



Barrhead Housing Association
Limited

Tenant's Handbook



A useful guide to
Tenant's rights and
obligations

Contents

Introduction	4		
The Association	4		
What do we do?	4		
The office	4		
You and your home	5		
Moving in	5		
Your tenancy	5		
Repossession	5		
Abandonments	6		
Getting on with your neighbours	6		
Sub-letting and lodgers	7		
Aids and adaptations	8		
Pets	8		
Succession of tenancy	8		
You and your rent	9		
Rent policy	9		
Rent setting	9		
Paying your rent	9		
Help with paying your rent	10		
Problems with rent	10		
Looking after your home	11		
Landlord's responsibilities	11		
Tenant's responsibilities	11		
Who is responsible for what?	12		
Reporting repairs	16		
Emergency repairs	17		
Gas heating and hot water repairs	17		
Response repairs	17		
Rechargeable repairs	17		
End of tenancy repairs	18		
Rubbish disposal			18
Cold weather			18
Defects liability			19
Maintenance advice			19
Right to repair			19
Alterations and improvements			21
Right to compensation for improvements			21
Planned maintenance			23
Improvement works			23
Dampness and condensation			23
Smoke alarms			23
Security			24
Moving on	25		
Applying for a move			25
Mutual exchange			25
Transfer			25
Buying your home			26
Terms and conditions of the Modernised Right to Buy			26
Refusal of applications			27
Ending your tenancy			27
Complaints	28		
Complaints Policy – summary			28
Our three steps to responding to complaints			28
Confidential and anonymous complaints			29
Persistent or repeat complaints			29
Getting involved	30		
Tenant participation			30
Tenants' groups			30
Membership of the Association			30
Membership of the Management Committee			31
The Management Committee			31
The Staff			31
Confidentiality and equal opportunities	32		
Confidentiality and access to information			32
Equal Opportunities statement			32
Equalities monitoring form			33
Membership application form			34
Useful telephone numbers	35		

Welcome to the Association



On behalf of the staff and Committee of Barrhead Housing Association, we are delighted to issue you with your tenant's handbook.

The Association has developed this handbook to inform you of your rights and responsibilities as a tenant and to assist you to enjoy your home. The handbook complements your Tenancy Agreement.

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

If you require any further information on any of the areas in the handbook please do not hesitate to contact the office – we're here to help.

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



Introduction

The Association

Barrhead Housing Association Limited was formed in 1986 by local residents concerned at the decline of tenemental properties in the centre of Barrhead. The Association's aim is to provide high quality affordable rented housing and sustain local communities.

The Association currently owns and manages over 780 houses and flats in Barrhead, Neilston, Thornliebank and Newton Mearns, of which 271 were acquired from Scottish Homes in May 2001. Our current housing stock is 60% new build.

The Association is managed by a voluntary Management Committee of local residents and housing professionals elected by its members at the Annual General Meeting. Anyone over the age of 18 can apply to become a member by completing an application form and making a £1 one-off payment. Members can attend the Annual General Meeting and stand for election to the Management Committee.

You will find a membership application form at the back of this handbook.

What do we do?

- We let good quality homes at an affordable rent.
- We let our homes to people in housing need and seek to identify housing needs arising in the area.
- We provide a caring, efficient and responsive

housing management and maintenance service to all our tenants.

- We pursue opportunities to build and develop more homes.
- We encourage tenants to actively participate in the management of their homes and the running of Barrhead Housing Association.
- We aim to provide equal access to all our services to all members of the community.

The office

The Association's office is situated at 60/70 Main Street, Barrhead. Opening hours are: 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.00pm on a Friday. The office will be closed on the first Wednesday afternoon of every month for training. If you work and these times are not suitable, then the Association staff are willing to arrange appointments outwith these times if possible. Home visits can also be arranged if you are unable to come to the office.

When the office is closed, details of our emergency service are available on the answering machine.

Office contact details are as follows:

Tel: 0141 881 0638

Email: enquiries@barrheadha.org

Web: www.barrheadha.org

You and your home

Moving in

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

- Complete a housing benefit form if you have not already done so when you signed your tenancy agreement. The form should be returned to East Renfrewshire Council within 7 days of your date of entry. If the form is not returned on time, housing benefit will not usually be backdated.
- Arrange house contents insurance for your furniture, decoration and belongings as the Association only arranges building insurance.
- Take note of your gas and electricity meter readings. The previous tenant should have notified their supplier, however it is advisable to keep these readings noted in a safe place. There are a number of companies who supply gas and electricity and it is your own choice who to use. The telephone numbers of all suppliers can be found in the Yellow Pages.
- Contact our Property Management section and they will make arrangements to show you how to work your heating system if you are unsure about this.
- Ask the Association for permission if you are thinking of ordering or installing satellite or cable television.
- Contact your bank if you are paying your rent by standing order. Rent is due four weeks in advance and on the 1st of each month. Arrangements can

be made to pay weekly, fortnightly or monthly. Please contact a housing officer for more details.

The Association's housing officer will visit you approximately 4 weeks after you move in to see that you have settled in and will deal with any queries that may have arisen.

Your tenancy

When you become a tenant of Barrhead Housing Association you sign a Scottish Secure Tenancy Agreement. This Agreement outlines your rights as well as your responsibilities of being a tenant.

The agreement is a legally binding contract which will have been explained fully to you when you signed it.

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

Repossession

If the Association wishes to repossess your tenancy it must follow legal procedures. Legal Notices must be served on you stating the grounds for recovery. No further action can be taken until the Notice becomes "live" which is at least four weeks after it

was delivered to you. The Association can then raise a case in the Sheriff Court. Even if the Association proves its case, the Sheriff will consider whether it is reasonable to grant a Decree for Eviction.

The Association believes taking court action to end a tenancy is the very last resort where all other alternative solutions have failed.

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

Abandonments

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

If you expect to be away from home for longer than one month i.e. on holiday; in hospital; prison etc. it is important that you notify the Association.

You will also need to make arrangements to continue to pay your rent as benefits may be stopped if you are absent for any period.

Getting on with your neighbours

What are your rights?

The Association is committed to ensuring that everyone can enjoy their home without disruption from others.

What are your obligations?

It is important to respect the rights of your neighbours and to review your own behaviour.

What might be good for you could be causing a disturbance to others.

Disputes

Friction between neighbours can lead to stress, isolation and bad feelings. Disputes can arise over:

- Garden maintenance
- Stair cleaning
- Pets
- Noise
- Inconsiderate parking
- Ball games

and can be very serious if assault, criminal actions or violence are involved.

What can you do to resolve this?

We would advise that you try to discuss your concerns with your neighbour first of all. This is sometimes more effective than "reporting them" to the Association

If this does not work and you continue to experience difficulties you should contact the Association to make a complaint and to get advice and assistance on how to proceed.

The Association will always investigate your complaint and will take appropriate action.

What action will the Association take?

This depends on the type of complaint and what supporting evidence is available.

If the dispute is one to one then the Association will try and mediate a compromise or refer both parties to a mediator.

If there is supporting evidence from other witnesses, Police, Environmental Health etc. then a variety of steps can be taken from warning letters to court proceedings.

Will my complaint be treated confidentially?

Yes. The Association will not disclose the name of the complainant. However if the complainant wishes the Association to take court action, then they may have to be prepared to make a witness statement and testify in court.

The Association will support the complainant in these circumstances.

Tips for handling disputes

- Always discuss the problem calmly because this pays in the long term, as frayed tempers on both sides only make the problem worse and then more difficult to resolve.
- Always be prepared to compromise.
- If you believe that communication between you and your neighbour is not working, or if you think that it may be too serious for you to deal with alone then contact the Association.
- Keep a note in your diary of the times and dates at which disturbance(s) took place.
- Put your complaints in writing with as much detail as possible including dates and times.
- Contact East Renfrewshire's Anti-Social Behaviour Team on 0800 013 0776. This service is free and confidential and all reports made by you are passed directly to the Association for our housing officers to follow-up your complaint.
- Should you feel at any time that your safety or security is under threat then you should contact the Police immediately.

Will I be advised of the outcome?

Yes. The Association will keep you as informed as possible on any development without compromising confidentiality.

Who else can help?

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

Subletting and lodgers

Can I sub-let my home?

Barrhead Housing Association does allow sub-letting in cases where a tenant cannot live in their home for a limited period of time, but does not wish to give up the tenancy. However, we do impose conditions where a sub-let is approved.

You cannot sub-let your property without the Association's approval. Contact the housing officer to discuss the details and to apply for permission if you are in this position.

Can I take in lodgers?

If you wish to take in a lodger, you should ask for permission in writing.

As with sub-letting requests, we will respond within 4 weeks and will not withhold our consent unreasonably.

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

You can obtain the Association's policy on either of the above by contacting the office.

Aids and adaptations

Tenants who are having mobility problems, or who find it difficult to make use of bathroom or kitchen facilities because of illness or disability should contact the Social Work Department at East Renfrewshire Council. An Occupational Therapist will assess your need for adaptations to help you live independently in your own home.

The Council is responsible for supplying some adaptations e.g. bath aids. The Association is responsible for others e.g. ramps or walk in showers.

Once the Occupational Therapist has made a referral to us, we will put your name on our waiting list for adaptations. The length of time you will have to wait will depend on how much grant funding is available in a year and how many requests are received.

The Property Management section will be able to give you more specific advice.

If you would prefer a move to a more suitable property, you should complete a transfer application form and medical self-assessment form. We will advise you how many points you have and the likelihood or otherwise of a transfer will be explained to you.

Pets

If you wish to keep a domestic pet or another type of animal you must get written permission first of all.

Permission will be given under certain conditions:

- Your pet is not prohibited by the Dangerous Dog Act 1991.
- You will supervise and keep your pet under control.
- You will not allow your pet to foul or cause damage to the house, common areas or neighbour's property.
- If you do not keep to the conditions then permission to keep your pet will be withdrawn.

Succession of tenancy

What happens to my tenancy if I die?

If you live alone the tenancy will end on the date of your death.

If there are other members of your household aged 16 years or over they may be entitled to "succeed" to the tenancy i.e. take over the tenancy.

There are two different levels of successions.

The eligibility for succession is either:

- Your husband or wife or co-habitee if the house was their only or principal home on your death; or
- A joint tenant, if the house was his or her only or principal home on your death.

In the case of a co-habitee, he or she must also have occupied the house as his/her only or principal home for at least 6 months immediately before your death. If more than one person qualifies for the tenancy, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

You and your rent

Rent policy

The rents for our properties are calculated using a formula. The formula takes into account the size of the property; type of property and any amenities. For example somebody living in a 4 bedroom house will be paying more than someone in a 2 bedroom house. Also someone living in a property with full central heating and double-glazing will pay a higher rent than someone in a property of the same size which does not have the same level of facilities.

Rent setting

Barrhead Housing Association aims to charge rents which are affordable to our tenants. Rents cover the cost of:

- Managing and maintaining our properties.
- Repaying any mortgages or loans owing.
- Setting aside money for repairs and improvements that will be needed in the future.

The rent review process starts in December each year when the budget is drafted for the following financial year.

The Committee agree a proposed increase in January. We will also consult with both you and the Tenants Groups in December and January. All comments are fed back to the Management Committee who then confirm the proposed increase for the following year.

When setting our rents for the coming year, we will

also take into account the affordability of our tenants, and comparability with other local housing landlords.

The rent increase applies from the 1st April. You will be given at least 28 days notification of the rent increase. Housing Benefit will be notified directly by the Association of your new rent.

Paying your rent

Your rent is due four weekly in advance and by the 1st of each month.

You can pay your rent by any of the following methods:



If you wish to pay by standing order, you should pick up a form from our office. Once you have completed the form you should return it to your bank.

If paying by standing order you will have to contact your bank each time your rent is amended. This will avoid any errors in your rent payments.

Paying by direct debit is the most convenient way to pay your rent. Payments will be debited weekly, fortnightly, four weekly or calendar monthly directly from your bank account. The Association will arrange for your rent to be amended by April of each year.

The Association can help you set up a direct debit. Please contact your housing officer for details.

Help with paying your rent

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

If you receive Income Support you will be entitled to receive Housing Benefit. If Housing Benefit is paid it may not cover your full rent. This means that you will have to make a weekly or monthly contribution towards your rent. East Renfrewshire Council administer Housing Benefit. They will notify you of how much benefit you will receive.

How do I claim?

Contact the Housing Benefit Department at East Renfrewshire Council (211 Main Street, Barrhead, 0141 577 3001). It is important to put your claim in as quickly as possible as benefit is paid only from the date of claim. Further information (e.g. details of your income, wage slips, etc maybe required).

What documents do I need to show the council?

You will need to provide proof of income to the Council i.e. your 3 most recent payslips or if you are not working confirmation of what benefits you are receiving. All income should be declared.

You will also have to provide proof of your identity e.g. a passport or birth certificate.

How is it paid?

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

What about Council Tax?

Council Tax is a local tax collected by your Council to help pay for local services. Your bill will be based on the relative value of your property to others in the area. There are discounts, including where only one person occupies a property and Council Tax Benefit is also available to people on low incomes. For more information contact East Renfrewshire Council on 0141 577 3001 who administer Council Tax.

Please note that the Association is NOT responsible for administration or collection of Council Tax.

Problems with your rent

If you get into difficulties with your rent, contact your housing officer as soon as possible. We may be able to help you sort out the problem by:

- Changing payments to fit in with your income cycle e.g. weekly
- Coming to an arrangement which allows you to pay off arrears in instalments

All discussions with you are confidential. If the circumstances of a case have to be discussed at the Housing Management Sub-Committee, the names and address of the tenants are not revealed.

If a genuine problem exists, we can usually work out a realistic arrangement for repayment of the arrears taking all your circumstances into account. However, if we make an arrangement with you it is important you keep to it.

If you do not, we can take legal action to repossess your home

Money worries

If you have difficulty budgeting and want some free and independent advice, you should contact the Citizens Advice Bureau at 216 Main Street, Barrhead, 0141 881 2032.

Looking after your home



Landlord's responsibilities

The Association is responsible for maintaining the structure and exterior of the property and for ensuring it is in a tenatable condition. This includes:

- The maintenance of all installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity.
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence).
- Internal and external walls, roofs etc.
- The internal structure i.e. walls, floors, ceilings, doors and doorframes (excluding decoration).
- Chimneys, chimneystacks and flues (excluding sweeping).
- Pathways, steps or other means of access.
- Boundary walls and fences.

Tenant's responsibilities

You are responsible for:

- Keeping the interior of the house in good and clean condition and good decorative order.
- Keeping of common areas such as communal stairs, drying areas, bin sheds in clean condition.
- Keeping your own garden(s) and driveway well maintained and tidy.
- Reporting repairs to the Association including those caused by accidental damage or vandalism.
- Allowing the Association employees and/or approved contactors access at all reasonable time to inspect the house, carry out repairs or safety inspections.
- Repairing any items damaged through neglect or carelessness on your part, a member of your household or your visitors e.g. damaged walls/internal doors.
- Ensuring reasonable precautions are taken to protect your home from fire, flood or frost.
- Carrying out minor routine repairs such as sink plugs or chains, light bulbs, fluorescent tubes and starters, smoke alarm batteries, etc. and any costs incurred through forcing entry due to lost keys.

Who is responsible for what?

Item	BHA	Tenant	Exception
Alterations		X	Except when paid and carried out by the Association
Balconies	X		
Banister (external)	X		
Banister (internal)	X		
Bath, wash hand basin, sinks	X		Unless damaged by tenant
Bin shelter	X	X	Cleanliness
Brickwork	X		
Ceilings	X		
Cistern	X	X	Unless damaged by tenant
Close doors	X		
Clothes poles	X		
Combination boilers	X		
Communal areas to flats	X		Except stair and window cleaning
Cookers		X	Except when supplied by the Association
Damp proof course	X		
Decoration (external)	X		
Decoration (internal)		X	
Door bell	X		
Doors (internal),inc ironmongery	X	X	Unless damaged by tenant
Doors (external),inc ironmongery	X	X	Unless damaged by tenant
Door entry systems	X		
Door frames	X		

Item	BHA	Tenant	Exception
Door locks	X		Except when fitted by the tenant
Door name plate		X	
Door number plate		X	Except when supplied by the Association
Down pipe	X		
Drainage	X		Except when choked by tenants misuse
Driveways	X		Except for weeding between slabs
Drying areas		X	Except for backcourt maintenance
Electric fires and heaters		X	Except when supplied by the Association
Electric plugs		X	
Electric wiring (inc sockets and wiring)	X		
Extractor fans	X		
Fascia boards etc	X		
Floorboards	X		
Floor finishes (common areas)	X		
Fluorescent lights	X		Unless damaged by tenant
Foundations	X		
Fuse box/minature circuit breaker	X		
Fuse or plug	X		
Gas central heating	X		
Garden huts		X	
Gates	X		Except when fitted by the tenant
Glass	X	X	Except when reported to police as vandalism
Guttering	X		

Who is responsible for what?

Item	BHA	Tenant	Exception
Handrails	X		
Keys (replacement)		X	If key supplied by Association is faulty
Kitchen units and worktops	X	X	Unless damaged by tenant
Kitchens (fridge/cooker unit)	X		When installed by the Association
Lights (attached to building)	X		Except when responsibility of lighting dept
Light bulbs		X	
Medical adaptations	X		When installed by the Association
Ovens and hobs	X	X	When installed by the Association
Over flow pipes	X		
Parking areas (common)	X		
Paths	X		Except for weeding between slabs
Plaster work		X	Except when large structure cracks
Play areas	X		
Radiators	X		
Walls	X		
Roofs	X		
Roof light	X		
Rotary drier		X	Except when supplied by the Association
Roughcast	X		
Satellite systems		X	Except when supplied by the Association
Showers, shower unit		X	Except when supplied by the Association
Sink top	X		
Smoke detectors (battery operated)	X		Tenant responsible for changing battery

Item	BHA	Tenant	Exception
Smoke detectors (mains operated)	X		Tenant responsible for changing back-up battery
Stairs	X		
Stair lighting	X		
Steps	X		
Taps	X		
Tap washers	X		
Tiling		X	Except when supplied by the Association
Toilet and toilet seat	X		Unless damaged by tenant
TV aerials (common)	X		
TV aerials (individual)		X	Except when supplied by the Association
TV aerial socket (common)	X		
Washer driers	X		Only when supplied by the Association
Water supply	X		
Window frames	X		
Window fittings	X		
Woodwork (internal)	X		

Looking after your home... continued

Reporting repairs

- If you have a repair that requires attention, please help us to fulfill our responsibilities by reporting it to us without unnecessary delay.
- You should take all necessary precautions to protect yourself and the property until the problem is remedied.
- Reports can be made by telephone, letter, fax, e-mail, website, or in person at the Association's office.
- You should give your name, address, telephone number and wherever possible a suitable access arrangement. If you have made an access arrangement and you are not going to be at home then you must notify the Association in advance so that no access calls and unnecessary costs are minimised. Tenants should be aware that they might be recharged for unnecessary no access calls.
- Please give as full a description of the repair as you can, as this will help to ensure that correct and effective repairs are instructed.
- When a contractor calls to carry out a repair they will have a works order or job card for you to sign when the work is completed. This is confirmation to the Association that the work has been completed and that you are satisfied with the repair. It is therefore very important that you sign and date the form, or contact the Association if you are not completely satisfied.
- Please fill out and return any satisfaction questionnaire that you receive.



Emergency repairs

- If an emergency repair occurs outwith normal office hours, weekends or public holidays you should telephone the emergency number on 0800 652 0633. For gas heating or hot water problems, call 0844 579 6493.

Please do not report routine non-emergency repairs via these numbers. This is an abuse of the emergency service and tenants may be recharged for call-outs which are not classified as emergency repairs.

- It is vitally important that access is available for emergency repairs to be carried out. If access is unavailable on such occasions the Association has the right to force entry in order to avoid endangering other occupants or damage to property.

Gas heating and hot water repairs

If you have any problems with your gas heating, please call 0844 579 6493 at any time.

Response repairs

The Association has four categories of repairs and corresponding response times within which the repair should be attended to and completed:

Emergency repairs

Emergency repairs will be made safe within 24 hours. However, we aim to attend within 2 hours. An emergency repair will generally involve an immediate threat to health, safety or security i.e. flood, fire, security, gas escape, complete loss of a utility, such as power, gas, water etc.

Urgent

A contractor will respond within 2 working days of the report. An urgent repair will generally involve a situation that does not present an immediate danger,

however if left unattended has a potential to do so i.e. minor water leak etc.

Routine

A contractor will respond within 9 working days of the report. A routine repair will generally involve a situation that does not present any immediate danger to health, safety or security, i.e. a kitchen unit repair.

Planned

Non-urgent works that can be grouped together for economic or practical reasons, we will aim to get these done within 14 weeks of being reported, i.e. gutter cleaning.

Rechargeable repairs

Some repairs may be recharged to you if they are deemed to be your responsibility i.e. the Association may carry out the works and recover the costs from you, or may request a deposit in advance.

Repairs attended to in the evening and at weekends can be very expensive. If a rechargeable repair can reasonably be left until the first available working day then your cost will be far less.

Please find below some common examples of repairs that may be rechargeable to the tenant:

Blocked wc's, sinks, showers etc.

Proper and regular cleaning should prevent the occurrence of blockages. Tenants should not dispose of oil and fat, excessive grease, tea leaves etc down the sink. The build up of hair etc should be cleared from plug holes, waste traps etc and it is strongly advised that over the rim wc toilet blocks, cleaners or fresheners are not used especially where there are children in the house. Blockages occurring as a result of broken pipe work are comparatively rare and these are not rechargeable to the tenant.

Washing machines

Leaks from washing machine connections, door seals etc are very common indeed and repairs resulting from these are your responsibility. Flooding can create serious difficulties to downstairs neighbours in particular and the greatest of care should be taken when installing your machine. You should never leave leaks unchecked no matter how small and have these attended to immediately by a plumber or washing machine engineer.

Lost keys

If you lock yourself out or lose your keys and then require a contractor to force entry to the property you will be recharged for this and any subsequent damage to windows, doors, door frames, locks etc. incurred in gaining entry. Often these repairs occur out of hours and incur the high costs of an emergency call-out. It is recommended therefore that whenever possible you leave a spare set of keys with a friend or relative.

Faulty appliances

Household appliances are owned and maintained by you. A faulty appliance can often 'trip' the electric R.C.D./circuit breaker resulting in a temporary partial loss of power. We would advise you to unplug all appliances, reset the circuit breaker and then plug in your appliances one at a time until the system trips again. The last appliance to be plugged in is the faulty appliance. This procedure can be explained to you in detail and if necessary demonstrated by arrangement with a maintenance officer. If however an electrician is called out to attend to a fault, which turns out to be due to an appliance, then costs will be recharged to you.

General neglect

Abuse of the property including its fixtures and fittings is not reasonable wear and tear and will be recharged to you. Common examples are holes in walls, doors, loose or missing kitchen units and

drawer fronts, burns to work tops, painted gas fires, unapproved removal of heating or other appliances provided by the Association, closes and bin store areas not cleaned, failure to report minor repairs which then become serious and costly.

End of tenancy repairs

When you give up your tenancy you are obliged to return two sets of keys to the Association and to leave the property in a clean and habitable condition. The property should be emptied of all your possessions and household goods including floor coverings, furniture, rubbish etc. Washing machine connections and waste pipes should be properly capped and made safe. Any fittings you have installed or for which you are responsible and intend to remove should be made good i.e. if removing fittings then the original arrangements provided by the Association must be properly reinstated. If at the end of the tenancy these items have not been attended to then we will have them reinstated and recharge the costs to you.

Rubbish disposal

You are required to deposit rubbish in the wheelie bins provided and ensure the bin is taken out for collection each week.

Bulk household items can be collected by telephoning East Renfrewshire Council on 577 3000. There is a minimum charge of £20 for this service, unless you are in receipt of Housing Benefit. Please note, you will be charged by the Association if items of rubbish are not removed promptly.

Cold weather

It is important to be aware of the risk of burst pipes in cold weather and take reasonable care to ensure that water pipes do not freeze.

If you intend being away from the property for an extended period during the winter months, you

should inform the Association and wherever possible leave a contact number or access arrangements in the event of an emergency.

If you are going to be away for a short period and cold weather is indicated you may wish to consider leaving some background heating on. Otherwise you should contact the Association for further advice and assistance.

Defects liability

For one year following the completion of a new build or rehabilitation scheme all repairs/defects, which arise from defective workmanship or materials and not wear and tear, are the responsibility of the main contractor. Such defects should be reported to the Association in the same way as other repairs. They may however be dealt with in a slightly different way.

Maintenance advice

Maintenance staff, in partnership with our approved contractors, are here to help you. Our aim is to maintain the property in our care to the very highest standard possible. To achieve good value, to be approachable, helpful and efficient in our dealings with you so that you are, and remain, satisfied with the service we provide.

Right to repair

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

What repairs come under the Right to Repair Scheme

The scheme covers certain repairs up to the value of £350.00 these repairs are known as 'qualifying' repairs. They include:

- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Insecure external window, door or lock
- Unsafe access path or step
- Significant leaks or flooding from water or heating pipes, tanks, cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where no alternative heating is available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket, or electrical fitting
- Loss of water supply
- Partial loss of water supply
- Loose or detached banister or hand rail
- Unsafe timber flooring or stair treads
- Faulty extractor fan in kitchen or bathroom (in rooms with no external window or door)

We will be able to tell you if a repair you have reported is included in the scheme.

We will also let you know:

- The maximum time the repair must be done in; and
- How we deal with repairs that are not covered by the scheme

What happens when you report a repair?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme.

We may need to inspect your home to find out whether the repair is a qualifying repair or not.

If the repair does qualify under the scheme, we will:

- Tell you the maximum time allowed to carry out the repair;
- Tell you the last day of that period;
- Explain your rights under the Right to Repair scheme;
- Give you the name, address and phone number of our usual contractor and at least one other contractor from our list; and
- Make arrangements with you to get into your home to carry out the repair

How long does the Association have to carry out the repair?

Repair times depend on the type of repair. If your toilet is not flushing, we usually have one working day to come and repair it. But we have three working days to mend a loose banister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen. These times are set by law, not by the Association.

Sometimes there may be circumstances which we or the contractor have no control over which make it impossible to do the repair within the maximum time (for example, severe weather).

In these circumstances we may need to make temporary arrangements and to extend the maximum time. If they are going to do this, we must let you know.

What happens if the work is not done in time?

If our usual contractor does not start the qualifying repair within the time limit set, you can instruct another contractor from our list to carry out the repair. You can not use a contractor who is not on our list.

The other contractor will then tell us that you have asked them to carry out the repair. We will then pay you £15.00 compensation for the inconvenience. If our main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15.00 compensation.

How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as our main contractor. If they do not carry out the repair within the time limit set, you may be entitled to another £3.00 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100.00 for any one repair.

What if there is no other contractor available?

In this case, we will carry out the repair but you will still be entitled to the £15.00 compensation payment.

What happens if you are out when the contractor calls to carry out the inspection or repair?

If the contractor cannot get into your home at the time you have agreed with us, your Right to Repair will be cancelled. You will then have to re-apply and start the process again.

Who pays for the repair?

The Association pays for the repair. If you have told another Barrhead Housing Association approved contractor to carry out the repair, the contractor should send the bill direct to the Association.

Alterations and improvements

Before going ahead with any alteration or improvements to the property no matter how small, you must obtain permission in writing from the Association. You are encouraged to discuss your proposals with our Property Management staff and obtain their advice before making formal application in writing.

Requests are examined individually and the implications of your proposal on local authority planning consent and building warrant, health and safety, neighbours, ongoing maintenance etc, is assessed and you will either be refused permission or granted permission subject to certain conditions. If permission is granted you must then complete the work to the Association's satisfaction, advise the Association when work is completed and allow access for inspection.

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

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

Some common examples of alterations which require the Association's express permission include: replacement doors, laminated floors, replacement or additional kitchen units, installation of fixed fireplaces, shower installations, garden sheds, garages, all alterations to electrical or gas systems, walls, plasterwork, artex, tiling and installation of satellite dishes.

Right to compensation for improvements

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants may be able to receive compensation from their

landlord for improvements, which they made to their home on or after 30th September 2002. For you to qualify for this compensation:

- You must have received permission from the Association for the improvements;
- Your tenancy must have ended

You can apply for compensation when you know your tenancy is coming to an end. We recommend you let us know about this as early as possible.

Who gets compensation?

You will not receive compensation if you buy your house or flat under the Right to Buy scheme, if your home is being repossessed by the Association, or if you are being given a new tenancy for your existing home with us.

Do I need permission to make improvements?

You must get written permission from the Association before you make any improvements. If we refuse permission, you have the right to appeal to the Sheriff Court. But remember that you can only receive compensation if the Association has agreed to the improvements.

What kind of improvements can I get compensation for?

You can only get compensation for certain improvements which are started on or after 30th September 2002. These include installing, replacing or fitting:

- A bath or shower
- Cavity wall insulation
- Sound insulation
- Double glazing, replacing external windows or fitting secondary glazing
- Draught proofing external doors or windows

- Pipes, water tanks or cylinders
- A kitchen sink
- Loft insulation
- Rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors)
- Security measures other than burglar alarms
- Space or water heating
- Storage cupboards in a bathroom or kitchen
- Thermostatic radiator valve
- A wash-hand basin
- A toilet
- A work surface for preparing food
- Mechanical ventilation in bathrooms and kitchens

Decorating the inside of your home does not qualify for compensation.

How do I get compensation?

You must make a claim in writing within the period starting 28 days before and ending 21 days after your tenancy comes to an end. If in doubt, ask us how to claim.

We will need to know:

- Your name and address
- What improvements you have made
- How much each improvement cost
- The date the improvements were started and finished

We may wish to inspect the improvements

How much can I get?

You can receive up to £4,000 for each improvement. But you will not receive any compensation for an improvement if the amount of compensation would be less than £100.

How does my landlord work out my compensation?

We will start with the cost of the improvements and may ask you to provide proof of the amount you have spent. It is a good idea to keep a copy of any bills in a safe place and you may want to send a copy to us when the work has been done.

If you have financial help such as a grant to help make your improvements, we will take the amount of this grant from the cost of your improvements.

The value of any improvements you have made gets less as the improvements gets older and as you get use out of it. The compensation you get will take the age of your improvement into account.

We may also reduce your compensation if we believe you paid too much for the improvements or the quality is higher than it would have been if we had done it.

We may also increase or reduce your compensation depending on the condition of the improvements when your tenancy ends.

We can also take any money you owe from the compensation you are entitled to (for example, unpaid rent, rechargeable repairs).

What can I claim compensation for?

You can claim compensation for:

- The cost of materials (but not appliances such as cookers or fridges)
- Labour costs (but not your own labour)

You will need to give us a receipted invoice to show how much your improvements cost. If you do not have an invoice, tell us straight away and give us a rough idea of the total cost.

What if I don't agree with my landlord's decision on my claim?

You can ask the Association to reconsider their decision within 28 days of giving it to you. The decision must then be reviewed independently.

Planned maintenance

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

Improvement works

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

The tenant agrees, in signing the Tenancy Agreement, to co-operate with the Association to allow the work to proceed and to give us the necessary access.

Dampness and condensation

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

- **Rising Damp** – this is moisture in the soil which rises up the wall causing tide marks on wallpaper. This can be fixed by repairing or inserting a damp-proof course above ground level.
- **Penetrating Damp** – this is caused by structural defects in the roof or walls, allowing rain in. The signs are damp patches. This can be fixed by repairing the fault.
- **Condensation** – this occurs when warm, moist air meets a cold surface causing the water to condense.

There are simple precautions and steps that can be taken to reduce condensation:

- **When cooking** – try to keep the lids on pots and

don't allow kettles or pans to boil unnecessarily. Keep windows open when cooking, use the cooker hood/extractor fan if one is fitted and keep the kitchen door closed.

- **Heating your house** – it is important to keep the air in the house as dry as possible and to avoid using bottled gas and paraffin heaters. It is important not to block up ventilation ducts in walls and windows.
- **Bathrooms** – must be kept well ventilated.
- **Bedrooms** – ventilation and heating should be provided and flues in fireplaces should not be blocked.
- **Drying washing** – when this is being done indoors ensure that windows are kept open to provide adequate ventilation to allow the moisture to escape.
- **Cupboards** – where they are next to cold external walls ensure heat and air from the house can circulate.

Where walls are badly affected by mould growth, the wallpaper should be stripped down and the wall sterilised with a fungicidal solution.

Where the mould growth is only slight, the affected area can be washed down using a 1 to 5 solution of diluted household bleach, or soap and water. After treating, the areas should be washed down with clean water.

Smoke alarms

All our properties are fitted with smoke alarms. It is important that you replace the battery regularly to ensure its safe operation, that you clean the alarm out twice a year and that you test your alarm regularly to ensure it is operating.

Do not disconnect your smoke alarm – it could save your life!

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

Fire – It is in everyone’s interest to guard against fire, so remember:

- Never leave chip pans unattended
- Never leave the washing machine, tumble dryer or dishwasher on overnight
- Unplug electrical appliances when not in use
- Keep matches and cigarettes out of the reach of children
- Make sure all cigarettes have been extinguished
- Do not overload electrical power points
- Before going to bed close all doors
- If you have an electric blanket have it serviced at least every 3 years

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

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

Security

- Never allow strangers into your home without checking their identification
- Keep your windows and doors locked when going out
- Do not leave notes on your door saying that you are out
- Ask a neighbour to keep an eye on the house when you are away
- Leave lights on timer switches when out
- Make sure the controlled entry system door is kept shut at all times
- Keep a list of serial numbers for your property and take photographs of valuable items as this would improve your chances of getting your belongings back if stolen

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

Applying for a move

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

There are a number of ways you can get help to move to another rented house:

- Mutual exchange
- Transfer
- Apply directly to any other landlord who has property in the area of your choice

Mutual exchange

What is it?

A mutual exchange is when you and another tenant wish to exchange accommodation. This could be a tenant of this or another Housing Association, or a Council tenant but not a private landlord. Conditions do apply and further advice can be given by our housing officer.

How do I find someone to swap with?

Both Barrhead Housing Association and East Renfrewshire Council have details of people who are looking for an exchange. You put your name down on these lists and check them regularly yourself. You can also advertise for an exchange.

What happens when I find someone to exchange with?

Both you and the other tenant complete Barrhead Housing Association's application form and the forms required by the other landlord. Usually certain criteria have to be met. We carry out a check on your rent account and also an inspection of your home to ensure no damage has been caused. We check the same details for the other tenant and ensure that if the exchange was to go ahead either property would not be overcrowded. Generally no rechargeable repairs invoices should be outstanding.

Transfer

How do I apply?

You complete a transfer application form which asks for details of your household, your reason for wanting to move and your preferences for re-housing.

Points are awarded for several criteria including:

- Overcrowding or under-occupation
- Medical problems
- Support needs

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

Buying your home

The Modernised Right to Buy

The Housing (Scotland) Act 2001 extends the Right to Buy to all tenants with a Scottish Secure Tenancy who previously did not have the Right to Buy as Assured Tenants. This Modernised Right to Buy came into effect on 30th September 2002.

Properties which are exempt from the Right to Buy are groups of houses designed for people with special needs with or situated near special facilities or where tenants are receiving specialised housing support enabling them to continue to occupy their property. Landlords can also apply to the Scottish Government to refuse permission for any house which has been designed or adapted for special needs purposes.

If you have any questions about your own situation the Association can give you more advice. You can also ask your local Citizen's Advice Bureau, or a solicitor, or get advice from The Scottish Government (www.scotland.gov.uk).

At the time of printing (July 2009), the Scottish Government has issued a consultative document on a new Housing Bill which suggests changes to the Right to Buy legislation. Any subsequent changes will be confirmed to all our tenants when known.

Key issues for tenants

For Housing Association tenants who have occupied the property after 30th September 2002, the Right to Buy is suspended for a period of 10 years from 30th September 2002 the date when the Scottish Secure Tenancy come into effect. Application may be made by the Housing Association to extend this period up to a further 10 years depending on circumstances.

In addition, in areas of high demand for rented housing where houses lost through sales create further pressure on demand for rented housing which cannot be met, the Right to Buy may be suspended for a period of 5 years.

Tenancies which are not included in the 10 years suspension period are:

- Tenancies of properties acquired or built by the Association before 30th September 2002. However if the house has been built or improved in the period of 10 financial years before the application to buy is made the discount will be affected.
- This is known as the Cost Floor Rule and applies where the Association has incurred costs on building the property, making improvements which cost £5,500 or more. For tenants wishing to exercise their Right to Buy in such properties different financial rules will apply.
- Tenancies where tenants already have the Right to Buy entitlement which is currently protected. For example, if in the future properties are transferred with existing tenants from the local authority to the Association by means of a stock transfer the tenants of these properties will have their current Right to Buy preserved so long as they continue to occupy their existing house and provided they were tenants before 30th September 2002.

Terms and conditions of the Modernised Right to Buy

Length of tenancy

Tenants applying to buy their home must have been tenants and occupied their home continuously as their only or main residence for 5 years to qualify. This period may either be with the Association or a local authority. Additionally time spent as a tenant of certain other Government bodies such as the Ministry of Defence or the Forestry Commission will also count. The 5 year period may be disregarded by the Association if the tenant's continuous occupation of their home has been broken through circumstances outwith the control of the tenant.

Discounts

Discounts will start at a level of 20% and rise annually by 1% per year to a maximum of 35% of the market value of the house or £15,000 whichever is the lower.

Years Spent as Tenant	RTB entitlement starting on or after 30.09.02
2-4	Cannot Buy
5-9	20-24%
10-14	25-29%
15-19	30-34%
20-24	35%
25-29	35%
30 and over	35%

Although the discount entitlement will start from 30th September, 2002 tenants in properties existing at 30th September, 2002 will not be able to exercise the Modernised Right to Buy until 1st October, 2012. For tenants of properties built after 30th September 2002 the Cost Floor Rules will apply for a period of 10 years from construction.

Where a tenant has previously received a discount, for example, if they have previously exercised the Right to Buy with a local authority, the previous discount will be taken into account when working out the discount under the Modernised Right to Buy.

Refusal of applications

The Modernised Right to Buy can be suspended by the Association at the point of application where:

- The tenant has outstanding rent or Council tax arrears
- Where the property is liable to demolition

The application is automatically suspended where the property is being repossessed by the Association:

- On anti-social grounds
- On rent arrears grounds

Ending your tenancy

Before moving out of your home you should:

- Give 28 days notice, in writing, of your intention to end your tenancy.
- Arrange for your home to be inspected by the housing officer to ensure it is in the satisfactory condition.
- Arrange for the gas and electricity meters to be read.
- If you are on benefit, you should inform the relevant departments of your change of address.
- Inform the Council Tax Department of your date of leaving and your new address.
- Empty your home of all belongings and furnishings. If you wish to dispose of larger items please phone the Cleansing Department on 0141 577 3001 to arrange an uplift.
- Have a plumber disconnect your washing machine and stop off all pipes.

Pay any rent due to the end of the tenancy.

Please leave your home as you would wish to find it and hand in two sets of keys on or before the date of the end of your tenancy. A charge will be made if two full sets of keys are not returned and for any costs the Association may incur in bringing your property up to a satisfactory condition.

Complaints

Complaints Policy – summary

As a Housing Association, we provide services to tenants, applicants for housing, and owners whose properties are factored by us. Our aim is to deliver a good and fair service to all our customers at all times. Sometimes however, we may fall short of this aim. If this happens it is important for customers to tell us, so that we can address these concerns.

A complaint is any expression of dissatisfaction with our service, whether it is justified or not. This policy also gives us a chance to keep an eye on the quality of service we provide so that improvements can be made. We welcome feedback. The policy does not cover, for example, where a customer disagrees with the policy or complaints about other tenants or harassment. These areas are dealt with by separate policies, available from the office.

The full Complaints Policy & Procedures is available from our office. Here is a summary of the policy.

Our three steps to responding to complaints

Step 1 – Sorting out the problem on the spot

We will deal with any problems, which are brought to our attention as quickly as we can and try to put them right. Customers can bring problems to our attention in a number of ways:

Tel: 0141 881 0638

Fax: 0141 881 0782

Email: enquiries@barrheadha.org

Calling in personally or by writing to the Association at:
60-70 Main Street, Barrhead G78 1SB

Your complaint will be referred to the appropriate person or department. If you wish you can ask to speak with a senior member of staff. We will aim to respond within 3 working days. If you remain unhappy, then step 2 can be followed.

Step 2 – Complaints Procedure

Complaints can be made by anyone who receives or requests a service from the Association and further details are contained in the full policy document. If the complaint has not been resolved at Step 1, or a customer wishes to do so, a formal complaint can be made to the Association's Director in any of the ways outlined above.

The complaint will then be recorded in the Association's register, acknowledged within 3 working days, and this will also confirm how long it will take to examine the complaint in order to provide a detailed response. The Director will then conduct an investigation into the complaint. The Association aims to respond in writing within 10 working days, and if this is not possible a holding letter will be issued at that time informing the complainant of the reasons for the delay.

Step 3 – Appeals Procedure

If after Step 2 you do not feel that the matter has been resolved satisfactorily, you can appeal (in writing) to the chairperson of the Association. The appeal should set out the reasons for disagreeing with the decision reached and what the customer would like the Association to do to put things right.

The appeal will be referred to the Complaints Sub-Committee, unless it is of a very serious nature; in which case, it will be heard by the Management Committee. The appeal letter will be acknowledged within 3 working days, at which time you will be informed of when the Complaints Sub-Committee meeting will take place to which you will be invited to attend. A friend or advisor can accompany you at the meeting.

The Complaints Sub-Committee's decision will be given in writing within 5 working days of the meeting. However in some circumstances more time may be required and a full response will be provided within 10 working days, or by agreement if more time is required. If the customer still remains unhappy with the decision, they can contact:

The Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh, EH3 7NS
Tel: 0800 377 7330
Fax: 0790 049 4372
Email: ask@spsso.org.uk
Web: www.spsso.org.uk
or SPSO, Freepost EH641, Edinburgh EH3 OBR

The Ombudsman will not investigate your complaint unless you have followed our complaints process.

The Ombudsman service is free, impartial and independent. Should the Ombudsman decide to proceed with the investigation, a report will be issued and the Association will make the report public and available for inspection as per the details in the full complaints policy.

Residents at the Sheltered Housing Complex can also make a complaint to:

The Complaints Coordinator,
The Care Commission,
4th Floor, 1 Smithhills Street, Paisley PA1 1EB
Tel: 0141 843 4230

Customers can obtain independent advice from, for example Citizens Advice, Welfare Rights Service, Law Centre, solicitor or tenant organisation.

Confidential and anonymous complaints

The Association will respect the confidential nature of all complaints received and will deal with these complaints impartially, objectively and professionally with no adverse treatment of the person who has made the complaint. We will also do our best to investigate anonymous complaints, however our ability to investigate these complaints will be constrained.

Persistent or repeat complaints

Occasionally we may reject a complaint without investigation if we feel that it is deliberately repetitious or the matter has been subject to a previous complaint or we are being asked to investigate the same complaint again.

Getting involved

Tenant participation

Barrhead Housing Association is committed to providing a high quality service to our tenants and customers. To help achieve this the Association is committed to providing maximum opportunity and support to our tenants to participate and to develop power and influence to shape future policy and practice.

Tenants have a legal right to be consulted on issues which affect them and to participate in the Association's decision making process.

The Association recognises that tenant participation is an evolving process and that policy and procedures will need to be reviewed and changed to reflect this.

The Association also recognises the various forms that participation can take and is willing to work with individuals, informal groups, focus groups as well as any registered tenants organisations.

We promote participation and consultation by the following means:

- Encouraging membership and participation with the Association
- Issuing newsletters throughout the year
- Hosting annual open days
- Seeking your views through regular surveys and questionnaires
- Providing a comprehensive Tenants Handbook

- Establishing and developing Tenants' Groups
- Developing an action plan for participation that is monitored and reviewed every 3 years
- Providing equality of opportunities for all of our tenants to participate

Tenants' groups

Currently there are 5 registered tenant organisations recognised by Barrhead Housing Association, they are as follows:

- Auchenback Tenants' & Residents' Association
- Dalmeny Tenants' & Residents' Association
- Dunterlie Tenants' Action Group
- Northpark Residents' Association
- Southpark Residents' Association

Membership of the Association

The Association encourages applications for membership from all members of the community, subject to the rules of Barrhead Housing Association.

Applications for membership of the Association are welcomed from anyone interested in the work of the Association who lives within the Barrhead area. Those applying for membership should be over 18 or if already a tenant of the Association over 16.

Membership of the Management Committee

Members of the Association are eligible to stand for election at the Association's Annual General Meeting each year. The Management Committee can also co-opt people with specialist knowledge or expertise on to the Committee if they decide this would be appropriate.

The Management Committee

The Management Committee at May 2009 is as follows:

Claire Boyd	Chairperson
Lesley McVicar	Vice-Chair
Brian Connelly	Secretary
Laura Hendry	Committee Member
Gavin McVicar	Committee Member
Jack Tait	Committee Member
Rena McGuire	Committee Member
Jim Strang	Committee Member
Lynne Carr	Committee Member
Brian Morrow	Committee Member
William Anderson	Committee Member
John Logue	Committee Member
Cllr D Devlin	Co-optee

The Staff

The Association staff at May 2009 is as follows:

Shirley A Robison	Director
Douglas McIntyre	Property Manager
Michael Byrne	Housing Manager
Helen Sutherland	Finance Manager
Rhonda Leith	Community Learning Co-ordinator
Patricia Bewick	PA to Director
Lynn Kerrigan	Maintenance Officer
Janice Peters	Maintenance Officer
Maureen Barnes	Senior Housing Officer
Jackie McColl	Housing Officer
Sandra Nelson	Housing Officer
Christine Gilmour	Housing Assistant
Margaret Wilson	Housing Support Officer Sheltered Complex
Elaine Little	Maintenance Assistant
Bill Bewick	Clerical Assistant
Siobhan Cannon	Receptionist
Dionne Rennie	Clerical Assistant
Dawn Gilmour	Finance Assistant
Allison Hay	Trainee

Confidentiality and equal opportunities

Confidentiality and access to information

All information given to us is kept in the strictest confidence and will not be disclosed without your permission except to any organisation which is exempt under the Data Protection Act 1977 e.g. the Police.

Individuals can request to view information held on computer and in files held in the Association's office. This request must be made in writing and the Association has 42 days to respond.

Confidential information provided by police or health boards will be excluded. Information that contains details of other tenants in the same file will not be released.

Equal Opportunities statement

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

Equalities monitoring form

It would greatly assist our monitoring of equalities if you could complete and return the enclosed form. This will assist us when reviewing our membership information and help us to ensure that all members are dealt with fairly and without discrimination in terms of our Equal Opportunities Policy.

Ethnic Origin

- | | | | |
|--------------------------------------|--|--|--|
| <input type="checkbox"/> White | <input type="checkbox"/> Black Caribbean | <input type="checkbox"/> Black African | <input type="checkbox"/> Black Other |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Asian Other | <input type="checkbox"/> Polish | <input type="checkbox"/> Slovakian | <input type="checkbox"/> Czechoslovakian |
| <input type="checkbox"/> Estonian | <input type="checkbox"/> Hungarian | <input type="checkbox"/> Latvian | <input type="checkbox"/> Lithuanian |
| <input type="checkbox"/> Other | | | |

About you

Disabled Yes No

Age: _____

Religion: _____

Sex: Male Female

Membership application form

I wish to become a member of Barrhead Housing Association Limited.

I confirm I am:

- The tenant, or joint tenant of a Barrhead Housing Association house, or
- A member of a tenant, or joint tenant's household aged over 18 years of age, or
- A resident with an interest in Barrhead's operational area, aged over 18 years of age, or
- An individual with particular skills or experience detailed below

Occupation and details of relevant skills or experience:

I enclose £1.00 for my Share Certificate. In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Barrhead Housing Association.

Name:

Address:

Postcode:

Signature:

Date:

Please return to:

The Secretary, Barrhead Housing Association Limited
60/70 Main Street, Barrhead G78 1SB



Barrhead Housing Association
Limited

60-70 Main Street
Barrhead G78 1SB

T: 0141 881 0638

E: enquiries@barrheadha.org

W: www.barrheadha.org

Scottish Charity No Sc 036265

