
ABERTAY HOUSING ASSOCIATION

TENANT HANDBOOK



**“Abertay aims to
enhance the quality of
life in our communities”**



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Welcome to your new home!

This handbook provides a range of information that you will find useful as you settle in your new home. It will also be a helpful reference point throughout your tenancy so please keep it in a safe place! Please take the time to look through the handbook and do not hesitate to contact us if there is anything you are not sure about.

OUR AIMS AND OBJECTIVES

We are committed to putting you first by providing a service of the highest possible quality. We aim:

- To provide affordable rented accommodation with a high standard of management and maintenance
- To provide a wide range of tenancies
- To maximise development opportunities for the provision of further affordable housing by acquisition and improvement or demolition and new build projects
- To provide a service that meets the hopes and needs of our customers
- To provide the highest possible quality of service that seeks to put customers first
- To maximise tenant consultation and provide opportunities for increased tenant involvement

- To promote equality of opportunity in the provision of our services and not to discriminate on any grounds including race, colour, culture, religion, ethnic or national origin, gender or sexual orientation, age etc
- To place a high emphasis on fairness, honesty and integrity
- To provide good access to accurate information wherever possible within the constraints of the Data Protection Act 1998 and our resources
- To treat all our customers in a friendly, courteous and helpful manner, and explain our decisions
- To respond to correspondence and answer telephone calls promptly



MANAGEMENT COMMITTEE

Abertay's governing body is its Management Committee. It is responsible for the conduct of the Association's affairs, setting its policies, controlling its finances and employing staff. The Management Committee meets most months and has a maximum of 15 Committee Members comprising at least 2 tenants, at least 2 service users (owner occupiers), and up to 11 people drawn from any membership category.

All tenants, owners and others with an interest in Abertay are eligible to become members of Abertay Housing Association at a cost of £1 for life membership. Members can stand for and vote in elections for the Management Committee. For more information about the Management Committee and Association membership please contact the Chief Executive.

HOUSING MANAGEMENT



Your Tenancy Agreement

Your Tenancy Agreement explains the terms and conditions on which your home is let and is based on the model Scottish Secure Tenancy. The agreement details your rights and responsibilities as a tenant, and also those of Abertay

as your landlord. Your Tenancy Agreement is an important legal document and should be kept in a safe place. Please contact the Customer Service Team if you require clarification of the contents of your Tenancy Agreement.

How to Pay Rent

Your rent is due monthly in advance on the 1st of each month. You can pay your rent by the following methods:

- Direct Debit or Standing Order
- Online (www.abertayha.co.uk)
- By Allpay payment card at a post office or 'Pay Point'
- Telephone
- By cheque or postal order
- Allpay Mobile App
- In our main office

Rent Arrears

Failing to pay rent or delay in paying rent is treated very seriously and could lead to you losing your home. If you are getting into difficulties, it is important that you contact the Rent Team as quickly as possible. Don't delay! This will help you and the Association to sort out problems before they get out of control.

An arrangement can be made for you to pay off what you owe in regular instalments. The level of payments will depend on how much the arrears are and how much money you have coming into the household after essential bills are paid.

If you do not contact us or fail to keep to the arrangement agreed for repayment of arrears, we will take legal action against you.

This could lead to you being evicted from your home. You will also have to pay all legal expenses incurred.

Housing Benefit

Housing Benefit is a government scheme which helps people on limited income to pay their rent. Your local council runs this scheme and anyone who pays rent can apply. If you are receiving benefits such as Income Support, State Retirement Pension, Incapacity Benefit or Working Families Tax Credit, it is particularly worthwhile to make a claim for Housing Benefit. If in doubt, please ask.

To make a claim, contact your local Council Office and ask for an application form. It is worthwhile making an application even if you are working, or if you are unsure whether you will qualify. You may also pick up an application form from our office and seek benefit advice from Richard, our Welfare Officer.

The amount of Housing Benefit you get depends on the amount of money coming into your home, plus any savings you have. The number and age of all of the people living in your house are also taken into consideration.

What if my circumstances change?

If any of the details you have provided on your application form change, you must inform the Housing Benefit office immediately.

Changes such as an increase in your wages, someone moving out of or into your home may affect the amount of Housing Benefit you receive. The Council will also issue a revision form from time to time. You must ensure that this is completed and returned by the due date or your benefit may be cancelled.

Overpayment of Housing Benefit

If you fail to inform your Local Council office of any change in circumstances, they may reclaim your benefit. If your benefit is paid directly to us and it is reclaimed, we shall treat this as arrears, and we will pursue recovery of this money directly from you.

Welfare Benefits

There are a number of other welfare benefits available. These benefits are to help families on a low income, elderly or disabled people. Information on these benefits can be found in our reception area. Our Welfare Officer will also be able to give you advice on any welfare benefits you may be entitled to claim.



YOUR RIGHTS

As a tenant of Abertay you have security of tenure, as long as you comply with the terms of the Tenancy Agreement.

Information and Consultation

You have the right to information from the Association, about the terms of your tenancy and to consultation about any proposed changes to it including increases in rent. You also have a right to information about any significant changes to Association policies which may affect you. We have a range of Housing Management policies which you can view at the office.

You are also entitled to have access to the information held about you by the Association. This is in addition to the rights given to all under the Data Protection Act 1998.

Succession to Tenancy

On the death of a tenant, the tenancy can pass to:

- the tenant's spouse or partner
- the surviving joint tenant
- a co-habitee
- another member of the family who was living with the tenant
- a live-in carer

It is a condition that the person who is to succeed was living with the tenant, and that the property was their principal home at the time of the tenant's death. In the case of co-habitees the property must have been their principal home for at least 6 months.

There are restrictions if you live in sheltered housing or where there is a house designed or adapted for a disabled person.

Assignations

The Association may consider transferring the tenancy from the tenant to another member of their household or a person living with them for at least 6 months. Requests should be made in writing and we will not unreasonably withhold consent.

Mutual Exchanges

A Mutual Exchange is a means of swapping your home with another Council or Housing Association within or outwith Dundee. Abertay has a Mutual Exchange Register, but it is your responsibility to find the tenant with whom you wish to exchange. You can also apply for a swap online at www.houseexchange.org.uk.

House Exchange is a UK wide mutual exchange scheme. It allows you to place your property on line free of charge and it will look for prospective swap partners in your area of choice who may wish to move to your present home.

For more information on changes to your tenancy please call at the office or ask the Customer Service Team 01382 903545 or email customerservice@abertayha.co.uk.

Transfers

The Association is a member of the Common Housing Register, which is administered by Dundee City Council's Letting Centre (Tel No. 01382 307400). If you wish to be considered for a move to an alternative property within our housing stock or with another social landlord in the area (Caledonia, Hillcrest and Dundee City Council) you should complete a housing application form. Your application will be assessed in accordance with the Common Allocation Policy.

To be eligible for a transfer you must have conducted all aspects of your tenancy to the satisfaction of the Association. You will be expected to leave your home in good order and to satisfactorily complete or pay for any repairs required by Maintenance Staff.



Lodgers and Sub-Letting

If you wish to take in a lodger or sub-let all or part of the house, you must obtain written permission from Abertay. This may be for a limited period of time particularly if you wish to sub-let the whole house.

Before permission can be granted, the Association will expect you to enter into a formal written agreement with the sub-tenant or lodger. Your lodger or sub-tenant will affect your entitlement to Housing Benefit.

Running a Business from your Home

You must not run a business from your home without the Association's written permission. We will only give this permission if we are satisfied that you will continue to use it as your principal home and that your business activities will not disturb your neighbours. Examples of unacceptable business activities include those which create excessive noise, smells, nuisance or result in the common stair being used by an excessive number of visitors, particularly at unsociable hours.



YOUR RESPONSIBILITIES AS A TENANT

Disagreements with Neighbours

You can help to avoid difficulties with neighbours by showing consideration to others and meeting your responsibilities as a tenant.

Too much noise from late night parties, music systems and household appliances particularly late at night can cause great annoyance to neighbours, so please show consideration for others.

If a problem occurs between you and your neighbour, it is best to try and resolve matters between yourselves. Often a neighbourly chat can be enough to sort things out.

If the disagreement continues, or if you think it is too serious to deal with by yourself, please contact the Customer Service Team for further advice and assistance. We will look into your complaint and deal with it in confidence. It is helpful if you keep an accurate record of all incidents relating to the problem, as this will help us if it becomes necessary to take the case to court.

We must remind you that any nuisance in and around your home – whether caused by yourself, members of your household, or visitors to your house, is a breach of your Tenancy Agreement. In these cases we may take legal action. We may even go to Court to seek an Anti Social Behaviour Order (ASBO) and/or an eviction order if all other avenues have been tried and failed.

Anti-Social Behaviour and Harassment

Acts of violence, threats or any form of harassment on the grounds of race, colour, religion, gender, sexual orientation, disability or age against other neighbours or Abertay staff constitute a breach of the terms of the Tenancy Agreement. Please do not cause annoyance or nuisance to your neighbours. We will take action to end your tenancy if such behaviour occurs.

Common Areas

If you live in a tenement flat, please ensure you take your turn in keeping the close and stairs in a tidy condition. If any of your neighbours are not taking a turn in cleaning, please contact your Housing Officer as soon as possible and steps will be taken to sort out the problem.

Drying areas must be kept free of rubbish. It is the responsibility of all residents in a close to ensure that the area is used for drying purposes only.

Items of furniture, bikes and prams etc. must not be left in the communal or bin areas. Abertay will charge the person responsible for leaving items in these areas for their removal. It is much easier for tenants to contact the Council's Environment Department who will uplift the items for a minimal charge. Bins should also be put at the kerbside on the relevant day and returned to the bin store when they are emptied.

Decoration

Internal decoration of your home is your responsibility and you have a duty to keep your property decorated to a reasonable standard.

The Association is responsible for decoration of the external and any common parts of your building. Redecoration will take place at regular intervals. You can, if you wish, carry out external decoration yourself but you must first obtain written consent from the Association. Consent will not be unreasonably withheld, but we may lay down certain conditions.

Keys

When you become a tenant you will be issued with two full sets of keys for your house. You may of course have additional keys cut at your own expense.

You must never replace or install additional locks unless you have authorisation from Abertay. This is because some locks, such as those in sheltered accommodation, can be accessed by a warden with a master key in the event of an emergency.

Garden

If you have a garden, please ensure you keep it in good order. It is your responsibility to do so. Neglected gardens should be reported to your Housing Officer. If you are unable to maintain your garden due to disability or age, Please contact Dundee City Council as you may qualify for assistance.

Pets

Multi storey flats:

If you live in a multi storey flat, permission will not be given for cats or dogs. Exceptions would include guide dogs for the blind.





All other houses:

It is a condition of your tenancy that pets do not cause a nuisance to neighbours. If a neighbouring pet is causing a nuisance, please contact your Housing Officer or the Dog Warden who will deal with your complaint as soon as possible. If you have or wish to have more than two pets such as dogs or cats, you must ask for our permission.

Pigeons and Seagulls

Please do not feed pigeons. Not only do they spread diseases such as psittacosis and salmonella infections but they may also carry blood sucking mites and insects. They also damage buildings - their droppings are corrosive and they make a lot of very unpleasant mess, which can be difficult to clean up. Gulls, particularly, can be very aggressive. Please show consideration to your neighbours and do not feed them.



Damage or Vandalism

You are responsible for keeping the interior of your home clean and in good order. You are also responsible for any damage caused by you, a household member or a visitor through neglect, carelessness or wilful damage etc.

Insurance

The Association insures the fabric of its buildings in case of fire, flood etc. However, your own personal property and internal decoration are not covered.



Abertay strongly advises all tenants to take out Home Contents Insurance and to annually review the level of cover. In the event of, say, a serious fire, the cost of replacing all of your furniture, household goods, belongings and clothes would be substantial.

Tenants of Abertay are eligible to join the contents insurance scheme run by Thistle Insurance Services Ltd. Please telephone 01628 586187 for more details. For a leaflet with prices please contact our staff.

Prolonged Absence

If you are going away from home for any longer than 4 weeks please contact Abertay before you go. If you are going away during winter months please take steps, such as keeping heating on low, to avoid burst pipes.

Burglary

All burglaries should be reported to the police as soon as you can. Please obtain an Incident Number from them and let us know immediately. We will arrange for damage to doors or windows to be repaired immediately. We are not responsible for any stolen items and it is recommended you take out home contents insurance to prevent suffering losses should you get burgled.

Children

As parents you have a responsibility to control and supervise your children, to ensure that they do not cause any nuisance to neighbours.

ENDING YOUR TENANCY

Repossession

You have a Scottish Secure Tenancy with Abertay and this means that you can remain as the tenant of your home for as long as you wish - unless you break your conditions of tenancy and Abertay takes legal action to end your tenancy.

If Abertay wishes to end your tenancy we will give you at least one month's notice and we must obtain an order for repossession from the Sheriff Court. The legal grounds on which we can take action to end your tenancy are detailed in your Tenancy Agreement. In all cases, Abertay must obtain a court order from the Sheriff Court.

The Sheriff will only grant such an order if he/she is satisfied that it is reasonable to do so.

If you require any further information about re-possession grounds or any other tenancy condition please consult your Tenancy Agreement or your Housing Officer.

Giving up your Tenancy

If you wish to give up your tenancy you must give the Association at least 28 days notice in writing. If you fail to do this you will still be liable for your rent for the period of notice.

Shortly after handing in your notice you will receive a letter confirming your termination date and information regarding what we require you to remove from the house. In addition we will organise an inspection to be carried out by a staff member. He/she will inform you of any repairs that you will need to carry out before you leave your home. Failure to do these repairs will result in the Association carrying them out and you will be charged for the full cost of the work.

On the date your tenancy ends you should arrange for a member of our staff to check any repairs that you have done to ensure that they have been done to a standard which is acceptable to the Association.

All keys (at least two complete sets including fobs) must then be returned to the office. This should be done no later than midday on the date that your tenancy ends. Failure to hand in keys on the due date will lead to you being charged additional rent. It should be noted that whilst you are in possession of the keys you remain responsible for the property regardless of whether or not you have already moved out.

LOOKING AFTER YOUR HOME

One of Abertay's most important responsibilities is the ongoing repair, maintenance and upkeep of your home. This section of the handbook highlights some important issues and offers some useful tips, information and advice.

Reporting a repair

Abertay has target response times for different types of repairs. Our aim is to get your repairs completed right first time and at a time convenient for you.

You can report your repair in a number of ways including:

- By phone (01382 903545)
- Online at www.abertayha.co.uk
- In person at the main office
- To your Scheme Manager (Sheltered Housing)

When you contact us, our customer services team will:

- Ask for your name, address and telephone number
- Help you to fully describe the repair so we can send the right person to fix it

- Tell you if we are responsible for the repair, or if you may be recharged for all (or part) of the cost of the repair
- Tell you if the repair is covered by the Right to Repair
- Agree an appointment with you or give you timescales for when the work will be inspected or carried out

Emergency Repair

To report an emergency repair when our office is closed, please call 01382 903545. Listen to the recorded message and select the appropriate option.

This service is for emergency repairs only. Examples:

- Burst or leaks, where water is causing a lot of damage
- Flooding caused by a WC overflow
- No water supply
- Gas leaks
- No electricity
- Broken locks, or broken ground floor windows

If you are uncertain if your repair qualifies as an emergency, please call us anyway and our out of hours contractor will let you know.

Should your repair qualify as an emergency, a tradesperson will attend within 2 hours and make the fault safe within 7 hours.

If you are not satisfied with any aspect of our emergency repairs service, please contact our Customer Service Team during normal office hours.

Inspections

To maintain standards, our Maintenance Officers may wish to inspect some repairs prior to instructing the repair or may wish

to check some repairs after work has been completed. Your co-operation in granting access will ensure the work is carried out quickly and to the appropriate standard.

Contractors and Consultants

From time to time contractors and consultants employed by Abertay will call at your home to either carry out a repair or an inspection.

It is important that you ask for proof of identification before letting any visitor over the doorstep. If a consultant or contractor cannot provide identification, do not allow the person into your house and report the matter to our office or the police.

Code of Conduct

Abertay instructs all contractors to ensure that their employees conduct themselves in a professional manner when in a tenant's house. Please report any misconduct or unacceptable behaviour by any contractor or consultant to Abertay.

Who is responsible for what?

Abertay is responsible for carrying out most repairs to your home or surrounding area. However, some repairs are the tenant's responsibility. A table at the end of this handbook clearly identifies who is responsible for what.

Rechargeable Repairs

There are some day to day repairs which are your responsibility. Examples of these include damage that is done as a result of neglect, loss of keys etc.

Planned Maintenance Work

Abertay carries out regular inspection of properties. One fifth of our houses will be surveyed every year and the survey results will influence what work will be carried out in following years.

Cyclical Maintenance

Cyclical Maintenance is work which is carried out at regular intervals. It includes external painterwork; annual maintenance of gas installations, lifts, landscape maintenance and smoke detectors, as well as specialist systems such as alarms at our sheltered estates.



Landscape Maintenance

In most of our estates, there are areas of common landscaping, which are looked after by the Association.

We provide the following service:

- Grass cutting – every 2 weeks from March to October
- Tidying shrub beds – 6 visits per year plus one hard cut
- Hedge maintenance – 3 visits per year
- Staked, young tree maintenance – 3 visits per year
- Mature tree maintenance – carried out during winter months
- Litter collection – every 2 weeks
- Weed control – ongoing treatment to remove weed growth and moss

Controlled Door Entry Systems

Many of our blocks of flats have a controlled door entry system that operates the front close door. These door entry systems are designed to protect the common close and flats within the close. It is imperative therefore that the system is maintained in working order. Residents have an important role to play in assisting the Association in these areas:

- Vandalism of the system should be notified both to the police and Abertay
- Residents should carry keys/fobs for the close entrance door at all times
- Residents should always ensure the door has locked behind them
- Additional fobs can be purchased from our office for the cost of £3.00

Alterations and Improvements

If you wish to alter or improve your home in any way, you must seek written approval from Abertay before starting the work. A copy of the relevant form can be obtained from Abertay's office. (You may also need to obtain planning permission and/or a building warrant from the City Council).

Once you have submitted your application we will advise you of our decision within 28 days. We will ensure that work is safe and may place conditions on the standard of work. If you give up your tenancy you will be charged for the removal of any unauthorised alterations or improvements which are unsafe or are not to an acceptable standard.

Compensation for Improvements

You may be eligible for compensation from Abertay if you are giving up your tenancy and have carried out certain improvements to your home. Such improvements include: baths, showers, cavity wall

insulation, sound insulation, double glazing, window replacement, draught proofing, insulating pipes, mechanical ventilation, sinks, loft insulation, rewiring, security measures other than alarms, space/water heating, storage cupboards, thermostatic radiator valves, wash hand basin, WC, work surfaces for food preparation.

You must seek our permission before carrying out any work.

The work must be carried out correctly and competently.

The amount of compensation depends on the installation costs (NB keep receipts), how long the improvement has been installed, the condition of the improvement, the life expectancy of the improvement etc. For further details please contact our Maintenance Officers.

Safety in the Home

Abertay places great emphasis on tenants being safe in their homes and encourages tenants to exercise care at all times. The following general guidelines are intended to help tenants and visitors in their homes.

Smoke Detectors

A smoke detector is fitted in each of our houses. To ensure that your detector is working you should check your detector regularly. Smoke detectors can save lives and it is important that they are properly maintained. We will inspect and maintain them annually.

It is important that you do not interfere with mains wired smoke detectors. This could leave you and your family and property with no warning device should a fire occur. It could also expose you to the risk of electric shock.

Our Sheltered Housing estates have fire alarms that are connected direct to the fire service. These alarms are very sensitive and it is important that you exercise care when cooking. For example, keeping doors closed and using the extractor fan can help avoid false alarms.

If there is a Fire

- Close the door of the room where the fire is and keep it closed. This will help to contain the fire and restrict the spread of fumes
- Warn other people in the house or building and make sure you all leave quickly
- If you smell fumes from your furniture leave the house immediately
- If your exit from the house is cut off, close the door of the room you are in and seal it with a blanket or rug to prevent fire or smoke entering. Call for help from the window
- When you have evacuated your home call the Fire Brigade from a neighbour's house or the nearest public telephone
- Once you have left your home don't go back into the building for any reason
- If there has been a fire and you think that you have put it out, call the Fire Brigade to be on the safe side

Window Safety

Windows above ground floor can be dangerous. Safety catches restrict the opening of windows to prevent children or others from falling out. To maintain safety you should regularly check that your catches are working and that the opening does not exceed 10cm. If you have any concerns please contact Abertay's office.

Windows can also be a means of escape during a fire. For this reason, Abertay discourages the fitting of key locking handles on windows at first floor level or above.



You can help to reduce the possibility of accidents from windows by taking the following precautions:

- Check that all windows above ground floor are fitted with safety catches
- Keep windows secured when children are around
- Do not put beds or furniture directly below windows. This will help to prevent children from climbing up onto the sill and possibly opening the windows
- After cleaning your windows, make sure you re-engage the safety catches

Carbon Monoxide and Gas

The majority of Abertay's properties now have gas central heating. Some properties may also have gas fires and gas service pipes. These properties, must along with the CO2 detector, be checked and serviced once a year.

Abertay work alongside the Gas Contractor to arrange gas access appointments and follow a strict process to ensure this highly important safety check is carried out. Not only is it a legal requirement it is to protect you, your family, neighbours and friends. Therefore it is in your best interests to co-operate.

Escapes of gas and carbon monoxide can be dangerous. If you smell gas or suspect a gas leak you should take the following steps:

- Do not use a naked flame or cigarettes
- Do not turn electrical switches on or off
- Open doors and windows to ventilate the property
- Check all gas appliances
- Telephone Transco free 0800 111 999 and report the leak
- Evacuate the house if necessary

A leak of carbon monoxide is very difficult to detect as the gas is odourless and colourless. Leaks are especially dangerous where people sleep close to the source, i.e. boiler, gas fire or coal fire. Health and Safety Executive guidelines on gas appliances, contain information and advice on carbon monoxide and should be closely followed. Remember:

- Never use a gas appliance if you think it's not working properly. Signs to look out for include yellow or orange flames, soot or staining around the appliance, or flames which frequently blow out
- Never cover an appliance or block the convection air vents
- Never block or obstruct any fixed ventilation grilles or air bricks
- Never block or obstruct outside flues
- Take care if fitting draught exclusion or double-glazing to a room containing a gas appliance. It is important that adequate ventilation is maintained

Water Supply

If your water supply becomes frozen during cold weather, you should take the following steps:

- Turn off the water at the mains stop valve (this is generally located at the incoming supply pipe to your home, usually the kitchen area)
- Open all cold taps to drain the system
- Do not open the hot taps as the hot water cylinder may collapse if the pipes feeding it are frozen
- Turn off the central heating and immersion heater
- Collect water in the bath for washing and WC flushing
- Call the emergency number to request a plumber



The Electrical System

In the event of an electrical problem you should:

- Check the meter is lit up and receiving power. If not, contact SSE
- Switch the electricity off at the main switch next to the fuse board. Remove the cover and identify which circuit breaker has tripped
- Unplug all appliances in that circuit and reset the circuit breaker. Plug all your appliances back in one by one. This will help you identify which appliance (if any) is faulty
- Repeat the same process for lighting by turning them on at the switch one by one
- Contact Abertay on 01382 903545 (24 hours a day) and we can talk you through this process. This will help you to identify if the fault is one of your own appliances or light fittings and avoid being recharged
- Do not attempt to repair any electrical problem yourself, leave it to an expert

SOME GUIDELINES AND TIPS

To assist you to keep your home in good order we suggest the following:

Tips to Reduce Condensation and Mould Growth

- Keep your home well heated and ventilated
- Keep window vents clear and unobstructed
- Never block up chimneys completely – fit an air vent
- Remove mould growth by washing down the affected area with an approved mould remover

- Do not let kettles boil for longer than necessary
- Avoid drying clothes on radiators as this can increase condensation. Always open a window to let the air circulate
- Increase ventilation into the room if your tumble dryer doesn't have an outside vent
- When using the kitchen and bathroom, keep doors shut to prevent the spread of water vapour through the house
- If you have an extractor fan, use it when bathing or showering
- Do not overfill cupboards and wardrobes. Ensure that air can circulate by fitting ventilators in doors and leaving a space at the back of shelves
- Do not use paraffin or bottled gas heaters

Floor Coverings

Never stick down floor coverings in case the floor has to be lifted to carry out repairs. If you lay foam backed carpets please use underlay e.g. paper, to prevent the carpet from sticking to the floor.

If you do not they will be damaged when you come to lift the carpet when you move.

Baths

Abrasive cleaners and bleaches will damage your bath. Also, please ensure that solvents such as nail varnish remover, aftershave or paintstrippers never come into contact with the bath.

Kitchen Worktops

Remove persistent marks by using a mild abrasive cleaner. Do not use worktops as cutting or chopping surfaces or place hot dishes directly onto them as this can cause permanent damage. Spray on furniture polish must not be used on laminated surfaces.

HELP AND ADVICE

Do You Need Adaptations in your Home on Medical Grounds?

Tenants who have disabilities or long term illnesses may require alterations to their homes, in order to maintain or enhance their standard of living. Whenever possible, Abertay will provide assistance.

If you require your home to be adapted for medical reasons, you should in the first instance contact Dundee City Council's Social Work Department. An Occupational Therapist will carry out an assessment of your condition and needs and will submit a recommendation to Abertay. We will then arrange for the work to be carried out as soon as possible. We rely on annual funding from Scottish Government for these adaptations and work can normally only go ahead if funding is available.

Sheltered Housing

The Association currently has seven Sheltered Housing estates in Dundee. At each complex there is a Scheme Manager. All of our sheltered properties have a 24 hour alarm system so that help can be summoned in an emergency. A laundry room and communal lounge are also provided. We encourage independent living with the safety net that help is available if needed.

For further information please contact the Association's office.

TENANT PARTICIPATION

We have produced a Tenant Participation Strategy along with our residents, to meet the requirements of the Housing (Scotland) Act 2014, with the involvement of Abertay Residents and through the information gathered in the Tenants Satisfaction Survey.

Our overall aim in Tenant Participation is to improve services through ensuring that all tenants have opportunities to influence the way in which their homes and neighbourhoods are managed. Through this we seek to achieve continuing improvement in service delivery. This is key to achieving our mission, which is “Abertay aims to enhance the quality of life in our communities”.



The strategy sets out how we will give information to tenants; on topics, how we will consult with tenants and outlines how residents can influence decision making within Abertay.

Tenants can become involved and influence decisions in a number of ways such as:



- Join our Register of Interested Residents
- Come along on Estate Walkabouts
- Respond to our satisfaction surveys
- Become an armchair member

Would you like to have your say? If so, then can you spare Abertay a little of your time? Abertay will actively encourage and support you to get involved. For more information or upcoming events or meetings please contact the Customer Service Team.



We also regularly undertake Tenant Satisfaction Surveys to determine what you think of our services. We welcome your views so that we can improve our service to you.

Tenants/Residents Groups

If there is not a Tenant/Resident Group in your area we can help you to start one up.

If you are interested in joining or even setting up a new group please contact your Housing Officer. We will provide you with as much information, assistance, financial help and encouragement as possible to get you involved or started.

Tenants groups play a major role in helping us with policy development, standards of our services, response times for repairs etc. In addition they are able to influence to a high degree what goes on in their area.



EQUAL OPPORTUNITIES

The Association aims to be an Equal Opportunities organisation and will not condone discrimination on the grounds of race, colour, religion, gender, sexual orientation, disability or age or any other reason.



REPAIR RESPONSIBILITIES

Whilst the majority of repairs are Abertay's responsibility, there are some that are yours.

Please note that this is not a full list. If you are not sure about a particular repair, please contact the Customer Service Team.

ITEM	ABERTAY	TENANT	EXCEPTIONS
Replacing glass in windows	X		Unless the breakage was caused by you, your family or a visitor
Replacing lost keys and cost of re-entry if tenant locked out		X	
Maintaining heating appliances	X		
Maintaining sanitary ware	X		
Maintaining chimney stacks/pots/cowls	X		
Decoration and repair of common areas including closes	X		
All internal decoration		X	
Replacing light bulbs		X	
Clearing blocked waste	X		Unless it is caused by carelessness
Communal TV systems		X	Except Dryburgh Garden Multi's and supported accommodation at Arthurstone Terrace
Fences – other than those bounding public footpaths*		X	* See notes

ITEM	ABERTAY	TENANT	EXCEPTIONS
Fire (electric or gas) *	X		*See notes
provided by Abertay			
Ropes for clothes poles		X	
Sheds		X	
Shower cabinets		X	Unless cabinet provided by Abertay
Stair lighting	X		
Toilet seats		X	
TV aerials		X	Unless it is a communal system installed by Abertay
TV aerial communal sockets		X	Unless damaged during planned maintenance works
Waste plugs/chains to basin/bath/sink		X	

Notes:

- Tenants are responsible for garden boundary fences and the fences between neighbouring gardens unless they constitute a hazard in which case Abertay will carry out necessary work. All other fences including estate boundary fences, garden fences adjoining common ground or public roads or footpaths are the responsibility of Abertay.
- A gas fire installed by a tenant must be maintained by Abertay. If a tenant installs a removeable electric fire the tenant will be responsible for its maintenance.

COMPLAINTS

We are committed to providing first class services but there may be occasions when you're not happy with the service provided. If this is the case it is important you tell us, so that it can be resolved quickly and efficiently.

We will always try to resolve issues quickly and informally, however, sometimes this is just not possible and we have a formal Complaints Procedure.

The aim of the Complaints Procedure is to give you clear details of what steps you can take to resolve a problem you may have with the Association. If you would like to report a complaint or request a copy of our Complaints Procedure please contact the Customer Service Team on **01382 903545** or **customerservice@abertayha.co.uk**

The Public Services Ombudsman

If you are still unhappy with the outcome then you can contact the Scottish Public Services Ombudsman. This is a statutory right. The SPSO is totally independent and has the power to investigate complaints of maladministration. Complaints must be made within 12 months of being aggrieved.

You can contact the SPSO:

In person at:

SPSO

4 Melville Street

Edinburgh

EH3 7NS

Tel: 0800 377 7330

Website: www.spsso.org.uk

Or by post

SPSO

Freepost EH641

Edinburgh

EH3 0BR

	Telephone No.	Email & Website
Abertay Housing Association	01382 903545	queries@abertayha.co.uk www.abertayha.co.uk
Out of hours emergency repairs	01382 903545	
Emergency Numbers		
Emergency Services	999	
Police Scotland non-emergency	101	
Child Protection (24 hours)	01382 307999	www.dundeeprotects.co.uk/
Adult Protection 1 st Contact Team	01382 434019	Firstcontact.teamadmin@dundeecity.gcsx.gov.uk www.dundeeprotects.co.uk/
Social Care Response Team Community Alarm	01382 434019	
Homeless Advice line	0800 633 5843 or: 01382 432001	
Transco (Gas leaks)	0800 111999	www.transco.co.uk
SSE power distribution (Loss of power)	0800 300999	www.ssepd.co.uk
Other Numbers		
Age Concern	01382 825624	www.dundeeageconcern.com
Citizens Advice Bureau	01382 307494	bureau@dundeecab.casonline.org.uk www.dundeecab.org.uk
Cleansing Special Uplifts	01382 432750	www.dundeeconomy.gov.uk/environment
Dundee Drugs & Aids Project	01382 200532	
Dundee City Council	01382 434000	www.dundeeconomy.gov.uk
Dundee Energy Efficiency Advice Project	01382 434840	
Dundee North Law Centre	01382 307230	www.dundee.cylex-uk.co.uk/company/dundee-north-law-centre
Ninewells Hospital	01382 660111	www.nhstayside.scot.nhs.uk
Samaritans	01382 832555	www.samaritans.org
Scottish Water	0345 601 8855	www.scottishwater.co.uk
Shelter Money & Fuel Debt Advice	0808 800 4444	www.scotland.shelter.org.uk
Street Lighting, Roads & Pavements	0800 232323 or 01382 433063	www.dundeeconomy.gov.uk/engineerdiv
Victim Support	01382 305735	
Women's Aid	01382 207099	www.dundeewomensaid.co.uk

If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Abertay Housing Association Limited provides, or are disabled in any way and require further help, please contact either:

Your Housing Officer - (01382) 903545 or

The Dundee Translation & Interpreting Service, Mitchell Street, Dundee DD2 2LJ
Tel No. 01382 435825.

यदि इंग्लिश पढ़ते बा बुझते आपनार अझबिधा हय एबं अ्याबारटे हाउसिंग अ्यासोसिएशन लिमिटेड सम्पर्कित तथा अनुवाद करे बोबाबार जना साहाय्य प्रयोजन, अथवा आपनि कोन बारे प्रतिबद्धी एबं साहाय्य चान ताहले अनुग्रह करे योगायोग करून : हाउसिंग अफिसार 01382 903545 अथवा डाडि ट्रांसलेशन सार्विस, डुन्डी, टेलिफोन : Tel No. 01382 435825

اگر انگریزی پڑھنا اور اسے سمجھنا آپ کیلئے مشکل ہے۔ اور آبرئے ہاؤسنگ ایسوسی ایشن کی جانب سے فراہم کردہ کسی معلومات کا ترجمہ کرنے کیلئے آپ ترممان کی ضرورت محسوس کرتے ہیں یا کسی قسم کی معذوری کی وجہ سے مزید مدد کی ضرورت محسوس کرتے ہیں۔ تو براہ کرم۔ اپنے ہاؤسنگ آفیسر سے فون نمبر: 01382 - 903545 پر بات کریں یا پھر ڈنڈی ٹرانسلیشن سروس، ویل گیٹ سینٹر، ڈنڈی، فون نمبر 01382 435825 پر رابطہ کریں۔

如果你在閱讀和明白英語方面有困難，需要傳譯或翻譯亞伯提房屋協會有限公司提供的資料，或者你是位殘障人士，需要更多的幫助，請與：

你的房屋負責官員聯絡，電話 - (01382) 903545 或者聯絡

丹地翻譯服務處，丹地井門 (The Dundee Translation & Interpreting Service, Mitchell Street, Dundee DD2 2LJ) 電話 - 01382 435825.

إذا كانت لديك صعوبة في قراءة أو فهم اللغة الإنجليزية و تحتاج إلى مساعدته في ترجمة أي معلومات تُقدم بواسطة جمعية إسكان أبرتي المحدودة أو في الترجمة الفورية لهذه المعلومات، أو إذا كنت مُعاق بصورةٍ ما وتحتاج إلى مساعدته إضافيه، نرجو الإتصال بإحدى الجهات التالية:

- موظف الإسكان الخاص بكم على رقم الهاتف ٩٠٣٥٤٥ (٠١٣٨٢)، أو
- خدمة ترجمة دندي، ولقيت، دندي DD1 IDB على رقم الهاتف
٤٣٤٦٣٨ / ٤٣٤٩١٠ (٠١٣٨٢)

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜੀ ਪੜਨ ਵਿੱਚ ਜਾਂ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਿਲ ਹੁੰਦੀ ਹੈ ਅਤੇ ਆਬਰਟੇ ਹਾਉਸਿੰਗ ਆਸੋਸਿਏਸ਼ਨ ਲਿਮਿਟਡ ਦੁਆਰਾ ਦਿੱਤੀ ਗਈ ਕਿਸੇ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜਮਾ ਜਾਂ ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰ੍ਹਾਂ ਦੀ ਅਪਾਹਜਤਾ ਹੈ ਤਾਂ ਖ਼ੁਪਾ ਕਰਕੇ ਇਨ੍ਹਾਂ ਦੋਵਾਂ ਨੂੰ ਸੰਪਰਕ ਕਰੋ:

ਤੁਹਾਡਾ ਹਾਉਸਿੰਗ ਆਫਿਸਰ (Your Housing Officer) - (01382) 903545
ਜਾਂ

ਡੰਡੀ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ (The Dundee Translation & Interpreting Service, Mitchell Street, Dundee DD2 2LJ) Tel No. 01382 435825.



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