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Useful Contacts



How to Contact Us



By Post or Visit

Area Office, Perth
5 South St. John's Place
Perth, PH1 5SU
Area Office, Dundee
118 Strathern Road
Broughty Ferry, Dundee
DD5 1JW



By Phone

0800 678 1228

Customer Services Team
available Monday to
Thursday, 9am – 5pm
and Fridays, 9am – 4pm



**Download the Connect app by searching ConnectCHAGroup or online
at <https://caledonia-live.panconnect.cloud/sg/ssp/login/en-gb#tenant>**



Website

www.caledoniaha.co.uk



By Email

info@caledoniaha.co.uk

EMERGENCY TEL: 0800 783 7937

ANGUS, DUNDEE, FIFE PERTHSHIRE, INVERNESS & WEST DUNBARTON
PLEASE NOTE: DO NOT CALL THIS NUMBER TO REPORT A ROUTINE OR
OTHER NON-EMERGENCY REPAIR

Emergency Repair When our offices are closed we provide an 'emergencies only' service. This means we can only carry out repairs that are needed because of emergency situations. Our out of hours calls are handled by BR24. BR24 can act on our behalf and make arrangements for contractors to attend to the emergency, and can contact our staff as necessary.

Other Useful Contacts

Local Authorities

Perth & Kinross

Visit your local office or contact:

Perth and Kinross Council, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD.

Telephone 01738 475000, email: housinginfo@pkc.gov.uk or

visit www.pkc.gov.uk

Inverness

Visit your local office or contact:

The Highland Council, Glenurquhart Road, Inverness IV3 5NX

Tel: 01349 886602 or visit www.highland.gov.uk

Fife Council

Visit your local office or contact:

Fife Council, Forth House, Abbotshall Road, Kirkcaldy, KY1 1RU

Telephone: 08451 55 00 33 or visit www.fifedirect.gov.uk

Dundee City Council

Visit your local office or contact:

The Lettings Centre, 169 Pitkerro Road, Dundee DD4 8ES

Telephone: 0300 123 9023 or 01382 307400 or visit their website:

www.dundee.gov.uk

Angus Council

Visit your local ACCESS Offices or contact:

Angus House, Orchardbank Business Park, Forfar DD8 1AX

Telephone: 08452 777 778 or visit www.angus.gov.uk

West Dunbartonshire Council

Customer Care Centre – 01389 73700

Dumbarton Office West Dunbartonshire Council, Garshake Road,

Dumbarton, G82 3PU (SAT NAV: G82 3LG)

Shelter

0808 800 4444

Citizens Advice Scotland

0808 800 9060

National Debt Advice

0808 808 4000

Discovery Credit Union

Call 01382 431505 or
visit www.discoverycu.co.uk

HomeSwapper

www.homeswapper.co.uk

Gas Emergency

0800 111 999

Our Power

0808 168 4534
or visit www.our-power.co.uk

Women's Aid

0808 2000 247

Age UK

0800 169 6565

Alzheimer's Scotland

0808 808 3000

Care Information Scotland

08456 001 001

TV Licensing

0870 8501 202

Free TV Licenses

(for people over the age of 75)

0300 790 6131

Samaritans

08457 90 90 90

AllPay

www.allpayments.net

Victim Support

0845 603 9213

Scotland Crimestoppers

0800 555 111

Police – Non Emergency

101

Police – Emergency

999

**Scottish Fire and Rescue
Service Free Home Safety**

Visits Call 0800 0731999
or Text 'FIRE' TO 80800 or visit
www.firescotland.gov.uk

THISTLE Insurance

Call 0845 601 7007 or
01628 586 187 from a mobile
or visit www.thistletenants-scotland.co.uk

Scottish Welfare Fund

You can contact your local council about applying for a Crisis Grant or Community Care Grant by visiting www.scotland.gov.uk/scottishwelfarefund or search Welfare Fund for your local council's website

Equalities for All



"Everyone who is a tenant or other customer of Caledonia is different and an individual in their own right."

This simple statement is the basis on which we build and provide all our services. It helps us make ensure we try to meet the needs of those from all walks of life, and show respect, fairness and understanding in everything we do.

In practice, it means as a landlord and service provider we try to treat everyone fairly regardless of their personal characteristics – including for example, their age, sex, sexual orientation, disability, race, religion or belief; or their marriage and civil partnership, gender reassignment, or pregnancy and maternity status.

We also firmly oppose all forms of unlawful discrimination, harassment and victimisation. We do this not only because of our legal responsibilities, but because it is a vital part of who we are and what we are trying to achieve as an organisation. It also helps us become better at what we do.

We always try our best to find out what our tenants and customers individual needs are, and understand how we can meet them.

If you have particular needs or preferences – in terms of how you access our services or information, or about how we contact you – please let us know.

We can provide the following services:

- Interpretation and translation service to tenants and customers whose first language is not English.
- Service to tenants and customers who have a hearing or sight impairment.
- Services to tenants and customers who have difficulty reading standard English print and require information in accessible formats.

To help meet the needs of tenants we can:

- Arrange for a community language interpreter – through our Happy to Translate partnership.
- Arrange for a British Sign Language Interpreter.
- Translate written material such as leaflets, posters and letters.
- Translate written material into Braille, Large Print and Audio tape and CD.

We also have portable loop systems available and ramped entrances at our offices. We aim to provide accessible offices however, home visits may be arranged if you cannot visit our offices.

Our Equalities and Diversity Policy Statement details our aims and commitments as a landlord and service provider. A copy is available in the downloads section of our website.

Happy to Translate



Information in Other Formats

If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Caledonia Housing Association provides, or if you have other special requirements and need further help, please ask at reception or contact us on 0800 678 1228.

BENGALI

যদি ইংলিশ পড়তে বা বুঝতে আপনার অসুবিধা হয় এবং Caledonia হাউসিং অ্যাসোসিয়েশন থেকে প্রদান করা যে কোন তথ্যের অনুবাদ বা দোস্তাভীর সাহায্য প্রয়োজন, অথবা আপনার অন্য কোন বিশেষ প্রয়োজন আছে এবং আরো সাহায্য চান তাহলে অনুগ্রহ করে রিসেপশানে বলুন অথবা মোনে যোগাযোগ করুন না।
0800 678 1228

CHINESE

如果你在閱讀或明白英文方面有困難，需要翻譯或傳譯 Caledonia 房屋協會提供的任何資訊，或者你有其他特別的要求，需要進一步的支援，請到服務臺詢問或者致電 0800 678 1228 與我們聯絡。

HINDI

यदि आपको इंग्लिश पढ़ने या समझने में कठिनाई है और आप Caledonia हाउसिंग एसोसिएशन से प्रदान की गयी किसी जानकारी को समझने के लिये अनुवाद या दोभाषी की मदद चाहते हैं, या फिर आपकी अन्य विशेष जरूरतें हैं और मदद चाहिये, तो कृपया रिसेप्शन पर कहें या टेलीफोन से सम्पर्क करें न। 0800 678 1228

PUNJABI

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇੰਗਲਿਸ਼ ਪੜ੍ਹਨੇ ਜਾਂ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੁੰਦੀ ਹੈ ਅਤੇ Caledonia ਹਾਊਸਿੰਗ ਐਸੋਸੀਏਸ਼ਨ ਵੱਲੋਂ ਪ੍ਰਦਾਨ ਕੀਤੀ ਗਈ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵਿਚ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਜਾਂ ਇੰਟਰਪਰੀਟੇਸ਼ਨ ਲਈ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਹਾਡੀਆਂ ਕੋਈ ਹੋਰ ਲੋੜਾਂ ਹਨ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਖੁੰਢੇ ਜਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ 0800 678 1228

URDU

اگر آپ کو انگریز پڑھنے یا سمجھنے میں مشکل پیش آتی ہے اور Caledonia ہاؤسنگ ایسوسی ایشن سے فراہم کی گئی کسی بھی معلومات کو سمجھنے میں دشواری ہے تو براہ کرم ریسیپشن پر جانے یا 0800 678 1228 پر رابطہ کریں۔

POLISH

Tłumaczenia: Jeżeli masz trudności w czytaniu bądź rozumieniu języka angielskiego i potrzebujesz pomocy w tłumaczeniu jakichkolwiek informacji, które oferuje Związek Mieszkaniowy Caledonia (Caledonia Housing Association) lub jeżeli masz inne, szczególne wymagania i potrzebujesz pomocy- należy pytać w recepcji lub skontaktować się z Nami na numer: 0800 678 1228.



info@caledoniaha.co.uk
www.caledoniaha.co.uk

Dundee Area Office

118 Strathern Road
Broughty Ferry
Dundee DD5 1JW
Tel: 0800 678 1228

Perth Area Office

5 South St. Johns Place
Perth
PH1 5SU
Tel: 0800 678 1228

Data Protection

Your Right to Privacy and Confidentiality

We collect and hold a range of 'personal information' about our tenants, residents and other service users. This is necessary for us to carry out our everyday business and provide high quality services. There are strict laws however, regarding how we collect, store and use such information. In particular, the legislation requires us to ensure information is:

- Fairly and lawfully collected and processed
- Only used for limited, clear and well explained purposes
- Adequate and relevant to our needs and not excessive in detail
- Accurate and up to date
- Not kept longer than necessary
- Processed in accordance with your rights
- Securely stored

Importantly, this means:

- Wherever we ask you for information we will tell you why we need it.
- We will only share information about you with other organisations provided we have a valid, legal reason for doing so. This might include for example, where the other organisation is providing a service directly to you on our behalf. We will normally have told you about this in advance.
- We will sometimes ask you to confirm the information we hold about you is accurate and up to date. You should tell us whenever any of your personal details change.
- Where we ask you to provide "sensitive personal information" – for example, about your racial background or health – we will ask you to specifically confirm you are happy to provide this.
- We will not pass your information to companies that are involved in any form of marketing activity or to others who cannot demonstrate a reasonable and valid need to obtain it.

Data Protection law gives you some specific rights. This includes a right to ask us for a copy of information we hold about you and your tenancy.

A copy of our Privacy Notice was included with your offer letter. This explains in detail how we manage your personal information. It can also be found, in full, on our website

https://www.caledoniaha.co.uk/366_PrivacyNotice.html

If you would like to request a paper copy or have any questions or queries about our privacy statement please contact us on

0800 6781228 or email info@caledoniaha.co.uk

Customer Service Standards

We aim to provide a high quality service by providing our services in line with the following standards.

Our Staff Team

We will...

- Greet customers politely and say who we are
- Deal with your enquiry in a professional and friendly manner
- Organise an interpreter, signer, translation or alternative format if you need this
- Keep you informed of the progress being made with your enquiry
- Contact you no later than the next working day if you need to arrange a home visit
- Deal with your enquiry in a confidential manner and ensure your personal privacy

Contact by telephone

We will...

- Aim to answer your call within 30 seconds
- Try to deal with enquiries there and then without passing you on to someone else
- Tell you the name of the person who will contact you if we need to refer on your enquiry
- Contact you again no later than the next working day if we cannot answer your enquiry immediately
- Provide direct dial telephone numbers wherever possible and appropriate
- Ask some security questions to verify who is calling

Contact in writing, by email and through social media

We will...

- Acknowledge emails, social media enquiries and letters that require a response by the next working day (that's not counting Saturdays and Sundays)
- Reply to emails and social media enquiries within 3 working days
- Reply to letters, that require a written response, within 10 working days
- Provide clear responses that avoid the use of jargon
- Provide a contact name and details on all correspondence



Visiting our offices

We will...

- See you within two minutes of your appointment time
- Provide a separate interview room if you wish to discuss your enquiry in private
- Try our best to deal with your enquiry if you call in without an appointment
- Arrange an appointment with the relevant staff member if they are not available when you call in
- Ensure as far as possible that our offices are fully accessible to those with physical disabilities or other mobility difficulties

Visiting you at home

We will...

- Display official identity badges
- Introduce ourselves and explain the reason for the visit
- Let you know if we will be delayed beyond the appointment time
- Leave a visit calling card if we were unable to speak to you

Service complaints

We will...

- Provide advice and assistance on how to make a complaint if you are unhappy with any aspect of our service
- Fully investigate and respond to all complaints in line with our Complaints Handling Procedure

Involving you

We will...

- Provide clear up to date information on the services that we provide and our decisions on these
- Involve customers in regular reviews of our service activities and standards
- Provide opportunities for customers to provide feedback on our services and how well we deliver these
- Let you know what we have done in response to customer feedback and complaints

How you can help us

It is very important to us that all customers are treated with fairness, courtesy and respect. Likewise, please be patient, courteous and polite when you talk to us – it will be appreciated by our staff team.



Our Tenant Charter

Delivering excellent services is a top priority for us. This means we work hard to understand the needs of our tenants and other customers – and continually look for ways to improve. Like all other Scottish social landlords we use the Scottish Social Housing Charter (the Charter) to keep us focussed on achieving this.

The Charter sets out standards and outcomes that we are responsible for meeting. We use a range of ways to measure and assess how well we are meeting these standards and outcomes. This includes collecting a range of information about the performance of our services – and monitoring levels of tenant satisfaction with these.

We make this information openly available, and discuss it in detail with the Tenant Scrutiny Panel (see Tenant Participation & Consultation section). We also provide our annual results to the Scottish Housing Regulator.

Each year we produce a report for tenants that summarises our assessment, identifies where we think we can improve and how we plan to do this.



Welcome to Your New Home!

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

We aim to provide quality housing and deliver the highest standards of service at all times. We hope you find this to be the case. We always welcome feedback, and would be delighted to hear from you, especially if you would like to suggest improvements we could make.



Who We Are & What We Do

We are a registered social landlord and our main aim is to provide high quality affordable housing. We also deliver care and support services. We operate throughout Dundee, Angus, Perthshire and Fife, and in the Highland Council area. With around 4,000 properties in our ownership and management, we provide homes for rent and also low cost home ownership opportunities. We are also a registered Scottish Charity.

Rented Housing Provision

Most of the accommodation we provide is for rent. We aim to ensure our rents remain affordable and comparable with those charged by other similar social landlords. We also aim to set rents fairly and consult with tenants about this each year.

We cater for many diverse needs. We offer mainstream housing for families, couples and single people, as well as supported accommodation, sheltered housing and residential care. We also have amenity and other specially adapted properties, including some specifically designed for wheelchair users. We work alongside each local authority area where we provide homes, we have different application and letting arrangements in place. Please refer to our website for more information on the application process.

A stock location brochure is available to download from our website or from our offices. It is our ambition to continue providing more homes for rent and also low cost home ownership opportunities, and we are working hard to achieve this. If at any time your home becomes unsuitable for your needs, please contact us for advice and assistance.



Care & Support Services for Older People

Caledonia provides a range of accommodation and services for older people, from amenity housing, housing with on site support staff, care at home, as well as a care home.

We also provide a home help service giving practical assistance. For more information on our home help service, please see Services for Older People Section at the back of this handbook.

Low Cost Home Ownership

Occasionally we have developed housing that meets the needs of those who are interested in home ownership but cannot afford to buy a home outright.

Shared Ownership

Through shared ownership, you buy a share in a property with the remaining share owned by the Association. You then pay us an occupancy charge in relation to this share. Over time you may buy further shares and progress to the stage where you fully own your home. Resales of these properties are normally advertised through the open market.

Shared Equity

Shared Equity allows purchasers on a moderate to low income to buy a new home without having to fund the entire cost. Although you will own the property outright, the Scottish Government will keep a financial stake in the property (normally between 20% and 40%). The interests of the Scottish Government will be protected by a standard security on your property. You do not have to pay interest on the government funded portion and you repay the equity loan when you sell. Unless there is a "Golden Share" on your property, you could also repay the equity loan earlier and progress to the stage where the Scottish Government has no stake in your home.



Regulation

Regulation and Ensuring Quality Services

We are regulated by a number of different organisations:

The Scottish Housing Regulator

Like all Scottish social landlords our activities are monitored and scrutinised by the Scottish Housing Regulator. Its purpose is to protect the interests of tenants and service users by assessing and reporting on how housing services are performed, and on financial well-being and standards of governance. Where necessary, it can become involved to make sure social landlords make improvements in these areas. The Scottish Regulator has the power to ensure we make improvements and changes to our services where necessary.

For more information visit: www.scottishhousingregulator.gov.uk

Office of the Scottish Charity Regulator (OSCR)

OSCR is the independent registrar and regulator of Scotland's charities. OSCR has assessed our purpose and aims, and the rules that govern the way we operate, and confirmed we meet the 'Charity Test'. This means we have been able to register as a Scottish charity.

OSCR works to ensure charities continue to comply with the requirements associated with being a registered Scottish charity. Where necessary it can investigate complaints about charities and address misconduct.

www.oscr.org.uk



The Scottish Social Services Council (SSSC)

The SSSC is the national independent body responsible for regulating the Social Service workforces and its education and training. Staff providing housing support services must be registered with the SSSC. In order to register, staff need specific qualifications and experience. We ensure that all staff requiring qualifications have access to appropriate training courses in order to meet the registration requirements of the SSSC.

The SSSC also provides Codes of Practice for employers and employees. The codes detail the standard of conduct and performance that are expected from employers and employees. The Association and its staff are committed to meeting these standards. You can visit: www.sssc.uk.com for more information.

The Care Inspectorate

The Care Inspectorate is the independent scrutiny and improvement body for care and children's services. It aims to make sure that people receive the highest quality of care and that their rights are promoted and protected. It regulates and inspects care services, including our Housing Support and Care at Home Services. For more information visit: www.careinspectorate.com



How We Are Run & Managed

Our work is controlled and directed by a voluntary Management Board. It has the important task of making sure we are properly run and managed, as well as a range of other responsibilities.

The Board sets our overall aims and priorities and ensures we are delivering what tenants, residents, service users and various other stakeholders expect of us. The Board is elected by our members.

Our Business Strategy

Achieving excellence in everything we do is at the heart of our business strategy.

Mission	Sustainable homes, flexible services, vibrant communities		
Guiding Principles	Excellence	Respect	Integrity
Vision	Homes and services that make life better		
Strategic Objectives	Achieving Excellence	Building Success	Creating Innovation
	We will achieve excellence through our people to deliver quality homes and services that are affordable, sustainable and valued by our customers.	We will make our organisation stronger for the future by ensuring resilience in all areas of our business, creating a strong base for our continued growth.	We will innovate to create efficiencies and deliver value for money through the effective use of our resources.

Membership of the Association

We are accountable to our shareholding members. We encourage all tenants, residents and service users to become members and welcome applications from anyone, over the age of 16, who is interested. Membership is also open to members of the wider community as well as local groups and organisations who share an interest in our aims and activities.

Members are able to attend our Annual General Meeting, stand for election to the Management Board, and also vote on the election of the Board Members.

If you would like to become a member, we ask that you complete our short Membership application form. Call our Customer Services Team or visit our website for more information. Completed application forms must be returned to us with £1. This £1 will represent your share in Caledonia. It is not possible to buy more than one share. The Management Board will consider your application at its next meeting, and if it is approved, you will receive a share certificate shortly after as confirmation of your membership.



Rent & Benefits

The rent you pay is our main source of income and pays for the services we provide to you, such as repairing, maintaining and improving your home as well as building much needed new homes.

It's no surprise therefore that we focus a lot of time and effort making sure our tenants pay their rent on time. Rent and services are paid in advance. Rent is charged weekly every Monday, for most tenants unless other arrangements have been made.



We recommend downloading the Allpay app as the easiest and most effective method of paying your rent.



8 Simple Ways to Pay your Rent

	<p>Call us on 0800 678 1228 to set up a direct debit having your bank details to hand.</p>
	<p>Call us on 0800 678 1228 to make your payment using our Callpay system by debit or credit card.</p>
	<p>Use your Allpay rent card to pay at the post office or any other paypoint outlet. Your nearest outlet can be found by visiting www.allpay.net/outlet.</p>
	<p>Call Allpay on 0844 557 8321 to make a secure payment 24 hours a day, 7 days a week having your Allpay card or number to hand.</p>
	<p>Visit www.allpayments.net to pay online by debit or credit card having your Allpay card or number at hand.</p>
	<p>Download the Allpay App to make a payment from your iPhone, Android phone and other devices.</p>
	<p>Text 8105 to make a payment with your debit or credit card. Simply register first with www.allpayments.net having your Allpay card or number to hand.</p>
	<p>Send us a cheque or postal order made payable to Caledonia Housing Association along with your name, address and rent account reference number.</p>

Trouble Paying

It's important to let us know as soon as possible if you don't think you can pay your rent. Call us on **0800 678 1228**. We are open Monday to Thursday 9am to 5pm and Fridays 9am to 4pm.

We can help if we know there is a problem and will be sympathetic to your circumstances. Here are some of the ways we can help:

- Arrange for you to pay arrears by instalments
- Assist you to claim housing benefit
- Arrange for you to receive independent, confidential advice about budgeting and debt management from an agency such as Shelter Scotland, Citizens Advice Bureau or depending on where you live, our own Benefits Advice Officer
- If paying high utility bills impact on your ability to rent, we can put you in touch with an energy advice agency

Find out about extra help you may be entitled to by using the Benefits Calculator at www.caledoniaha.co.uk

Other useful resources:

Money Advice Service

T: Freephone 0800 138 7777

W: www.moneyadviceservice.org.uk

National Debtline

T: Freephone 0808 808 4000

W: www.nationaldebtline.org

Citizens Advice

T: 0845 404 0506

W: www.citizensadvice.org.uk

Shelter Scotland

T: 0344 515 2536

W: www.shelterscotland.org

Contact your local authority welfare rights team:

Angus Council

Tel 03452 777 778

www.angus.gov.uk

Dundee City Council

Tel 01382 434000

www.dundeeccity.gov.uk

Highland Council

Tel 01349 886606

www.highland.gov.uk

Perth & Kinross Council

Tel 01738 475000

www.pkc.gov.uk

West Dunbartonshire Council

Tel 01389 737000

www.west-dunbarton.gov.uk

Preventing rent arrears and court action

Paying rent on time is a condition of your tenancy. If you fall behind with your rent it's important to make a payment plan to pay your ongoing rent charge and what you owe. **Rent is a priority debt** and you could lose your home if you do not pay.

What can you expect from us if you have rent arrears?

If you have rent arrears we will:

- Try to come to a reasonable arrangement with you to pay ongoing rent and arrears
- Tell you about the terms of the tenancy agreement
- Give you a breakdown of your rent account
- Try to give you help and advice about whether you may be entitled to receive housing benefit or universal credit
- Tell you how you can get help and advice with debts and encourage you to contact the local authority for further assistance with benefits advice and housing options

Before legal action we will consider:

- Any claim for housing benefit or universal credit you are making and what the likely outcome of this will be
- Whether you are likely to pay off your arrears in a reasonable time, and
- Whether you are likely to be able to keep to a payment plan

Early action

To prevent arrears increasing, we will visit you at home, meet you in our offices, phone, email, text and send you letters.

Please don't ignore us as we want to discuss how we can assist you by ensuring your household income is as much as it could be. In agreement with you, we will refer you for specialist advice about money, debts, budgeting and utility bills.

Don't bury your head in the sand!

Tenant Participation & Consultation

We're committed to involving tenants and residents in our business. By 'involved' we mean being able to influence decisions about the services you receive, and other issues affecting you, your home and the area where you live. Tenant involvement helps us make the right decisions, and enables us to identify and make any necessary changes and improvements to what we do or the way we do it.

We provide a number of opportunities for tenant involvement. These include informal activities such as taking part in surveys or consultations, attending local meetings or focus groups, or simply contacting us to share your views. It can also include more formal activities, including being part of an organised tenant group or our Tenant Scrutiny Panel, or even becoming a member of our Management Board.

For more information, please contact our Customer Services Team who will put you in touch with one of our Tenant Participation Officers. Alternatively, download our Tenant Participation Policy from our website for more information.

Tenant Scrutiny Panel

The Tenant Scrutiny Panel is an independent, tenant-led group who examine and challenge Caledonia to make sure we are providing our services to the highest standard.

The Tenant Scrutiny Panel receives information on subjects such as focus groups, surveys and performance and provides feedback to the Association. It also ensures the Association responds appropriately to these comments and takes the necessary action.

All members of the Scrutiny Panel have completed the Chartered Institute of Housing Level 2 Certificate in Housing. We actively encourage and support any tenant who is interested in achieving this qualification. Again, our Tenant Participation Officers are happy to speak to anyone who would like to find out more.



**Tenant
Scrutiny
Panel
Approved**



Communications

Caledonia Tenant Newsletter

We aim to publish a newsletter four times each year. It contains a whole range of information on our current activities and will also keep you up to date on issues that are of interest to all tenants. A copy is sent to all our tenants and it is also freely available from our offices or to download from our website.

If you have any suggestions, contributions or feedback regarding the newsletter, we'd be delighted to hear from you. Contact us in one of the usual ways or call our Customer Services Team who will put you in touch with our Marketing & Communications Officer.

Website

If you are on the internet, visit us at www.caledoniaha.co.uk. We aim to provide as much useful information for tenants as possible on our website. You can also contact us and access some of our services through the site.

Social Media

For those who like instant news and updates, you'll find us on Facebook and Twitter.



Follow us
on Twitter

Search for:
@Caledonia_HA



Connect with
us on Facebook

Search for:
**Caledonia Housing
Association**

Tenancy Rights & Responsibilities

Tenancy Conditions

As a tenant you have various rights and responsibilities. As your landlord, there are also a number of things we must and can do. Your tenancy agreement sets out the conditions of your tenancy in detail. By signing it you have legally agreed to these conditions. We have also signed it and so legally agree to meet our responsibilities.

We are happy to explain any aspect of your tenancy agreement and answer any questions you may have. An agency such as Citizens Advice Scotland (www.cas.org.uk) or a solicitor may be able to provide any independent advice or assistance you might need.

Your Tenancy Agreement

Most tenants have a Scottish Secure Tenancy (SST). The Tenancy Agreement is based on a standard model issued by the Scottish Government. It reflects legal requirements and best housing management practice. It is designed to allow you to live in your house with minimal interference or involvement from us, and for as long as you wish, so long as you meet all tenancy conditions.



Summary of Tenancy Conditions

- No changes will be made to the tenancy agreement unless both parties agree to these. If you wish to add, remove, or amend a name on your tenancy, you must write to us. We will tell you what additional evidence we need to validate your request.
- You can remain in your home with “security of tenure” as long as:
 - it is your only or main home.
 - you comply with the terms of the Tenancy Agreement.
- You have a right to information from us about the terms of your tenancy and about our various housing management policies and procedures.
- You also have a right to be consulted about any proposed changes in your Tenancy Agreement. This includes where we propose to change rent or service charges.
- We will not unreasonably interrupt or interfere with your right to peacefully occupy your home except where either:
 - Access is required to inspect the condition of the house, or to carry out repairs or other works to the house or adjoining property or
 - We have a Court Order to end your tenancy and repossess your home.
- Your tenancy conditions cover a range of fairly obvious and ‘common sense’ issues. For example, you must:
 - Pay your rent and any service charges when they are due.
 - Use the property solely as your only or main home.
 - Take care to prevent damage to any part of the property.
 - Not let your home become overcrowded.
 - Not let any illegal activities take place in your home.
 - Follow our rules about keeping pets and using any common spaces.
 - Show respect for your neighbours, and our staff and contractors, and not take part in any anti-social activities in or around your home.



There are also a number of important provisions you should be aware of:

Joint Tenancy

You can ask to hold your tenancy jointly with another member of your household. As a joint tenant they would be required to sign the tenancy agreement, and as such agree to all tenancy conditions. This means the property must be their only or main home. It also means they are jointly liable for all responsibilities including the payment of rent.

Mutual Exchanges

You have the right to apply to 'mutually exchange' or legally swap homes with another tenant. They can be a tenant of any housing association or council. This can be a good way of finding another home that is more suitable for your needs. Again, we are happy to explain the detailed conditions.

Sub-letting

You can ask us for permission to let your home to someone else for a short period of time. You would remain responsible for making sure that the rent is paid and that your sub-tenant keeps to all the tenancy conditions.

Lodgers

You can also ask us for permission to take in a lodger. You would be responsible for ensuring anyone who lodges with you acts appropriately, and in accordance with the terms of your tenancy, when in and around your home.



Assignment

You can ask us for permission to pass or 'assign' your tenancy to another member of your household. Again there are rules and conditions relating to this, which we are happy to explain.

We will not unreasonably refuse permission to sub-let, take in a lodger or assign a tenancy. We will however, carefully consider all relevant circumstances. We will for example, refuse permission if the arrangement would lead to the property becoming overcrowded or under-occupied. We may also ask you to meet other conditions. We are happy to talk to you about your request and situation. Alternatively, we have a detailed assignments, sub-letting and lodgers policy, which is freely available from our website or offices.

Succession

If you die, the tenancy can pass to your spouse, your partner or, in the case of a joint tenancy, the surviving joint tenant. Another member of your family or a carer who has lived with you can also inherit the tenancy. There are a range of rules and conditions attached to this which we are happy to explain. Alternatively, an information leaflet explaining tenancy conditions in greater detail is freely available from our offices or website.

Keeping Pets

If you would like to keep a cat, dog, bird or other animal in your house you should write to us to obtain our permission. We will not normally refuse permission, and will tell you about any terms and conditions that apply. We also reserve the right to refuse permission for some pets in certain locations, in particular including flats that are accessed by a common stairwell.



Ending Your Tenancy

If you wish to end your tenancy, you must give us at least twenty eight days written notice. You must ensure that the property is left in good condition and that all of your belongings are removed before the end of the tenancy. If you don't do this we will charge you for the cost of any work we have to do before we can relet the property. You should re-direct your mail to your new address and notify others such as doctors, clinics, schools, Council Tax and TV Licensing, and Gas / Electricity providers, of your new address.

Abandonment

If we believe that you are no longer living in your home, there are set procedures that we can follow to allow us to repossess the property. It is therefore important that you let us know if you intend being away from your home for any length of time so that this action can be avoided. If you would like further information about the procedures for dealing with suspected abandoned properties, please contact us.

Tenancy Changes

You must advise us immediately of any changes in your household. This includes letting us know if anyone no longer lives with you.

Tenancy Agreement in Other Formats

If you are in any way visually impaired, we can arrange for a copy of your tenancy agreement to be provided in audio format, in large print or in Braille. If you would find this service helpful, please contact us. It can also be provided in languages other than English.



Running a Business from Home

Generally, you must not run a business from your home. However, if you want to work from home, and could do so without disturbing your neighbours, permission may be granted. For further information you should contact the Association.

Right to Buy

Only a very small group of tenants in the Perth area have the right to buy their home. (These are tenants who were previously tenants of Scottish Homes at the time of localised stock transfers, which took place during the mid-1990s).

All other tenants do not have the right to buy their home. We are happy to provide further information about this on request.

Homeswapper

We also participate in HomeSwapper. This is a national service which, as the name suggests, aims to help Housing Association and Council tenants swap homes with other Housing Association or Council tenants. Visit www.HomeSwapper.co.uk for more information and to register. Once registered, the service automatically matches you to swaps that may be of interest to you according to the information you provided.

If you do find a swap that interests you, tell us and we will advise you on the next steps. Ultimately, we must approve the swap, so we ask that you complete our application form to provide us with all relevant details. The tenant you would like to swap with must also complete an application form. If there is another landlord involved they will also need to approve the swap and will have their own application process.

Once you have found someone to swap with you must contact Caledonia to request a Mutual Exchange Application Form. No exchange must take place until permission has been granted by both landlords.



Repairs & Maintenance

We take pride in providing good quality housing that is warm, comfortable and safe. We also have legal responsibilities as a landlord. This means we must maintain our housing stock to a high standard, and carry out repairs and improvements when required.

Our Repairs Responsibilities

We are responsible for the majority of repair work in our rented properties. In particular, your tenancy agreement states that we will keep the structure and exterior of your home in good repair. We will also ensure you have a working means of receiving heating, hot water and sanitation and are able to receive the supply of water, gas (if available) and electricity.

In other words, we will maintain items such as your central heating and hot water system, including your gas boiler and water storage tank, and the plumbing, drainage and electrical systems in your home. We repair other fixtures and fittings in your home, where this is required as a result of fair 'wear and tear'.

Your Repairs Responsibilities

You must let us come into your home to carry out repairs that we are responsible for. We will always try and make a suitable arrangement for access.

There are other things you are responsible for including:

- Repairing and maintaining any items that you have installed in your home, including for example, a shower or other bathroom fittings.
- Replacing small items such as tap washers, plugs and chains, and light bulbs or strips.
- Arranging and paying for pest control.
- Meeting the cost involved if you lose your keys and we have to change the locks or help you gain entry.
- Repairing or replacing any items damaged through misuse by you or anyone else. If your tenancy ends and we need to repair or replace items you have damaged before we can relet the property, we will charge you for the cost of this.



- Repairing or replacing your personal possessions if they are lost or damaged by an emergency situation such as fire, flood, or theft. We strongly advise you to have contents insurance for this purpose.

You are responsible for looking after any garden that is for your exclusive use. If this is difficult for you due to age or disability and you have no friends or relatives who can help, we may be able to provide assistance. Please ask us for further information about this.

A full list of repairs and responsibilities is contained at the end of this section.

Tenant's responsibility exceptions: vulnerability

Where a tenant indicates that they will have difficulty in carrying out tenant responsibility repair works themselves because of a disability or a physical or mental health impairment, Caledonia will undertake the repair. This will be done only in exceptional circumstances and where the tenant has no other relatives who could reasonably be expected to undertake the work.

Dealing with Repairs Requests

We have three different categories of repair, each with a defined time scale for completion.

Category	Target Time Scale	General Definition
Emergency	Attend within 6 hours and make safe	Circumstances that present a safety hazard, or make a property unfit for living in
Urgent	Complete within 4 working days	Items requiring prompt attention but that do not present an emergency situation
Routine	Complete within 10 working days	All other minor items of joinery, electrical, building and plumbing work

Our Repairs and Maintenance Policy explains in detail how we will meet our responsibilities and the Service Standards we apply. It is freely available to download from our website, or from our offices on request.



Report a Repair – During Office Hours

You can report a repair:

- **By telephone:** 0800 678 1228 (Monday to Thursday, 9am – 5pm and Fridays, 9am – 4pm)
- **By email:** info@caledoniaha.co.uk
- **Through our website:** use our online form at www.caledoniaha.co.uk
- **In person** at one of our offices
- **Through any member of staff.**
- **By letter:** 5 South St.John's Place, Perth, PH1 5SU or 118 Strathern Road, Broughty Ferry, Dundee, DD5 1JW

All repairs for our residents in **Inverness** are reported to **Cairn Housing Association on 0800 990 3405** (free from landlines) & **0300 456 1245** (local rate from mobiles).

Please report all emergency repairs by telephone or in person at our offices to enable us to respond without unnecessary delay. When reporting a repair by letter, email, or via our website please give as much detail as possible in order that the work required can be properly assessed. You should also give a contact telephone number and tell us about any preferred access times.

Emergency Repair

When our offices are closed we provide an 'emergencies only' service. This means we can only carry out repairs that are needed because of emergency situations. Our out of hours calls are handled by BR24. BR24 can act on our behalf and make arrangements for contractors to attend to the emergency, and can contact our staff as necessary.

TEL: 0800 783 7937

ANGUS, DUNDEE, FIFE, PERTHSHIRE, INVERNESS & WEST DUNBARTON
PLEASE NOTE: DO NOT CALL THIS NUMBER TO REPORT A ROUTINE OR
OTHER NON-EMERGENCY REPAIR



Right to Repair

Under a scheme known as 'The Right to Repair' tenants have a legal right to have certain qualifying repairs carried out within given time scales. We have a separate leaflet explaining the details of the Right to Repair. It is available to download from our website or we can provide you with a copy on request.

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 Caledonia for improvements which you have made to your home on or after 30 September 2002. For you to qualify for this compensation:

- we must have approved the improvement; and
- 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. If you were a secure tenant and carried out improvements to your home before 30 September 2002, you will continue to have rights to compensation under the old scheme. Ask us about this. If you were a tenant of Scottish Homes you too will continue to have rights under the old scheme. For more information visit our website to download the Right to Compensation for Improvements leaflet.

Sharing Owners & Factoring Services

If you are a sharing owner, or owner in a block of flats we have different responsibilities for providing repairs services. We do not provide any repairs services to other outright owners. We are happy to provide further information about this on request.



Alterations

If you wish to carry out any improvements or alterations to your home or garden, it is important that you discuss your plans with us first. We will ask you to provide your request to us in writing (we have an Application Form you can use for this purpose) and will tell you what information we need in order to make a decision. We will not unreasonably refuse requests, but you must have our written approval before starting the work. We will sometimes grant permission, but attach certain conditions to this.

Where we don't give our consent, we'll let you know the reason for this. In practice, if we're worried about a proposed alteration, we will usually discuss this with you to try to find a solution.

Common alteration and improvement requests Include:

- Installation of satellite or cable television equipment.
- Installing a shower.
- Erecting a fence, garage or shed.
- Laying laminate flooring.
- Decorating the outside of the house.

Altering Your Home for Changing Circumstances

On occasions we can help with alterations that are needed due to a change in your circumstances such as a medical condition or physical disability. Such work can include for example, putting up handrails in bathrooms, and replacing a bath with a shower. If you require this help, you should first contact your local Occupational Therapist through your local council. They can assess your needs then recommend to us what alterations may be required. Provided the alteration is possible and we have funds, this work is done by us free of charge.



Minor Adaptations

Minor adaptations can involve removing everyday obstacles to make it easier and safer for you to live in your home. These can be carried out without the need for an assessment by an occupational therapist and include the provision of items such as:

- flashing doorbells
- smoke alarm alerts
- main entrance support rail
- grab rails
- stair handrails
- internal door thresholds
- improved access and widened pathway to main entrance
- door entry intercom
- kitchen and bathroom lever taps
- WC lever flush handles and bathroom grab rails.

Major Adaptations

Major welfare adaptations involve making homes more suitable to live in for people with very specific needs. These include for example, the installation of stair lifts, easy access or over bath showers, step alterations and access ramps. These are only provided following an assessment and recommendation by an Occupational Therapist. Social Services can also provide equipment such as raised toilet seats, shower seats and bath hoists or lifts following an assessment by an occupational therapist.



Planned and Cyclical Maintenance

We have an ongoing programme of maintenance and improvement works in our properties. For example, we arrange for external features and items in common areas to be painted, where this is required. We also replace other essential items in your home when they reach the end of their useful lives. Like all other social landlords we are required to ensure all our properties meet the Scottish Housing Quality Standard, and work towards meeting the Energy Efficiency Standard for Social Housing.

We will always let you know when planned works affect you and consult with you before these are carried out.

Charges for Repairs

No charges are made for repairs which are required through fair wear and tear. We will charge on occasions however for damage to glass, damage to sinks or bathroom fittings, plugs, chains, replacing lost or broken keys and any costs we have incurred through forcing entry due to lost keys. We will also charge or ask for payment in advance for repairing any other part of the property damaged by you, your family or visitors.

Ground Maintenance/Landscape

We believe that the quality of the area where you live is just as important as the home you live in. In some locations, there are areas of common landscaping, including grassed areas, trees, shrubs and hedging, which are in our ownership and which we maintain. This means we will undertake:

- Grass cutting and edging grassed areas
- Weed control
- General tidying and leaf removal
- Regular safety surveys
- Trimming and pruning trees, shrubs and hedges



Energy Performance Certificates

The Association will obtain an Energy Performance Certificate from a qualified, accredited independent assessor. The Energy Performance Certificate shows the homes Energy Efficiency Rating and the Environmental Impact (CO2) Rating. It also shows an estimate of how much energy is needed to run the home, including estimated costs for heating, lighting and hot water. The certificate will also list suggested improvements to the property however, Caledonia are not obliged to carry out these improvements. We will provide a copy of this certificate to new tenants on or before the commencement of their tenancy.

Energy Efficiency Advice Service

We offer FREE energy advice to all Caledonia tenants.

We have a partnership with Dundee Energy Efficiency Advice Project (DEEAP). Through the partnership we aim to reduce fuel poverty and improve energy efficiency for our tenants in Dundee by providing a free and impartial advice service.

DEEAP can provide the following service to Caledonia tenants living within the boundaries of Dundee City Council:

- energy health check
- eligibility to Warm Home Discount,
- heating demonstration
- enquiries on billing issues
- advice on metering problems
- advice on the tariffs
- energy saving tips
- provide an advocacy service
- benefit checks to maximise income

To request a referral to DEEAP or for additional information please contact our Customer Services Team.



Arrangements for residents who live in the Perth & Kinross Area have been in place for some time now. CHA tenants who live in this area can obtain free energy advice and information from the following sources:

Perth & Kinross Energy Efficiency Advice Project (PKEEAP), this provides free impartial advice and information to householders on: fuel debt, paying for fuel, domestic energy, damp, condensation and grants for insulation. PKEEAP can be contacted on telephone number 01738 476183.

Additional information and specific energy saving tips for use in your home can be found from the Save Cash and Reduce Fuel (SCARF) initiative on 0800 512 012 or you can contact the Energy Savings Trust (Tel 0845 727 7200) for the availability of other grants and advice on energy efficient homes and cars.



Condensation Control

Condensation is simply the moisture caused by everyday living. Moisture absorbed into the warm atmosphere of your house and when the house cools down the moisture rests on cool surfaces – the result – condensation.

Condensation is often caused by:

- Cooking
- Baths and showers
- Washing and drying clothes indoors
- Portable central heating

To Stop Condensation

- Dry your clothes outside whenever possible.
- Wipe moisture from windows.
- Close the bathroom door when you bath/shower and wipe down all showers/ baths after use.
- Use mould resistant paints in kitchen/bathrooms.
- Leave a gap between furniture and cold walls.
- Keep your home warm and well ventilated.
- Keep lids on pots when cooking and use your kitchen's extractor fan.

**BY DOING THIS,
YOU WILL STOP CONDENSATION
FORMING BEFORE IT
BECOMES A PROBLEM**



Mould Prevention

To prevent mould, make sure that you control condensation in your home...

- However, if you notice mould growing in your home, you should treat it straight away to stop it from spreading and causing more damage to your home.
- Sterilise the affected area with a suitable fungicidal wash (available from most DIY stores), following the manufacturer's instructions. Keep checking the affected area for at least a week. If the mould reappears, wash it down again with the fungicidal wash to make sure the area is thoroughly sterilised.
- If the treatment appears to have been successful, you can carry out any necessary redecoration.
- If mould or mildew is growing on clothing or carpets, you should dry clean them.
- Don't disturb mould by brushing or vacuum cleaning, as you can increase the risk of respiratory problems.



Repair Time Scales - Plumbing

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Plumbing				
Dripping taps			▲	
Leaking tap when used		▲		
Blocked sink or basin	▲			
Loose taps		▲		
Replacement taps		▲		
Blocked WC	▲			▲ Chargeable Repair
Blocked WC due to tenant negligence	▲			▲ Chargeable Repair
Leaking WC	▲			
Replace flush handles	▲			
Toilet difficult to flush	▲			
Ball valve to tank		▲		
Leaking overflow		▲		▲ 6 hours if excessive
Broken toilet seat		▲		▲ General Needs Tenants responsibility

Repair Time Scales - Joinery

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Joinery				
Gain access for tenant due to faulty lock	▲			
Gain access due to lost keys by tenant	▲			▲ Chargeable Repair
Renew faulty door lock if only means of security	▲			
Renew faulty door lock if two forms of security on door		▲		
Insecure door	▲			
Renew internal door			▲	
Replace door handles		▲		
Timber skirting board			▲	
Architrave and frames			▲	
Loose floorboards		▲		

Repair Time Scales - Electrical

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Electrical				
Faulty light fittings		▲		
Faulty sockets		▲		
Immersion Heaters		▲		
Thermostats		▲		
Aerial sockets			▲	
No lighting single room		▲		
No power	▲			
Partial power loss		▲		
Dangerous wires	▲			
Corridor lights out		▲		
Security lights		▲		
Faulty shower with bath		▲		
Faulty shower no bath	▲			
Replacement trunking			▲	
Smoke alarms		▲		▲ 6 hours if communal area

Repair Time Scales - Communal Areas

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Communal areas				
Lift not working	▲			
Communal light out			▲	
All communal lights out		▲		▲ 6 hours if sheltered
Emergency lighting		▲		▲ 6 hours if sheltered
Security lights		▲		▲ 6 hours if sheltered
Door entry system		▲		▲ 6 hours if sheltered
Loose handrail		▲		
No TV reception		▲		
Rotary driers			▲	▲ General Needs Tenants Responsibility
Uneven path dangerous		▲		
Uneven path not dangerous			▲	
Communal areas				
Lift not working	▲			
Communal light out			▲	
All communal lights out		▲		▲ 6 hours if sheltered

Repair Time Scales - Heating

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Heating				
Total failure during winter	▲			
Total failure during summer	▲			
Partial Failure		▲		
Radiator leaking		▲		
Storage heater replacement		▲		

Repair Time Scales - Windows

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Windows				
Broken glass	▲			
Cracked glass		▲		
Loose window		▲		
Window won't close		▲		▲ 6 hours if ground level
Faulty handle		▲		
Leaking window		▲		
Loose window cill			▲	
Broken vent			▲	

Repair Time Scales - Roofs

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Roofs				
Moss removal			▲	
Roof felt replacement			▲	
Loose tiles		▲		▲ 6 hours if immediate danger
Make safe after storm	▲			
Rain penetration		▲		
Major roof repair			▲	▲ 4 days If unsafe
Replace broken slates			▲	▲ 4 days If unsafe
Rebed ridge tiles			▲	▲ 4 days If unsafe
Flashings			▲	

Repair Time Scales - Water

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Water				
No hot water	▲			
No cold water at all	▲			
No water to single tap		▲		
Faulty stop tap		▲		▲ 6 hours if it will not turn off

Repair Time Scales - External

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
External				
Damaged fencing		▲		▲ 4 days if dangerous
Renew fencing			▲	
Damaged gate		▲		
Loose paving not dangerous		▲		▲ 6 hours if in main walkway
Trip hazards		▲		▲ 6 hours if in main walkway
Renew flag stones			▲	
Pointing			▲	
Guttering repairs			▲	

Repairs Procedure - Who's responsibility is it?

Repair Description	Association	Tenant	Exceptions
Communal Areas			
Lifts and Stairs	▲		
Redecoration	▲		
Tenants own decorations		▲	
Communal facilities	▲		
Roof			
Chimneys and Stacks	▲		
Roof Structure and covering	▲		
Guttering, rainwater pipes	▲		
Fascias, Soffits, Barge board	▲		
Walls and Canopies			
External walls and render	▲		
Foundations	▲		
Concrete canopies	▲		
Door canopies	▲		
Coping stones	▲		
Tenants own garden features		▲	
Windows and doors			
Window frames and cills	▲		
Glazing	▲		
Glazing when caused by criminal damage and reported to the police	▲		
Glazing when damaged by tenant/ visitor		▲	
Window ironmongery	▲		
Door entry systems	▲		
Door frames	▲		
External doors	▲		
Threshold strips	▲		
Door locks and ironmongery	▲		
Damaged locks by tenants	▲		▲ Tenant responsibility if intentional damage
Additional Keys		▲	
Gaining entry (lost keys)		▲	
Letter plates	▲		
Pipes and drains			
Soil and vent pipes	▲		
Drains and gully surrounds	▲		
Gully grids	▲		
Manhole covers	▲		
Blocked drains	▲		▲ Rechargeable if due to negligence
Underground bursts	▲		

Repairs Procedure - Who's responsibility is it?

Repair Description	Association	Tenant	Exceptions
Gardens and Boundaries			
Individual garden maintenance		▲	
Communal gardens maintenance	▲		
Dividing walls or fence (if owned by Caledonia)	▲		
External fencing owned by Caledonia	▲		
External fencing installed by tenant		▲	
Gates if owned by Caledonia	▲		
Paths, steps and other means of access	▲		
Rotary lines		▲	
Concrete line posts	▲		
Inside your home			
Windows			
Internal cills,UPVC or timber	▲		
Skirting boards	▲		
Window vents	▲		
Internal Doors			
Door handles and latch	▲		▲ Tenant responsibility if own installed
Easing and adjusting	▲		
Walls			
Internal walls	▲		
Major plaster repairs	▲		
Minor plaster repairs	▲		
Hairline cracks in plaster		▲	
Wall tiles	▲		
Regrouting	▲		
Floors			
Concrete floors	▲		
Non Slip flooring	▲		
Loose floor covering	▲		
Floor boards and joists	▲		
Carpets and laminates		▲	
Door strips		▲	
Ceilings			
Repairs and renewals	▲		
Hairline cracks		▲	
Patch repairs	▲		
Artex ceilings, patch repairs	▲		▲ Tenant responsibility if installed privately
Artex full ceiling		▲	

Repairs Procedure - Who's responsibility is it?

Repair Description	Association	Tenant	Exceptions
Fireplaces			
Fire surrounds	▲		
Chimney sweeping		▲	
Replacement fires due to fault	▲		
Tenants choice fireplace		▲	
Staircase			
Stairs	▲		
Bannister and handrails	▲		
Gloss painting		▲	
Bathroom			
Bathroom suite	▲		
Bath panels	▲		
Airing cupboard shelves		▲	
Internal pipe boxing		▲	
Toilet roll holders		▲	
Shower curtains		▲	
Kitchen			
Kitchen cupboards and units	▲		▲ Tenant responsibility if due to negligence
Draws and doors	▲		
Handles and plinths	▲		
Catches and hinges	▲		
Worktops	▲		
Electrical Items			
Electrical wiring and trunking	▲		
Hard wired smoke alarms	▲		
Battery smoke alarms		▲	
Plugs to appliances		▲	
TV aerial sockets	▲		
TV aerials	▲		
Sockets and switches	▲		
Consumer units	▲		
Storage heaters	▲		
Electric fires	▲		
Electric meter and supply	▲		▲ Tenants responsible for supplier
Immersion heaters	▲		
Cookers if owned by Caledonia	▲		
Disconnection and reconnection of cookers		▲	
Extractor fans	▲		
Door bells hard wired	▲ *		*Please note we will replace your hard wired bell with a battery operated one
Battery door bells		▲	
Reset trip switches		▲	▲ Recharge if contractor called out of hours

Repairs Procedure - Who's responsibility is it?

Repair Description	Association	Tenant	Exceptions
Plumbing			
Water service pipes, overflows and tanks	▲		
Blocked sinks, baths, basins	▲		▲ Rechargeable repair
Taps, stop taps and wheel valves	▲		
Blocked toilets, first time only	▲		▲ Rechargeable repair if problems persist
Blocked toilets due to tenant neglect	▲		▲ Rechargeable repair
Sink units	▲		
Toilet flushing mechanism	▲		
Toilet seats		▲	
Shower trays	▲		
Blocked level access shower	▲		
Plugs and chains		▲	
Showers if owned by Caledonia	▲		
Tenants own shower		▲	
Silicone Sealant	▲		
Bleeding of radiators	▲		
Shower heads and hoses		▲	
Home energy efficiency			
Draught proofing to windows and doors	▲		
Hot water cylinder jackets	▲		
Loft insulation	▲		
Cavity wall insulation	▲		
Energy efficient light bulbs		▲	
Lighting			
Light bulbs		▲	
Florescent light bulbs		▲	
Security lighting	▲		
Tenants own security light		▲	
Light pendants and fittings	▲		
Redecorations			
Internal redecoration		▲	
External redecoration (5 year program)	▲		
Glossing and staining		▲	
Redecoration after fire damage	▲		▲ If works to be completed through insurance

▲ **Pest Control** – this is the responsibility of your local Environmental Health Department and you may be charged for this service. Caledonia will only deal with pest control in communal areas.

▲ **Tenant's responsibility exceptions: vulnerability:** Where a tenant indicates that they will have difficulty in carrying out tenant responsibility repair works themselves because of a disability or a physical or mental health impairment, Caledonia will undertake the repair. This will be done only in exceptional circumstances and where the tenant has no other relatives who could reasonably be expected to undertake the work.

Our Neighbourhood Services

Anti-Social Behaviour

Caledonia Housing Association is committed to ensuring that its homes and communities are pleasant and secure places to live. The Association recognises the rights of its tenants and their neighbours to peaceful enjoyment of their homes. The Association expects its tenants to respect the values and lifestyles of others within the community and to act reasonably and with consideration for others.

Examples of Anti-Social Behaviour include:

- Drug dealing.
- Harassment or abusive, threatening or violent behaviour to other residents.
- Playing loud music.
- Vandalism / Property damage.
- Hate crime.
- Domestic violence.

What is Acceptable Behaviour?

We should respect the right of people to live in their own homes and be tolerant of different lifestyles. There may be a need to be tolerant of certain behaviour, even if you don't like it. Reasonable behaviour includes:

- Usual household noise from closing doors, vacuum cleaners, washing machines and routine DIY.
- Minor personal disputes & differences.
- Small scale, occasional parties.
- Parking disputes where no restrictions are in place.
- Dogs barking at reasonable levels for short periods.
- Sounds of children playing.

Please note complaints about dog fouling, littering, untidy gardens, poor parking and other estate management issues are not classed as anti-social behaviour. These can still be reported to us and where possible we will assist you to try to resolve the problem.



What can you do if you have issues with noise from a neighbour?

- Take responsibility and if possible speak to the person in question.
- Try to remain calm, do not become involved in arguments and do not retaliate.
- You can download the noise app and record any disturbance on your smartphone or tablet.
- Where the noise app isn't appropriate we may ask you to complete a diary sheet.
- Contact the Police if any noise is ongoing so they can take direct action.

How do we investigate Anti-Social Behaviour complaints?

- We will ask you for details of the problem, please give us as much information as possible. eg dates, times, witnesses and if the Police were called.
- Your Housing Officer will investigate. This may include speaking with neighbours, witnesses and alleged perpetrators.
- We will refer to any recordings you have made on the noise app.
- We work with external partners including Police Scotland, Safer Community Team and Victim Support.
- We will provide confidential advice and assistance.
- We will maintain regular contact with you throughout the duration of the case.
- If there is no evidence of anti-social behaviour we will advise you of this. Your complaint will be recorded and can be referred to if further incidents occur.

What action can be taken?

- After investigating your complaint and if the complaint has been upheld, we may issue a warning to the perpetrator and remind them of the requirements of their tenancy agreement.
- If this does not resolve the problem and we get further corroborated complaints, a voluntary agreement may be drawn up under which an individual agrees not to be involved in specified acts of anti-social behaviour. This could include restricting numbers of visitors and times a person can have visitors at a property. This is called an Acceptable Behaviour Agreement (ABA) or an Acceptable Behaviour Contract (ABC).



- In very serious cases if certain criteria are met, an application can be made to the courts for an Anti-Social Behaviour Order (ASBO). The ASBO bans the individual from doing certain specified things and if they breach this they can be sent to prison.
- If serious Anti-Social Behaviour continues we can ask the courts to have the perpetrator evicted. When applying to court we are required to provide as much evidence of the anti-social behaviour as possible. This is why calling the Police, using **the Noise App** and keeping diary sheets is so important. The decision to grant permission to evict is made by the Courts and not Caledonia Housing Association.

What is 'harassment'?

Harassment is a deliberate act that causes harm or distress to a person or group because of who they are. It may include threatening or intimidating them, for example because of their race, colour, ethnic origin, nationality, religion, sex, age, disability, because they are lesbian or gay, or for another similar reason.

It can take many forms including:

- discriminatory, abusive or insulting behaviour or language,
- abusive graffiti,
- using, or threatening violence,
- damage to property,
- unwanted or unwelcome sexual or racist comments.

We support all victims of harassment by formally investigating any such report, and will take any action necessary to stop the harassment. This includes taking court proceedings for the eviction of any tenant carrying out harassment, and considering transfers for those being harassed. In serious cases, we will work with the Police to take or support any legal action available to us or any victims of harassment.



Estate Management

We aim to provide a service which allows you to have quiet enjoyment of your home in a safe and secure environment that you can take pride in.

Our estate management service covers issues such as providing tenancy advice and assistance; working with other agencies to deliver services to enhance the local community, such as initiatives to reduce crime and environmental improvements; enforcing tenancy conditions; management of communal areas and managing the upkeep of the physical environment.

Estates Service

Estates Service We have a mobile estates service covering almost 70 housing developments. We have an Estates Supervisor who co-ordinates and manages a team of Estates Operatives. As part of this service, we also have a small repairs service which includes tasks such as fence and gate repairs, minor repairs to doors and windows, weed clearance, removing graffiti as well as other small repairs.

Motability Scooters or Buggies

The Association will permit residents to keep a motability scooter or buggy provided that they have obtained our written permission in advance, that the scooter or buggy can be stored within the residents' home and that it meets a specified criteria. The Association retains the right to designate certain blocks or schemes to be "scooter or buggy free" where permission will not be granted under any circumstances. The Association will not permit the storage of scooters or buggies in communal areas or stairwells. The Housing Officer is responsible for considering requests to store a scooter or buggy and for investigating issues of non compliance.



Car Parking

We provide some car parking spaces at most developments. There are not always the same number of spaces as houses and we do not assign spaces to individual tenants. An exception to this occurs at those properties specifically designed for wheelchair users, where a separate space is allocated beside the house. All other parking is on a first come first served basis. Please park with consideration for other drivers; park within marked bays, do not double park or block anyone in. If your development has spaces set aside for disabled drivers, they must display a badge. Where parking is limited, you should ask visitors, wherever possible, to park outside the area designed for tenants' use. We will not normally allow the parking of caravans or trailers where space is limited or if this causes any other nuisance or obstruction.

Some schemes issue parking permits which will be issued to you if you are the registered owner and the car is registered at this address.

Feeding Birds

Whilst we appreciate that tenants wish to feed birds, throwing unsuitable foodstuffs outside can attract vermin such as rats and seagulls and ask that tenants refrain from this. However, if tenants wish to feed the birds, please use bird seed in appropriate feeders.

Gardens

If the garden ground is exclusively for your use, and designated as within the boundary of your home, you will be expected to keep it in order. However, in most of our schemes, the garden areas are for shared use and will be maintained by Caledonia with costs being recharged through your service charge. Please note that when garden areas are for shared use, these areas cannot become private gardens, irrespective of fences etc. Our gardening contractor will attend to the grounds during the summer months. A standard specification will include regular grass cutting and weed killing. We do not specify the actual time to be spent on site by the contractor. Maintenance Officers will inspect the work to ensure it is to an acceptable standard but tenants must appreciate that it will not necessarily be kept to the same



standard as a private garden. We would ask that tenants do not plant bushes or shrubs in the communal grassed areas – if you wish to place plants in pots this is acceptable. If you have any queries regarding the work carried out by our gardening contractor, please contact your Maintenance Officer.

Gritting

In most of our housing schemes, grit boxes have been provided in common areas. Our staff will ensure that these are monitored and regularly filled. Residents are free to make use of the grit to help with access when we have inclement weather. We do not provide a snow or ice clearing service however, we will arrange this during prolonged spells of exceptionally bad weather. Roads which are adopted by local councils will be gritted and cleared by them in accordance with the schedule for doing so. Essentially our policy in such adverse weather conditions is to encourage residents to stay indoors, ensuring that they keep warm. The safety of our staff and residents is paramount in such circumstances.

Communal Areas

- Do not leave household items, bikes or rubbish on landings/communal areas.
- Put rubbish into securely tied bags and place in the bins provided. Always replace bin lids.
- In wheelie bin areas, bins should be placed at the kerbside for collection, as advised by your local council. When collection has been made, bins should be returned to bin areas as soon as possible.
- Larger/bulky items that cannot be disposed of through the normal weekly collection can be uplifted by a special collection. To arrange a special collection, telephone your local council - see Useful Contact Numbers.
- If you have your own garden, it is your responsibility to maintain it.
- When drying washing in communal areas, always remove your washing when it is dry to allow other residents the opportunity to use the area.
- Report any repairs to the communal areas to Caledonia Housing Association promptly.
- Make sure security doors are closed properly. This applies to your visitors too.
- Only give access via security doors to your own visitors.



Home Safety

We take our landlord responsibilities very seriously and are committed to making sure your home is safe for you to live in. You must also take all reasonable precautions to protect your safety and others in and around your home.

Gas Safety

We are required by law to ensure all our gas boilers and gas central heating systems are safe and checked by a specially accredited contractor once every year. This work is essential to safeguard the health and safety of you and your neighbours. It is vital that you allow access to your house to have this work done – we'll try to arrange a convenient time with you.

Arrangements for Gas Servicing & Safety Checks

You will be advised when your yearly gas check is due and will be told a date our contractor will visit to carry this out. If this date is not convenient please contact us to make an alternative appointment.

Once the check is done, you will be issued with a gas safety certificate. The certificate is proof that the check has been carried out.

If you repeatedly fail to allow us access for gas safety checks, we will take steps to force entry to your home in order that we can meet our legal responsibilities.

Cookers

The connection to your gas cooker will be tested as part of the safety check. We will not however check or repair the actual appliance unless we supplied you with it as part of your tenancy. You are responsible for having your own gas cooker checked. Our gas contractor will do this for a small fee.

Smoke Detectors

All our properties are fitted with some form of smoke detector.



Mains Operated Smoke Detectors

These are connected to the electricity supply in your home and also have a battery as back up. The Association is responsible for the repair or replacement of mains operated smoke detectors. Where these are fitted in sheltered or supported housing schemes these will be checked on an annual basis.

You must not disable smoke detectors in any way – they are installed for your safety and could save your life.

Battery Operated Smoke Detectors

These are not maintained by Caledonia.

This means that it is your responsibility to ensure that a battery operated smoke alarm is working. These should be tested at least every week and residents should replace the battery as necessary.

All Smoke Alarms – Recommended Weekly Checks

Press the test button on the detector. If the detector makes a loud sound this indicates that it is working properly. If the detector fails to respond, try replacing the battery with a new one. If the detector still fails to respond it will require a repair. If the alarm is a mains operated one Caledonia will repair or replace it. If it is a battery operated alarm it is your responsibility to repair or replace it.

At least once a year

Clean the detector. A vacuum cleaner or soft duster should be used to clean the detector. It is advisable to remove the battery prior to cleaning. After cleaning, the battery should be replaced and the detector tested.

At Least Once a Year

Replace the battery. The detector should be tested immediately after replacing the battery.

All smoke alarms will emit an intermittent beeping noise if the battery is running low and needs to be replaced. You are reminded that regardless of type of alarm (mains or battery) you are responsible for replacing the battery.



Carbon Monoxide Detector Safety Checks

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas which can be emitted by a faulty appliance powered by any fuel that burns. Once a year, we service all appliances powered by any fuel that burns; gas, coal, petrol, wood etc. As with our Gas Safety Checks, we are also legally bound to arrange annual CO checks. We try to carry these out at the same time to cause less disruption to tenants.

Signs of Carbon Monoxide

Look out for gas appliances burning with a yellow/orange flame that is normally blue, extra condensation, pilot lights blowing out, sooting and/or yellowing stains around the appliance.

Symptoms of Carbon Monoxide Poisoning can include:

- Flu-like symptoms
- Chest or stomach pains
- Erratic behaviour
- Nausea and /or vomiting
- Breathlessness
- Feeling tired or drowsy
- Giddiness/headaches
- Visual problems

If you suspect CO poisoning, turn the appliance off immediately, open doors and windows and get everyone outside into fresh air immediately. Call the National Gas Emergency Service on 0800 111 999 at any time, day or night, any day of the year. In a medical emergency call 999, and don't delay.

Electrical Safety Checks

We have a legal obligation to ensure that all electrical systems for our properties are adequately maintained, and safe to use. We will therefore carry out electrical safety checks on all properties, either every 5 or 10 years depending on the type of property. The checks will be carried out by a qualified electrician and will include identification of any remedial works required.



General Safety Advice

Gas

If you smell gas, act quickly:

- Put out cigarettes and do not light matches.
- Do not use electricity switches or mobile phones (in case of sparks).
- Open windows/doors.
- Call the National Gas Emergency Service on 0800 111 999 at any time, day or night, every day of the year.
- Switch off all gas appliances.
- Turn off the pilot light and the main gas supply.
- Keep people away from the area.
- If you live in a flat with a secure door entry system, open the door into the common close.

Find out now where the mains gas valve is in your home. It is usually near the meter.

Electricity

Misuse of electricity can be hazardous. The dangers can be avoided if you remember to:

- Switch off all appliances when not in use.
- Never take any electrical appliance into the bathroom.
- Never run an electrical appliance from a light fitting.
- Ensure all electrical appliances are correctly wired with the proper use and are in sound condition.
- Check flexes for wear and do not run them under carpets.
- Avoid using multiple adapters and follow manufacturer's instructions where applicable.
- Never tamper with or attempt to repair any of the electrical fixtures or fittings, including for example, sockets, switches, lights and extractor fans.

It is illegal and extremely dangerous to tamper with the electricity supply to your home or the electricity meter.



Have your electrical appliances serviced regularly. Know where your fuse box or trip switches are located. Your fuse box is usually located in a cupboard near the kitchen or the hallway or porch.

If problems continue, or if you have any concern at all about the safety of electricity in your house, please contact us immediately.

Fire Safety

On moving into your new home, you should familiarise yourself with the layout of the rooms and plan your possible options for escape should there be a fire or fire alarm in your home. You should also note the location of any fire escape routes and stairwells that you may share with your neighbours and please bear in mind that for everyone's safety, all communal areas, hallways and stairwells must be kept clear of the following:

- Items that will block a fire escape route
- Items that will create an accident risk such as a trip hazard
- Items that are flammable or toxic when they burn

Your home and your building may also be fitted with self-closing fire doors. Where this is the case, it is extremely important for you and your neighbours that these doors are not held open or self-closing operators are disengaged. Please advise Caledonia Housing Association of any faults or if the doors do not close properly.

To reduce the risk of fire in your home it is important to remember the following key rules:

- NEVER hang clothes around fires/heaters or cookers.
- Be careful NOT TO position fires/heaters too close to furniture. DON'T carelessly discard cigarettes, always use ashtrays and ensure cigarettes are properly extinguished.
- NEVER smoke in bed.
- NEVER use a CHIP PAN AT NIGHT.
- Unplug all electrical appliances not designed to stay on.
- Ensure all portable heaters are switched off.
- Close all doors.
- We recommend having a simple fire blanket in the kitchen

The Scottish Fire and Rescue Service offer free home fire safety visits to provide useful fire safety advice and to help minimise the risk of fire. If you would like a visit, please call 0800 0731 999, text "FIRE" to 80800 from your mobile or fill in a form online at <http://www.firescotland.gov.uk/your-safety/hfsv-form.aspx>.

In the Event of a Fire

- Rouse all occupants and exit the property if safe to do so (**Please note: If you are a tenant in our Care Home, Very Sheltered or Sheltered Accommodation, please read the advice regarding the 'STAY PUT' Policy in Section 9 of this Handbook**)
- Do not stop to collect personal belongings
- If you can safely do so, close all doors and windows to contain the spread of the fire
- If you can safely do so, raise the alarm by operating Fire Alarm (Break Glass points) if in supported housing.
- Upon reaching a place of safety, you should raise the alarm with the Fire and rescue Service – **DIAL 999**
- In the event that your escape route is blocked by fire or smoke you should retreat to a room furthest from the fire and with an opening window where you can be seen for rescue. Keep the door closed and try to block off any gaps where smoke can enter.
- If a person's clothing catches fire, they should be rolled in a blanket, rug or overcoat
- Never use water on fires caused by electrical appliances, fat or oil. Instead use a heavy wool blanket or rag to smother the flames if the fire is containable – otherwise **GET OUT!**
- **NEVER** use a lift
- Stay out until the Fire and Rescue Service has given the **ALL CLEAR!**
- Notify on site staff (if you live in supported housing) or contact the office as soon as possible.



Frost Protection

During cold weather, you can avoid frost damage and burst pipes by following these steps:

- Set the thermostat on your heating to at least 10 degrees centigrade (50 degrees Fahrenheit) and leave it at this level while the cold weather persists. This should keep your home reasonably warm.
- Leave the doors into each room open – this allows warm air to circulate.
- Contact the office if you are going away for a lengthy period and leaving the house unheated.

Burst or Frozen Pipes

If you have a burst pipe:

- Turn off the water at the stopcock.
- Switch off the electricity at the mains if the water comes into contact with electrical fittings or wiring.
- Switch off any water heaters.
- Switch off the central heating system.
- Turn off all taps.
- Call our office or our emergency number.
- Let the office know and warn all the neighbours they might suffer damage.

If you have a frozen pipe:

- Turn off the water at the stopcock.
- Switch off the water heater.
- Turn off all the taps and call our office or our emergency number.

Going Away

If you are going away from home during the winter, you must leave your heating on to avoid burst pipes. Leave the loft hatch door open as allowing warmer air to reach the loft can help prevent the cold tank from freezing. If you are away for a long time, you can drain your system but please ask us for advice first. You should also advise us in advance of going away, and inform us of a contact number in case there is a problem.



Insurance – Responsibilities

There are two types of insurance which need to be arranged for your home:

- Buildings insurance
- Contents insurance

We arrange buildings insurance. This covers the cost of the major repair work should there be structural damage to your home. We would strongly advise you to arrange and pay for contents insurance. The contents insurance, for which you are responsible, will cover for the cost of replacing any of your belongings which are lost or damaged through flood, fire and theft.

Contents Insurance

It is your responsibility to insure the contents of your home and we strongly advise you to do this. You are entitled to pick the insurance company or agent of your choice. We have special relationships with insurers to make sure tenants get the best possible insurance cover at the best possible price. For example, the SFHA Diamond Home Contents Insurance or the THIS Tenant Contents both offer an easy and affordable way of insuring household goods to all tenants and owner occupiers of member housing associations in Scotland. We're happy to provide further information about this on request.

PLEASE NOTE, THAT THERE ARE A LARGE NUMBER OF CONTENTS INSURANCE PRODUCTS ON THE MARKET AND YOU ARE FREE TO PICK YOUR OWN.



Complaints & Feedback

We are committed to providing quality services that meet the individual needs of all our tenants – and we set high standards to try and make sure we achieve this. We also know our tenants and other customers have similarly high expectations of us.

We know there can be occasions where we fall short of our standards or do not fully meet these expectations. We have a detailed Complaints Handling Procedure that is designed to help us resolve any customer dissatisfaction quickly and as close to the point of service delivery as possible. It is based on a two stage approach.

Complaints Handling Procedure: The 2-Stage Process

Stage 1

- Straightforward complaints are handled quickly at this stage.
- Stage 1 complaints should take no longer than 5 working days to resolve.
- We would hope, for example, to be able to resolve many Stage 1 complaints by offering an 'on the spot' apology or explanation of why an issue occurred and what we will do to stop it happening again.

Stage 2

- Complaints not resolved at Stage 1.
- Complaints at this stage are more complicated or need further investigation than Stage 1.
- 20 working day target applies to Stage 2 complaints. In practice, we will always aim to take less time than this.

You can make a complaint by phone, letter, email, or through speaking to a member of staff in person. Alternatively, complete our complaints form or contact us through our website. We have a leaflet that explains our Complaints Handling Procedure. Ask us for a copy or download it from our website.

Anyone who remains dissatisfied at the end of our complaints process can ask the Scottish Public Services Ombudsman (SPSO) to investigate the matter.



SPSO Contact Details

The SPSO's contact details are:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Website: www.spsso.org.uk

The Care Inspectorate

Anyone receiving care services from us can either complain direct to the Care Inspectorate or to us. The Care Inspectorate's contact details are:

The Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Website: www.careinspectorate.com

Phone: 0345 600 9527



Comments, Suggestions and other Feedback

We welcome all other feedback – and use comments and suggestions to help us improve.

You can share your views with us in many ways.

Send us an email or letter; speak to a member of staff or call our Customer Services Team. You can also contact us through our website or social media (see the front of this handbook for all our contact details).

Service specific surveys are also available from our offices i.e. repairs, estate management etc.

We also send out an annual customer satisfaction survey and the results of these are published with our tenant newsletter.



Housing and Services for Older People



Housing and Services for Older People

Caledonia manages purpose-built housing for older people, including retirement housing, sheltered housing and very sheltered housing. In addition, Caledonia provides amenity housing for older people and general needs housing for families and single people.

This section of the Handbook is only relevant to you if you live in accommodation with on site staffing. These developments are specially designed to suit the physical needs of older or vulnerable tenants, and ensure support and assistance is on hand when you need it.

The following information provides an explanation and details of the housing support tasks Caledonia can provide, in addition to providing intensive housing management. These services are provided by our on site staff.

These services help you live independently at home and cover a range of activities to allow you to maintain your accommodation, fulfil your tenancy duties and responsibilities and get involved in the local community.

These services may be provided by Caledonia or by:

- Private housing support agencies
- Specialist voluntary bodies; or
- Local authority social work departments

Where we provide housing support it will be provided in keeping with your needs and requirements and will promote your independence. A personal plan will reflect the level of support you need and that will change as your need for support changes. Our staff will help you to access the proper information to help you reach a decision, this will be in a format suitable for yourself, in order to make sure the service meets your continuing and changing support needs. You will be confident that the management of the service is in line with current legislation and guidelines and you will know what will happen in the case of an emergency. Our staff will have the necessary experience, skills and training to meet your needs and provide the best service possible.



Older Person Housing Service

Caledonia has set out a Vision for its housing and services to older people across the areas we operate which seeks to provide a range of service options to meet the different needs and aspirations of older people:

PROPERTY STANDARDS

Modern accessible housing in a safe, well maintained environment with a range of services and facilities available to support independent, active living.

QUALITY LANDLORD SERVICES

Good quality, readily available information and advice about managing and maintaining their homes and taking an active part in their communities.

FLEXIBLE SERVICES

A range of flexible care and support services to meet individual's needs and aspirations based on a person centred approach.

SUPPORT INDEPENDENT LIVING

Practical assistance that allows older people to live well in a safe and comfortable environment.

PROMOTE GOOD HEALTH & WELLBEING

Facilities that allow older people, their friends and family to enjoy their home and feel part of the community



What our Staff do

Our on-site scheme based staff provide housing and property management advice and assistance. In addition to this, in our Sheltered and Very Sheltered developments we provide a Housing Support Service on behalf of the local authority. The following are tasks scheme staff can assist with. The list is not exhaustive.

Housing and Property management tasks

- Assisting with reporting repairs and dealing with contractors.
- Carrying out inspections of empty properties.
- Viewing properties with prospective tenants.
- Assisting tenants with benefits, utility bills etc.
- Dealing with neighbour issues.
- Carrying out routine tests of equipment, e.g. fire tests.
- Ensuring the security of the scheme.
- Monitoring contractors e.g. gardeners.
- Providing information or advice about tenancy or property matters.
- Providing information and advice about where to go for help or information on other services.

Housing Support Tasks (available in Sheltered and Very Sheltered Developments)

- Daily welfare calls to tenants.
- Visits to check on the health and wellbeing of tenants.
- Listening to tenants anxieties, concerns and offering support.
- Completing and reviewing support plans.
- Responding to calls for assistance.

The 'support' service is registered with the Care Inspectorate (see page 9 for more details).



Emergency Call System

In order to contact staff or summon other assistance, in an emergency, we have installed an emergency call system. It is operated by pulling one of the cords positioned throughout your home or by using an individual pendant. When operated, the alarm system will sound an alarm in the scheme office. Your call will be answered by the staff member on duty who will assist you or if staff are off duty the call will be answered by the alarm control centre who will arrange for appropriate assistance.

It is important to remember that at all times, the out of hours alarm system should only be used for emergency purposes. If staff have to answer non-emergency calls, they may be delayed if a true emergency occurs and such calls can clog up the system.

This equipment is serviced and maintained by Caledonia.

These alarms are **not** connected to the fire or police departments.

On site staff will show you how to operate the emergency call system by pulling a cord or pressing a pendant. If you want family or friends to be contacted by the operator, you must ensure that their contact details are kept up to date and that they have been provided with keys to get into your home. **Do not tie the cords up; they must hang down in order to serve their useful purpose.**

Pull Cord & Neck and Wrist Pendant Checks

Staff will aim to test all pull cords in tenants properties quarterly and all pendants weekly.

If you have been issued with a pendant, this should be worn and be accessible at all times. Press the button in the centre of the pendant for assistance.



Fire Safety Checks – Fire Extinguishers, Break Glass, Fire Alarm & Emergency Lighting

Our on site staff are responsible for fire safety within the building, which includes a weekly inspection of break glasses and fire extinguishers and a weekly fire alarm test, the date of which you will be advised of. If the fire alarms go off at any other time you must assume this is a real fire.

We operate a Stay Put Policy, in the event of a fire alarm sounding, stay within your property, if possible by a window, and await assistance from the Fire Service. However, if the fire is within your property or common area i.e. lounge or laundry, then evacuate the building and report to the fire assembly point. You will need to take time to familiarise yourself with the fire notices displayed around the scheme.

You will be given information about this when you move in. Throughout our building we have fire doors, which close automatically in the case of a fire. Should we need to evacuate you from the building we will do so on the advice of the fire brigade. Once the alarm or fire has been dealt with the alarm will be silenced by the fire officer and the fire panel reset by staff. Our control centre cannot silence fire alarms, as they require investigation. In the majority of cases, the fire service, once on scene, will silence the alarm.

Emergency lighting in the common areas of the building are maintained and tested by Caledonia. The emergency lights are required to be discharge tested twice a year. The charge light (a small red LED) on the emergency lights are visually inspected weekly.



Communal Lounge

If your development benefits from a communal lounge, it can be used for social gatherings as well as formal meetings with tenants. The facility must be booked via the on-site staff. There is usually a small kitchen area attached so that tea/coffee can be prepared.

The communal lounge is for the use and enjoyment of all tenants. We ask that tenants consider the peace and comfort of other users and leave the facility in a tidy condition.

Guest Rooms

This facility is included at a number of developments, primarily to allow friends or family to stay over when visiting. A small charge is made to cover heat and light and the replacement of furnishings and linen. Usually a shower room is also available as are tea making facilities. In some developments, meals can be provided at a small extra charge. Bookings can be made via the staff on site and priority will be given to those visiting/caring for tenants during a period of illness or other emergencies. However, if the room is not in use, any Caledonia tenant, from any other scheme, may take the opportunity to book it and so have the chance to visit another location. An information leaflet on the guest rooms is available from the on-site staff.

Tenants Meetings

At our retirement / sheltered and very sheltered housing developments we hold tenant meetings every six months. Tenants are invited to add items to the agenda prior to the meeting. A brief note of the meeting is taken and issued to tenants following the meeting. Staff from Head Office or people from other agencies such as the Police, Fire Service and the Department of Work and Pensions can also be invited to speak to tenants. For more information on how you can get involved with us, see our Tenant Participation section.



Housing and Support Agreement

When a new tenant moves in to a development where Housing Support Services are available, staff on site will first arrange to discuss with them their individual needs with them and draw up a mutually agreed programme of support required.

This support plan will describe what kind of assistance you require from staff, how and when this will be arranged and when it will be reviewed. All plans are normally reviewed at least every six months. Tenants may request the involvement of family, friends or other carers when discussing their support requirements. It will also detail any personal information that may be useful for staff to be aware of in an emergency.

Nothing will be included in the plan without your agreement. It will be kept in a confidential file and you will be able to see this file, which will contain any follow up notes or details of any incidents.

Our staff are aware of the need to treat these matters as private and confidential. Other than with those Caledonia staff also involved in your support, they will not discuss your personal details without your prior permission. It is therefore best to give some thought and definite instruction as to how you would like us to handle things in an emergency; who we should contact and what we can tell them – in case this has to be done on your behalf at some stage in the future.

It is your responsibility to advise the staff of any changes in your relatives or carers contact details such as address, home and mobile telephone numbers immediately. Please do not wait until your plan is reviewed to provide this information. The support plan will cease when you end your tenancy.



Meals Service (Very Sheltered Housing)

At some of our developments, tenants can benefit from our in-house meals service. Meals are prepared in our own kitchen by on site catering staff. Menus are provided in advance and staff will discuss any special dietary requirements or preferences. Normally tenants are assessed to ensure that those most in need of the meals service are given priority. This is necessary since places for meals may be limited. A charge is levied for the service and although it is usually agreed on a permanent basis, short-term arrangements can be agreed to help individuals perhaps at times of illness.

Some developments have a separate dining area but in others, the main lounge will be used, restricting its use by any other tenants at meal times.

Due to strict hygiene regulations, our kitchens can only be used by our own staff and tenants will not normally be allowed access.

Care Service (Housing with Care)

At some schemes we also provide a care at home service. Access to this service is via a needs assessment by the local authorities social work team.



National Care Standards (Housing Support & Care Services)

National Care Standards describe what you can expect from a housing support service provider such as Caledonia. They focus on the quality of life that the person using the service actually gets. National Care Standards are based on the following set of principles for people using services:

- Dignity and Respect
- Compassion
- Be included
- Responsive Care and Support
- Wellbeing

As a provider of housing support services, Caledonia is also regulated by the Care Inspectorate. The role of the Care Inspectorate is to ensure that the people who use housing support services are protected and that the services they receive meet the requirements of the law and published care standards.

The Care Inspectorate inspects our services and following inspection visit a report is written. The inspection report details what is good about the service and highlights any areas, which need to be improved upon. We will ensure that these reports are available for your information.

Caledonia has a very wide range of policies and procedures which cover issues such as equal opportunities, assessment of risk to health and safety, accident reporting, confidentiality and complaints. These are regularly updated in line with legislation and best practice. If you wish to discuss any concerns you may have with the Care Inspectorate regarding Caledonia's Housing Support Service – see useful contacts section for details.

You can obtain a copy of National Care Standards – Housing Support Services from your Scheme Manager or from our offices. If you wish you may also discuss any concerns you have with the **Care Inspectorate** and you can also access their complaints procedure. They can be obtained at: Compass House, 11 Riverside Drive, Dundee, DD1 4NY. Telephone: 0845 600 9527 or you can also visit their website: www.careinspectorate.com.



Payment for Housing Support Services

Where we provide support, there is also a housing support charge that you will be responsible for which is determined by the local Council. Caledonia will advise you of the cost of the housing support charge (also known as Supporting People charge) at the commencement of your tenancy in the offer documents and in writing before you sign your Tenancy Agreement.

Please note that the housing support charge is administered by the local Council who will invoice this charge to you separately. When you sign your Tenancy Agreement, you will be asked to complete a form approved by the local Council who will then offer to carry out a full financial assessment, and depending on your income, will determine any financial assistance you may receive towards the payment of the housing support charge. Charges for housing support services may differ between local authority areas.



Home Help Service



Home Help Service

Home Help Service

This service provides practical help to customers at home.

Vacuuming, dusting and polishing, washing and ironing, preparation of light meals, local shopping, one off spring cleans and general cleaning. General cleaning includes washing internal windows, washing woodwork and cupboards.

The service is available Monday to Friday each week or weekends if a special arrangement is made.

Please note we are not able to provide any personal care or administer medication. We may be able to point you in the right direction to the services that can provide this.

Who is eligible?

This service is aimed at older people or those with disabilities in order to assist with tasks that allow them to remain independent and safe at home.

Rates

Our Home Help Service is charged on an hourly rate. There is also an initial one-off fee for set up costs and administration.

How do I pay for this service?

An account will be sent to you 4-weekly for you to check and payment can be made by direct debit, Allpay card or cheque.

Contact us

You can contact the Home Help Co-ordinator via 0800 678 1228 or alternatively the Scheme Manager or the Home Help on site at your scheme.