



TENANT INFORMATION PACK

LIVE HERE

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welcome

This handbook gives you important information about your tenancy, the services we provide and your rights and responsibilities as a tenant.



This document can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

To make a request, please contact Corporate Communications on 01698 302527 or email: corporatecommunications@northlan.gov.uk

'S urrainn dhuinn an sgrìobhainn seo a chur ann an diofar chànanan agus chruthan, a' gabhail a-steach clò mòr, braille, cruth claisneachd agus cruthan dealanach agus ruigsinneach.

Gus iartras a dhèanamh, cuir fios gu Conaltradh Corporra air 01698 302527 no cuir fios gu: corporatecommunications@northlan.gov.uk

本文档可以多种语言和格式提供, 包括大号字体、盲文、音频、电子和可访问格式。

如欲提出请求, 请致电01698 302527或发送电子邮件至: corporatecommunications@northlan.gov.uk与企业传播部门 (Corporate Communications) 联系。

Ten dokument jest dostępny w różnych językach i formatach, w tym w formacie elektronicznym, dużą czcionką, w alfabecie Braille'a, w wersji audio i przystępnych formatach.

W celu złożenia zamówienia prosimy skontaktować się z Wydziałem Komunikacji Zewnętrznej telefonicznie na numer 01698 302527 lub na adres e-mail: corporatecommunications@northlan.gov.uk

لای رپ: یئیاپھچ یک فدرج ے ڈپ نی نی ان ج۔ ے می ت ک ساچ یک م وارف نی می (س می راف) ل ول کش روا ل و ان اپ ذ کی ا می ئک زی و ات س د ہی۔ نی ل م اش می ہب نی لی ل کش می ئیا س ر ل ب اق روا کن ر س کی ل ا، ہی ڈ آ، (می ئیاھ کل یک فدرج ے ئی و ے رھب ے یل ے ک وارف ا نی ب ان) رپ ے ستپ س ا ای لی ر ک ہ ط بار ے س زن ش یک نی کی م ک ٹی روپ راک رپ 01698 302527 نی ان اب روم ے ئی اب ے یل ے ک ے ان ر ک تن اوخ رد نی: corporatecommunications@northlan.gov.uk می ئی نی ہب لی می ا

section 1:

how to contact us

If you wish to discuss any aspect of your tenancy or need general advice about housing you should contact your local housing office.

Local Housing Offices

Airdrie 1st Floor Coats House,
Gartlea Road, Airdrie ML6 9JA
t: 01236 758035
e: airdriehousing@northlan.gov.uk

Bellshill 26 Motherwell Road,
Bellshill ML4 1RE
t: 01698 332340
e: bellshillhousing@northlan.gov.uk

Coatbridge Buchanan Centre,
126 Main Street, Coatbridge ML5 3BJ
t: 01236 812561
e: coatbridgehousing@northlan.gov.uk

Cumbernauld Fleming House,
Ground Floor, 2 Tryst Road,
Cumbernauld G67 1JW
t: 01236 632726
e: cumbernauldhousing@northlan.gov.uk

Kilsyth Parkfoot Street,
Kilsyth G65 9AA
t: 01236 828120
e: kilsythhousing@northlan.gov.uk



Moodiesburn Blackwoods Crescent,
Moodiesburn G69 0EZ
t: 01236 638888
e: moodiesburnhousing@northlan.gov.uk

Motherwell Dalziel Building,
7 Scott Street, Motherwell ML1 1SX
t: 01698 274135
e: motherwellhousing@northlan.gov.uk

Shotts 162-164 Station Road,
Shotts ML7 4AW
t: 01501 824747
e: shottshousing@northlan.gov.uk

Viewpark 135 Burnhead Street,
Viewpark G71 5DD
t: 01698 403700
e: viewparkhousing@northlan.gov.uk

Wishaw Houldsworth Centre,
Kenilworth Avenue, Wishaw ML2 7LP
t: 01698 302920
e: wishawhousing@northlan.gov.uk

Opening hours

The opening hours for our offices in Airdrie, Bellshill, Coatbridge, Cumbernauld, Motherwell and Wishaw are:

- Monday to Thursday, 8.45am to 4.45pm (First Stop Shops open at 10am on Wednesdays)
- Friday, 8.45am to 4.15pm

The opening hours for our offices in Kilsyth, Moodiesburn, Shotts and Viewpark are:


- Monday to Friday, 10am to 2pm

Staff can offer advice and support on any issues relating to your tenancy such as information about your tenancy agreement, estate management services, paying your rent and wider financial advice.

 **northlanarkshire.gov.uk**

 **nlctenantparticipation or nlcpeople**

 **@nlctenantparticipation or @nlcpeople**

 **Sign up to e-mails alerts at: northlanarkshire.gov.uk/nlcconnected**



section 2:

complaints, comments and compliments

Your views and feedback are important important to us.

They help us to understand what we do well and where we need to improve.

This allows us to tailor our services to better meet your needs.

Feedback is not just about complaints. Your feedback in the form of comments and compliments is just as important.

To make a comment, complaint or give us a compliment contact your local housing office or visit:

northlanarkshire.gov.uk/your-council/complaints-and-feedback



section 3: moving in

Who should I tell I have moved home?

Here is a rough guide to the organisations and services you may need to contact:

- Department of Works and Pensions
- Housing Benefit
- Council Tax
- Your phone company
- Post office (to re-direct your mail)
- TV licensing
- DVLA
- Your bank
- Your doctor
- Your gas and electricity supplier

Once you have accepted your tenancy and signed your tenancy agreement we will give you:

- A copy of the tenancy agreement and a summary of your agreement (this is a legal document so please keep it in a safe place)
- Two sets of keys (we do not keep spares)
- A gas safety certificate (if applicable)
- Meter readings for the gas and electricity meters and a note of your supplier(s)

- A copy of this Tenant Information Pack
- Contact details for your estate officer and retirement housing officer (if applicable)

Repairing and decorating your home

Tenants' homes must meet the Scottish Housing Quality Standard as a minimum. In addition to this, we provide an enhanced decorative standard at void stage.

We try to complete essential repairs before a tenant moves into their new property but some less urgent external repairs may need to be carried out after you have moved in and will be added to our housing investment programmes.



section 4:

your tenancy

Most of our tenants will have a Scottish Secure Tenancy, however some tenants may have a Short Scottish Secure Tenancy.

We will advise you which tenancy type you have as this will affect your rights as a tenant.

Tenancy agreement

The tenancy agreement you signed when you accepted tenancy of your home is a legal agreement between yourself and North Lanarkshire Council.

It sets out:

- The date you became our tenant
- Your rights and responsibilities as a tenant
- Our rights and responsibilities as your landlord

Your responsibilities:

- You must pay your rent on time
- You must let us know if anyone moves into or out of your home, or if your name changes
- You must look after the fixtures and fittings in your home
- You must keep the house properly decorated
- You must not paint or varnish timber gas fire casings or fire surrounds
- You must not install ceiling fan light fittings in rooms which have gas or solid fuel appliances
- You must keep your garden tidy and cut your grass regularly
- If you live in a flat, you must help to clean shared areas e.g. stairways or closes and if you have a shared entrance, you are not allowed to keep dogs or cats
- You and anyone living with you or visiting you must not cause nuisance to your neighbours

You need our permission to:

- Make any alterations to your home or change any fixtures or fittings
- Remove any Artex (certain types of Artex made before 1986 may contain asbestos, a substance which can cause serious health problems if disturbed)
- Transfer your tenancy to someone else or take in a lodger
- Exchange homes with someone else
- Rent your home to someone else if you have to leave your property on a temporary basis
- Keep certain types of pets. You must seek advice regarding pets from your Housing Advisor
- Install a satellite dish
- Run a business from your home
- Build a garage

Our responsibilities to you - as your landlord, we will:

- Ensure your home is wind and watertight
- Carry out repairs to your home and keep all pipes, drains, gutters and installations for heating, water, gas and electricity in working order
- Provide estate services and sheltered housing services as appropriate

- Consult with you on any proposed changes to the tenancy
- Require access to your home to carry out inspections and repairs, or to service heating systems
- Need to force entry in some circumstances if you do not give us access to carry out essential safety works
- Carry out regular estate management inspections to ensure the neighbourhoods you live in are maintained to a high standard

Terminating your tenancy

If you want to end your tenancy, you must notify us at least 28 days before you plan to leave your home.

You must complete a termination of tenancy form which is available from your local first stop shop.

We will arrange to visit your home to carry out a pre-termination inspection at a convenient time.

If you do not give us 28 days notice, we will charge you four weeks rent from the date you return the keys.

Changes to your household

You must tell your local housing office about any changes to your household. This includes anyone who has moved in or out of your home and the date this happened.

Please refer to your tenancy agreement for more information on changing your tenancy or contact your local housing office.

Subletting

As your landlord, you must tell us if you want to sublet any part of your tenancy:

- You must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home, or
- If you were not the tenant throughout the whole of that period, the house must have been your only or principal home during those 12 months; and the tenant must have told us that you were living there prior to the start of those 12 months.

Assignment (passing your tenancy to someone else)

If you want to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord.

- The house must have been your only or principal home during the 12 months immediately before you apply for written permission to pass your tenancy to someone else; and
- The person you wish to pass your tenancy to must have lived at the

property as their only or principal home for the 12 months before you apply; and

- The 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told by you or a joint tenant. If we have already been told that the person is living in the property we do not have to be notified again.

We can refuse permission to assign a tenancy if it is reasonable to do so. For example, where we would not give the person you wish to pass the tenancy to priority under our allocations policy or where, in our opinion, the assignment would result in the home being under or over occupied.



Joint tenancy

If you want to add a joint tenant to your tenancy agreement, this needs our consent as your landlord. The person you wish to add as joint tenant, and any existing joint tenants, must apply along with you.

- The proposed joint tenant must have lived at the property as their only or principal home for the 12 months before you apply for them to become a joint tenant; and
- The 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told this by you or a joint tenant. If we have already been told that the person is living in the property we do not have to be notified again.

Ending a Scottish Secure Tenancy Agreement

By Court Order

A Scottish Secure Tenancy can be ended following a conviction for serious antisocial or criminal behaviour where the landlord has grounds for recovery of possession under Schedule 2 paragraph 2 of the Housing (Scotland) Act 2001.

These grounds are:

That the tenant (or any one of joint tenants), a person residing or lodging in the house with, or subtenant of, the tenant, or a person visiting the house has been convicted of:

1. Using the house or allowing it to be used for immoral or illegal purposes,
2. An offence punishable by imprisonment which was committed in, or in the locality of, the house.

This means that we can end a Scottish Secure Tenancy if someone living in or visiting the home is convicted of a serious offence in the area of the house. It allows us to end the tenancy where behaviour has had a serious impact on neighbours or others in the community.

A serious offence is one that the offender could have been imprisoned for, whether or not they actually were sentenced to imprisonment.

If we are intending to end a Scottish Secure Tenancy in this way, we would serve a notice on you advising that we intend to seek recovery of possession of the property. That would be done within 12 months of the conviction (or, if it was appealed unsuccessfully, of when the appeal ended).

A tenant has a right to challenge a landlord's decision to take court action to end the tenancy on these grounds.

Adapted properties

A social landlord can ask a sheriff to grant an order to end the tenancy of an adapted property that is not being occupied by anyone who needs the adaptations.

This only applies where the landlord requires the property for someone who does need the adaptations. If this situation happens we would give you notice before applying to the sheriff. We would offer you suitable alternative accommodation. You would be able to ask the sheriff to consider whether our actions were reasonable and to challenge the suitability of the alternative accommodation.

Conversion to a Short Scottish Secure Tenancy for antisocial behaviour

In certain circumstances, we can serve you with a notice converting your Scottish Secure Tenancy to a Short Secure Tenancy. A Short Secure Tenancy gives you fewer rights and less protection from eviction than a Scottish Secure Tenancy. It has a fixed duration, unless we agree to extend it or convert it back to a Scottish Secure Tenancy.

These circumstances include where a tenant or someone living with the tenant has acted in an antisocial manner, or pursued a course of conduct amounting to harassment of another person. This conduct must have been in or around the house occupied by the tenant and it must also have happened in the 3 years before the notice is served.

In cases where no antisocial behaviour order has been granted by the court, the landlord must include in the notice the actions of the person who has behaved in an antisocial manner, the landlord's reasons for converting the tenancy and details of the tenant's right of appeal to the sheriff.

Taking over a tenancy after the tenant's death (known as Succession)

The legal right to succeed a tenancy only arises on the death of a tenant. Legal succession is possible provided there is a "qualified person" to succeed. A "qualified person" could be your partner or any adult (including your carer) whose only or principal home at the time of your death was within your home.

To ensure rights to succession are protected you must have told us that the person wishing to succeed to a tenancy has moved in with you at the time they do so.



Unmarried partners

- The house must have been the unmarried partner's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- The 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you (the tenant) or a joint tenant.

Family members

- The house must have been the family member's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- The 12 month period cannot begin unless we have been told that the family member is living in the property as their only or principal home. We must have been told that by you (the tenant) or a joint tenant.

Carers or other people who live with you and help look after you

If someone, such as a family member, has moved in with you to help to care for you, then you need to let the housing service know.

- The house must have been the carer's only or principal home for 12 months before they qualify to succeed to the tenancy; and

- You must tell us the carer is living in the property as their only or principal home for the 12 month period to begin. If you have already informed us of any changes, you do not have to notify us again

In the future if anyone is planning to give up their own home and move in with you, to help look after you, it is best for them to get some advice about their rights as a carer and how this may affect their future rights to a tenancy.



section 5:

paying your rent

How often do I have to pay my rent?

It is important that you pay your rent on time. Your rent pays for the services you receive. You can pay your rent:

- Every week for the coming week
- Every two weeks for the coming two weeks
- Every month for the coming month

How do you work out my rent?

Your rent is based on the size and type of property:

- The size of your home (for example, the number of bedrooms)
- The type of home (for example, flat, semi-detached house, end terraced house, or tower block)

For more information on paying your rent, visit: **northlanarkshire.gov.uk/housing/paying-your-rent**

How can I pay my rent?



To set up a new Direct Debit or make changes to an existing one phone **0300 555 0106**. You can set up or amend your payment date to any working day of the week or month to suit your needs (weekly, fortnightly or monthly)



You need to instruct your bank to make a payment to us



Call our payment hotline on **01698 403130** to pay by credit/debit card



Pay by cash or credit/debit card at any Municipal Bank



Pay by PayPoint using your rent card at any shop or Post Office displaying the sign



Pay online using our online payment facility at **northlanarkshire.gov.uk/pay-bill**



Direct from your wages if you are a North Lanarkshire Council employee



What if I miss a rent payment?

Our staff are fully trained to give you advice and agree the best way for you to pay the money you owe. If the rent you owe continues to increase, and you fail to make an arrangement to repay the debt, we will send you and all adults living in your home, a notice of proceedings for recovery of possession.

If you owe rent, you must contact the Rents Team immediately on **01698 524811**.

Contents Insurance

Remember to arrange your contents insurance before you move in. We insure the structure of your home, but it is up to you to insure the contents, your personal belongings and decoration.

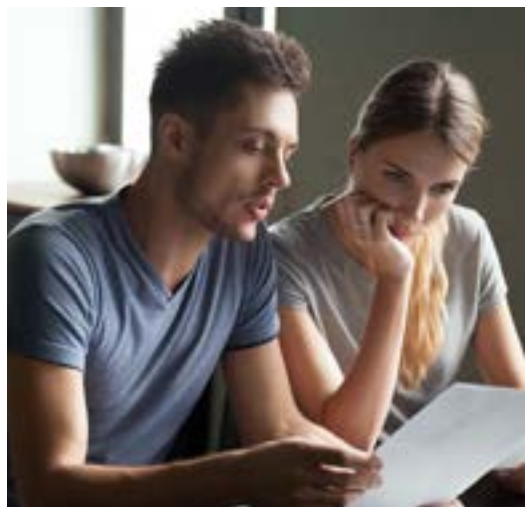
You can arrange your own cover or alternatively you can take advantage of our very competitive low cost contents insurance scheme which is paid along with your rent. Premiums start from £0.24 per week if you are aged 55 or over and from £0.55 for all other tenants.

Apply online at **northlanarkshire.gov.uk/housing/paying-your-rent/tenants-home-contents-insurance** or via your local First Stop Shop.

If you are moving from one council house to another and you have contents insurance, this will automatically transfer unless you cancel your premium. Failure to ensure that the rent account including your home contents insurances are paid up to date will result in any claim being rejected by the insurers.

Housing Benefit and Council Tax Reduction

If you are on a low income or in receipt of benefits, you may be entitled to housing benefit and/or council tax reduction. You can make an application online or use our online calculator to check your entitlement by visiting: **northlanarkshire.gov.uk/benefits-and-money/housing-benefits/calculate-and-claim-housing-benefit-and-council-tax-reduction**



section 6:

council tax, benefits and business rates portal

A new Council Tax, Benefits and Business Rates Portal is now available to help you manage your accounts on-line, 24 hours a day, 7 days a week.

The secure platform has been designed to help you:

- View your council tax account and billing information
- Update address details

- Make on-line payments
- Apply for discounts and exemptions

Customers will also be able to log on to view housing benefit and council tax awards and check upcoming housing benefit payments.

To find out more and create an account, visit: **northlanarkshire.gov.uk/doitonline**



section 7:

money matters

How can I get help with money matters?

North Lanarkshire Council's "Your Money" Service can help with information about:

- Welfare reform
- Money advice
- Benefits
- Budgeting
- Looking after your physical and mental health when times are tough
- Getting back to work

Income Maximisation

Our Housing Advisors are trained to deal with income maximisation and will complete a financial assessment with you when you move in. You will be asked to provide details of your income to allow us to check that you are receiving your correct entitlements. Your Housing Advisor will also help you to make any relevant claims such as:

- Housing Benefit/ Council Tax Reduction
- Discretionary Housing Payment

- Housing Costs through Universal Credit

- Community Care Grant

Universal Credit

Universal Credit is a working-age benefit which replaces the following benefits and tax credits with one single monthly payment:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Housing Benefit
- Working Tax Credits
- Child Tax Credit

You can apply for Universal Credit online [**gov.uk/universal-credit**](https://www.gov.uk/universal-credit)

How to claim

Claims for Universal Credit are made online through a digital application process. If you don't have internet access at home, your local Job Centre Plus will be able to help you make your claim.

You can also visit your local library to get online.

Support and advice is available. If you have difficulties in managing your Universal Credit claim, contact our Central Rents Team on **01698 524811**.

Under Occupancy Charge

The Under Occupancy Charge (Bedroom Tax) is the penalty that is applied if a tenant is deemed to be “under occupying” their property. It only affects tenants who receive Housing Benefit or Housing Costs through Universal Credit and at present it does not apply to those over pension age.

The under occupancy rule takes into account the number of bedrooms in the property and the number of people living there. If, in accordance with the under occupancy rule, a property is considered to be bigger than the tenant needs, the charge will be applied. If a tenant is assessed as having one extra bedroom, they will be liable to pay 14% of their eligible rent.

If a tenant is assessed as having two or more extra bedrooms they will be liable to pay 25% of their eligible rent. In both cases, the tenant will be expected to make up the difference themselves.

Your Housing Advisor can explain to you in more detail how this works.

Single Applicants under 35

All single people under the age of 35 who accept a tenancy may have their future entitlement to Housing Costs through either Housing Benefit or Universal Credit capped.

Scottish Welfare Fund

The Scottish Welfare Fund is a discretionary scheme provided by us in the form of Community Care Grants and Crisis Grants.

Community Care Grants may be issued to people who need support to live independently in the community, and will mostly provide items such as furniture or household appliances. You can apply online for a Community Care Grant at: **[northlanarkshire.gov.uk/benefits-and-money/scottish-welfare-fund](https://www.northlanarkshire.gov.uk/benefits-and-money/scottish-welfare-fund)** or you can email the team at: **swf@northlan.gov.uk**. Applications will be processed within 15 working days.

Crisis Grants may be provided for basic short term living expenses in the event of a disaster such as fire or flood or emergencies like losing money or having to travel to visit a sick child in hospital. Applicants must be aged 16 or over and on a low income or in receipt of a benefit such as Income Support, Job Seekers Allowance, Universal Credit or Pension Credit.

If you are in crisis, please contact the Scottish Welfare Fund on **0300 555 0405**.

The Department of Works and Pensions (DWP) still deal with claims for other payments such as:

- Disability Benefits including Personal Independence Payments and Attendance Allowance
- Funeral payments
- Cold weather payments
- Winter fuel payments
- Budgeting loans and short term advances of benefit

For more information, contact DWP on **0800 032 7952**.

Benefit cap

The benefit cap limits the amount of benefits that can be received and applies to those in receipt of Universal Credit or Housing Benefit.

Will I get any help to decorate and furnish my new home?

You are responsible for the decoration and furnishing of your new home.

If you have financial difficulty, you may be entitled to grant assistance from Scottish Welfare Fund.



section 8: your repairs service

How to report a repair to your home.

Housing repairs can be reported in a number of ways. You can:

- Phone the 24-hour Customer Contact Centre on:
0800 678 1166
- Complete an online form via our website: northlanarkshire.gov.uk/housingrepairs
- Report it using the NLC Local app.
Visit: northlanarkshire.gov.uk/nlclocal
- Visit your local housing office



NLC Local App

You can now use the NLC Local App to report housing repairs using your smartphone and/or tablet.

The App is free to download for Apple and Android devices and allows you to:

- Report multiple problems and repairs
- Submit repair requests, including uploading photographs of the work required
- Provide details of your availability, making it easier to arrange appointment times
- Track the status of repair requests

We carry out various types of repairs to tenanted properties. All works are given a timed priority:

- **Pre-inspection of repairs** - we will inspect properties needing routine repairs within 3 working days
- **Emergency works (danger to life, security or property)** - 3 hours to attend and remove danger
- **Urgent works (covers all non-emergency urgent routine type works)** - 3 working days to complete repair
- **Routine works (covers all non-emergency repair works)** - 20 working days to complete a repair
- **Repairs to empty/void houses (to bring the property up to a set standard)** - 3 or 10 days depending on property condition
- **UPVC door renewal (including manufacture of door)** - within 40 working days of works being issued
- **Right to Repair** - dependent on the category of the repair, this will be carried out within the legislative timescales

Tenant's Right to Repair Scheme

This scheme gives you the right to appoint another contractor and claim

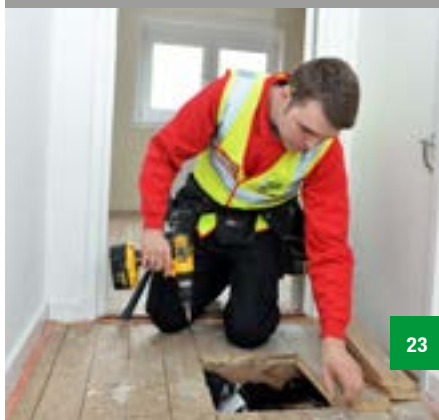
compensation from us if we do not carry out certain repairs within our timescales. When you report a repair we will advise you if your repair qualifies under this scheme and the maximum timescale we have to complete your repair.

For further information please visit:
northlanarkshire.gov.uk/right-to-repair

Customer satisfaction - repairs and investment

We need feedback from our tenants who have experienced our investment and/or repairs services to allow us to continuously review our performance and further improve our service.

You can complete an on-line satisfaction survey at:
northlanarkshire.gov.uk/housing/repairs-and-advice/housing-repairs-customer-satisfaction-survey



section 9:

heating systems

Heating systems - Electric

If your home has an electric heating system and you have any problems, you must contact our repairs service on **0800 678 1166**.

Electric System Tests

As your landlord we have a duty to ensure that an electrical safety inspection is carried out on the electrical system within our properties. This is carried out at appropriate intervals to determine what, if anything, needs to be done to maintain the installation in a safe and serviceable condition.

Allowing access to your home for this vital check is essential as it ensures the safety of you, your family and neighbours.

We will attempt to arrange access with you to carry out the electrical systems test however failure to provide access could result in the council forcing access to your home to complete this check .

Electrical testing will only be carried out by a registered electrician who is competent to do so.

What to expect from an electrical system test:

- You will receive an advance notification letter from us explaining that your property is due to have an Electrical System Test carried out
- You will receive a notification letter from our service provider at least 2 weeks in advance giving notice of the scheduled test date
- If you wish to reschedule the test, please call **01698 486600**

You **must** allow our service provider access to complete this essential safety check.

**FAILURE TO DO SO MAY
RESULT IN FORCED ACCESS.**

In addition to the electrical system tests, there are also a number of simple rules you can follow to use electrical goods safely:

- Make sure that your plug sockets are not overloaded
- Ensure that plugs and sockets are not damaged
- Check that visible cables and leads are in good condition

- Check that your light fittings are not visibly damaged and that downlighters are in good working condition
- Check that you are not storing combustible materials near your fuse box, electricity meter or electrical intake box
- Do not use the top of the microwave for extra storage
- Never trail cables under carpets or rugs
- Never take mains-powered electrical items into the bathroom
- Always switch off your electrical items when they are not in use

Gas and solid-fuel central heating repairs

To report routine and emergency repairs, please call our Gas Servicing and Maintenance Provider Saltire on **0845 606 1555**.

Gas servicing within your council house

As a landlord, we have the responsibility to ensure that all gas appliances within our housing stock are maintained in a safe condition. This legal duty is set out in the Gas Safety (Installation and Use) Regulations 1998 (GSUIR) as amended.

Our responsibilities are to:

- Ensure that gas fittings, gas pipes and flues are maintained in a safe condition
- Ensure that an annual gas service is carried out at least every 12 months
- Have all installation, maintenance and safety checks carried out by a Gas Safe Registered installer
- Issue a copy of the Landlord's Gas Safety Certificate (CP12) to each tenant within 28 days of the service being completed. This can also be obtained online, by email or posted to your home

You are responsible for:

- Allowing access to the engineer on the day of the appointment
- Reporting any faults as they occur
- Maintaining any appliances you install
- Ensuring that someone aged 16 or over is available if you cannot be present
- Ensuring easy access to the boiler e.g. if contained in a cupboard this must be cleared to allow the engineer to carry out appropriate works

What to expect when an annual gas service is due:

- A letter will be sent advising of the appointment date
- The engineer will attend your property to carry out the gas service
- If access is not gained on the first occasion, a calling card will be left at the property with a second appointment date
- If the appointment given is not suitable, you must contact Saltire on **0845 606 1555**
- If access is still not gained, a third appointment will be arranged by the Council. If this appointment cannot be kept, you must contact the Services and Legislative Team on **0800 953 0040**

As part of your tenancy agreement conditions, we have the right to force entry to properties to carry out safety works to ensure the continued safety of our tenants.

Failure to allow access on three occasions will result in a forced entry appointment being made. Forced entry appointments are final and cannot be changed. We will remove dogs and cats from the property if no-one is present at the time of the forced entry.

Gas safety

If you smell gas, you should:

- Phone SGN immediately on **0800 111 999**
- Check if the gas supply to any appliance has been left on (for example, a cooker ring or gas fire), or if the pilot light has gone out
- Switch off any gas appliances and the mains gas supply
- Open doors and windows to let the gas out
- Keep people away from the affected area
- Not switch on any electrical appliances or turn lights on or off in case they spark
- Not smoke or use matches or naked flames



section 10:

home improvement programme

Every year we deliver an ambitious multi-million pound programme of improvement works across North Lanarkshire.

The housing improvement programme is an annual plan, which includes all the improvement and major repair work to Council housing.

This programme of works is divided into a number of individual projects, which include:

- Internal Upgrades - kitchen and bathroom replacements
- Energy Efficiency - heating, windows/ door replacement and insulation works
- Major Repairs - roofing and render
- Home Safety and Security - lead pipe/ tank renewal, door entry systems, rewiring, lighting and heat and smoke detectors.

The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that we use to estimate if properties reach the required minimum standard.

In addition to the SHQS, we choose properties for the capital programme through chronology, which means that works start at our oldest properties first then we work our way to newer homes.

We will also take into consideration where properties requiring work are located, so we can plan projects within particular areas. It is important to participate in these programmes at the time they are scheduled.

Each individual project is different, but generally the information provided to you will include the following:

- You will be advised within 12 months of work starting by letter
- Approximately 16 weeks before the works start, you may be invited to attend a local drop-in session to find out more about the works
- The contractor will contact you to make arrangements to survey the property and discuss your options

section 11: saving energy, saving money

North Lanarkshire Council's Asset and Programming Team provides a service to every resident in North Lanarkshire.

Making your home as energy efficient as possible can save you over £300 a year on fuel bills. Asset and Programming Team tackle fuel poverty through:

Energy Surveys

You can request for an energy survey to be carried out in your home. A Technical Officer will visit your home to carry out an assessment to check if any energy efficiency measures could be made.



Wall Insulation

It is estimated that a third of your home's heat is lost through your external walls. Improving or installing insulation in your walls can help reduce the amount of heat escaping.

Loft insulation

It is estimated that a quarter of your home's heat is lost through an un-insulated loft. Insulated lofts may also benefit from top ups. There are different kinds of insulation available to suit the type of loft space but all help prevent heat loss through your roof.

Energy suppliers to your home

You need to know who your energy supplier is for gas and electricity. If you don't know who your supplier is or what your meter point reference number is, please phone:

Gas **0870 608 1524**

Electricity **0330 10 10 300**

You should phone your suppliers when you move in and provide meter readings to make sure your first bill is accurate. You should also check that you are on the correct and most efficient tariff for your property. Typically you automatically get a supply in the form of a “deemed contract” which is often an expensive tariff and can be up to 20% more expensive than the cheapest price plan. You may need your meter point reference number to change suppliers.

Heating

There are different kinds of electric central heating systems in our properties and they each operate best on different tariffs. Please contact the Asset and Programming Team if you need advice on this or anything else.

It Pays to Switch campaign

It Pays to Switch provides a comparison website to help people to find a better energy deal.

The energy switching scheme;

- Is free to use
- Provides access to a fuel comparison site where you can switch on-line or contact our partner contact centre
- provides a dedicated free phone number to give you access to staff who are trained to assist with the switching process; 0800 920 2136
- Provides the most competitive (point of time) tariffs available
- Allows switching on-line and off-line (via free phone support)
- Is not restricted to North Lanarkshire residents

For more information visit;
<https://www.northlanarkshire.gov.uk/switch>



Warm Home Discount Scheme

You may be eligible for the Warm Home Discount Scheme if you get the Guarantee Credit element of Pension Credit or if you are on a low income. The money is not paid to you - it is a one off discount on your electricity bill.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out if you qualify.

Energy saving tips

- Reducing your room thermostat by 1^o could save you as much as 10% on your fuel bill
- Keep your central heating thermostat set between 18^o and 21^o. You may wish to increase the temperature if you are elderly or in poor health
- Adjust/ set timers for heating and hot water
- Adjust thermostatic radiator valves
- Close curtains at dusk to keep the heat in
- Keep radiators clear and free of drying laundry

- Try to put a full load in your washing machine and wash it at cooler temperatures
- Use energy efficient light bulbs
- Buy energy efficient appliances
- Do not leave appliances on stand by
- Do not over charge appliances such as phones and tablets
- Turn off lights when not in use
- A hot water tank jacket could save you as much as £20 - £35 per year

Energy advice and assistance

If you wish to find out more about the Asset and Programming Team current projects or if you think you might benefit from an energy survey, please contact the Investment Team on

0800 953 0256 or email **energy@northlan.gov.uk**



section 12:

protecting your home

Power cuts and damaged electrical equipment

Scottish Power is responsible for dealing with external electrical power emergencies in North Lanarkshire.

If you have a power cut, or if you notice Scottish Power equipment has been damaged or causes concern, please contact the 24 hour helpline on **0800 092 9290**.



What to do in an emergency

If you have any problems in your home which involve water, electricity or gas you should know how to turn off the supply.



Water

To turn off the water you need to turn off the stopcocks. The first stopcock is usually in the kitchen beside or under the sink.

The stopcock for the storage tank, which feeds into your cistern and bath, is in the bathroom or bedroom.

There are a few simple steps you can take to help maintain the quality of the water within your home.

For more information on water quality visit: **northlanarkshire.gov.uk/housing/repairs-and-advice/tenant-safety/pure-and-simple-water-quality**

Gas

If you need to turn off the gas supply, you will find the customer control valve next to the gas meter. Always make sure you have turned it off completely. When you require the gas to be turned back on you must contact the Services and Legislative team on **0800 953 0040** for advice.

Electricity

The electricity meter is usually in the hall next to the fuse box. If a fuse blows and your power stops, this means that something (usually an appliance) is causing the fuse to overload.

Unplug all electrical appliances from their sockets, reset the circuit breaker (fuse) in your fuse box and then plug the appliances back in one by one. This will let you see what is causing the circuit breaker to switch off.

If you need to switch the electricity off at the mains, you will find the switch next to the fuse box.

little as 15 minutes for the test to be carried out. You should also test your smoke alarm regularly to make sure it is working.

If you have gas heating, Saltire will carry out the smoke alarm test at the same time as your annual gas safety check. If you have electric heating, you still need to allow access to have your smoke alarm tested.

If you have not had your smoke alarm tested this year, please call Saltire on **0845 606 1555**.

Fire Safety

Scottish Fire and Rescue Service offer a free home fire safety visit.

- Call **0800 0731 999** or visit **firescotland.gov.uk**
- text **"FIRE"** to **80800** from your mobile phone (this texting service is free of charge)

Smoke alarms

Working in partnership with Saltire, we carry out an annual service check on tenants' smoke alarms. It can take as



LIVE HERE

Frost protection

To try to prevent burst pipes, it is important to ensure your house is kept adequately heated. In very cold weather, frost can penetrate into water pipes and cause the water to freeze and expand. This can burst pipes. If your pipes burst, you should:

- Turn off all the taps and drain your water system
- Switch off the electricity at the mains if the water has come into contact with electrical wires or fittings
- Switch off water heaters or the central heating system
- With solid fuel heating, put out the fire



Doorstep crime and bogus callers

There are two main types of doorstep criminals:

Bogus callers Try to get into your home or obtain personal details by pretending to be someone they're not. In reality, they are criminals trying to steal money and valuables. Council staff always carry ID.

Rogue traders Usually cold-call, claiming to be workers offering to sell services, make repairs or carry out work on your house, garden or driveway.





In reality they charge inflated prices for shoddy or unnecessary work.

We DO NOT recommend dealing with cold-callers for property maintenance and home repairs.

If someone calls at your door and you think they may be a doorstep criminal:

- Keep the caller out of your house, ask them to leave and call the police immediately by dialing **101**
- You might also want to try to alert a family member or attract a neighbour's attention but you should always contact the police first by dialing **101**. The police would

much rather attend a false alarm than have someone fall victim to a doorstep criminal

- If the person refuses to leave your door, or you feel threatened or scared - Call **999** and ask for the police

How to report to Trading Standards

Scottish consumers should contact Advice Direct Scotland for consumer advice or to report a trader.

You can call their free helpline on **0808 164 6000** or visit: **tsscot.co.uk**

Asbestos

The use of asbestos was banned in 1999 and it is now illegal to use any materials containing asbestos. Only a laboratory test can positively identify whether a material contains asbestos. We use specialist contractors to carry out surveys, sampling and testing of any suspected materials.

Asbestos can typically be found in the following places within a home:

- Kitchen floor tiles
- Heater cupboard
- Fuse box
- Wall paneling
- Rain water goods
- Soffit boards
- Floor insulation
- Artex ceiling
- Water tank
- Pipe lagging
- Toilet cistern

We do not automatically remove all asbestos from our housing stock. If it is well sealed and not damaged, we may decide to leave it alone.

We will remove asbestos if it is damaged or if there is a risk of exposure to tenants or tradesmen



who need to carry out works in the property.

We may need access to an area where there would be a risk of exposure to tenants or trade workers during renewal programmes e.g. kitchen and bathroom replacements. All removal works are carried out by a licensed asbestos removal contractor.

Any work such as sanding, drilling or cutting that disturbs walls, floors, ceilings, or roof surfaces could release fibers into your home if asbestos is present.

Many textured coatings within the home could also contain traces of asbestos therefore samples of the coating must be taken to ensure it is asbestos free prior to any disturbance of the material.

If you have any enquiries about asbestos in your home, please contact the Customer Contact Centre on **0800 678 1166** and a member of our Asbestos Control team can offer you advice.

section 13: antisocial behaviour

You and anyone living with you must be a good, considerate neighbour and must not harass or act in an antisocial or threatening manner towards anyone else.

There are conditions attached to your tenancy and, if you breach these by behaving in an antisocial manner, we will take action against you. This can be for both antisocial behaviour and a breach of your tenancy conditions.

These conditions are listed within your missive and will have been explained by your Housing Advisor, when you signed it.

If you experience antisocial behaviour you should contact our 24 hours service on **0300 123 1382** and trained officers will assist you.



As well as our 24 hour service, we offer an additional witnessing service from Thursday evening to Monday morning. Officers will respond to complaints of antisocial behaviour and take appropriate action. Outwith these hours we work in partnership with Police Scotland.

Any call relating to criminality, including domestic abuse is referred directly to Police Scotland as it is a criminal offence.

Your Good Neighbour Agreement

Your Good Neighbour Agreement gives more information on how we expect our tenants to behave. We want to ensure that all residents in North Lanarkshire enjoy living in their homes.

A copy of the agreement is given to all tenants of North Lanarkshire Council and the original will be retained by Enterprise and Communities.

section 14:

if your home no longer meets your needs

If your home no longer meets your needs, there are several options you can consider such as:

Home support

The Council's Social Work Service can help you to continue to live independently in your own home through their support at home service. The service provided depends on your individual needs

Support at home services consist of three types of service:

- Home support (including personal care, housing support and domestic support)
- Meals service; and
- Community alarms

Contact your local Social Work office for more information



Adaptations to your home

If you want to stay in your own home but are finding it difficult to manage every day activities due to a long term health condition, disability or just getting older you can request an assessment from an Occupational Therapist to see if your home can be adapted or if you might benefit from assistive equipment.

Equipment is available which can help with activities such as:

- getting in and out of the bath
- managing steps into your home or stairs inside your home
- managing everyday activities like making meals or getting dressed
- helping you to hear the doorbell, telephone or television

We can, in certain circumstances carry out adaptations to help you stay in your home such as to:

- alter the level of kitchen worktops
- widen doors
- alter external steps
- install ramps
- adapt bathrooms

Making life easier

This is an online service designed to offer information and advice as well as a supported self-assessment for particular problem areas. There are over 100 pieces of simple equipment and minor adaptations which you can order directly from the Council's Integrated Equipment and Adaptation Service (IEAS).

For more information on making life easier, contact a Disability Information Officer on **01698 332029/2822** or visit: **makinglifeeasier.org.uk/**

Apply for help to maintain your garden

The Garden Assistance Scheme provides a basic garden service to council tenants, owner occupiers, tenants of private landlords and housing association tenants, who cannot maintain their gardens.

The scheme runs from March to October each year and includes ten grass cuts, reforming of edges on two occasions, three hedge cuts and weedkilling on two occasions per year.



If you have someone living with you or have family near by, you may not qualify for the scheme. There is also an annual charge for owners, tenants of private landlords and housing associations.

Contact your local Housing Advisor if you wish to make an application.

Apply to move

If you want to move from your current home to another one of our homes or another Registered Social Landlord's home, you must complete a Common Housing Register (CHR) application form. The CHR is a partnership between North Lanarkshire Council and eight Registered Social Landlords (RSLs) who have housing stock in North Lanarkshire.

Applicants only need to fill in one CHR application form to apply to all the partner landlords, all of whom can provide housing options advice and information.

The CHR partner landlords are:

- North Lanarkshire Council
- Cairn Housing Association
- Clyde Valley Housing Association
- Forgewood Housing Co-operative
- Garrion People's Housing Co-operative
- Lanarkshire Housing Association
- Sanctuary Cumbernauld Housing Association
- West of Scotland Housing Association
- Wishaw and District Housing Association

The landlords will assess your housing needs based on their Allocation Policy rules (seven of the partner landlords use the same priority framework as the council).

You can get a CHR Application form and a copy of North Lanarkshire Council's Allocation Policy from your local housing office or visit northlanarkshire.gov.uk/findahome



Apply for a mutual exchange

A mutual exchange is also known as a home swap. This occurs when two tenants swap homes with the prior approval of their landlord.

Anyone who is a current tenant of a council, housing association or housing co-operative is eligible to join our mutual exchange scheme.

To allow your details to appear on our search facility you must be on our common housing register housing list. If you are not on our list you will need to complete an application form.

In addition to this you will also need to complete a mutual exchange opt-in document. When you complete the mutual exchange opt-in document you will be asked to specify whether you wish to be contacted direct from other matches or if you wish to be contacted by your landlord for any potential matches.

To find out more information on how to register and access the scheme please contact your local housing office where our staff will be able to guide you through the simple process.

You can also apply online at:
northlanarkshire.gov.uk/mutualexchange

Retirement Housing

We have recently reviewed the way we deliver housing services to older persons. Older person's properties are now defined as follows:

Retirement housing is housing designated for older people that provides an enhanced housing management service and an emergency response service.

It generally consists of terraced bungalows and has access to common facilities in which a range of social opportunities take place.

Amentiy housing is housing designated for older people.

It consists of flatted or terraced type accommodation. There is no on site housing support or enhanced housing management services provided.



section 15: getting involved

Getting involved and having your say gives you the opportunity to influence our decision making processes and shape the housing service you receive.

Involving Tenants, Improving Services

The Housing (Scotland) Act 2001 created a legal requirement for landlords to produce a Tenant Participation Strategy setting out how tenants will be involved and consulted with.

Our Strategy for Tenant Participation includes an action plan which sets out consultation and involvement opportunities.

We offer a wide range of options to enable you to get involved at a time, level and form which suits you best.

These include:

- Forming or joining a local tenants' and residents' group
- Tenant led estate walkabouts
- Conferences and local events

- Tenant surveys
- Working with local housing staff to improve your community
- Focus groups or working groups
- Tenant scrutiny (tenants are able to take an in-depth look at the Housing Service and make recommendations to further improve the service)
- Getting involved as an individual tenant

You can see the strategy on our website at: **northlanarkshire.gov.uk/housing/get-involved**



Above: North Lanarkshire Federation of Tenants' and Residents'
Below: North Lanarkshire Tenant Participation Team

Tenant Participation Team

We have a specialist Tenant Participation Team in place to support and further develop customer engagement in North Lanarkshire. Dedicated staff include a Tenant Participation Manager, 2 Tenant Participation Officers and an Administration Officer.

The team offers a range of practical help such as:

- Information, training, advice and assistance to both individual tenants and members of tenants' and residents' groups.
- A start up information pack for new tenants' and residents' groups.
- Locality based support to encourage involvement at a local level
- Advice and support to set up or join a tenants' and residents' group
- Advice and support to assist groups to become Registered Tenants' Organisations (RTOs)
- Helping tenants' and residents' groups to access funding

We hold a database of tenants who are interested in getting involved in different ways. We use this database to make tenants aware of events/ topical issues so they can get involved.

To find out more about getting involved, contact **01698 302565**, email **tenantparticipation@northlan.gov.uk** or follow us on facebook @ **NLCtenantparticipation**

The North Lanarkshire Federation of Tenants' & Residents' (NLF)

The NLF works in partnership with Housing Services to develop tenant participation and support individual tenants and tenants' and residents' groups. NLF also offer a variety of ways to get involved such as:

- NLF annual tenants' conference
- "Food for thought" training/briefing session
- Open meetings/consultation events
- NLF sub groups

NLF offer both individual membership and membership for tenants' and residents' groups and both are free of charge.

Contact **01236 435844** or website **northlanarkshirefederation.org.uk**

section 16:

bins and recycling

Your household waste collection service

If you live in a terraced house or a 4-in-a-block flat, our household waste and recycling service provides four bins to allow you to easily recycle as much household waste as possible.



Blue bin

for paper, card
and cardboard



Green lidded bin

for plastics, glass,
metals and cartons



Grey bin

for waste which
cannot be
recycled



Brown bin

for food and
garden waste

Your food and garden waste (brown bin) is collected every two weeks throughout the year. Please tie a bag to the handle of your brown bin when you need more biodegradable bags. All other bins are collected on a three weekly cycle with a different bin collected each week. You can find out when your bins are due to be emptied at: **northlanarkshire.gov.uk/index.aspx?articleid=7451**

If you live in a block of flats, our household waste and recycling service provides communal bins for collecting household waste. In addition to these, there may be communal recycling bins which can be used for all types of recyclable waste.

If you live in a multi-storey block, your waste is usually collected via the bin chute. Larger items should be placed in the bin room.

Special Uplift Service

All special uplifts will be charged £35 per uplift. For each uplift, we can take up to ten items. This includes household items such as furniture, cookers and fridges.

For electrical goods, you must ensure that all flexes are either cut off or wrapped around the appliance to avoid any tripping hazards.

Please note that for fire safety reasons, if you live in a block of flats or multi storey block you **MUST NOT** place any items on the landing for uplift.

These should be kept within your property or placed in the bin room.

Where possible you can take items to your nearest Household Waste Recycling Centre where items can be placed into segregated streams and recycled effectively.

Household Waste Recycling Centres

We operate six household waste recycling centres throughout North Lanarkshire. The sites are open seven days a week including public holidays (closed on Christmas Day, Boxing Day, New Year's Day and 2 January). The centres are only licensed to accept domestic waste and cannot accept commercial waste.

Opening hours - Monday to Saturday from 7am - 6pm, Sunday from 7am - 5.30pm. Please note that Shotts does not open until 8am.

- **Airdrie** waste disposal and recycling centre, Lady Anne Crescent, Airdrie, ML6 9RY
- **Bellshill** waste disposal and recycling centre, Jubilee Way, Bellshill, ML4 1SA

- **Coatbridge** waste disposal and recycling centre, Stobcross Street, Coatbridge, ML5 1BE
- **Cumbernauld** waste disposal and recycling centre, Wardpark Road, Wardpark Industrial Estate, Cumbernauld, G67 3HF
- **Netherton** waste disposal and recycling centre, Netherhall Road, Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG
- **Shotts** waste disposal and recycling centre, Foundry Road, Shotts, ML7 5DX

For any further enquiries about bins or recycling contact Northline on **01698 403110** or visit **northlanarkshire.gov.uk/recycling**

section 17: useful numbers

Antisocial Behaviour 24 Hour Service
0300 123 1382

Benefits Team
01698 403210/11

Bookings

Department of Works and Pensions
0345 606 0265

Emergency Out of Hours Support
Service **0800 953 2424**

Empty Homes Advice **01698 274179**

Financial Solutions Rent Accounting
Team **0300 555 0106**

Health and Social Care Services

- Airdrie **01236 757000**
- Bellshill **01698 346666**
- Coatbridge **01236 622100**
- Cumbernauld **01236 638700**
- Motherwell **01698 332100**
- Wishaw **01698 348200**

Health and Social Care standby
service (for emergencies out of hours)
0300 555 0408

Investment Team **0800 953 0256**

Making life easier
01698 332029/2822

Mears **01698 486600**

Money Advice Service/Your Money
Information **01698 403170**

NL Homes Team **01236 856413**

Northline bookings (to buy tickets for
events within North Lanarkshire)
01698 403120

Northline Environmental
01698 403110

Northline Housing Repairs (open 24/7
for emergency housing repairs)
0800 678 1166

Saltire **0845 606 1555**

Scottish Power (For power cuts and
emergencies only) **0800 092 9290**

Scottish Water **0800 0778 778**

Scottish Welfare Fund
0300 555 0405

Telephone payments Rent/ Council
Tax **01698 403130**

Tenant Participation Team
01698 302565

NORTH LANARKSHIRE COUNCIL

Enterprise & Communities
Business Development & Support
Civic Centre
Windmillhill Street
Motherwell ML1 1AB

t. 01698 274152

e. businessdevelopmentandsupport@northlan.gov.uk

WWW.NORTHLANARKSHIRE.GOV.UK/HOUSING

