broken keys (including any costs incurred through forcing entry);
- Replacing smoke detector batteries (if not linked to the mains electricity supply);
- Repairing damage as a result of negligence to glass, sinks or sanitary ware;
- Keeping the interior of your house in good and clean condition and in good decorative order;
- Keeping your own garden(s) and driveway well maintained and tidy;
- Ventilating and heating your home to prevent the build-up of condensation;
- Keeping common areas such as communal stairs, drying areas and bin sheds in a clean condition and safe. Landing areas should be kept clear to ease escape from buildings in emergency situations;
- Taking reasonable precautions to protect your home from fire, flood or frost;
- Taking out home contents insurance. If you live in a flat, it is needed in case you flood a downstairs neighbour.

LOOKING AFTER YOUR HOME

We need your cooperation for:

- Telling us promptly when a repair is needed;
- Providing access to your property to enable work to be carried out;
- Contacting the office to make another appointment if the contractor called while you were out and left a card.

ABOUT OUR REPAIR SERVICE

We try to provide a high-quality reactive repairs service for our tenants. You can report repairs in person, by telephone, e-mail, on our website and in writing. You can also contact the out of hours numbers in emergency situations. For an emergency repair out with office hours please call City Building on **0800 595 595**.

REPORTING A REPAIR

When you report a repair, we need to know:

- Your name;
- Your address (including flat position if applicable);
- Your telephone number and whether we can pass it to our contractor to arrange access for the repair with you;
- The details of the repair and location;
- When you can give access, if we need access to inspect the repair or for the repair to be carried out.

We do not offer a repairs appointment system; however, our contractors will try to accommodate a morning or afternoon appointment, where possible.

We recognise that every repair is important but in order to offer a cost-effective service we need to prioritise repair requests. We aim to carry out repairs within the time scales noted below:

Category	Timescale
Emergency	Make safe or complete within 24 hours
Urgent	Complete with 3 working days
Routine	Complete within 10 working days

By prioritising repairs in this way, we aim to ensure that we make the best use of the rent that you pay for your home and that the most pressing repairs matters are tackled first. Please note public holidays are not considered as a working day.

When our contractors are working in your home, they must:

- Carry identification and present it on demand;
- Take care of your property and possessions, protecting them from damage, dust and paint;
- Treat you with courtesy and respect;
- Keep your home secure at all times;
- Make sure materials and tools do not cause danger;
- Clear rubbish from inside your home at the end of each working day and remove rubbish when work is completed;
- Make good any damage caused by repair work in your home;
- Make sure essential services are connected at the end of each day and when the repair is completed;
- Keep noise to a minimum and warn your neighbours of any likely disturbance;
- Keep you informed about the progress of the repair.

They are not permitted to:

- Smoke or play radios in your home;
- Be in your home with children under 16, without an adult present;
- Receive gifts from tenants;
- Hold keys to your home without your specific consent;
- Work inside your home without you or a representative present, without your specific consent.

REPAIR CATEGORIES

Emergency Repairs

These are repairs which, if not carried out, could threaten the health or safety of the tenant or could cause serious damage to the building, e.g. gas leaks and flooding.

The 24-hour time period is to make the situation safe. This could mean that follow-up work is required to finish the repair. Any follow up work will be ordered as an urgent or routine repair in line with the urgency of the repair.

Examples of an emergency repair include:

- Blocked toilet pan if there is no other toilet in the house;
- Significant leaks or flooding from water supply pipes or heating pipes, water tanks or cylinders (where these are uncontainable/cannot be isolated);
- Significant water penetration from roof (where this is uncontainable by using a bucket or pail);
- Total loss of water supply (if not Scottish Water, call **0845 600 8855**);
- Total loss of electric power (if not Scottish Power, contact **0845 272 7999**);

- Loss of all lighting, or bathroom light, or all sockets;
- Unsecure door lock (where only one door lock is fitted);
- Broken (not cracked) window which cannot be made safe temporarily;
- Total loss of heating if no other source of heating is available;
- Total loss of gas supply or gas leak (report to Scottish Gas Networks on **0800 111 999**);
- Fire, flood or storm damage.

Emergency situations may occur out with our office working hours. If an emergency arises when the office is not open, you should contact the following:

- Gas Central Heating & Hot Water Emergencies (City Building Gas Section) on **0800 595 595**;
- If you have recently had a new heating system installed and there is a problem with it, then you should contact CCG Scotland on **0141 643 3744**;
- All other Emergencies (City Building) on **0800 595 595**.

Please note: if you call out an emergency contractor for a non-emergency situation, or to attend to damage caused by you or members of your household, you will be re-charged the full cost of the repair.

Where City Building's gas engineer is unable to repair your heating during an emergency call out, due to the need to obtain a part, the engineer will offer you a temporary heater.

Urgent Repairs

These are repairs which, if left unattended, would cause significant inconvenience to tenants and have a degree of urgency. These repairs will be completed within 3 working days. Examples of urgent repairs are:

- Loss of heating and hot water to house - attendance within 1 working day as a qualifying “Right to Repair”;
- Common door entry faults;
- Common TV aerial faults;
- Repairs to close entry doors;
- Minor leaks;
- Re-glazing following windows being boarded up;
- Faulty smoke alarm;
- Partial loss of water;
- Partial loss of electric power.

Routine Repairs

Routine repairs do not pose any threat to the health, safety or security of the tenant or building. These repairs will be completed within 10 working days. Examples of routine repairs are:

- Repairs to internal doors;
- Minor electrical repairs;
- Repairs to bathroom & kitchen fittings;
- Replacement of tap washers;
- Plaster repairs.

We aim to complete all routine repairs within the set timescale. However, on some occasions this may not be possible, for example where parts have to be ordered to complete a repair fully.

Pre-Inspection of Repairs

We may need to call out to your home to inspect the repair to make sure that we order the right work from our contractors. We can offer you an appointment for the pre-inspection, during office hours.

Post Inspection of Repairs

When our contractor completes the repair, we may ask your permission to inspect the quality of the work. If you are not satisfied with the repair work carried out, and would like our staff to check it, then please phone our office to arrange a visit.

PLANNED MAINTENANCE

The Co-operative has a cyclical maintenance programme for all our properties to ensure that work is carried out to prevent repairs arising and to keep the houses from deteriorating e.g. gutters are cleaned annually and roofs inspected for broken or missing slates.

IMPROVEMENT WORKS

When the Co-operative plans improvement works to your home we will consult you as much as possible before arranging the work. We will give you at least one month's notice of any access required and if the work is likely to adversely affect your use of your home for more than a normal working day.

When you signed your Tenancy Agreement you agreed to co-operate with us to allow the work to proceed and to give us the necessary access.

RECHARGEABLE REPAIRS

We informed you of your repair responsibilities when you signed your tenancy agreement and these responsibilities are also outlined in our repairs policy. You will be recharged for the Co-operative repairing any damage caused wilfully, accidentally or negligently by you or anyone living or visiting you. Examples of rechargeable repairs include:

- **Wilful damage** - e.g. smashed doors, holes knocked in plasterboard walls, etc.;
- **Accidental** - e.g. losing house keys by accident;
- **Neglect** - e.g. clear blocked sink, drain or bath when tenant has blocked it, i.e. baby wipes flushed down toilet resulting in choked pipes;
- **Misuse** - e.g. replace WC pan;
- **Abuse** - e.g. replace smashed glass in windows.

Where the damage is the result of vandalism and you have reported it to the police (and a crime reference number has been obtained) a rechargeable repair will not normally be raised.

For non-emergency repairs that are rechargeable, you should pay the total cost upfront or sign an agreement form, pay a deposit and enter into an agreement to pay the balance by instalments before a repair is carried out. In the case of emergency repairs that are rechargeable, due to the urgency involved, the Co-operative will complete the repair and the tenant will be recharged after.

Please note if you do not keep up repayments to clear rechargeable repairs then we may impose the following sanctions:

- a. No applications for internal transfer will be considered;
- b. No requests for mutual exchanges will be considered (whether with the Co-operative or any other landlords);
- c. Any tenancy reference supplied to a new landlord on the tenant's behalf will include information about outstanding rechargeable repairs.

When a tenant gives notice to end their tenancy, we will arrange to carry out a house inspection before the tenancy ends. This inspection will identify any disrepair which the tenant is responsible for. The tenant will then have the choice of arranging the repairs using their own contractor before their tenancy ends or agreeing that the Co-operative should charge them for the cost of the works. We will issue the tenant with an invoice for the repair work as quick as we can.

RIGHT TO REPAIR

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants have the right to have small urgent repairs carried out by the Co-operative within a given timescale.

The Right to Repair scheme covers certain repairs up to the value of £350; these repairs are known as qualifying repairs. If the Co-operative does not carry out the repair within the time limit set, you may be entitled to compensation. You also have the right to appoint your own contractor from our approved contractor list to carry out the repair and we pay the costs, but first we will double check with the initial contractor as to why they did not complete the work.

LOOKING AFTER YOUR HOME

The maximum time for the repair starts on the date you first tell us that the repair is required or if an inspection is required. Where an inspection is required the time starts on the date the inspection was made.

The Right to Repair does not apply in exceptional circumstances; for example, in bad weather or if particular materials are unavailable. In these circumstances you will be notified of the time extension for the repair to be completed.

The scheme does not apply where the responsibility for the repair is not ours; e.g. tenant responsibility, Scottish Power, etc.

If you choose to make an appointment out with the timescale you forfeit your rights under the scheme and the repair will not be treated as a Right to Repair.



Details of qualifying repairs under the Right to Repair are given below.

Qualifying Repair	Maximum period (working days)
Blocked sink, bath or drain	1
Blocked flue to boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Unsafe access path or step	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing and there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Loss of water supply	1
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Extractor fan in internal kitchen or bathroom not working	7
Partial loss of water supply	3

If you would like further information on the Right to Repair, then please contact the office.

AIDS & ADAPTATIONS

We receive a set budget each financial year from Glasgow City Council to pay for aids and adaptations to tenants' homes to enable them to live there for as long as possible. The types of medical adaptations that we would install include:



- Over-bath showers;
- Level-access shower trays;
- Wet floor bathrooms (ground floor only);
- Non-slip floor coverings;
- Handrails;
- Door entry systems.

In order for us to install an adaptation, the tenant must first approach Glasgow City Council's Social Work Department (telephone 0141 276 2420) who will arrange to send an Occupational Therapist to make an assessment and recommend what aids and adaptations they may require. These recommendations will be prioritised and passed to the Co-operative by the Occupational Therapist and this will inform us about which adaptations have the greatest need to be carried out first.

Please contact the office if you require assistance in getting a referral to an Occupational Therapist.

ALTERATIONS & IMPROVEMENTS

Before carrying out any alterations or improvements to your home no matter how small, you must obtain permission in writing from the Co-operative. Please speak to our Maintenance team and obtain their advice before making a formal application in writing.

We will consider each request on its own merits and we will assess the implications of your proposal on local authority planning consent and building warrant, health and safety, neighbours, ongoing maintenance etc. We will either refuse permission or grant permission subject to certain conditions. You should check whether you need planning permission and building regulations approval as you are responsible for applying for them.

If we grant permission you must then complete the work to our satisfaction, advise us when work is completed and allow access for inspection.

Records of the process will be kept, and if required, used to clarify maintenance responsibilities at a later date i.e. if you leave the property for example you are required to return the property to its original condition.

Improvements will not be authorised in newly built or refurbished properties until expiry of the defect liability period.

Some common examples of alterations which require the Co-operative's permission include:

- replacement doors;
- laminated floors;
- replacement or additional kitchen units;
- installation of fixed fireplaces;
- shower installations;
- garden sheds;
- garages;
- alterations to electrical or gas systems including additional sockets, light fittings etc.;
- walls - plasterwork, artex or tiling;
- installation of satellite dish etc.

Compensation for improvements

At the end of your tenancy, you may be able to get compensation for certain 'qualifying' improvements. The Housing (Scotland) Act 2001 introduced regulations regarding the tenant's 'Right to Compensation for Improvements'. The regulations establish the legal right that tenants can expect to be compensated for various prescribed improvements provided the tenant sought permission to make the improvements.

The regulations give clear guidance on the types of improvements that would qualify for compensation and a formula for working out the depreciated value of the improvements. Any compensation would be payable net of any outstanding rechargeable repair accounts and rent arrears.

Details of the procedure for seeking permission to make improvements and claiming compensation are given in the Co-operative's Right to Compensation for Improvement Policy. Details of qualifying repairs under the right to compensation are given below.

Item	Improvement	Notional life (years)
1	Bath or shower	12
2	Sound insulation	20
3	Wash hand basin	12
4	Toilet (WC complete)	12
5	Kitchen sink (including base unit)	10
6	Storage cupboard in bathroom/kitchen	10
7	Worktops	10
8	Space/water heating	12
9	Thermostatic radiator valves	7
10	Insulation of pipes, water tank or cylinder	10
11	Loft insulation	20
12	Cavity wall insulation	20
13	Draught proofing of external door/ windows	8
14	Double glazing/other window replacement/secondary glazing	20
15	Installation of mechanical ventilation in bathrooms	7
16	Rewiring/provision of power and lighting/ other electrical improvements (including mains wired smoke detectors)	15
17	Security measures, excluding burglar alarm systems	10

LOOKING AFTER YOUR HOME

Compensation is only payable at the end of a tenancy. The amount will be based on the original cost and the expected 'life' of the improvement. You cannot get compensation if:

- You did not receive written permission in advance from us to undertake the work;
- We repossessed the property because you breached the tenancy conditions;
- You owe us rent, rechargeable repairs or other debt;
- The compensation that would otherwise be payable is less than £100.

To claim compensation, you must make a claim in writing within the period starting 28 days before and ending 21 days after your tenancy comes to an end. If in doubt, ask us how to claim. We will need to know:

- Your name and address;
- What improvements you have made;
- How much each improvement cost (Confirmation of Costs required);
- The date the improvements were started and finished.

We may wish to inspect the improvements before compensation is awarded.



MOVING IN

When you move into your property, you should check the location of:

- The stop cock to enable you to turn off the water at the main. These are often located below the kitchen sink or in some flats, these are behind access panels in the hall;
- The gas shut off point – often situated next to the meter;
- The electricity consumer unit – which houses the trip switches.

GENERAL REPAIR ADVICE

Blockages

- Do not dispose of cleaning or baby wipes down the WC pan. Try to keep the cistern area free of items which could fall in;
- Do not dispose of solid food waste, cooking fat or other unsuitable materials down any of the sinks or wash hand basins drains to avoid blocked drains;
- Blockages are usually caused by the build-up of fat, tea leaves, hair, etc. It is advisable to clean wastes with hot water and soda crystals at least once a month;
- If more than one fitting is blocked, the problem may be in the soil stack or main drain. This will need to be cleared by a plumber. Please contact the office;
- Blockages in toilets are usually caused by unusual objects such as nappies, toys, air fresheners etc.

Unblocking a bath or sink:

- Bale out most of the water;
- Hold a rag tightly over the overflow opening;
- Place the plunger over the plug hole and pump it up and down vigorously. This creates a vacuum and pressure which may shift the blockage;
- After clearing the blockage, it is advisable to clean out the trap. To clean out the trap:
 - Place a bowl under the trap;
 - Unscrew the joints and remove the trap;
 - Clean thoroughly and replace the trap, checking that the seals are in place and that all joints are screwed tightly.

Unblocking a toilet:

- If the pan is already full, remove some of the water into a bucket using a jug or bowl;
- Push the brush or plunger to the bottom of the pan;
- Pump it up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage;
- Flush the toilet to see if the blockage has gone;
- You may need to repeat this process several times before the toilet flushes normally. If there is no improvement, contact the office and we will arrange for a plumber to call.



RESETTING A TRIP SWITCH

All the Co-operative's electric circuits are fitted with circuit breakers, an overloaded circuit breaker will switch off to protect your home's electrical system. If a fault develops, a switch is tripped, and the circuit is broken. Switches usually trip because;

- A circuit has overloaded;
- An appliance is faulty or misused;
- Leads to appliances such as TVs, hairdryers and stereo equipment have faulty connections;
- Water has leaked into a circuit;
- Light bulbs have blown.

A tripped circuit breaker can be easily reset by following a few simple steps:

- Locate the breaker box which will likely be in a cupboard or on the wall near the front door.
- Look inside the breaker box for a circuit breaker switch that has flipped off or is somewhere in the middle between on and off. Some breakers have a red window that shows when the breaker has tripped.
- Push the switch to a full "off" position and then turn it completely on. You should hear a "click" of the switch when it is on and the power should be restored to the tripped circuit.
- Once you have restored power to the specific circuit then you should be able to operate electrical devices without circuit breaker problems.
- If the same circuit breaker keeps tripping after you have reset it, then there may be a problem with a faulty electrical appliance or an overload of the circuit.
- Try unplugging all electrical appliances and re-set the trip switch then plug each appliance back in and if the circuit trips, this will be the appliance that is causing the fault.

If you are not able to fix the circuit breaker problem on your own, then please contact the office.

GENERAL REPAIRS ISSUES

- If there is a total loss of water to your home, please check with your neighbours to find out if the problem is affecting several properties or if it is just you. Please call Scottish Water on 0845 601 8855;
- If there is a total loss of electricity supply to your home, please check your meter if you use a pre-paid card to check if the emergency credit has run out. If this is not the case, then please check with your neighbours to find out if they have also lost their electricity supply and if this is the case then the problem may be with Scottish Power. Please call Scottish Power on 0800 027 6464;
- If one of your electrical appliances stops working then, try resetting the trip switch but remember to unplug all appliances before testing. This will ensure that the appliance or fitting failures are identified;
- If you lose the picture on your television, please check with neighbours to find out if the problem has affected them too and if it is you should call our office to report a fault with the communal aerial.

DAMPNESS & CONDENSATION

Dampness causes mould growth, damages furniture, clothes and wallpaper. There are various types of dampness:

- **Rising Damp** - this is moisture in the soil which rises up the wall causing tide marks on wall-paper. This can be fixed by repairing or inserting a damp-proof course above ground level.
- **Penetrating Damp** - this is caused by structural defects in the roof or walls, allowing rain in. The signs are damp patches. This can be fixed by repairing the fault.

- **Condensation** – this occurs when warm, moist air meets a cold surface causing the water to condense.

There are simple precautions and steps that you can take to reduce condensation:

- **When cooking** – try to keep the lids on pots and don't allow kettles or pans to boil unnecessarily. Keep windows open when cooking, use the cooker hood/extractor fan if one is fitted and keep the kitchen door closed;
- **Heating your house** – it is important to keep the air in the house as dry as possible and to avoid using bottled gas and paraffin heaters. It is important not to block up ventilation ducts in walls and windows;
- **Bathrooms** – must be kept well ventilated;
- **Bedrooms** – ventilation and heating should be provided and flues in fireplaces should not be blocked;
- **Drying washing** – when this is being done indoors ensure that windows are kept open to provide adequate ventilation to allow the moisture to escape;
- **Cupboards** – where they are next to cold external walls ensure heat and air from the house can circulate;
 - Allow air to circulate within cupboards by reducing clutter;
 - Leave a space between furniture and the wall to allow air to circulate, and if possible, place wardrobes and furniture on inside walls rather than outside walls;
 - Clean down condensation from windows and surfaces with a dry cloth on a regular basis. Where the mould growth is only slight, the affected area can be washed down using a 1 to 5 solution of diluted household bleach. After treating, the areas should be washed down with clean water;
 - Where walls are badly affected by mould growth, the wallpaper should be stripped down and the wall sterilised with an appropriate solution. See Maintenance staff for further information.

WATER LEAKS

Water leaks may be caused by damaged waste pipe fittings, damaged water supply pipe fittings, damaged water storage unit, defective sealant or tiles, defective or missing roofing materials etc. If you have a water leak, please follow a few simple steps:

- Locate and turn off the nearest stopcock; if you have difficulty finding the stop cock please contact a member of staff who will be happy to show you where the stop cock is located;
- If your ceiling is bulging, pierce a small hole in the ceiling around the affected area to allow water to escape;
- Contain water flow where possible by using a suitable bucket or basin or old towels etc.;
- Stop continuing to use or drain affected appliances such as sink, bath, washing machine etc.;
- Take out home content insurance to cover you or affected neighbours from any loss caused to personal property by the water damage.

FROZEN & BURST PIPES

There are many ways that you can prevent cold weather from causing damage to your home and contents this winter. However, should you be unfortunate to suffer water damage to your belongings it is essential that you have the correct contents insurance to replace any damaged goods.

Avoiding frozen pipes:

- Try and avoid burst or frozen pipes by keeping your home reasonably warm during the day and at night. During cold weather, keep the heating on during the night at a low temperature;

- Run taps occasionally to prevent freezing;
- If you leave your house empty for a short period in the winter, please ensure the heating is left on at a low setting;
- If you are going on holiday for 2 weeks over the winter period, please advise the office;
- We will drain down and turn off water supplies to all void properties over the Christmas break;
- Know where the internal stop valve in your home is located;



Dealing with frozen pipes:

- Turn off the water at the mains stop valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen although certain flats are in the hall at entrance doors);
- Open all cold taps to drain the system and collect the remaining water in your bath for washing and WC flushing;
- Call the office or the emergency repair number if out with opening times and request a plumber.

If you get a burst pipe:

- Turn off the water at the mains stop valve;
- Try and block the escaping water with thick cloths or towels;
- Open all taps to reduce flooding pressure;
- Call the office or the emergency repair number if out with opening times and request a plumber.

WATER HYGIENE

Good water hygiene within the home is important as not only can it prevent simple bacteria from forming which may upset your stomach but can also prevent more serious bacteria such as legionella which can cause Legionnaires disease.

Legionnaire's disease is a severe form of pneumonia and people can catch it by inhaling small droplets of water such as from a spray from a shower or from sink taps which contain the legionella bacteria. You cannot get Legionnaires disease from drinking the water itself as it must be inhaled into your respiratory system.

Legionella bacteria may be formed where stored water is allowed to lie unused over a period of time and reach temperatures between 20°C and 40°C. It does not appear to multiply below 20°C and will not survive above 60°C.

It is more likely to occur in cooling towers or large communal water storage tanks that are present in hospitals and swimming pools. Occurrences of legionella are very uncommon in domestic housing as generally water is being used daily and is not allowed to lie over a period of time.

In domestic properties such as those owned by the Co-operative the risk of Legionnaires disease is rated as low and this risk can be kept low by following the guidelines below:

- Run every tap (including garden taps), flush the toilet and run the shower at least once per week;
- The hot water temperature of your boiler will be checked by the heating engineer at each annual gas service and adjusted where required however should the temperature of the hot water not be sufficient at any period afterwards please contact us to arrange for it to be fixed;
- Should you go on holiday or your home is empty for a week or longer please make sure that all your taps and showers are run, and your toilets are flushed on your return.

A supply of nutrients is also necessary for the bacteria to thrive and can commonly be found in water systems that are not routinely cleaned. Sediment, scale and sludge may help to harbour legionella and it is therefore essential to prevent these from building up. It is recommended that as a minimum a three-monthly cleaning cycle should involve the following:

Disinfection of shower heads

- Accumulations of grease and slime should be removed from the shower head and hose with a clean sterile cloth and plastic bristled cleaning brush;
- Remove showerhead and hose and submerge in a disinfectant solution for a period of one hour;
- Flush clear disinfectant with clean water before reconnecting showerhead and hose.



Disinfection of tap outlets

- The plastic spreader fitted on the tap outlet may accumulate grease or slime and this should be removed with a clean sterile cloth and plastic bristled cleaning brush;
- Turn on the tap and leave to run for 2 minutes. Once this is completed, spray a disinfectant cleaner on the tap outlet and inside the tap spout. Leave for 2 minutes and flush clear.

GAS SAFETY

Should you suspect a gas escape please contact the National Grid's Emergency Service, free-phone anytime on **0800 111 999**.

Please also carry out the following:

- Turn off the gas supply at the meter;
- Put out all sources of ignition;
- Do not smoke;
- Do not operate electrical switches;
- Open doors and windows for ventilation.

ANNUAL GAS SAFETY CHECKS

As your landlord we are required by law to test the gas boilers and pipe-work within your home every 12 months to ensure they are safe for you to use and are maintained in a good condition. We have instructed a contractor to carry out these inspections and they will leave a copy of the safety certificate in your home after they have carried out the service.



It is obviously in your interest to give the contractor access to carry out this work. They will contact you by letter to advise you when they intend visiting your home and will give you the option of changing it to another date if that is more suitable to you. If an arrangement has been made and the engineer does not attend, please contact us immediately to allow us to investigate the matter and ensure that you are not given the blame for no-access.

If you do not give access to your home, you will be in breach of your tenancy agreement and we may be left with no alternative but to use the Landlords Right of Access and force entry to your home. The costs associated with the forced entry will be recharged to you.

FIRE SAFETY

Fire Safety in the Home

You can help to prevent most fires in your home by taking a few simple precautions;

- Close all the doors in your home. If a fire starts this will help to prevent it from spreading;
- Put out all cigarettes and empty ashtrays into something that will not burn;
- Unplug all appliances when you are not using them;
- Never leave chip pans unattended;
- Unplug electrical appliances when not in use;
- Keep matches and cigarettes out of the reach of children;
- Do not overload electrical power points;
- If you have an electric blanket, have it serviced at least every 3 years;
- Always make sure that you put out candles.

Safety tips:

- Keep matches where children cannot see or reach them;
- Don't smoke in bed;
- Do not store materials which could catch fire or explode in your home, outbuildings or in shared areas;
- Don't overload electrical appliances;
- Don't leave cables lying where someone could trip over them and knock over an electrical appliance;
- Check your smoke alarms regularly.

It is also useful to talk over with your family how you would escape in the event of a fire and make sure everyone is aware of the basic principles:

- Do not open a hot door;
- If smoke is heavy crawl along the floor, taking short breaths if possible through a wet cloth;
- Close doors behind you;
- Get out as fast as you can;
- Telephone the fire brigade from a neighbour's house;
- Do not try and rescue valuables or belongings;
- Never re-enter a burning house.



SMOKE ALARMS

All our properties are fitted with smoke alarms. If you have a battery-operated alarm it is important that you replace the battery regularly to ensure its safe operation and that you clean the alarm out twice a year and that you test your alarm regularly to ensure it is operating. If you have an electrical main supplied smoke alarms you should test your smoke alarm yourself on a weekly basis by pressing the test button on the smoke alarm to hear if the alarm is working. The smoke alarms are fitted with a back-up battery in case there is a power failure and you will hear a 'bleeping' sound whenever the battery is running down. For your own safety, make sure you have spare batteries available. Smoke alarms will be tested annually during your gas service visit.

DO NOT DISCONNECT YOUR SMOKE ALARM - IT COULD SAVE YOUR LIFE!

If the alarm is sensitive and goes off when cooking or grilling food, then wave a newspaper or cloth below it and it will stop.

SECURITY

Bogus Callers

It's important to make sure that you and your home is always safe and secure. Bogus callers are criminals who claim to be something or someone they're not in order to get into your home or access your personal details. They may call at your door or telephone you. If someone calls at your door that you are not expecting and that you do not know, then don't let them into your home. Police Scotland gives the following advice for residents dealing with uninvited (bogus) callers:

When answering the door:

- Always put your door-chain on before answering the door (only put the door-chain on when a caller arrives at your door - keeping the chain on at all times could delay your ability to leave your home if a fire were to occur);
- If you do not know the person who is calling, and you are not expecting them, do not let them in;
- Never allow strangers into your home without checking their identification first;
- Never let people try to persuade you to let them enter your home;
- If the caller requires a telephone call to be made, always make the call on their behalf - never let them into your home to make the call themselves;
- If the person refuses to leave your door, call 999 and ask for the police;
- Bogus callers can be male or female, young or old - do not be fooled by the caller's appearance.

When answering the telephone:

- Never give out your credit card or bank card details to strangers on the telephone;
- Never give out any personal details if you are uncertain about the identity of the caller;
- Never allow yourself to be persuaded to give out personal information.

When going out:

- Keep your windows and doors locked when going out;
- Do not leave notes on your door saying that you are out;
- Ask a neighbour to keep an eye on the house when you are away;
- Leave lights on timer switches when out;
- Make sure the controlled entry system door is always kept shut;
- Keep a list of serial numbers for items in your property and take photographs of valuable items as this could improve your chances of getting your belongings back if stolen.

Contact the police for advice from your local Crime Prevention Officer or if you see anyone acting suspiciously.



MOVING HOME

ENDING YOUR TENANCY

Before moving out of your home you should:

- Give 28 days notice, in writing, of your intention to end your tenancy;
- Arrange for your home to be inspected by the Housing team to ensure it is in a satisfactory condition;
- Take gas and electricity meter readings;
- If you are on benefits, you should inform the relevant departments of your change of address;
- Inform the Council Tax Department of your date of leaving and your new address;
- Empty your home of all belongings and furnishings. If you wish to dispose of larger items, please phone the Cleansing Department on 0141 287 2000 to arrange an uplift. This service is free;
- Have a plumber disconnect your washing machine and blank off all pipes;
- Pay any rent due to the end of the tenancy.

Please leave your home as you would wish to find it and hand in two sets of keys on or before the date of the end of your tenancy. A charge will be made if two full sets of keys are not returned and for any costs we may incur in bringing your property up to a satisfactory condition. You will be charged for any repairs you should have carried out but failed to do so and for the cost of removing any rubbish you leave behind.

APPLYING FOR A MOVE

There may come a time when you want to move home. Your present home may become unsuitable, perhaps too big or small for your family, or perhaps you need to live nearer relatives to give or receive support.

There are several ways you can get help to move to another rented house: -

- Mutual exchange;
- Transfer;
- Apply directly to any other landlord who has property in your preferred area.

TRANSFERS

To apply for a transfer to another Co-operative property you need to complete a housing application form which asks for details of your household, your reason for wanting to move and your preferences for re-housing.

Points are awarded for several criteria including:

- Overcrowding or under-occupation;
- Health problems;
- Support needs.

Not everyone will be able to obtain a transfer due to the lack of certain types of housing. If you restrict the range of properties which you would consider moving to then this is likely to reduce your chances of getting a transfer.

When we get your application:

- We will process it and award you points as per our Allocations Policy;
- We may visit you to verify the information you have provided.

When a suitable property becomes available we will:

- Check to see if you have any outstanding rent or other charges, although this might not prevent you from being made an offer;
- Check that the information you gave us is still correct;
- Inspect your property for any damages you might have to pay for;
- Discuss the vacancy with you to ascertain your interest.

MUTUAL EXCHANGES/ SWAPS

Existing tenants of the Co-operative may apply for permission to exchange properties with another Co-operative tenant, or tenant of another registered social landlord. All exchanging tenants must get written approval from their landlord(s) before proceeding with the exchange. If you exchange without permission, you can be forced to move back.

Each landlord will:

- Check that the condition of the current tenant's property is acceptable;
- Identify repairs that the tenants must carry out;
- Check the tenant's account for any money owed.

The Housing team will carry out a house inspection of the Co-operative tenant's house as part of the assessment to ensure the tenant aiming to exchange into the Co-operative property is advised in writing of any non-essential repairs that they may be accepting. Where the housing team identifies essential repairs for example damage to kitchen fire doors a rechargeable repair will be raised, and the mutual exchange will be refused. The Tenant may reapply for an exchange when the rechargeable repair debt has been cleared or he/she has kept to an arrangement to clear the debt in instalments for a period of at least three months.



If you exchange, you will be required to accept the house you propose to occupy as being in a good state of repair and assume responsibility for all non-essential repairs for which the outgoing tenant is responsible.

Before we grant approval, we will need to be satisfied that an exchange will in fact take place and that it is the intention of the parties involved to occupy their potential new home for a reasonable period, we expect this to be 12 months barring any unforeseen change in circumstances.

Approval to exchange will not be unreasonably withheld by us unless:

- A property is larger than necessary, is not big enough or has adaptations the tenant does not need;
- Either tenant is in breach of their tenancy agreements;
- The tenant has debts and they have not been paid back in full;
- Legal action for possession of either home is in progress;
- The incoming applicant is not accepted for membership of the Co-operative.

SUCESSION OF TENANCY

From 01/11/2019

When a tenant dies, certain people can succeed to (take over) the tenancy. For this to happen you must have told us that the person wishing to take over the tenancy had moved in for them to have these rights.

People have different rights depending on their relationship to the tenant but in most cases, they must have lived with the tenant for 12 months.

RIGHTS OF ASSIGNMENT

Passing your tenancy to someone else

From 01/11/2019

You require our permission to pass your tenancy to someone else. We must have been told that the person wishing to obtain your tenancy has been living there for 12 months. We can refuse permission if:

- The person would not have priority for the house under our allocation policy or
- It would result in the house being overcrowded.

MAKING THE AREA A BETTER PLACE TO LIVE

The Co-operative recognises that the success of a community needs much more than just having a nice home to live in. We are therefore involved in a range of ways to ensure Hawthorn is a nice, attractive place where people want to live, and where they can achieve their aspirations.



We have set up an estate caretaking team to try to keep the place neat and tidy. We see this as really important in making a clear statement about the standard of the area people can expect to see. We also work with volunteers from the community and other partners to provide attractive well-maintained planters around the estate. At the 'Glasgow Site' we worked with partners to create a community growing space on what was poorly maintained land. The site has two sheds for community use and provides the opportunity for local people to get involved in growing with their neighbours.

The Co-operative also brings in specialist support to help our members. There is a welfare advice service, a support service that provides additional support to tenants who are finding it difficult to maintain their tenancy and a money advice service. These services are all available at no cost to tenants. Please speak to anyone at the office if you would like to find out a bit more about them.

One of our biggest concerns is the condition of the land surrounding Hawthorn and the broader problems in Possilpark. We realise that we can't sort out these problems on our own and so we work closely with other organisations that have the same aims. We have helped set up Possilpark People's Trust. The Trust has a top priority of building and running a top-quality Family and Community centre for Possilpark that provides a base to provide young people and the wider community with a wide range of activities and events. The Trust also provides a vehicle for the local community to obtain funding to address some of the deeper issues that affect Possilpark.

GETTING INVOLVED

We provide a wide range of ways that you can get involved. We realise that people have different pressures and so we provide different ways to get involved – you can choose what suits you and your interests' best.

BECOMING A COMMITTEE MEMBER

The Co-operative is controlled by a voluntary management committee made up of elected members committed to working to improve housing and wider activities in the area. As every tenant must be a member, having paid a £1 share, you may stand for election to the Management Committee at the Annual General Meeting [A.G.M.]. Occasionally, vacancies arise between A.G.M.s which will result in 'casual' vacancies needing filled until the next scheduled A.G.M. One third of the places on the Committee come up for election at every A.G.M. The process involves every member receiving a nomination form with each notice of the A.G.M. Any member wishing to stand for election to the Committee must sign the nomination form and have it signed by another member who is proposing him/her. The completed nomination must be returned to the Co-operative before the A.G.M. There will be no more than 15 members on the Management Committee at any one time. This includes any co-opted members.

The Committee is responsible for overseeing all the work of the Co-operative, agreeing all its policies and priorities and appointing staff to implement these.

Being on the Committee is totally voluntary and unpaid, although approved expenses are payable. Current and past members have found the experience challenging and rewarding. New committee members receive training about

the role and get support from existing committee members to help them develop in the role.

The Co-operative will arrange a creche if you require it and holds its meetings in the early evening so that they are as convenient for as many members as possible. The committee meets once a month and there are also subcommittees that committee members can get involved in.

SCRUTINY

We have organised a range of ways that give tenants the chance to scrutinise the services they receive on an ad-hoc basis. We are keen to set up a small group of tenants who can meet from time to time to have a look at the services they receive and suggest improvements. This wouldn't take up as much time as being a committee member.



VOLUNTEERING

We provide a range of ways that people can volunteer to help improve the quality of life in the community. You could help at our weekly food distribution project, maintain the planters dotted around the scheme or help at the various community events throughout the year. You can choose how much you want to get involved and the areas you want to get involved in.

SOCIAL ACTIVITIES GROUP

A group of tenants meet with some of our committee member to arrange the social events we hold. This includes the Christmas events for the over 50's and for children and the summer programme of events for younger people. This doesn't have to take up much time and most of the people in this group also help at the events which is in keeping with the Co-operative's ethos of 'self-help'.

WALKABOUTS

We hold estate walkabouts for residents to give you and your neighbours the chance to raise issues about the area with the Housing Officer. We have carried out a lot of work in the estate as a result of these walkabouts and so it is a very effective way for people to influence the area without having to devote too much time to it.

Please pop into the office or give us a ring if you are interested in getting involved in making this the best possible place to live.

EQUAL OPPORTUNITIES STATEMENT

- Hawthorn Housing Co-operative is committed to providing fair and equal treatment to all customers. The Co-operative will not discriminate against anyone on the grounds of race, colour, ethnic or national origin, disability, religion, age, sex, sexual orientation, marital status, family circumstances, employment status or physical ability.
- The Co-operative is committed to providing equality of opportunity to enable all sections of the community to participate fully and to ensure that all policies promote social inclusion.

CONFIDENTIALITY AND ACCESS TO INFORMATION

During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z7872214 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Julie Smillie. Any questions about our privacy practices should be sent to Julie Smillie at juliesmillie@molendinar.org.uk or by contacting the Co-operative office.

How we collect information from you and what information we collect

We collect information about you:

- when you apply for housing with us, become a tenant, request services/repairs, enter in to a factoring agreement with ourselves howsoever arising or otherwise provide us with your personal details;
- when you apply to become a member;
- from your use of our online services, whether to report any tenancy related issues, make a complaint or otherwise;
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information).

We collect the following information about you and your household:

- Name;
- Address;
- Telephone numbers;
- E-mail address;
- National Insurance number;
- Housing Benefit reference number;
- Next of kin;
- Date of birth;
- Ethnicity;
- Gender;

- Marital status;
- Details of any disabilities;
- Emergency Contact Details.

We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/ Universal Credit;
- Payments made by you via bank transfer, Allpay or any other method;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour;
- Information provided by a Local Authority with regards to a homeless application.

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair requests, housing application and any complaints made;
- to analyse the information, we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our suppliers or services which may affect you;

- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our services.

Sharing of Your Information

The information you provide to us will be treated as confidential and will be processed only by our employees within the UK. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to our contractors;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions;
- Your information may be shared with our solicitors and auditors;
- Your data may be shared with the Department of Work and Pensions, Local Authorities or any other relevant
- department to facilitate the payment of any benefits;
- If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and Local Authority);
- As requested by the Local Authority with regards to the processing of council tax or electoral register;

- If we are conducting a survey of our service, your information may be disclosed to third parties assisting in
- the compilation and analysis of the survey results;
- If requested by an emergency service.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the EEA (European Economic Area).

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. All data is held in accordance with Hawthorn's Privacy Policy, a copy of this is available on request.



How long will we hold your data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We will generally keep your information for the minimum period and this information can be found in our Retention Schedule after which the data will be destroyed if it is no longer required for the reasons it was obtained. Our Full Retention Schedule is available on request.

Your Rights

You have the right at any time to:

- ask for a copy of the information held by us about you in our records;
- require us to correct any inaccuracies in the information we hold about you;
- make a request to us to delete any personal data which we hold;
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights please contact the Data Protection Officer, Julie Smillie at juliesmillie@molendinar.org.uk or contact Hawthorn's office on **0141 336 2138**.

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office - Scotland
45 Melville Street
Edinburgh
EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your email address and other contact details.

COMPLAINTS POLICY

Hawthorn Housing Co-operative is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests;
- failure to provide a service;
- our standard of service;

- dissatisfaction with our policy;
- treatment by or attitude of a member of staff;
- our failure to follow proper procedure.

Your complaint may involve more than one of our services or be about someone working on our behalf.

What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour;
- requests for compensation;
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision;
- issues that are in court or have already been heard by a court or a tribunal;
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If you are still not satisfied, you can ask the Scottish Public Services Ombudsman for an independent review of the complaint.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person at our office, by phone, in writing, email or by filling out the complaints form which is available from the office or on our website.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff ABOUT the service you are complaining about, then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address;
- as much as you can about the complaint;
- what has gone wrong;
- how you want us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or;
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage One – Frontline Resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

Stage Two – Investigation

Stage 2 deals with two types of complaint:

- Those that have not been resolved at stage 1, and;
- those that are complex and require detailed investigation.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days;
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO);
- events that happened, or that you became aware of, more than a year ago;
- a matter that has been or is being considered in court.

You can contact the SPSO:

In Person:	4 Melville Street, Edinburgh, EH3 7NS
By Post:	SPSO, Freepost EH641, Edinburgh, EH3 OBR
Freephone:	0800 377 7330
Online contact:	www.spsso.org.uk/contact-us
Website:	www.spsso.org.uk
Mobile site:	http://m.spsso.org.uk

Reporting a significant performance failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not

resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are not, therefore, dealt with through the complaint handling procedure. You can ask us for more information about significant performance failures. The SHR also has more information on their website: <http://www.scottishhousingregulator.gov.uk/> or you can phone them on: **0141 271 3810**.

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance (www.siaa.org.uk, Tel: **0131 556 6443**, Fax: **0131 260 5381**) or Citizens Advice Bureau (www.cas.org.uk or check your phone book for your local bureau).

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing, please tell us.

USEFUL TELEPHONE NUMBERS

**Hawthorn Housing
Co-operative**

☎ 0141 336 2138

**Repairs Emergency Number
(City Building)**

☎ 0800 595 595

Police Scotland

☎ 101

NHS 24

☎ 111

Scottish Power (Power cuts)

☎ 0800 092 9290

GCC Council Tax

☎ 0141 287 5050

GCC Noise Team (24 hrs)

☎ 0141 287 6688

GCC Anti-Social Behaviour

☎ 0800 027 3901

GCC Benefit Centre

☎ 0141 287 5050

**Department of Work &
Pensions**

☎ 0345 608 8545

Citizen Advice

☎ 0345 404 0506

Glasgow Women's Aid

☎ 0141 553 2022

Dog Fouling

☎ 0800 027 7027

GCC Cleansing Department

☎ 0141 287 9700/2000

GCC Pest Control

☎ 0141 287 1059

Possilpark Post Office

☎ 0141 336 6684

Springburn Sports Centre

☎ 0141 276 1690

**Possilpark Health & Care
Centre**

☎ 0141 800 0600

**Possilpark library & learning
centre**

☎ 0141 276 0928



**Hawthorn Housing
Co-operative Ltd**

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

Email: enquiries@hawhousing.co.uk • Tel: 0141 336 2138

 'Hawthorn Housing Cooperative'

 '@HawthornHousing'

www.hawthornhousing.org.uk



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