



# Garrion People's Housing Co-operative

Garrion People's Housing Co-operative  
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Open Monday to Friday 9.00am – 4.30pm

# Tenants' Handbook



INVESTOR IN PEOPLE

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## 1.0 Introduction

### 1.1 About this handbook

Garrion People's Housing Co-operative is committed to providing a level of service that will enable you to enjoy living in, and looking after your home.

This handbook gives you the information that will help you make the most of the Co-operative's service.

Inside you will find useful information regarding various matters including rents and repairs as well as some handy telephone numbers.

### 1.2 History of the Co-operative

In 1991 as a result of the hard work and commitment of the Members of the Garrion Action Group, Garrion People's Housing Co-operative was formed.

After the successful transfer of 140 properties from Motherwell District Council they were then refurbished to the highest standard with the help of substantial funding from Communities Scotland (formerly known as Scottish Homes), with four properties provided on a shared ownership basis.

Since then the Co-operative has grown with the addition of 15 amenity flats and 44 new build properties, three of which are owned partly by sharing owners.

In September 2001, the Co-operative took ownership through a Scottish Homes stock transfer of 28 properties in Law View Sheltered Housing Complex in Overtown.

The Co-operative also works in partnership with Forgewood Housing Co-operative in Motherwell operating a joint staffing system.

Both Co-operative's are non-profit making organisations and are registered with the Registrar of Friendly Societies and Communities Scotland.

In 2005 the Co-operative was awarded the Investors In People status. Investors In People is an accreditation scheme designed for companies committed to investing in its workers.

### 1.3 Our office

Our office is located at 3 Heathfield, Wishaw, ML2 0LY

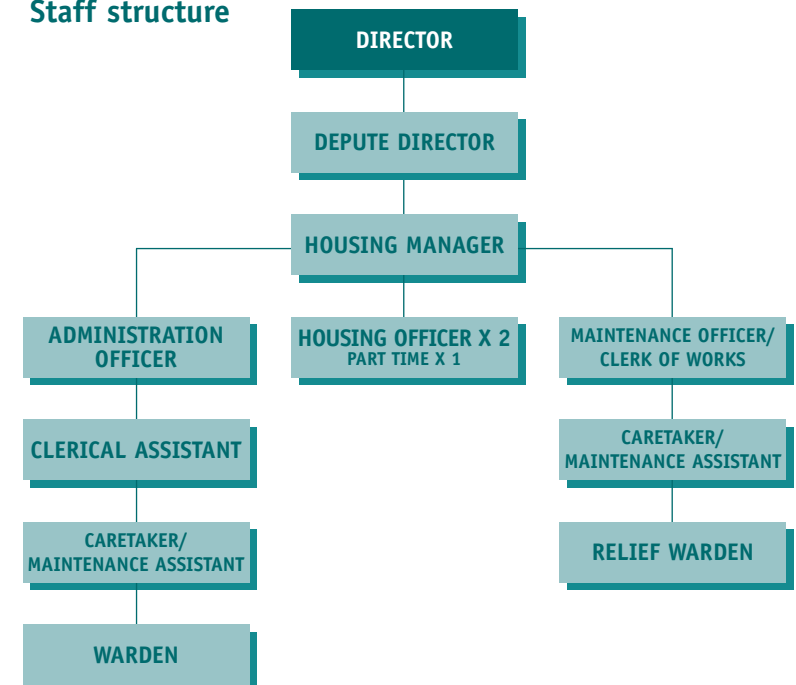
Tel: 01698 360740  
Fax: 01698 375321  
Email: [enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk)  
Web: [www.gphc.org.uk](http://www.gphc.org.uk)

The office is open to the public from Monday to Friday between 9.00am and 4.30pm.

An answering service is in operation when the office is closed and the relevant member of staff will respond to any message you leave as quickly as possible. The answering machine also provides emergency telephone numbers.

Emergency telephone numbers for repairs (outwith office hours) are listed on the answering machine. You will also find these numbers at section 10 of this handbook.

### 1.4 Staff structure



## 1.5 Contacting staff

If you contact the office and the person you wish to speak to is not available, a message will be left if your enquiry cannot be dealt with, and you will be contacted as soon as possible.

## 1.6 Membership of the Co-operative

The Co-operative is accountable to its members, who pay a one-off fee of £1 for a lifetime share in the Co-operative.

As at 31st March, 2007 122 shareholders made up of tenants and residents form our membership. We are always looking for more members. If you would like more details and a membership form these are available from the office.

Being a member entitles you to attend and vote at the Annual General Meeting (AGM) to elect the Management Committee and also entitles you to become a Committee Member yourself.

## 1.7 Management Committee

The Co-operative is run by a Voluntary Management Committee. This consists of up to 15 members who have been elected at the AGM.

The Management Committee meets on a monthly basis to discuss various matters including Property Management, Finance and any other issues that affect the Co-operative and its tenants.



## 1.8 Other ways of getting involved

Garrion People's Housing Co-operative has a Registered Tenant Organisation (RTO). Law View RTO is based in our sheltered housing complex in Overtown. The group is very active and attempts to involve all tenants in various activities and foster a good community spirit in the area. To date, the group has received considerable funding to upgrade a sleepover room in the complex, as well as a major raised garden project in the area.

The Co-op always encourages other tenants groups to have their say and anyone interested in forming a tenants group such as an RTO, or Tenant Panel, please contact the office for further assistance.

The Housing (Scotland) Act 2001 creates a legal framework for tenants with a Scottish secure tenancy to take part in the way their housing is managed. This means that the Co-op must:

- Give you certain information.
- Develop a tenant participation strategy and put it into practice.
- Set up arrangements for tenants groups to register with them as registered tenant organisations and keep a register of these organisations which anyone can inspect; and
- Consult you, and any registered tenant organisations (RTOs), on tenancy issues which affect you.

## 1.9 Information and consultation

If you require more information about the Co-operative or its services please contact your Housing Officer.

As a tenant of the Co-operative you have a right to see personal information we hold on file about you or a member of your family.

Under no circumstances will the Co-operative disclose any confidential information to any other party without your approval.

## Your rights and responsibilities

### 1.10 Complaints

Garrion People's Housing Co-operative aims to provide a first class service but there may be occasions when you are not entirely happy about something and should this be the case it is important that you inform us.

For this purpose the Co-operative has in place a Complaints Procedure which advises tenants on the process of making a complaint and your further rights if you are not happy with the outcome.

The Co-operative will always endeavour to resolve complaints as quickly and as amicably as possible, but should you still be unhappy after staff intervention you have the right of appeal to the Management Committee and ultimately to the Scottish Public Services Ombudsman.

The complaints procedure is displayed at the reception in our office and is available on request.



## 2.0 Your rights and responsibilities

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### 2.1 Good Neighbour Agreement – the right to enjoy your home

The Co-operative operates a code of conduct for all tenants. The Code of Conduct is intended to help tenants both understand and fulfil their responsibilities as Garrion People's Housing Co-operative tenants by:

- Keeping the property to a clean, orderly standard.
- Maintaining common areas.
- Not causing nuisance to neighbours.

Garrion People's Housing Co-operative commits itself to:

- Ensuring that every tenant (regardless of race, creed, gender, sexuality or disability) enjoys their right to live peacefully and without disturbance from their neighbours.
- Ensuring that every tenant enjoys the right to a decent environment.
- Ensuring that every victim of nuisance behaviour receives swift and effective support, which leads to a resolution of the problem.

Nuisance behaviour is completely unacceptable and it will not be tolerated in Co-operative homes.

### 2.2 Tenant's responsibilities

#### Your house/flat

- Your house/flat should be kept in a reasonable state of cleanliness and decoration.
- If you want to make alterations to your house/flat, inside or outside, you will need permission from the Co-operative. Your Housing Officer will provide you with further information and application forms.
- Where formal permission has been given for alterations to your home, the Co-operative, in some instances, will maintain them. You may also be entitled to compensation for improvements allowed from the Co-operative if you were to give up your tenancy.

#### Cleaning of stairs and landings

- Stairs and landings should be brushed and washed once a week, make sure you know when it's your turn. You will be advised by your Housing Officer.

#### Close doors

- These doors have been installed for you and your neighbours' security, please ensure that they remain closed at all times. Family and/or friends living with you or visiting should be aware of this.

#### Gardens

- If you have a front and/or back garden it is your responsibility to keep the grass and hedges neat and tidy.
- Common backcourt garden areas should be kept in a clean and tidy condition.
- Elderly and people who are physically challenged, and cannot maintain their garden, can apply to have their gardens maintained by the Co-operative. Your Housing Officer will take your details and add your name to the garden maintenance list.

#### Keep rubbish in its place

- Your household rubbish should be placed in the bin provided. Try to keep the area around your bin tidy.
- Recycle bins for paper (blue) and garden (brown) waste are also provided for certain households and should be utilised properly and left out for uplift on dates provided by the Council.
- The Co-operative provides a skip on a four weekly basis for Woodgreen Court, Heathfield and Smith Avenue. A skip is also provided to our sheltered housing residents in Law View, Overtown, on a quarterly basis. The dates are advertised in our quarterly newsletter.
- You can arrange to have bulky items removed by phoning the cleansing department on **(01698) 403110**. At present, each household is entitled to 3 free uplifts per year.

#### Pets

- Make sure that the family pets don't become a nuisance to your neighbours and are not allowed to foul close entrances, stairs or open spaces in the area.

## Terms of your tenancy

### Live and let live

- Don't cause any nuisance to your neighbours.
- Please appreciate that your neighbours' lifestyle may be different from your own and that excessive noise (from whatever source) may cause annoyance to them. Keep noise to a minimum.
- If you have a family and/or friends living with you or visiting, please ensure that they do not interfere with the peace and comfort of your neighbours.

### Leaving your house/flat empty

- If you leave your house/flat unoccupied for more than 28 days, let your Housing Officer know. Remember the Co-operative is entitled to claim possession of the house if it is left unoccupied for 28 days or more on the assumption that it has been abandoned by the tenant.
- During winter if your house/flat is empty even for a short period of time inform your Housing Officer. It may be necessary to drain the water tanks to avoid burst pipes (it is also advisable to let your local police office know anytime your house/flat may be empty so that they can advise what security arrangements you should make). The Police may keep a check on your property depending on resources and CCTV availability.

### Lodgers/subletting

- Make sure you receive permission from your Housing Officer for anyone who will be living in your home. Remember it is your responsibility to inform your Housing Officer if the number of people in your household has changed.
- If you want to sublet your house/flat you must apply for permission from your Housing Officer.

### WARNING

**If at any time it is considered that your conduct as a tenant falls short of that expected of you, then you are in breach of your tenancy obligations and liable to be taken to court to be evicted. The onus is on you to ensure that you fulfil your tenancy conditions.**



## 3.0 Terms of your tenancy

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### 3.1 Tenancy agreement

The Housing (Scotland) Act 2001, implemented in September 2002, requires all tenants of Local Authorities and Registered Social Landlords to sign the new Scottish Secure Tenancy Agreement.

Your Scottish Secure Tenancy Agreement is a legal document that sets out our responsibilities to you as a landlord, and your responsibilities to us as a tenant.

The tenancy agreement details the statutory and contractual rights and obligations of landlord and tenant.

If your tenancy is in your name only, it is a 'sole tenancy'. If more than one person holds the tenancy, it is a 'joint tenancy'.

### 3.2 Right to Buy

Through the new Act, each tenant may exercise their Right to Buy, however there are different types of discounts depending on when you became a Co-operative tenant, and the type of property you live in. Please contact the office if you require further information on the Right to Buy.

### 3.3 Assignment, sub letting, lodgers and exchanges

Tenants can assign the property to someone else as long as that person has been living in the property as their only principal home for at least six months.

Tenants may sub-let or take in a lodger but only with our written consent. The Co-operative will not unreasonably withhold a request of this nature but will consider the reasons for the request and the other person's circumstances.

Tenants can exchange their property with a tenant of another Council, Housing Association or Co-operative landlord, as long as both landlords give their consent

### 3.4 Succession to Tenancy

Succession to Tenancy takes place when the tenancy passes to someone else after the death of the tenant. A Scottish Secure Tenancy can be succeeded to twice. Each time, there are three levels of priority.

- First priority goes to the surviving spouse, co-habitee of either sex (providing the house has been their only or principal home for at least six months prior to the tenant's death) or joint tenant.
- Second priority (if nobody qualifies or chooses to succeed from the first priority group) goes to other members of the tenant's family, providing that the house was their only or principal home at the time of the tenant's death.
- Third priority (if nobody in any of the above categories qualifies or chooses to succeed) goes to carers aged at least 16 where the house was their only or principal home at the time of the tenant's death and where they have given up their only or principal home to care for the tenant or a member of the tenant's household.

### 3.5 Ending your tenancy

Your Scottish Secure Tenancy can only be ended in one of the following ways:

- Four weeks written notice by the tenant.
- Written agreement by the tenant and Co-operative.
- By the Co-operative taking Court action to recover possession on one or more grounds specified in the Housing (Scotland) Act 2001.
- Action by the Co-operative as a result of abandonment of the house by the tenant.
- The death of the tenant where no one meets the statutory requirements for succession.
- Where the tenant or a member of the tenant's household is the subject of an Anti-Social Behaviour Order, and the Co-operative takes action to convert the tenancy to a Short Scottish Secure Tenancy.
- A joint tenant can terminate his or her interest in the tenancy by giving four weeks written notice to the Co-operative and to the other joint tenant.

## Rent and service charges

- The Co-operative can terminate a joint tenant's interest in the tenancy if we have reasonable ground for believing that the tenant is not occupying the house and does not intend to.

### 3.6 Abandonment

If the Co-operative has reason to believe that you have abandoned your home, or if you are not living in it as your only principal home, we may serve legal notices to end your tenancy.

If you do not contact us within the timescale stated in the notice, we can force access to your home and relet it to someone else.

With this in mind, if you intend leaving your home for more than 28 days, please let us know beforehand.

Any tenants affected by abandonment action by the landlord have the right of appeal to the Court.

### 3.7 Repossessions

If you fail to pay rent regularly and on time, or if you are in breach of the conditions of your Scottish Secure Tenancy Agreement, the Co-operative may have to seek a Court Order which could result in you losing your home.

This is always our last resort.

You have the right to defend any Court action and are advised to consult independent advisors such as, Citizens Advice or Shelter.

You will be required to pay Court costs if legal proceedings commence.



## 4.0 Rent and service charges

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### 4.1 Rent

The Co-operative charges rents on a four weekly basis, payable in advance. You can pay rent using a swipe card at any post office or any retail outlet offering an electronic payment service, or by standing order, which is encouraged by the Co-operative. We cannot accept cash payments at the office. You may contact the Co-operative at any time about your rent account.

The Co-operative will consult tenants about future rent increases. This will involve all tenants being notified around November about future proposed rent increases. Senior management, management committee and the Co-op's financial consultant take into consideration the financial climate while ensuring rents are set at an affordable level for our tenants.

You will therefore be given the opportunity to contact the Co-operative if you wish to discuss increases before they are in place.

Rents are reviewed on an annual basis, and at least 28 days notice is given to tenants confirming the increase, which takes effect at the beginning of April.

### 4.2 Falling behind with your rent

Many people have difficulty in paying rent at some time.

If you find yourself in rent arrears or you have difficulty in paying rent, please contact your Housing Officer immediately. Your Housing Officer will take into account your circumstances and, if appropriate, can arrange for you to pay off what you owe in regular, manageable amounts.

We need you to pay rent on time so that we can continue to operate and provide services. If you do not contact us or keep to a repayment arrangement, we may consider taking Court action against you to recover the money owed: this could also lead to you losing your home.

Plus we can also offer to provide money advice and debt counselling to tenants who are experiencing financial difficulties. This is a confidential service provided by North Lanarkshire Council on a "one to one" basis.

### 4.3 Housing benefit

Staff at the Co-operative can accept applications for housing benefit, and ensure all supporting documentation is sent to North Lanarkshire Council. If you therefore wish to apply for housing benefit, or are returning a repeat/review claim, please do so at the office. If requested, the Housing Officer can do a home visit to advise on benefit matters.

The amount of housing benefit you qualify for will depend on total household income, and the number of people in the home. While the Co-operative assists in the applications of housing benefit, we cannot calculate how much benefit you may qualify for.

### 4.4 Council Tax

Payment of Council Tax is the tenant's responsibility. Council Tax benefit applications are calculated when applying for Housing Benefit

The Co-operative informs the Council Tax office of any changes in tenancy.



## 5.1 New tenants – access to accommodation

Access to the Co-operative's housing list is open to everyone and applications are assessed on a Housing Needs basis in accordance with the Co-operative's Allocation Policy.

If you know anyone who may be interested in joining our housing list please direct them to the office where a member of staff will be happy to answer any questions and give them advice on their housing requirements.

## 5.2 Existing tenants

As an existing Co-operative tenant you may find out that you need to be rehoused at some point in the future.

There are a number of options available should this situation arise:

### INTERNAL TRANSFERS

To qualify for a transfer to another Co-operative property you must have an element of housing need, such as overcrowding, under-occupation, medical grounds etc.

Transfer applications are assessed in accordance with the Co-operative's Allocation Policy as with General applications. Therefore there must be a change in your circumstances since you were originally housed. We cannot transfer you to another property simply because you are unhappy in your present home.

Transfer applicants with significant arrears may be suspended from the transfer list unless a repayment arrangement has been in place for three months.

### MUTUAL EXCHANGES

You may wish to exchange homes with the tenant of another landlord (for example North Lanarkshire Council or another Housing Association or Co-operative).

Approval is needed from both landlords before an exchange can proceed and there are certain circumstances under which it would not be allowed, such as the move resulting in one or both households being overcrowded.

An Exchange Register is in operation at the office and may be viewed at any time.

### HOMESWAP

Homeswap is a National Mutual Exchange scheme and enables you to move elsewhere in Scotland, England, Northern Ireland or Wales.

Further details are available from the office.

## 5.3 Homelessness

The Co-operative works in partnership with North Lanarkshire Council in rehousing homeless applicants.

Any homeless person should initially present themselves to the Local Authority (North Lanarkshire Council) who will assess all cases individually. The Council will make arrangements to provide temporary accommodation.

## 5.4 Common Housing Register

As at 31st March 2007, a Common Housing Register (CHR) was in the process of being developed and the Co-op has been working in partnership with North Lanarkshire Council and other Registered Social Landlords (RSLs) in the area. The idea behind CHRs is self evidently appealing and very simple. There is a single form for all applicants in the area to complete and a single pool of applicants from which social housing partners can select prospective new tenants. Within those broad principles, the Co-op would select and rehouse applicants in most housing need in accordance with our allocations policy.



## 6.0 Your home and common areas

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### 6.1 Condition of your home

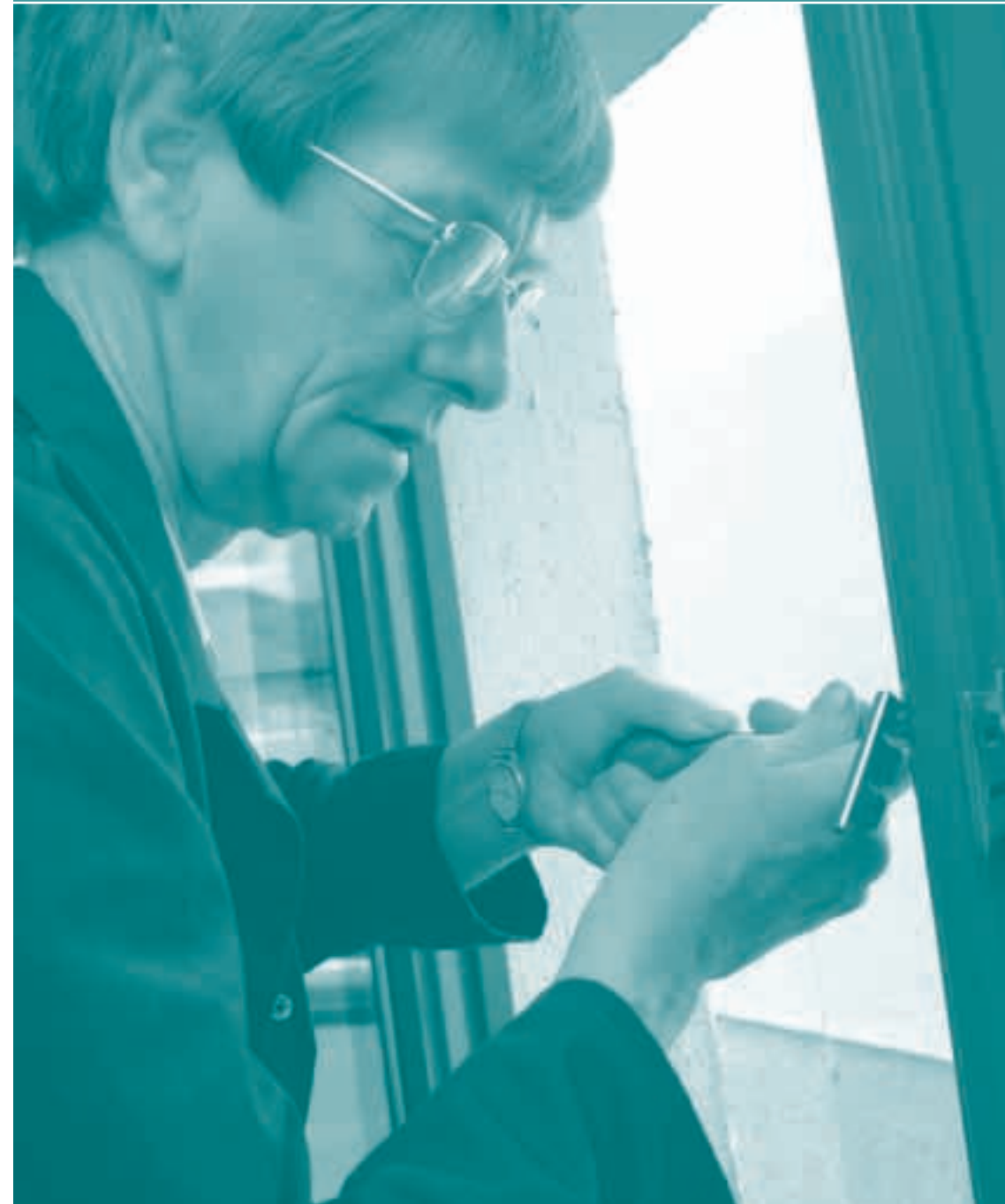
Your home should be kept in a reasonable condition at all times.

Internal decoration is your responsibility and you should keep your home in good decorative order.

You will be charged for any repairs caused by carelessness or neglect.

If you intend leaving, you must leave your home in good condition, ensuring all personal possessions and furnishings are removed. You must also arrange to have your home inspected by the Housing Officer prior to you moving out.

If you wish to carry out any improvements/alterations to your home, you must get prior written permission from the Co-operative. Tenants have the right to compensation at the end of the tenancy for certain types of improvements they have made to their homes with the Co-operative's permission.



## 7.0 Repairs and maintenance

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### 7.1 Our responsibilities

The Co-operative ensures that at the beginning of your tenancy, and during the tenancy, the property is wind and watertight and fit for human habitation.

We will ensure repairs needed to make sure the property remains in this condition are carried out within a reasonable time.

The Co-operative has the right to gain access to the property to inspect or carry out repairs, and will give 24 hours notice in writing.

The Co-operative is responsible for the structure and external fabric of the buildings. This includes:

- Drains, gutters and external pipes.
- Roofs, including skylights.
- External walls, doors, window sills, frames and catches.
- External painting.
- Internal walls, floors, ceilings, doors and frames, but not decoration or fittings damaged by vandalism, neglect or carelessness.
- Flues and vents.
- Pathways, steps, wall, fences within the area attached to the building, unless specifically excluded.
- Plasterwork, tiling and floors.
- Integral stores.

**We shall also keep the following in good working order:**

- Central Heating and hot water.
- Sanitation.
- Basins, sinks, baths, WC sets and waste pipes.
- Electrical wiring.

### 7.2 Floor coverings

Carpets, Vinyl, Laminate Flooring, Tiling (permission is required for floor tiling)

It is the tenant's responsibility to lift and relay the above floor coverings should access be required to skirting board, services and floor structure beneath.

Where planned renewals of sanitary ware, kitchens and heating systems impact on the above floor coverings it is the tenants responsibility to make good any deficiencies (although every effort will be made to minimise such shortcomings) and provide access as required above if necessary.

### 7.3 Reporting repairs

All repairs should be reported to the office, including any you report outwith office hours. However, if you have a repair in relation to your gas central heating please contact **Saltire Facilities Management Ltd (24 hours) on 0845 606 1555**.

All other out of hour emergency repairs should be reported to **Maintenance and Property Care on 01236 624100**.

For the avoidance of doubt, emergencies are as follows:

- A burst or serious leak.
- Loss of essential services.
- Security hazard (insecure front door, broken window etc).
- Health and safety hazard.

Any contractor employed by the Co-operative will operate a code of conduct, which highlights what we expect of them when they are working in or around your home.

The code includes, for example:

- Showing identification when arriving at your home.
- Being polite and helpful.
- Taking precautions to protect carpets, coverings etc.
- Remove rubbish (where appropriate).

- No smoking or use of radios in houses.
- All work to be carried out safely.

Please keep us informed if you believe the contractor has breached the code, or let us know if you think the contractor has done a good job.

The Co-operative also carries out checks on a percentage of jobs carried out, to ensure all work has been completed and to the tenant's satisfaction.

The Co-op carries out a percentage of satisfaction surveys after jobs have been completed, and anyone who receives a questionnaire should return it to the office. An analysis of these surveys is carried out to ensure our tenants are receiving value for money and an overall first class service.

### 7.4 Rechargeable repairs

You will be required to repair or replace items damaged by you or any member of your household, which are caused by neglect, carelessness or wilful damage. Alternatively, the Co-operative may carry out the work and recharge this to you.

### 7.5 Compensation for improvements

All Scottish Secure tenants have the right to compensation at the end of the tenancy for certain types of improvements they have made to their homes with the landlords prior written permission.

Further information can be obtained the office.

### 7.6 Insurance

The Co-operative comprehensively insures the structure of your property.

Tenants are responsible for home contents insurance, which also covers decoration and floor covering. We strongly recommend that you adequately insure the contents of your property.

A comprehensive insurance package is available through the Scottish Federation of Housing Associations. You can get details from the office.

### 7.7 Annual gas service

If you have gas central heating within your property, it is imperative that access is provided on an annual basis for service of the system. The Co-op is required by law to ensure a safety check is carried out annually and failure to provide access to the contractor may lead to access being forced to a property.

### 7.8 Right to Repair Scheme

All Scottish Secure tenants have the right to small, urgent repairs carried out by their landlord within a given timescale. These repairs are known as qualifying repairs and, if they not be carried out within the given timescale, you may be entitled to compensation.

Further information can be obtained from the office.



## 8.0 Useful information

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### 8.1 Protecting your home from frost

During cold weather, please ensure that your central heating is kept on.

If your home is going to be left unoccupied for a period of time, please contact the office to ensure the central heating system is drained down.

### 8.2 Safety in emergency

#### GAS

If you smell gas or suspect a gas leak, telephone **National Grid plc** (formally Transco), **0800 111 999** immediately. (All emergency numbers at the rear of this handbook)

While waiting for an engineer:

- **Do not use matches or a naked flame. Put out cigarettes, candles etc.**
- **Do not use electrical switches.**
- **Open doors and windows, and keep them open until the leak has stopped.**
- **Turn off the whole gas supply at the stopcock in your home.**
- **Let the Co-operative know as soon as possible.**

#### FIRE

Fires tend to be caused by a moment's carelessness and could be prevented by following these simple rules:

- **Never leave a chip pan on the cooker if no-one is watching over it.**
- **Unplug electrical appliances when you are not using them.**
- **Keep matches where children can't see or reach them.**
- **Do not leave cigarette ends burning.**
- **Empty ashtrays last thing at night after making sure all cigarette ends are out.**
- **Do not overload electrical power points.**

- **Never smoke in bed.**
- **Never use damaged flex.**

If there is a fire and you can escape, tell your neighbours, evacuate the building and telephone 999.

If you are trapped in a fire, close the doors against the fire and put wet towels along the bottom of the door. If the fire is blocking your front door, make sure you stay in a room that has a window and shout for help!

The Co-op has also forged links with Strathclyde Fire and Rescue, who will call to a tenant's home to carry out a free home safety assessment. Tenants are encouraged to take advantage of this service. You should contact the office for details.

### 8.3 Energy efficiency

Here are some ways to save energy, money, and help prevent climate change

- **Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. You could save around £40 per year.**
- **Is your water too hot? Your cylinder thermostat shouldn't need to be set higher than 60°C/140°F.**
- **Close your curtains at dusk to stop heat escaping through the windows.**
- **Always turn off the lights when you leave a room.**
- **Don't leave appliances on standby and remember not to leave appliances on charge unnecessarily.**
- **If you're not filling up the washing machine, tumble dryer or dishwasher, use the half-load or economy programme.**
- **Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).**
- **A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!**

- **Use energy saving light bulbs. Just one can save you £100 over the lifetime of the bulb – and they last up to 12 times longer than ordinary lightbulbs.**

Information provided by the Energy Saving Trust – Call **0800 512 012** for free, independent and local energy saving advice.

## Law View Sheltered Housing



## 9.1 Living in sheltered housing

The aim of the Law View Sheltered Housing Complex is to enhance and sustain the quality of life of the tenants, to enable them to live within their own homes. We would also liaise with other relevant parties as may be necessary to ensure the needs of the tenants are met.

Living in sheltered housing is somewhat different from living in any other community and this information has been compiled to show 'what makes sheltered housing different'.

When you move into a sheltered house, you are likely to see more of your neighbours than you would if you lived in other types of housing.

This closeness is part of sheltered housing and the way it works. Many tenants share with the Warden care and concern for their neighbours, although everyone's privacy and independence is fully respected.

Because you are living in such close proximity it is important that certain rules are followed, so that you are not unduly disturbed by others and equally important do not disturb or cause undue concern to your neighbours. Some of the most important 'rules' are as follows.

## 9.2 Holidays and overnight stays

You can of course come and go from your home as you please but you are asked to inform the Warden if you are going to be away for any length of time (especially) overnight.

The Warden has overall responsibility for safety and this information would be especially important if fire broke out, as time would be of the essence and an accurate head count would be required.

For the same reasons it would be advisable to inform the Warden of any visitors staying overnight in your home (although visitors are not the Co-operative's or Warden's responsibility).

If the Warden is unavailable, you should leave a note at the office advising of the above or contact Garrion People's Housing Co-operative's office.

## 9.3 Next of kin and doctor

Please keep the Warden informed of any changes in circumstances such as, your next of kin changes, moves house or changes their telephone number.

Please also let the Warden know if you change your GP so that your records will show accurate information if required in an emergency.

There will also be people and features in your sheltered housing development, which you may not have encountered in any other type of housing and these are discussed in the next two sections.

## 9.4 The Warden and other staff

The Warden gives background support to tenants while respecting independence, and will visit as necessary, but not so as to intrude on an individual's privacy.

The Warden is not employed to nurse tenants, administer medicine or carry out domestic tasks such as cooking shopping or housework but the Warden will know where to find help if it is required and will give emergency help when necessary.

The Warden is not expected to take the place of a tenant's own family although in an emergency will arrange help to ensure your welfare and comfort until other arrangements can be made.

The Warden can give advice and practical help in many areas, as a link between social and medical service, family and the Housing Co-operative. The Warden is responsible for the day to day running and administration of the development.

Personal possessions are each tenant's own responsibility. The Warden should not be asked to be involved in dealing with personal possessions or money.

### The main duties of the Warden are as follows:

- In emergencies:**
- (a) Answering emergency calls and getting help where appropriate.
  - (b) Contacting relatives – the Warden **must** inform relatives in the case of illness or in an emergency (unless requested by the tenant not to do so).

- Support:**
- (c) Dealing with emergency illness and death.
  - (a) Receiving and introducing new tenants.
  - (b) Looking out for signs of need, offering support and calling in practical help where required.
  - (c) Encouraging friends and relatives to be involved.
  - (d) Giving advice on facilities available.
  - (e) Liaising with doctors, Social Work Dept, home carers, etc.
  - (f) Keeping the Housing Officers informed of problems etc.
- General:**
- (a) Supervision of other staff.
  - (b) Reporting any necessary maintenance.
  - (c) Responsibility for security in the complex.

## 9.5 Communal facilities

### THE COMMUNAL LOUNGE

Law View Sheltered Housing Complex has a communal lounge for the use of tenants and their friends.

Although the Warden has responsibility for the overall use and security of the lounge, the Warden is not employed as a social convenor and therefore may not always be available to help with activities organised by tenants or voluntary groups. Please ensure that you obtain the Warden's agreement for any activities, which are planned for the lounge.

The lounge is also available to all tenants for entertainment, coffee mornings, whist drives and sales of work if tenants wish to promote such activities. There is also a snooker table, darts board and television within the communal lounge.

Most activities are usually agreed in a democratic fashion and thus are open to all tenants who wish to participate. On the other hand no one should feel compelled to participate if they do not wish to do so.

Please liaise with your Warden if you wish to use the lounge yourself to entertain your own guests to make sure it is available.

### COMMUNAL LAUNDRY

A communal laundry for the use of tenants and the Warden is available in the Law View Sheltered Housing Development.

The laundry room can be used between 9.00am and 4.30pm.

## 9.6 General security

Tenants are asked to be vigilant about security matters. You can help to ensure that your development is as secure as possible by:

- keeping your own house door locked at all times;
- checking the credentials of all workmen, meter reader's etc – if you have any doubts please alert the Duty Warden.

## 9.7 Community alarm system

The Co-operative provides a 24 hour Community Alarm System in the complex delivered by Hanover Telecare. Please note that if for any reason the Warden is not available during the day, Hanover Telecare can be contacted via the alarm system installed in the houses.

The Warden is employed to be on site in the complex between 9.00am and 4.30pm. During this time residents can contact the Warden by pressing the button on the alarm system installed in house or by calling into the Community Hall for assistance.

Between the hours of 4.30pm and 9.00am Hanover Telecare will deliver a service for residents who require assistance on any matter including repairs. Again, Hanover Telecare can be contacted by pressing the button on your alarm system installed in the house.

## 9.8 Tenants groups

Garrion People's Housing Co-operative are committed to supporting and servicing Tenant Groups. Tenants are encouraged to set up tenants groups. If you wish to do so please contact either the Warden or your Housing Officer at the Co-operative who will be happy to assist you with this task.

## 9.9 Organising/holding meetings

Remember to advise everyone well in advance of any proposed meeting – both where and when. This can often be achieved by a note on the notice board.

At the start of the meeting have a volunteer agree to ‘chair’ the meeting, someone who can keep discussion orderly and to the point. (It does not need to be the same person from meeting to meeting).

It is useful if one person can keep a simple note of points agreed, points for action and by whom action is required.

Make sure that everyone attending any meeting is seated so that they can hear and contribute fully to the discussion.

Encourage everyone to have their say (not just one person saying it all!).

## 9.10 Collecting/holding money

Often if a special trip or event is being organised, it will involve collecting and accounting for contributions. Again, there are a few simple guidelines, which if followed, can avoid problems:

- Elect two people to be responsible for cash.
- Use a simple cash book to note money received, from whom and the date.
- If the sum of money collected is more than just a few pounds, consider opening a Deposit Account in the local Bank or Post Office, which requires two signatures to withdraw cash.
- Keep all receipts for all expenditure.
- Make available a simple statement (money collected, money spent and balance left) after the event has taken place.
- Agree with all tenants how any surplus cash is to be used/dispensed at the end of the event.
- Please remember that the Warden cannot be responsible for any money (see also section 9.4).

These notes are provided for your guidance. They are not the only way of organising and holding meetings or of collecting money. You will no

doubt have ideas of your own. However you approach the issues, have fun and...good luck! Remember we are here to assist you regarding any matter in this section.

## 9.11 Registered Tenant Organisation

Law View has a successful Tenant Organisation run by an elected committee from the residents. The group have a Constitution in place. Copies can be made available for interested parties.

A variety of different ventures take place throughout the year, appealing to all tastes. These events range from prize bingo to theme nights, most of which take place in the communal hall. Everyone is made welcome and encouraged to come along and meet his or her neighbours. The RTO also contribute to Co-op activity, including reviewing policy documents, contributing towards newsletters, and have been successful in gaining funding for various projects in the past such as the sleepover room in the complex and the raised garden project (2006). Garrion People's Housing Co-op encourages and supports the running of the group and offers assistance in any way they can.

## 9.12 General information

### BENEFITS

Your Housing Officer will be able to assist you in the benefit application process. This will include the identification of the relevant benefit rights that you may be entitled to claim and the department and contact whom you require to deal with whilst making your claim.

### MEDICAL SERVICES

The medical services you previously received will continue when you come into sheltered housing. Doctors and medical staff will visit you as required. You do not have to inform the Warden when you request medical staff to call although you may prefer to do so.

The Warden is neither responsible for asking your GP to visit (unless you specifically ask him/her to do so), nor required to be in attendance when a health professional makes a visit.

The Warden however will call for a Doctor to attend to you in an emergency and will remain with you or arrange for someone else to do so until help arrives.

### HOME HELPS / HOME CARERS

Home Helps are employed by the local authority, mainly to assist with domestic chores which people feel they cannot manage themselves.

You may make direct application for Home Help services to your local Social Work Department, or may be referred by others such as your family, GP or Warden.

A Home Help Organiser will visit you to assess your requirements. Your Warden can advise you how to contact your local Home Help Organiser.

### ADMINISTERING MEDICINES ETC

All tenants are responsible for their own medication. There may be of course occasions when you need some assistance in this matter, and support should be arranged with relatives or your GP or District Nurse.

Although the Duty Warden may help on a short term or emergency basis, the Duty Warden does have a responsibility for the whole development, and can not always be available when you may need help. We therefore encourage tenants to try to make their own arrangements for administering medication and should not rely on the Warden.

Wardens may arrange for the collection or delivery of prescriptions for tenants if they cannot do this themselves.

### AIDS AND EQUIPMENT

Some tenants may feel they need extra equipment to make life more comfortable. Such aids are available from local health boards and Social Work Departments.

The following are some of the available aids:

- Toilet aids, bath aids, seats, chairs, stools, cushions, specially designed feeding aids, adapted cutlery and dishes.
- More personal appliances such as hearing aids, incontinence pads etc.

If you feel an adaptation to your home would assist you or a member of your family contact your Housing Officers.

Your Warden or Housing Officers will advise you on whom to contact if you would like to know more about the services available.

### CARE COMMISSION

The Scottish Commission for the Regulation of Care (the Care Commission) was established in April 2002 as the new, independent regulator set up under the Regulation of Care (Scotland) Act 2001 to regulate care services in Scotland. Law View sheltered housing complex has been inspected annually by the Care Commission to ensure the Co-op complies with statutory requirements. We display a copy of the Care Commission Inspection Report within the complex.

### SUPPORTING PEOPLE

Supporting People is an initiative to provide housing support services to help older people, those with a disability or other vulnerable people to continue to live independently in their own home.

The Council has the authority to financially assess you to determine if you have to pay a contribution to the cost of the warden service. If the Council charge you for the service, you will pay the Council by means agreed between you and the Council.

### HOUSING SUPPORT PLAN

It is both a Care Commission Regulation and a condition of the Supporting People contract with the Council that the Co-operative agrees a Housing Support Plan with you. Due to the warden service being funded through Supporting People, it is essential that every service user within Law View has a housing support plan completed. The Housing Support Plan is a series of documents used to identify issues that you may need help with. It will also help you identify the most appropriate assistance to help you to keep your independence and look after your health.

# Useful telephone numbers



## 10.0 Useful telephone numbers

Maintenance and Property Care (emergency repairs outwith office hours)	01236 624100
Saltire (gas central heating repairs)	24 hours 0845 606 1555
National Grid (gas emergencies)	Freephone 0800 111999
Scottish Power (emergencies)	Local Rate 0845 2727999
Scottish Power (general enquiries)	Local Rate 0845 2727111
Meter Point Advisory Service (to establish electricity supplier to home)	Local Rate 0845 2709101
Gas Supply (to establish gas supplier to home)	National Rate 0870 6081524
Wishaw Police	01698 202600
Community Police	01698 202636
Anti Social Task Force	24 hours 01236 638580
Night Noise Team	01698 403222
Womans Aid (Wishaw)	24 hours 01698 321000
Scottish Womans Aid	Freephone 0800 0271234
Victim Support Scotland	Local rate 0845 6039213 or 01698 336565
Domestic Abuse Helpline	Freephone 0800 0271234
Samaritans	Local rate 08457 909090
Malicious Phone Calls	Freephone 0800 666700
Criminal Injuries Compensation Authority	0141 331 2726

### **NORTH LANARKSHIRE COUNCIL**

Homeless Emergencies (contact Police)	01698 202600
Housing Benefit Office	01236 758040
Council Tax (general enquiries)	Freephone 0800 163491
Council Tax (Wishaw area)	01698 302901
Cleansing Bulk Uplift	01698 403110
Pest Control/Environmental Health	01698 403110
Roads and Lighting Faults	01698 403110
Social Work (emergency standby)	Freephone 0800 811505
Scottish Water	Local rate 0845 601 8855
Citizens Advice Bureau	01698 373388
Benefits Agency (D.S.S.)	01698 483500

## Your own addresses and telephone numbers

Name:	_____
Address:	_____
	Tel: _____
Name:	_____
Address:	_____
	Tel: _____
Name:	_____
Address:	_____
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