



# Tenant Handbook



Angus  
Housing  
Association



# Welcome to your new home



This handbook has been created with the help of tenants, for tenants. It has been designed as a guide to refer to at the start, during and at the end of your tenancy. It contains practical advice like how to pay your rent or how to report a repair, and information about your tenant responsibilities. Please keep this handbook and tenancy pack in a safe place so you can refer to it in the future.

If you or a member of your household would like any part of this handbook explained, in larger print or on audio, please let us know and we will arrange to do this for you. If you need a signer present, please let us know and this can be arranged. We also use a telephone interpretation service called Language Line for people who require an interpreter.

Of course, if you have any questions, please contact us.

Our address: 93 High Street, Arbroath DD11 1DP  
Ormiston Crescent, Dundee, DD4 0UD

Our phone no: 03451 772244

Our email: [admin@aha.org.uk](mailto:admin@aha.org.uk)

Our website: [www.angusha.co.uk](http://www.angusha.co.uk)

Office hours: Monday 10am to 4pm  
Tuesday 10am to 4pm  
Wednesday 12 noon to 4pm  
Thursday 10am to 4pm  
Friday 10am to 4pm

Telephone Lines Monday & Tuesday 9am to 5pm  
Open: Wednesday 12 noon to 5pm  
Thursday 9am to 5pm  
Friday 9am to 4pm

Emergencies outwith office hours: 01382 434343 (listen to recorded info)

# Tenancy Checklist



## When you move in...

### Decide how to pay your rent

- ☒ Advise Council Tax and Housing Benefit / DWP and UC (if applicable) you have moved in
- ☒ Take over your electricity supply and tell them your meter reading
- ☒ Take over your gas supply (if this applies to your property) and tell them your meter reading
- ☒ You might want to set up a landline and/or broadband provider
- ☒ Insure your home contents
- ☒ Ensure you have a valid TV licence
- ☒ Contact your council to find out bin and recycling collection days (unless you have communal bins)
- ☒ Contact Angus Council at [www.angus.gov.uk](http://www.angus.gov.uk) or call **03452 777 778**
- ☒ Contact Dundee City Council at [www.dundee.gov.uk](http://www.dundee.gov.uk) or call **01382 433129**

Inform anyone who needs your new address e.g. your bank, insurance company, DVLA etc

## Your Tenancy

Your tenancy agreement is a legal contract that outlines your rights and responsibilities as a tenant, and ours as your landlord. Please keep it safe.

### Your Responsibilities to us

- ☒ **Pay your rent and any charges on time**
- ☒ **Live in the property as your main home**
- ☒ **Look after the property**
- ☒ **Report repairs to us**
- ☒ **You and your visitors should respect others at all times**
- ☒ **Get permission from us before you make any changes to your tenancy**
- ☒ **Give us 28 days notice if you want to end your tenancy**



### Our Responsibilities to you

- ☒ **Provide a windtight, watertight and habitable home**
- ☒ **Keep the property in good repair and proper working order**
- ☒ **Carry out repairs to an agreed timescale**
- ☒ **Consult with you before setting new rental charges or making changes to our services.**



## Rent



Rent is due on the **1st of each month**. You can pay by:

**Direct Debit:** This is the easiest way to pay your rent. We can set your direct debit up over the phone, enabling you to pay your rent hassle-free each month.

**Standing Order:** Choose weekly, fortnightly or monthly payments.

**Internet Banking:** Account Number **00123206** Sort Code **83 15 22**  
Remember to quote your reference number

**Allpay:** Pay using an Allpay card at Post Offices and PayPoint outlets.  
Online: Pay at **www.allpayments.net** using your Allpay card and debit card.

**Phone:** Call **03451 772244** to make a debit card payment.

**Post:** Send a cheque to our office, making sure that you write your name, address and "Rent" on the back. **Please do not send cash through the post.**

**At our office:** You can pay by debit card or cheque.

**Housing Benefit:** Payments can be made directly to us by agreement.

**Universal Credit:** Payment can be made directly to us – please refer to your journal.

More detailed information can be found in the **"Paying Your Rent" page on the Tenants Area of our website.**

## Letting Standard

Your property should be clean, in reasonable decorative order and everything should work properly i.e. heating, electricity, television reception and plumbing installations. An Energy Performance Certificate (EPC) will be displayed in your property. Gas and electric checks will be complete.

## Maintenance Query

If you have any queries, such as operating your heating system or locating your stopcock, please contact your Maintenance Officer for advice.

## Keys

We will give you at least two keys and two door entry fobs (if applicable). Extra keys and fobs are available on request for a standard charge. You are responsible for lost keys, fobs and organising and paying for lock changes due to lost or stolen keys. It is wise to make sure your contents insurance covers lock changes.



# During your Tenancy



## Rent

You are responsible for paying your rent on time. If you are struggling to pay your rent, please contact your Housing Officer for advice and assistance. We would like to help you tackle the situation before it becomes serious. If you break a rent arrear agreement, we can:

- ✓ **Negotiate a new agreement.**
- ✓ **Arrange to take the rent arrear directly from your benefits.**
- ✓ **Take court action to recover the rent due. This could result in you being evicted from your home.**

**IT'S IMPORTANT YOU CONTACT US AS SOON AS YOU ARE WORRIED ABOUT PAYING YOUR RENT. WE ARE HERE TO HELP YOU KEEP YOUR HOME.** We have a financial inclusion team who are here to help with benefit queries – ask for a referral by calling **03451 77224** or email **referrals@aha.org.uk**

## Changes to Your Tenancy

You need our consent to:

- ✓ **Create a joint tenancy.**
- ✓ **Sublet all or part of your tenancy.**
- ✓ **Assign your tenancy (pass to someone else).**



**YOU WILL NEED TO MEET CONDITIONS BEFORE WE WILL GRANT OUR PERMISSION FOR THESE CHANGES.**

**Changes to Your Household**

**You must inform us of any changes to the members your household as soon as possible**

### **Creating a Joint Tenancy**

You have the right to apply for a joint tenancy. The person you are applying to have a joint tenancy with must not already be a tenant or owner occupier. The new joint tenant must live in the property as their only or principal home. They must have been living at your address for a minimum of 12 months from the date you told us they moved in.

### **Pets**

In accordance with our Pet Policy you are allowed:

Flats / Maisonettes – 1 dog or 1 cat

House – 2 dogs or 2 cats or one of each

Please refer to the Pet Ownership and Guidance Leaflet in your Tenancy Pack and the Keeping Pets page on the Tenants Area of our website



### **Transfers and Exchanges**

You may wish to consider applying for alternative accommodation particularly if you are affected by overcrowding, under occupation, or the property is no longer suitable for you due to a medical condition. Please contact our Customer Service Team and they will be able to discuss the options available. You will need to apply via our choice based lettings website These Homes, [www.thesehomes.com](http://www.thesehomes.com). The link for this is also available on the Find a Home page on our website.



### **Mutual Exchange**

This is an arrangement where you can “swap” homes with a tenant of Angus Housing Association or a tenant of another public sector landlord, such as another Housing Association or Council. Permission is granted by each landlord subject to their exchange policy. You can apply for a mutual exchange by completing a mutual exchange application form.

Our exchanges also operate through House Exchange. House Exchange is a quick and easy website designed to bring people together who are looking to swap their home. The service operates nationwide.



The web address is [www.houseexchange.org.uk](http://www.houseexchange.org.uk)

### **Succession of Tenancy**

There are three levels of qualification to a tenancy if the tenant or joint tenant dies. A successor must have already been occupying the property as their main or principal home prior to the tenant's death. All three levels are described in your tenancy agreement.

### **If You Are Away From Your Home**

Please let your Maintenance Officer know if you will be away from your property for more than four weeks.

If you are away from home in the winter, remember that pipes may freeze and burst. If you are going away for a couple of days, you could leave your heating on at a low temperature e.g. 5°C. However, if you are leaving for a longer time, please consider leaving the heating on at normal levels or draining all storage tanks and pipe work. Your Maintenance Officer can give you advice. Please remember that if you do not take precautions and water damage occurs, you may be recharged for the repair costs.



## Respect for Others

We would like you to be considerate towards your neighbours and staff, and to refrain from antisocial behaviour. Remember that you are responsible for those living with you, and your visitors too. If a dispute arises between you and a neighbour, we encourage you to try to resolve the problem by talking to them. People often do not realise they are causing a nuisance and will remedy the situation. If you do not feel able to deal with the problem, or the situation continues, please contact your Housing Officer for further support. You can find out more in section 3 of your tenancy agreement.



## Right to Buy

None of our Tenants have the right to buy their home.



## Your Maintenance Responsibilities

- ☒ Please keep your home in a clean and good decorative condition
- ☒ Please keep your garden tidy
- ☒ Report damage or required repairs to the maintenance department
- ☒ Repair any damage caused by you, your household or visitors. This includes damage to glass, sinks or sanitary ware, choked wastes and damage caused by forced entry due to lost keys
- ☒ Report any criminal damage or vandalism to the police
- ☒ Have contents insurance including cover for tenant-responsible items
- ☒ Please test your smoke alarm(s) regularly
- ☒ Please test your carbon monoxide alarms regularly (if fitted)
- ☒ You must ask for permission before altering or changing anything in your home. This is for everything from minor alterations/changes to major works. Please ask for an Alterations and Improvements Form
- ☒ You must allow access for essential safety checks which include annual gas servicing, five yearly electrical safety checks and fire detection upgrades. We may take action to force access if you do not allow access for these checks
- ☒ If we have to carry out any repairs that are your responsibility we will charge you the cost of doing so e.g. repairing damage caused by you or your visitors. We call this a 'recharge'.

## Right to Repair

### ***Housing (Scotland) Act 2001***

You have a right to have small urgent repairs carried out within a given timescale. Please refer to the Right to Repair leaflet in your tenancy pack, our website or ask your Maintenance Officer.

## Reporting Repairs

Call **03451 772244** to report a repair Monday , Tuesday & Thursday , 9am -5pm, Wednesday 12 noon – 5pm and Friday 9am – 4pm. If you have a non-emergency repair, please wait until the office opens to report them. You can also report non-emergency repairs at **[www.angusha.org.uk](http://www.angusha.org.uk)**.

If you have an out of hours emergency, call **01382 434343**.

For gas heating issues, call **03451 772244**, or the out-of-hours number if applicable.



## Long Term Maintenance

We have two scheduled maintenance programs, cyclical and planned maintenance..

- ✓ **Cyclical maintenance covers checking essential equipment each year to ensure they are safe, including:**

***Annual gas servicing***

***Portable fire equipment and fire alarm systems***

***Smoke detectors***

***Water storage systems***

***Door entry systems***



We will also inspect the outside of your home and paint it every six years if needed.

- ✓ **Planned maintenance is where we renew or replace components in your home as they come to the end of their useful life. This may include refits of kitchens, bathrooms, heating systems and windows. The amount of work we can do depends on the amount of funds available each year.**



**Information about planned and cyclical maintenance programmes will be published in our newsletter and on our website**

## Adaptations

If you or someone who lives in your home has a disability, we may be able to help by adapting your property. Adaptations range from grab rails and lever taps to level access showers and ceiling hoists. Each year we receive a limited amount of Government funding to carry out this work, and once this has been spent, we operate a waiting list until the following year's funding is received.

To receive an adaptation, you should first contact Occupational Therapy on the relevant number below and arrange for a visit. The occupational therapist (OT) will make an assessment, then send a referral to us requesting any adaptations.

It is important to remember that not all adaptations are feasible, or technically possible. In such cases a joint visit with your OT and our Maintenance Officer will be arranged to discuss alternative solutions.

Angus Occupational Therapy Service can be contacted at:

**FirstContactOT@angus.gov.uk**

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Dundee Council Occupational Therapy Service can be contacted at

**sw.otclerical@dundeecity.gov.uk or by calling 01382 307645**

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## Getting Involved

### Tenant Participation

Your Tenant Participation team are here to promote Tenant Engagement and involvement in partnership. Your voice allows us to hear tenants' needs and aspirations and feed into services delivered to you by the Association. To get involved email: **TP@aha.org.uk**



### How can I get involved with Angus?

There are many ways to take part in our decision-making processes. You don't need any specific experience to join. Everyone is welcome. Angus Housing's Tenant Forum is an independent group of Angus tenants who meet monthly to discuss and influence housing and housing-related services. The Tenant Forum focus on improving services, standards and performance.

### Scheme Walkabouts

Scheme walkabouts are a great way to have your say about your neighbourhood. Our staff will be on-site once a year, making it easy for you to give us feedback about your scheme and identify concerns.

We will publicise the Scheme Walkabouts in our newsletter and on our Website and Facebook pages and we encourage you to join in. Outcomes from the walkabouts will be published on our website and Facebook pages.

### Tenant/Scheme Groups

Why not set up your own tenants' group? This is a great way to get to know your neighbours and to raise any issues you may have with your neighbourhood. We are happy to help you get started for more information please contact the Tenancy Engagement Officer on **03451 772244**.

### Association Membership

Why not become a lifetime member of Angus Housing Association? Members can attend all general meetings, stand for and vote in the election of the Management Committee. Membership costs £1.00 and forms are available online and at our main office.

We are always delighted to welcome new faces to any of these groups. Please contact our Tenant Engagement Officer on **03451 772244**.

## How we will keep you informed

We want our tenants to know what we are doing, why we are doing it and how we will achieve it. We do this in several ways.



### ***Landlord Performance Report***

This report highlights our performance annually and lets you know what action we will take to improve our services. We publish our Landlord Report in October each year and welcome your feedback on how we are doing.

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### ***Newsletter***

Our twice-yearly newsletter is produced with help from our tenants. We value your input and hope you enjoy it.

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### ***Website***

You will find updates, news bulletins and information about upcoming tenant events at **[www.angusha.org.uk](http://www.angusha.org.uk)**

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### ***Noticeboards in communal areas***

We keep these up to date with relevant and useful information.

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### ***Leaflets and other formats***

We have a range of leaflets available for your information. We welcome your feedback and any ideas you may have for new or improved leaflets.

We hope you are interested in finding out more about how you can help shape the Association's future.

To join us, or to find out more, please contact our **Tenancy Engagement Officer on 03451 772244 or [tp@aha.org.uk](mailto:tp@aha.org.uk)**

# Ending your Tenancy



## Giving up your Tenancy

You must give us at least 28 days' notice that you are ending your tenancy. Once you have advised us you will be sent a termination form to sign and return along with a termination pack which will confirm the exact date of termination and any rent due to that date.

## Ending a Joint Tenancy

You will need to complete a termination form and pass to us. You must also tell everyone who lives with you that you wish to terminate your share of the joint tenancy. Joint tenants need to give 28 days written notice.

## Your Rent

Please ensure that your rent is up to date at the end of your tenancy. If you do not do this, it may affect future housing applications.

If you are in receipt of housing benefit it will normally stop on the day you leave the property or the day your tenancy ends, whichever is soonest.

Please note that there may still be housing benefit pending so it can be difficult to give you an accurate balance straightaway, but we will endeavour to do this for you as soon as possible.

If you have arrears on your account, please contact your Housing Officer to discuss how you plan to clear the debt. If you do not do this, our Housing Assistant / Debt Recovery Officer will contact you to discuss your rent arrears and/or recharges and ultimately recover the debt.

Other charges can be added to your account after you have ended your tenancy e.g. if you do not hand in all your keys and we have had to change the locks. There may also be rechargeable repairs which will have been advised by the Maintenance Officer after their inspection. We will let you know about any recharges as soon as we can.



# End of Tenancy Inspection

We will inspect your house to make sure it can be relet in accordance with our tenant approved Letting Standard (a copy of this will be in your termination pack). We aim to do this shortly after we receive your termination form.

If after the termination date we find repairs that are your responsibility, the decoration is not acceptable, or we have to remove any property you leave behind, you will have to pay for this.

Remember to take your meter readings. A detailed checklist of things to do when you are leaving is included in your termination pack.



## Complaints, Comments and Compliments

We hope you enjoy being an Angus Housing Association tenant and we welcome your comments about our service. If you want to let us know about something you like or are unhappy about you can do this in a number of ways. You can email us directly or through our website, write to us or speak to a member of staff on the phone or in person. If you have a complaint, then we have a complaints policy which you can use. Any member of staff can provide you with a copy or you can download a copy from our website.

If you do make a complaint and are not happy with the way we have dealt with it or feel that our decision is unfair then you can complain to the Scottish Public Services Ombudsman. Our Complaints policy will give you information about this.

We hope you don't have to complain but we accept that we don't always get it right and that we need to know when that happens. Equally we appreciate hearing that we've done well so please pass any positive comments to us as well! If you need more information about any aspect of your tenancy, please contact us

**03451 772244**

**[admin@aha.org.uk](mailto:admin@aha.org.uk)**



