



**DRUMCHAPEL HOUSING CO-OPERATIVE LIMITED
TENANT HANDBOOK AND DIRECTORY**





Drumchapel Housing

Co-operative Limited

This tenants handbook and directory has been designed and written by tenants and staff of Drumchapel Housing Co-operative Limited in 2011 and updated in 2017.

We are committed to giving you the correct information, in plain English. This handbook and directory is a guide on matters relating to your tenancy, your community and how the Co-operative works.

Whether you have been a tenant member of the Co-operative for many years or have just joined us, we hope you find this handbook and directory useful.

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This publication can be supplied on request in another language (if English is not your first language) or in another format such as audio CD or Braille.

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INFORMATION ON DRUMCHAPEL HOUSING CO-OPERATIVE LIMITED

Drumchapel Housing Co-operative Limited is a social landlord providing good quality rented housing at affordable prices in the Drumchapel area located in the north-west of Glasgow. A pioneer of Community Ownership where tenants collectively own the property and employ people to manage it on a day to day basis. The Co-operative assisted other tenants to set up similar organisations in Drumchapel, and advised others across Scotland.

The Co-operative registered as a Friendly Society in 1986 and took ownership of its original 313 houses from Glasgow City Council in 1988. The Co-operative through a programme of refurbishment, demolition and new build now have a varied stock of almost 500 houses. In January 2016 the Co-operative adopted a new set of Model Rules with Charitable Status and retaining its Fully Mutual status. This change does not affect the services to tenants only strengthens our commitment in ensuring we comply with the provisions of the Charities Act 2005 and how we operate in terms of governance and regulation.

The Co-operative's fully mutual status means that all its tenants are members and as such have the right to vote, and stand for membership of the Management Committee. The Management Committee is composed of tenant members of the organisation who oversee the running of the Co-operative which involves the employment of professional staff, making policy decisions, allocating and managing houses and ensuring the guidelines of good practice as laid down by Scottish Housing Regulator are implemented.

HOW TO USE THE HANDBOOK & DIRECTORY

This document is made up of two parts:

Part One is the Information and Advice Handbook which details:

- your statutory obligations as a tenant of the Co-operative
- the Co-operative's statutory obligations as a Landlord

Part Two is the A to Z Directory. This contains local information on facilities and services, that can be used as an easy reference guide.

Housing

To become a tenant of the Co-operative you will have signed a Tenancy Agreement. This is a legal contract between you and the Co-operative and lets you know in detail what your rights and responsibilities as a tenant are and what the Co-operative's obligations as a landlord are. This is a legally binding document and should be kept by you in a safe place for future reference. If you later have an issue with your tenancy, or the Co-operative take action against you for breach of your conditions of tenancy, your Tenancy Agreement will be referred to.

TENANCY CHANGES

Joint Tenancies

You have the right to ask for a joint tenancy with another member of your household. Joint tenants have equal and shared responsibility for paying rent and meeting the conditions of tenancy. If you are in receipt of Housing Benefit you will need to ensure that this would continue to be paid if you became a joint tenant. You must get written permission from the Co-operative for this to happen.

Succession to Tenancy

If you are the sole tenant member of one of our houses a member of your household can succeed to your tenancy on your death. This right of succession is guaranteed within your Tenancy Agreement if the qualifying Successor (family member) was part of your household and this was their only or principle home.

All claims for succession must be made in writing to the Co-operative within 4 weeks of the tenant's death.

Mutual Exchange

You may request to exchange houses with another member of the Co-operative or another Registered Social Landlord if the house no longer fits your family needs.

If you wish to do this you must have lived in the property for a minimum of 3 years and obtain written consent from the Co-operative. The first step in this process is to ask for a Mutual Exchange Application Pack.

Changes to your Household

You are required to tell us of any changes to your family or other persons living with you if they differ from when you signed your Tenancy Agreement.

For example, if you have a new baby, adopt a child or someone in the family moves away permanently. If you want someone to stay with you on a permanent basis who was not a member of your household at the time you were offered the house, the Co-operative must give written permission.

Assigning Your Tenancy

A Scottish secure tenant has the right to assign their tenancy, as long as the assignee has lived in the house for six months as her/his only or principle home, and provided that the tenant gets our written permission. Permission will not be unreasonably withheld. If we fail to respond to a request to assign within one month of the receipt of the application, the application is deemed to have been granted.

Abandoning the Tenancy

If we have reasonable grounds to believe you no longer live at the property we will issue an Abandoned House Notice giving you four weeks in which to contact us and advise us of your intentions to the tenancy.

If you fail to contact us within four weeks, and after a final notice, we will re-possess the tenancy and remove any belongings you may have left there.

If you are a joint tenant leaving the other tenant in the property, we will issue a further notice giving you 8 weeks in which to contact us and advise us of your intentions to the tenancy. If you do not contact us your part of the joint tenancy will end and the remaining tenant will become the sole tenant.

ENDING YOUR TENANCY

If you wish to end your tenancy you are required to give the Co-operative 28 days written notice that you and any joint tenant intend to leave.

An End of Tenancy form is required to be completed with confirmation of the date when you should hand in the keys to the property.

If you have broken your Tenancy Agreement, and we have served you with the appropriate legal notices the Co-operative can apply to the Sheriff Court to have you evicted from the property which ends your tenancy.

PETS

Pets of any type may only be kept with the PRIOR written permission of the Co-operative. You will not be allowed to keep a dog which is prohibited by the Dangerous Dogs Act 1991 or any other Law forbidding the keeping of an animal in a domestic property.

The Co-operative holds a register of pets and you will be required to apply for registration of all pets and animals you keep in the property.

RENT PAYMENTS

Your rent is due monthly in advance to be paid on or before the 1st day of the month that it is due. Service charges are notified to you separately and are included in your monthly rent payment.

You are responsible to pay any council tax or any other local charges direct to Glasgow City council.

You can pay your rent by:

Direct Debit	Paypoint - Swipecard
Standing Order	By telephone via Allpay or the Co-operative office
Cheque	At the Co-operative office via Allpay

Failure to pay your rent is a breach of your Tenancy Agreement and could lead to court action for recovery of the outstanding rent and your eviction from the house.

RENT ARREARS

If you find that for any reason you cannot pay your rent in a particular month, you should contact your Housing Officer immediately and discuss how you will pay the resulting arrears. This may be by an arrangement to pay.

If you already have an arrangement to pay outstanding arrears with the Co-operative and you have broken this arrangement, it would be in your own interest to discuss your situation with the Housing Officer in order to avoid legal proceedings being started against you.

The first step in the legal process is to issue you with a Notice of Proceedings and if you still do not pay, you will be served with a Warrant to appear in court.

If you come into the office and discuss your household income and expenditure with your Housing Officer we can usually work something out to avoid legal action being taken or we can direct you to get some additional help.

HOUSING BENEFIT

If you pay your rent by Housing Benefit entitlement, you will be required to apply for Housing Benefit to the local authority. It is your responsibility to ensure that all claims for Housing Benefit are made by you and in line with the Housing Benefit requirements. Changes to circumstances affecting your income should be reported immediately to the local authority, including any changes to your household.

You will receive an entitlement letter telling you how much Housing Benefit will be sent to the Co-operative on your behalf. Housing Benefit is paid to the Co-operative four-weekly in arrears against your monthly rent charge. The shortfall in the difference is paid at the end of each December by the Housing Benefit section of Glasgow City Council Finance Department.

You will either receive full Housing Benefit in which ALL of your rent will be paid or partial Housing Benefit in which part of your rent will be paid. This is calculated on your income and what type of other benefits you may receive and who is living with you. If there is rent due after this calculation you are responsible for paying this to the Co-operative.

It is your responsibility to respond directly to the Housing Benefit section of the council if they send you any correspondence. Otherwise your benefits may be cancelled or adjusted.

WELFARE BENEFITS

The Co-operative has a Welfare Benefits Adviser who is available by appointment on Thursdays. They can advise if you are claiming the right benefit, whether you may be entitled to other benefits and can assist you with making a claim. If you have received a notification from the Housing Benefit office of a reclaim of benefit due to an overpayment, the Welfare Benefit Advisor can help you appeal this.

If you are working and think you may be entitled to Housing Benefit because of the number of hours you work or the level of pay you receive the Welfare Benefits Adviser can do a benefits check for you and advise you if you should get Housing or Council Tax Benefit.

INSURANCE

The Co-operative insures the structure of your house but this does NOT cover your personal belongings or damage to the decor inside the house.

It is your responsibility to insure your furniture, personal belongings and electric goods against fire, theft, vandalism, burst pipes or flooding. We strongly recommend that you take out home contents insurance.

There are insurance companies who provide competitively priced insurance for Social Landlord tenants. Please contact our office for more information.

You can help protect your home by following a few simple rules:

- Always lock doors and windows when you go out
- Never leave your key under the door mat or in a plant pot
- Keep garden huts locked
- Check the identity of callers to your home before you let them in
- Make sure the door entry system to your close is always kept locked

RESPECT FOR OTHERS

The Co-operative wants you to enjoy living in your home. This means that you should respect your neighbours and other tenants by not behaving in a way which offends or annoys others living in the area.

Unacceptable behaviour can include the following:

- Loud music blaring out of open windows
- Noisy parties
- Gathering in the common close entrances
- Leaving full rubbish sacks on the landings of the common close
- Not clearing up your dog's mess
- Letting your dog constantly bark or jump at people passing by
- Not controlling the behaviour of your children
- Not picking up litter from your garden or common pathway
- Not wiping up spills in your close made by others
- Singing or playing sectarian songs

ANTI SOCIAL BEHAVIOUR

Anti-social behaviour is defined within the Anti-Social Behaviour etc. (Scotland) Act 2004 as behaviour where:

A person engages in anti social behaviour if they act in a manner that causes or is likely to cause alarm or distress;

or

pursues a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them.

Anti-social behaviour is normally assessed against four categories :

A – Extreme Anti-Social Behaviour

Such as drug dealing, unprovoked assault and violence and racial harassment

B – Serious Anti-Social Behaviour

Threatening or abusive behaviour, frequent serious disturbance, vandalism and damage to property

C- Nuisance Behaviour

Excessive noise, family disputes affecting neighbours, control of pets, behaviour of visitors or children, infrequent disturbance and graffiti

D – Other Breaches of Tenancy

Complaints about stair or bin cleaning, garden upkeep and litter

The Co-operative will act on complaints of anti-social behaviour in partnership with Strathclyde Police and Glasgow Community Safety services and you will be notified of the progress of your complaint until it is closed or legal action is instructed.

Other options used to resolve anti-social behaviour will be arranging mediation counselling with an independent mediator from Glasgow Mediation Services.

Technical

Drumchapel Housing Co-operative limited strives to be a responsible and sensitive landlord and one of its core functions is the maintenance of its housing stock. The Co-operative aims to achieve the highest possible standards in maintenance in order to ensure the quality of its properties as well as increase the comfort of its tenants. This cannot be achieved without the co-operation of the tenants on whom it relies for the reporting of repairs as well as ensuring that they play their part in the maintenance of the property.

Repairs and Maintenance

The Co-operative operates a priority system for repairs. This means that the more urgent a repair, the quicker it will be attended to. The following are a sample of the timescales and priority for different repair types:

Emergency	Urgent	Routine
<p>attended to within 4 hours; complete where possible within 24 hours</p> <p><i>emergency repairs are those where there is a hazard to life, a risk to safety or where there is potential for more extensive structural damage to the property - examples:</i></p> <p>gas leaks, loss of electrical power to sockets, burst pipes, blocked WC's, no heating or hot water, fire damage, re-securing property due to vandalism or break-in</p>	<p>complete within 2 working days</p> <p>examples of urgent repairs:</p> <p>electrical faults heating faults constantly running overflow WC not flushing broken windows (reported to Police) faulty locks faulty smoke detector</p>	<p>complete within 5 working days</p> <p>examples of routine repairs:</p> <p>controlled entry door (including locks) plaster/decorative finish repairs TV aerials close wall tiles</p>

Right to Repair

In addition to the above categories of repair the Co-operative operates a right to repair scheme as part of the Housing (Scotland) Act 2001. This specifies the time it should take to carry out certain categories of repair and entitles the tenant to have the repair carried out by another specified contractor and compensation for the delay in undertaking the repair if our contractor does not respond in time.

The types of repair that fall into this repair scheme are as follows:

Repair	Response time in Working Days
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the .	1
Blocked sink, bath or drain.	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
WC not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3

REPAIR RESPONSIBILITY

Most repairs that arise around the house will be the Co-operative's responsibility, however, there are some repairs which are the responsibility of the tenant.

The following tables provide a guide to the types of repair and responsibility:

Environmental

Item	Us	You	Comment
Garden clearance & maintenance		x	
Metal fencing/gates	x		unless erected by tenant
Timber fencing/gates	x		unless erected by tenant
Brick walling	x		unless erected by tenant
Whirligigs		x	
Clothes poles (common areas)	x		
Clothes drying ropes		x	
External drainage	x		
Driveways	x		
Paths	x		
Steps	x		
Decking		x	
Car ports	x		unless erected by tenant
Insect/vermin infestation		x	Environmental Health
Communal bin stores	x		
Individual wheelie bins		x	

External Structure of Building

Item	Us	You	Comments
Roof	x		
Chimney stacks/pots/cowls	x		
Roof anchors	x		
External walls (render/ brickwork/cladding etc)	x		
Window frames/hinges	x		
Glazing	x		Unless damaged by tenant
External doors	x		
Damp proof course	x		
Stair lighting (communal)	x		
Sky lights	x		
Guttering	x		
Down pipes	x		
Door entry system	x		
Replacement keys/fobs		x	
Handrail common stairs	x		
Common stair flooring	x		
Balcony	x		
Balcony balustrades	x		
Loft hatch	x		
Door canopies	x		

Internal of Building: Electrical

Item	Us	You	Comments
Electric wiring/sockets/ switches/lights	x		Unless altered by tenant
Electric distribution board/ circuit breakers	x		
Electric meter		x	
Light bulbs/starters/strip lights		x	

Internal of Building: Electrical (cont')

Item	Us	You	Comments
Electrical appliances		X	Unless supplied by Co-operative
Smoke alarms	X		
Smoke alarm batteries (if required)		X	
Electric storage heaters	X		
Electric panel heaters	X		
Door bell	X		Unless installed by tenant
Mechanical extract fans	X		
Electric immersers	X		
Fuse to plugs		X	
Door entry phones	X		

Internal of Building: Plumbing

Item	Us	You	Comments
Baths	X		Unless installed by tenant
Wash hand basin	X		Unless installed by tenant
Shower	X		Unless installed by tenant
WC & cistern	X		
Sink	X		
Hot water cylinder	X		
External taps		X	
Waste plugs & chains to bath/WHB/sink		X	
WC seat		X	
Water supply	X		
Chokes to bath, shower, sink, WHB, WC	X	X	Tenant must first try to clear. If due to misuse they must clear at own cost

Internal of Building: Gas

Item	Us	You	Comments
Gas piping	x		
Gas meter		x	
Gas central heating	x		
Cooker bayonet fixing		x	
Gas cooker		x	Unless supplied by Co-operative
Gas fire	x		Unless installed by tenant

Internal of Building: Joiner

Item	Us	You	Comments
External doors	x		
Internal doors	x		
External door locks	x		Unless you have lost the keys
Door name plate		x	
Door letter plate	x		
Internal door handles/latches		x	
Window handles	x		
Internal stair banisters	x		
Floor boards	x		
Laminate flooring		x	
Floor coverings		x	Unless supplied by Co-operative
Kitchen units/worktops	x		Unless altered/changed by tenant
Internal stairs	x		
Internal stair handrails	x		
Skirting boards/door facings	x		

Internal of Building: Other Items

Item	Us	You	Comments
Internal decoration		x	
External painting	x		
TV aerials/dishes (communal)	x		
TV aerials/dishes (individual)		x	
Telephone installation		x	
Telephone extensions		x	
Broadband service		x	

REPAIR REPORTING

Repairs can be reported to the Co-operative by the following methods:

- In person (at the office)
- By telephone
- By fax or letter
- By email
- Through our website

Contact details are:

Telephone: 0141 944 4902

Fax: 0141 944 8193

Email: enquiries@drumchapelhc.org.uk

Website: www.scottishhousingconnections.org

Out of Hours Emergency: 0800 595 595

Gas Servicing & Maintenance: 0800 595 595



TENANT RESPONSIBILITY REPAIRS

Repairs that are your responsibility should be carried out by yourselves through an appropriately qualified tradesperson. The Co-operative can provide contact names and details of contractors, if required. In some instances the Co-operative may require to carry out works, particularly where this may be affecting other tenants. In most situations the Co-operative will request that the cost of the repair is paid in full, prior to the work being carried out.

The types of repair that may be rechargeable are:

- Accidental or wilful damage or neglect caused by a tenant, anyone living with a tenant or an invited visitor to a tenants house
- Replacing a lock due to lost or mislaid keys
- Costs associated with misreporting repairs or charges received from contractors due to non access for prearranged work
- Where a tenant has carried out unauthorised alterations which require to be made good by the Co-operative.

The aim of the Co-operative's approach to rechargeable repairs is to reduce cost overheads on all tenants as a result of the actions of a few. This is important as the overall cost of repairs has an impact upon the level of rent charged by the Co-operative.

SCOTTISH HOUSING QUALITY STANDARDS

The Scottish Government introduced the Scottish Housing Quality Standard in 2005 which stipulated that all rented housing should have a minimum standard of provision by the year 2015.

In order to meet this standard all houses must be:

- compliant with the tolerable standard
- free from serious disrepair
- energy efficient
- provided with modern facilities and services
- healthy, safe & secure

The Co-operative, through its cyclical and planned maintenance programme, have detailed and costed plans in place to ensure that this standard is met and maintained beyond the year 2015.

CYCLICAL & PLANNED MAINTENANCE

In addition to the reactive repair service the Co-operative also carries out cyclical and planned maintenance work. This is timetabled work carried out over a longer term programme examples of this are:

Cyclical Repairs - Repeated work carried out within defined periods.
Such as:

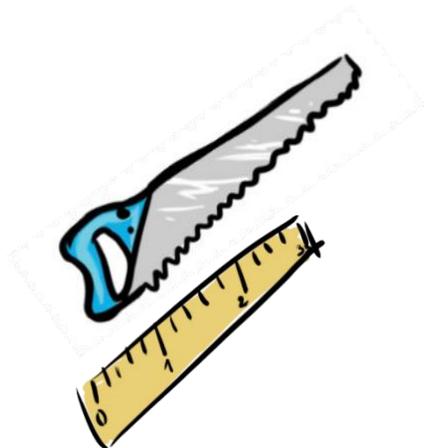
Gas service:	Every year
Gutter cleaning:	1-2 years
Electrical safety tests:	Every 5 years
External painting:	Every 5 years
Common window checks:	Every year

Planned Maintenance - This involves the replacement of components of the building which have limited life spans.

This replacement is based upon regular surveys to the property to gauge levels of deterioration and adjust dates and costs accordingly. A typical example of some of the timescales the Co-operative works to are as follows:

Kitchens:	15 years
Bathrooms:	20 years
Heating Systems:	15 years
Windows:	25 years
Roofs:	50 years

It should be noted that the above timescales, apart from gas servicing, are approximate and may be varied depending upon the information obtained from stock condition surveys and repairs analysis.



GAS SERVICE & MAINTENANCE

The Co-operative has a legal obligation, under the Gas Safety (Installation & Use Regulations 1994) (Amended 1998), to carry out an annual gas safety inspection in every property with a gas supply.

This safety inspection usually involves the service of the central heating boiler and any other gas appliances that may be part of this system such as gas fires. Where defects are found the Co-operative will undertake to repair the gas heating system provided by the Co-operative. The gas engineer, as part of their check, will also note any other gas appliances in the house such as cookers and their general condition. Where defects are found with cookers or other appliances installed by the tenant, these will be notified to you and it will be your responsibility to have these appliances repaired or replaced. In circumstances where the engineer deems that the continued use of that appliance is dangerous, they have the legal right to disconnect the appliance.

Carbon Monoxide poisoning is called the silent killer and occurs from faulty gas appliances. It is extremely important to the safety of your family that the gas central heating system is checked once a year to ensure that it is safe and operating efficiently, similar to a cars MOT. Where the contractor and Co-operative have made appointments for this work but have been unable to gain access then we will enforce the terms of your Tenancy Agreement and force entry to carry out this service or disconnect your gas supply. All costs associated with this work will be recharged to you.

The Co-operative as part of its gas heating service also provide a 24 hour maintenance service. If you have a fault with your gas heating system you should phone the heating contractor direct on the following freephone number: 0800-595-595.



MEDICAL ADAPTATIONS

At some point you may require an adaptation to your home for medical reasons. An alteration, such as removing a bath and installing a shower, can make a big difference for people and in some cases allow you to continue living in your home.

If you are experiencing difficulty because of ill health or disability, an adaptation may ease the situation. You need to apply to the Social Work Department to have your needs assessed by an Occupational Therapist.

The Occupational Therapists can be contacted via Social Care Direct (new referrals) on **0141-276-0555**.

The Co-operative receives a limited grant for adaptation work through Glasgow City Council. It should be noted that this grant cannot be obtained unless a referral has been made from an Occupational Therapist or a similar health official qualified to assess your needs. There is always a great deal of demand for medical adaptations, therefore there may be some delay in the work being carried out depending upon the type of adaptation and the urgency of the request. The Co-operative will, however, keep each applicant informed of likely timescales for approval.

Minor adaptations related to handrails or grab rails do not need an occupational therapists assessment. These can be applied for direct to the Co-operative by completing a self assessment form. This however does not guarantee that they will be installed any faster than an Occupational Therapists assessment as they are funded from the same budget and will be prioritised similar to other adaptation requests.

The Co-operative has a good record of carrying out adaptation work and will endeavour to ensure that all work is carried out as quickly as possible within the limitations of the budget.

ALTERATIONS, IMPROVEMENTS & COMPENSATION

If you wish to carry out alterations to your property you require to request permission from the Co-operative. Where you have proceeded to carry out alterations without the Co-operatives consent the Co-operative has the right to insist that you reinstate the property to its original condition.

The Co-operative will not unreasonably withhold permission for alterations; however, it requires to ensure that any alterations carried out comply with building regulations, do not affect the Co-operatives insurance over the property and do not reduce the amenity of neighbours.

The main form of alteration requests received by the Co-operative relate to the following:

- Satellite Dishes
- Laminate Flooring
- Showers
- Small kitchen alterations
- Garden sheds
- Alteration to lights



The Co-operative undertakes to respond within one month of any alteration request. Applications should therefore provide sufficient time for the Co-operative to assess the request prior to arranging work.

Where permission is granted this is likely to contain conditions all of which should be met. The Co-operative may also refuse permission due to lack of information or request additional information to enable a proper assessment to be made. Were an application is refused the tenant has the right to appeal the decision through the Co-operatives complaints procedure.

In some situations the improvement carried out may be eligible for compensation at the point of ending your tenancy. Any application that falls within these criteria will state that it is an application with the right to compensation on the approval letter.

Examples of alterations that fall into this criteria are as follows:

- Bath or shower
- Cavity wall insulation
- Sound insulation
- Double glazing, replacing external windows or fitting secondary glazing
- Replacing kitchen units
- Loft insulation



The above is not a full list; this can be obtained on request from the Co-operative. The level of compensation calculated for improvement work is based upon the age and condition of the alteration at the time of the tenancy ending and the original cost of the work.

The maximum level of compensation that can be awarded is £4,000. If the value of the improvement is valued at less than £100 at the end of tenancy then no compensation will be paid. All applications for compensation must be made no later than 21 days after the tenancy has ended. If you owe the Co-operative money this will be deducted from the final payment.

The Co-operative reserve the right to refuse compensation for all items that are deemed excessive in terms of specification or cost. Items that are deemed decorative in nature are not entitled to compensation.

ENERGY EFFICIENCY

The Co-operative has an energy strategy in place to improve the energy efficiency of all its properties over the next few years.

This work involves plans to undertake the following types of work:

- Replace electric heating with gas heating
- Install only A rated condensing gas boilers (high efficiency)
- Install cavity insulation where appropriate
- Increase the levels of loft insulation

HOME SAFETY & SECURITY

The Co-operative has installed a number of elements within your home to increase safety and security.

CO₂ Alarms

Some properties are provided with CO₂ alarms that detect carbon monoxide within the air. When this alarm activates you should contact the Co-operative who will undertake a check of the gas appliances within your property.

The effects of carbon monoxide, often described as the “silent killer” can result in nausea, drowsiness, dizziness, headaches etc. It is therefore important that you have this checked out to ensure the safety of the appliance. The Co-operative’s annual service of gas appliances is important in reducing the risk of a carbon monoxide leak. If a carbon monoxide leak is detected from your own appliance such as the gas cooker the engineer will disconnect this and advise you to either have the cooker repaired or replaced.

If you live in a flat and are replacing your gas cooker you will be required to fit a modern cooker with a flame safety device (FSD) on every burner. This cuts off the flow of gas if the burner goes out and reduces the risk of gas build up within the kitchen. The cooker supplier will advise you on the correct gas cooker for your property type.

Fire Alarms

Hard wired fire alarms are installed within your property to alert you when there is danger of a fire. It is important that this fire alarm is fully operational and batteries (if required) are replaced on a regular basis.

The fire alarm should be tested on a weekly basis by pressing the test button to ensure that the beeper activates. The fire alarm can provide an early warning system providing valuable seconds to assist you and your family escape in the event of a fire. It is important that you do not assume that the activation of the fire alarm is a false alarm. Where there are children in the house it is important that you have an agreed fire alarm procedure in place to ensure that they know what to do in the event of a fire.

Door entry systems

All flatted properties with communal stairs have front close doors operated from the door entry system and lockable rear doors. It is important for the security of you and your neighbours that these doors are kept closed and only opened to people visiting you.

Communal Loft Hatch Keys

Most loft hatches within communal areas are made of steel or timber and the keys for the hatch are held by the Co-operative. This is to ensure that there is no unauthorised access to the roof and reduces the risk of break-ins to top floor flats through the loft areas.

House Keys

At the start of every tenancy the Co-operative changes the locks to your home. This ensures that there are no spare keys for your house not within your possession. The Co-operative supply 2 sets of keys and the responsibility for cutting further keys is your own. If you lose your keys or require to have locks changed as a result of issuing a set of keys to a person who will not return them to you the cost of carrying out this work will be your own responsibility. It should be noted that many of the Co-operative's doors have a high security 3-point locking mechanism and additional locks cannot be added to doors with this type of mechanism.

BUILDING INSURANCE

The Co-operative has comprehensive building insurance cover for all its properties. This insurance only covers the fabric of the building and not your contents or decoration.

There is no requirement for you to insure the building, but we would advise you to insure your contents. Advice on contents insurance is contained in page 11 of this booklet.

Tenant Participation

We will consult you on issues which affect you, such as;

- our policies
- standards of service
- rent setting and service charges

We will ask your opinion when we are reviewing major policies and would like your views on our services. All tenants of the Co-operative are members and this entitles you to attend the Annual General Meeting and to seek election to the Management Committee.

We will carry out tenant satisfaction surveys at regular intervals and inform you of the results.

How to become a Committee Member or Tenant Panel Member

The Co-operative rules allow 12 members to sit on the Management Committee, including co-options. If you are interested in becoming a committee member just contact the office on 0141 944 4902 and we will arrange for you to come for an informal chat, **OR** you can come to one of the committee meetings as an observer and see for yourself how it works. Committee meetings take place in the office between the hours of 6pm-8pm on a monthly basis. That is all the time to which you would be committed.

The Tenants Panel are a forum of members who meet when a specific topic requires input from tenants and this can range from estate issues, policy reviews, rent increases etc. and also best ways to communicate with tenants.

If you would like more information on joining the Tenants Panel, contact the office on 0141 944 4902.

Data Protection

All information within the Co-operative is held in compliance with the Data Protection Act 1998.

We will make sure that any information we hold about you is:

- accurate
- up to date
- secure

We will never give out information to a third party without first getting your permission. If you want somebody else to act for you we will need your written permission before we can deal with that person.

Service Complaints

Drumchapel Housing Co-operative Limited aims to provide the best service it can to those who use our services. There may be occasions where we get things wrong or you are not happy about something and if this is the case, it is important for you to tell us.

WHO CAN USE THE COMPLAINTS PROCEDURE?

Anyone who receives or requests a service from Drumchapel Housing Co-operative Limited can use the Complaints Procedure. This includes tenants, people applying for a house, people living in the neighbourhood of Drumchapel Housing Co-operative Limited and also people who act on your behalf such as Councillors or Members of Parliament.

We would, however, encourage our tenants to approach us directly as we are sure that we will be able to resolve most situations in this way.

HOW WILL COMPLAINTS BE DEALT WITH?

INFORMALLY:

Anyone can make a formal complaint but in the first instance it can often be quicker and easier for everyone if the problem can be sorted out informally. The choice lies with you.

FORMALLY:

We are happy to listen to verbal complaints where an informal complaint is made but we do ask that beyond that, complaints should be in writing or by e-mail.

We know it can be daunting to make written complaints and our aim is to help you if you need it. We can provide assistance in completing the complaints form and provide translation services, if needed.

COMPLAINTS PROCESS

Step 1:

You may wish to simply visit the office, telephone or e-mail us or advise us verbally of your complaint. If we can resolve your problem we will tell you how we are going to do it there and then. You should generally speak to our frontline employees at this stage. We will keep a record of your complaint and the action taken.

Step 2:

If the matter cannot be resolved or you wish to make the complaint more formal, you can write or e-mail the Co-operative. We would ask you to complete our Complaints Form. We can assist you with this. We will respond in writing to you within 7 working days. We may also arrange to meet with you.

Step 3:

If the matter is not resolved to your satisfaction, or you do not agree with the response, a Senior Staff Member will review the complaint and respond to you in writing within 7 working days. They may also arrange to meet with you.

Step 4:

The final step in the internal complaints process if you are not happy is to appeal to the Management Committee. Our Committee comprises tenants, just like you. All or some of the Committee will hear your complaint in person if you wish in addition to your written complaint and advise you of the outcome. The Management Committee meet monthly and we will ensure that your complaint goes to the next available meeting, for consideration.

If you are not happy with the response of the Management Committee, you can appeal externally to the Scottish Public Services Ombudsman (SPSO).

They provide a **FREE AND IMPARTIAL** service. A leaflet about the SPSO is available to all users of our services or directly from the Ombudsman.

LIST OF CORE POLICIES

The following are a list of the core policies of the Co-operative. Summaries of these policies are available from the Co-operative on request.

- Allocations Policy
- Tenancy Changes Policy
- Abandonment Policy
- Rent and Service Charge Policy
- Customer Care Policy
- Anti-Social Behaviour Policy
- Repairs and Maintenance Policy
- Tender Policy
- Gas Appliance Servicing Policy
- Medical Adaptations Policy
- Alterations & Improvement Policy
- Complaints Policy

Equipment Locations

Use this page to note where certain items are located within your property, in case of an emergency.

Item	Position in home
Stop valve for water	
Fuse box and electric meter	
Gas meter	
Central heating boiler	
Cold water tank (if applicable)	
Phone outlet	



Drumchapel Housing

Co-operative Limited

Drumchapel Housing Co-operative Limited

4 Kinclaven Avenue
Drumchapel
Glasgow
G15 7SP

tel: 0141 944 4902

fax: 0141 944 8193

email: enquiries@drumchapelhc.org.uk

web: scottishhousingconnections.org

Opening Hours

Monday - Thursday

9:00am - 12:30pm

1:30pm - 5:00pm

Friday:

9:00am - 12:30pm

1:30pm - 4:00pm

Closed on the 4th Wednesday of
each month in the afternoon for
staff training

Registered Under the Co-operative and Community Benefits Act 2014, 2222R (S)
Registered with The Scottish Housing Regulator HAC 185
Scottish Registered Charity No. SCO46239



**DRUMCHAPEL HOUSING CO-OPERATIVE LIMITED
TENANT HANDBOOK AND DIRECTORY**

