



TENANT HANDBOOK

OFFICE OPENING HOURS

**MONDAY TO FRIDAY
9.00AM – 5.00PM**

EMERGENCY REPAIRS

Gas Heating Emergency Repairs:
(Outwith office hours)

GAS SURE
01294 468113

Other Emergencies Outwith
Office Hours:

GLASGOW CITY BUILDING
0800 595 595

INTRODUCTION

We hope that you will enjoy living in your Association home. This handbook gives you information about your tenancy and your house, and other aspects of the services provided by the Association.

The Handbook also explains how you can get involved in the Association by becoming a member.

OFFICE ADDRESS: The Calvay Centre
16 Calvay Road
Barlanark
Glasgow,
G33 4RE

TELEPHONE NUMBER: 0141 771 7722

E-MAIL: Enquiries@calvay.org.uk

Website: www.calvay.org.uk

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Few people living in the Calvay area prior to 1985 could have foreseen the transformation that has taken place since. A programme of housing and environmental improvements by Calvay Association has given a new appearance and vitality to an area once in decline.

How did it all begin?

Calvay Association grew out of a street committee set up in 1983 to promote better facilities for local people. Talks with Glasgow District Council (now Glasgow City Council) about improving housing in the area followed, but with little success. The District Council at the time simply did not have the money to pay for real improvements.

A fresh approach.....

The Street Committee and the Council then approached the Scottish Office for permission to establish a new kind of Housing Association.

This would mean: ownership of council homes would be given to the Association and control given to you the people living in those homes. Association status would enable the tenants to gain access to Government funds for improvements. What followed, after much struggle, is now history.

When the Association handed the keys to the tenants of the first modernised flats in December 1986, it was a triumph for local people and the start of a success story, which is here for everyone to see.

Homes for people.....

The main aim of Calvay Housing Association is described in its rules as:

"the acquisition, construction, improvement and management on the Association principle of houses to be occupied by members of the Association".

In simple terms this means that good quality housing should be available to rent in Calvay and people living in the area have a real say in the area's development. This remains the purpose of Calvay Housing Association and is what the improvements and the management of the homes is designed to achieve.

In addition to this the Association also dedicated itself to changing the tenure in the area. This was achieved through partnership working with developers, which provided houses for outright ownership in the area as well as Shared Ownership initiatives.

The Association in conjunction with the Social Work Department and other agencies also provides supported homes for special needs groups.

Where does the money come from?

In terms of building new homes a contribution towards the costs comes from the Scottish Government via Glasgow City Council. This contribution per new home is then topped up to the full cost of construction by a private sector loan taken out by the association from a Bank or Building Society. All other work to the Associations homes is funded from the rent paid by tenants like you.

1. Rents are set so that they are both fair for the property and affordable to you the tenants.
2. The Associations Committee decides how much of the money the Association gets from the rent should be spent on managing and maintaining its' property and how much should be saved for the future.
3. The association must also repay any loans taken out to pay for new house building or major improvement works where the costs of such works need to be spread across a number of years.

What does your membership mean?

Membership of the Association is available to any tenant. What does it mean? For a start, the £1 that you pay will give you full membership and one share in Calvay Housing Association Limited.

As a member, you have an opportunity to help make decisions about your home and your tenancy as well as many other local issues. We want you to use this chance to play a part in shaping the Calvay of the future.

Don't miss the Annual General Meeting!

Here you will learn how money has been spent by the Association on your behalf and what plans are afoot for the future. Most importantly you can have a say, vote on important issues and stand for election to the Management Committee.

The Management Committee, which has up to 15 members, oversees the running of the Association and makes sure that their decisions are carried out effectively by the staff. Some of your neighbours are already Committee Members.

Don't be put off because you don't have any experience or are nervous about meetings. Like people before you, you will learn new skills and meet new people.

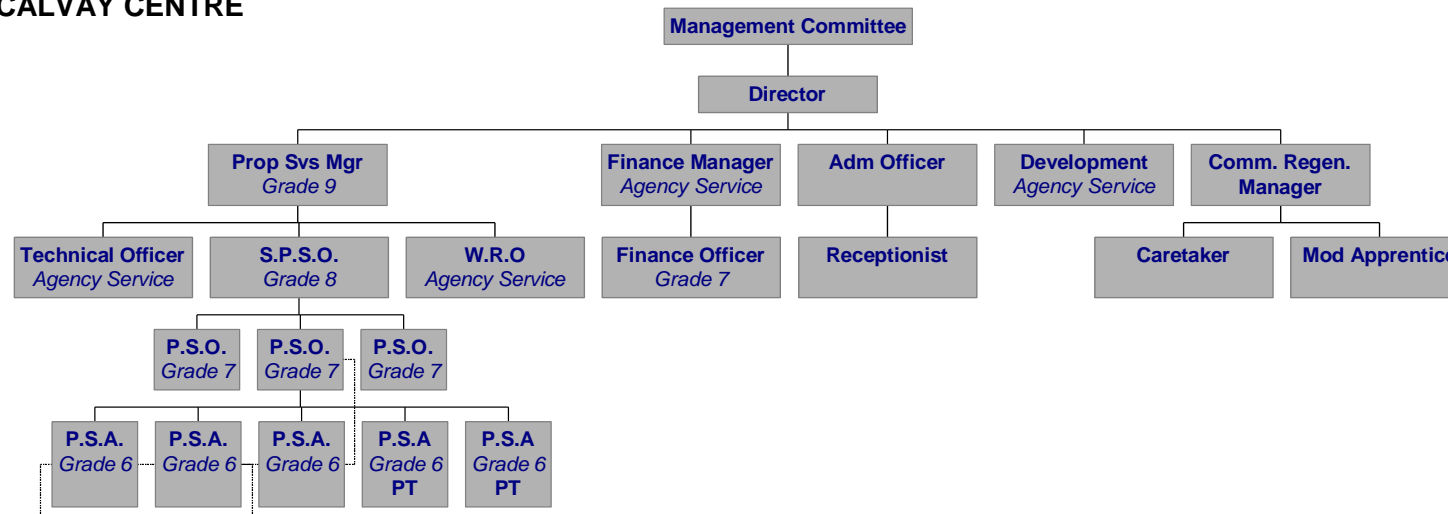
How else can you get involved?

Although the Management Committee makes most of the big decisions on behalf of the members, there are other ways in which members can be involved in the activities of the Association such as volunteering at the Calvay Centre to assist with a community activity or project.

THE STAFF

The staff are split into four main sections. These are:

- ⌘ **DIRECTOR**
- ⌘ **PROPERTY SERVICES**
- ⌘ **FINANCE & ADMINISTRATION**
- ⌘ **CALVAY CENTRE**



Each of these sections is responsible to a Sub-Committee consisting of approximately eight members of the Management Committee.

Staff are available at the office to offer advice and assist you in any matter relating to your tenancy, or about developments in the Association area. Do not hesitate to call in at any time during office hours.

Also..... It's nice to be nice. You can expect the Association staff to deal with your enquiry in a courteous manner. All we ask for in return is similar treatment.

Moving to another home

As a Calvay tenant you may wish to move to another home within or outwith the Association's area. There are various options available to you.

You can complete a Housing Application Form, which is available from the Association's office to apply for a move to another Calvay property.

You can also use this one form, which is called a Common Housing Application Form, to apply for a move to up to 3 other landlords within the Greater Easterhouse area, i.e. Easthall Park Housing Co-operative, Gardeen Housing Association and Lochfield Park Housing Association. Your application will then be placed on a Common Housing Register.

By simply ticking the areas that you are interested in moving to, your application will be assessed in line with the Common Allocations Policy used by all 4 landlords. Your application will then be put into a group and points awarded, based on your housing circumstances. You will be advised of your group and the points awarded and then you will be contacted should a suitable property become available.

Copies of The Common Allocations Policy are available from the office.

Exchanging homes.....

If you wish, you may swap with another Calvay tenant, a tenant of another Housing Association, Local Authority or other Housing organisation, subject to the prior written consent of both landlords being obtained. Such a swap is called a mutual exchange. Many of the rules relating to new applicants applying for a home with the Association will apply to mutual exchange tenants too. The house you wish to move to must be suitable to your needs. You will generally be responsible for finding someone that you wish to swap with, unless you want to move within the Calvay area, in which case we may be able to assist you.

Homeswapper

Another way of exchanging homes is via Homeswapper. This is the UK's largest and most successful mutual exchange service, with over 250,000 active members across the UK and 890 registered landlords, 92 landlords within Scotland and 15 within Glasgow. It is an online service that matches applicants to suitable properties, by allowing the applicant to enter their current property details and up to 9 photographs of their property and then search for a 'swap' with another applicant within Glasgow, Scotland or anywhere in the UK. This service is absolutely free to Calvay tenants and if you don't have access to the internet, you can use the IT facilities at the Calvay Centre.

Simply log onto www.HomeSwapper.co.uk and search for a property by the size and in the area that you want.

Your rights in brief.....

The tenancy agreement you sign at the beginning of your tenancy is a legal document, which covers the relationship between the Association and yourself. It is important and should be kept in a safe place. When you sign this document, you are agreeing to adhere to certain conditions that will help you and your neighbours get the most enjoyment from your Association home.

Staff will be happy to answer any question you may have about the tenancy agreement. If in doubt, ask!

Occupation of your flat.....

You are obliged to live in the house which has been let to you. If you go away for a lengthy period, you should inform the Association.

We want to leave you in peace so you can enjoy living in your home. If we need access to your home we will always have a very good reason and will give you 24 hours notice... unless of course there is an emergency and we need to get into your flat immediately.

Can I ever be evicted ?

The aim of the Association is to give you and your family a decent home. We want you to feel safe and secure in your home. Your tenancy agreement gives you Security of Tenure. This means that your tenancy is for as long as you wish – unless there is a serious breach of the Tenancy Agreement.

The Association cannot force you to leave your home unless it has received a Court Order to do so. The grounds on which the Association can seek such a court order are contained in your tenancy agreement.

If the Association ever notifies you that it is commencing legal proceedings against you, it is strongly recommended that you take independent legal advice.

Abandoned property.....

If it looks as if your property has been abandoned, the Association does not need a court order to repossess it. A written notice will be served on you giving 4 weeks for you to contact us and confirm that the property is still occupied. If at the end of that period, we have reasonable grounds to believe that you have abandoned the property, we may serve another notice and immediately repossess it.

Up to six months later, the tenant can still apply to the Sheriff to return to their flat if they think the Association is wrong. A solicitor or the Citizens Advice Bureau will help with this.

When a tenant dies.....

In the event of the death of a tenant, the tenancy will normally pass on to the surviving spouse, joint tenant, co-habitee or partner (including same sex partners). There are other people who may also take over (succeed) the tenancy e.g. another family member who has attained the age of 16 or a carer who lives at the property. There are qualifying conditions that apply. These are all detailed in your tenancy agreement and further advice is available from Staff at the office.

Taking in lodgers/sub letting.....

This does not apply to family or guests you may have staying with you for just a short while. But if you want anyone apart from your family to lodge in your home, or if you wish to sub-let the property, you must first ask the Association. You must apply in writing and receive written permission from the Association. We will be reasonable in considering your request and if we don't grant permission we will tell you the reasons for this.

If we refuse your request you have the right to go to court to challenge this decision.

Relationship breakdown.....

If your marriage/relationship has broken down and your partner tries to force you to move out, you may apply to the court for the right to stay in your home. This may be given even if you are not the tenant of the house.

If you find yourself in this situation, the Association's Property Services staff can advise you, in confidence, on what to do.

Assignment or Joint Tenancy.....

If you want to assign your tenancy (i.e. pass on the tenancy to someone else), or you want to change your tenancy to a joint tenancy you must firstly get our written permission. If you want to assign your tenancy to someone else, the house must have been their only or principal home for at least 6 months. If you want to become a joint tenant with someone else, they must live in your house as their principle home.

Carrying out Alterations or Improvements.....

If you want to alter or improve your property, add new fixtures or fittings, such as a new kitchen or bathroom, put up a shed in the garden or decorate the outside of your house, you must firstly obtain our written permission. You must allow us one month to respond to your request in writing, before starting any works. We will not refuse permission unreasonably, but we may attach some conditions in regard to the ongoing maintenance and to make sure any works are carried out by suitably qualified contractors.

If we refuse permission we will give you our reasons in writing and if you are unhappy about our refusal you have the right to appeal our decision by making an application to the Sheriff.

Ending your tenancy.....

If you wish to give up your Association tenancy you will need to sign a "termination notice" at least 28 days before you leave your home. This form should be completed at the Association's office. If you don't know exactly when you are moving out please give an approximate date and confirm the final date when you know it. If you leave without telling the Association or do not return keys to the Association you may be charged additional rent.

Don't forget to contact other agencies to tell them that you are leaving, such as the utility companies that supply your gas and electricity, as well as your telephone, TV and internet suppliers and the Council Tax office.

Access to information

Under the Data Protection Act 1984 you are entitled to access to any information about you which is held on computer by the Association.

You are also entitled to information held in your housefile. A charge may be applied for this.

Right to Consultation

The Association is legally obliged to consult with you on proposed changes to rent and service charges and to take your comments into account.

Right To Buy

You may have a right to buy your home. You will have been provided with information regarding this at the outset of your tenancy. However there have been many changes to the Right to Buy Regulations over the last few years as a result of new legislation and therefore the rules and qualifications can be very complicated.

The most recent legislation is the Housing (Scotland) Act 2014, which abolishes the Right to Buy for all social housing tenants in Scotland from 1 August 2016. This means that tenants with a right to buy that they are allowed to use will have until 31 July 2016 to do so.

If you require further advice, you should contact the Association's office.

The rent for your home is due and payable in advance on the 28th day of each month.

Rent Setting

Your rent will be set by the Association who will take into account: the cost of running the office, paying for repairs and long term maintenance, bank loans and insurance. We also compare our rents with the rents charged by other landlords for similar properties in the area and across the city, to make sure our rents are affordable and provide value for money.

You will be consulted in advance about any proposed rent increase and your comments will be taken into account. We will not normally increase your rent more than once in any twelve-month period. Your rent review will be implemented on 28th March each year.

If you were previously a secure tenant with the Association, your rent will continue to be set by the Rent Officer. The rent officer will set a "fair rent" for your property for a three-year period. You have a right of appeal against the rent set.

Your tenancy agreement will state whether the Association or the Rent Officer sets your rent.

Paying your rent.....

Rent is due, in advance, on the 28th day of each month. The Association issues rent payment cards, which can be used to pay the rent at any Post Office and Pay Point outlets. A list of local outlets is available from the office. Payments can also be made by cheque, Direct Debit, by telephone banking or via the internet. You can also make a card payment at the office. There are no charges applied to any of these rent payment methods, but if you choose to pay by credit card, charges will apply.

Rent payments may be made weekly, fortnightly or monthly – or at any other frequency – providing that the amount due reaches your rent account by the 28th of each month.

Any tenant who finds they are having difficulty meeting their monthly rent payments should contact the Property Services Officer immediately.

Housing Benefit

At the beginning of a tenancy, staff will automatically provide all tenants with advice on completing a Housing Benefit Application form.

Housing Benefit is the general term for payments made by the Government to help people on low incomes to meet their housing costs. Glasgow City Council currently administers Housing Benefit Payments from a local office. If you are ever in doubt as to whether or not you are eligible for Housing Benefit – always ask!

To apply for Housing Benefit, you need to fill in an application form. We have a stock of these forms in our office, and any of our Property Services staff will be happy to help you to fill the form in if you wish or you can make an appointment with the Welfare Rights Officer.

Any change in financial circumstances may affect your Housing Benefit entitlement and must be reported to the Association and the Housing Benefit Office immediately.

Welfare Reform

The UK Government is planning major changes to the Welfare Benefits System.

Some changes have already started and other changes will be phased in over the next few years. Almost everyone who receives state benefits will be affected. The main change from 1st April 2013 is Under-occupancy or Bedroom Tax. Under the new rules if you have more bedrooms than the Government says you need, you will lose part of your housing benefit. In October 2013, the Government will start to introduce Universal Credit, which will replace individual benefits including:-

- > Income Support
- > Income Based Job Seekers Allowance
- > Employment Support Allowance
- > Working Tax Credits
- > Child Tax Credits
- > Housing Benefit

All these benefits will be paid to you in one monthly payment. It will be up to you to pay your rent directly to the Association and to manage this money so that it lasts you through the month. New claims will need to be made on-line and you must have a bank account in order to receive this payment.

How Can I Get Help?

Tenants who will experience financial hardship through these changes may be able to apply for Discretionary Housing Payment (DHP), for a limited time to help them adjust.

- > You should therefore speak to your Housing officer and to our Welfare Benefits Advisor
- > ensure you are claiming all the benefits you can and ask about applying for DHP
- > get help and advice about budgeting and how to manage your money better
- > get help with setting up a payment arrangement to pay your rent from April 2013
- > think about moving to a smaller home if you want to avoid paying the bedroom tax.

**Remember - many families are entitled to help with rent.
Yours may be one of them.**

Getting to know your home.....

We want you to get the maximum benefit from your home. There may be something you do not understand or cannot work in your new home. Don't worry, we can organise practical demonstrations of any features of the Association's property.

Reporting Repairs In the home

Things go wrong in any home. If there is a need for a repair, get in touch with the office and we will make sure it is dealt with quickly. Please arrange access with the Association staff. We will be as flexible as we can.

There are some repairs that may be the tenant's own responsibility, however, please report all repairs to the Associations' Office.

Reporting Repairs Outside the home

We want to maintain the condition of all of our properties to a high standard. This includes ensuring repairs are carried out outside the home, e.g. the water supply, lighting, sewage, gas or building structure. If you see anything that needs repaired, please report it to the Association as soon as possible. Often these faults are not reported because people believe that someone else has already done so.

Ways to contact the office:

By telephone

By E-mail

In Person

In writing

Directly to the Contractor (where such arrangements have been set up)

Response Times

The Association provides response times for reported repairs in the following categories:

Emergencies, Urgent and Day To Day. The actual response time for your repair will be noted on the receipt of repair that you will receive each time you report a repair.

Right to Repair

Certain repairs that you report to the Association may be 'qualifying repairs' that fall within this scheme.

The Right To Repair scheme entitles you to compensation for qualifying repairs not started by the due completion date.

If you report a repair that falls within this scheme the Association will advise:

- upon reporting it that it is a 'qualifying repair'
- of the maximum period within which the 'qualifying repair' is to be completed
- The name, address and telephone number of the Contractor who has been given the repair and the details of at least one other contractor that you should contact if the original contractor has not started the work by the date specified for the job to be completed.

The maximum period within which the qualifying repair is to be completed starts on the day after the repair has been reported or the day after a pre-inspection is carried out by the landlord.

There is an upper limit to the amount of compensation available.

The maximum period will be suspended where there are circumstances of an exceptional nature, beyond the control of the landlord or the contractor, that prevents the repair being carried out. We will advise you of any such suspension of the maximum period.

Failure to provide access

Where a tenant fails to provide access for the purpose of enabling the qualifying repair to be inspected or carried out, even though that Tenant has been given reasonable opportunity to do so, entitlement to compensation ceases.

Right to Compensation for Improvements.....

If you have made alterations or improvements to your property, with our written permission and have carried out the works in accordance with our conditions, you may be entitled to compensation at the end of your tenancy under the regulations governing such arrangements. This will depend on the type of improvement and includes e.g. the installation of a new kitchen, bathroom or central-heating system.

To qualify for this scheme you must provide copies of all invoices and receipts for the full cost of the works, so that we can calculate any future compensation that may be payable to you, should you decide to move from the property. You must also advise us when the work is complete, so that we can inspect it and ensure it has been carried out to a standard that is acceptable to the Association.

IN AN EMERGENCY

Water - Burst Pipes.....(outwith office hours)

If you discover a burst pipe, or leaking water in your flat you should **turn the water off IMMEDIATELY**.

The stopcocks can be sourced at different places within different property types. The main places to check are within the cylinder cupboards or underneath kitchen sinks. However if you are unsure then please contact the out of office emergency repair number . If you need to stop the water supply to the toilet cistern, turn off the valve located under the cistern.

Remember also that when the water supply is cut off, you should switch off your immersion heater or other water heaters, if you have one.

The next thing to do is telephone the office or the emergency repairs number. The emergency repairs number is always on the office telephone answer machine message and on the front door of the office.

It is also a good idea to tell your neighbours that there is a plumbing problem.

If you follow this course of action, you should prevent water leaking into other flats.

Gas - Gas Leaks

If you smell gas turn off all gas appliances, put out all naked flames and cigarettes and open windows. Turn off the gas at the meter, which may be in the entrance porch, the hall cupboard or under the kitchen sink. Do not switch on or off any lights. You will find a lever next to the meter, turn this to turn off the gas.

Phone Scottish Gas Networks Gas Emergency Service (previously TRANSCO)
0800 111 999 to report the matter.

Electricity - Electrical Faults

In your home you don't have to mend or replace any fuses in your fuse box. This is because it has a new type of fuse called a 'circuit breaker'. If you plug any appliance into a socket and there is a fault the circuit breaker beside your electrical meter will trip out.

If you find that the circuit breaker has been tripped, check the last appliance you switched on, pull out the plug, go to the meter cupboard and check the circuit breaker. You will probably find that one of the switches is now in the OFF position. Switch this to ON and your electricity should return to normal.

When you have done this, check that the appliance which caused the trip, has a properly wired plug and is itself not faulty before attempting to use it again.

Burglary - Break-ins / smashed windows

If your windows or doors are damaged either by someone trying to break into your house or by vandals, call the police IMMEDIATELY and the Association as soon as possible. If necessary, telephone the Association's emergency repair service.

It is vital that these repairs are reported as soon as possible, to both the Association and to the police after the incident. If you don't you may be charged for the repairs.

FIRE

In case of fire, get everyone out of your own and neighbouring houses, telephone the fire brigade by dialling 999 immediately. Only if it is safe to do so, try to close windows and doors before leaving your house, this will reduce the spread of smoke and fire.

**ALWAYS CHECK YOUR SMOKE ALARM
TEST THE BATTERIES – NEVER REMOVE THE BATTERIES**

IMPORTANT MAINTENANCE ITEMS

Gas Fire Surrounds

If you have a gas fire, do not paint your gas fire surround. This can put you and your family at risk, as most paints are flammable.

Doors

Some doors in your house are fitted to comply with present Fire Regulations and Building Regulations. They should not be removed without consulting the Association as this creates a danger and may leave you liable in the event of damage to property or injury arising from a fire in your home.

If you have removed fire doors and replaced them with your own doors, they must be checked to ensure any replacement is a fire door.

If you have already replaced, or in the future you intend to replace any of the doors in your property, you should contact the Association as soon as possible.

Alterations to Flats

During the modernisation work, any alterations to properties were carried out by the contractor in compliance with all necessary safety measures. Any further alterations to your property must guarantee the same safety both for yourself and your neighbours.

If you wish to carry out any alterations you must first notify the Association of your intentions. The Association will not refuse alterations unreasonably but permission must be granted before any work begins.

Kitchen Fitments

Doors, drawer fronts or worktops should not be covered with any form of adhesive facing, e.g. fablon or Formica and should not be painted. Most of these facings cannot be removed and you may be required to pay the cost of replacing items damaged through using such a facing.

Damage to the Association's Fixtures and Fittings

During your tenancy, damage may be done to the fixtures and fittings in your flat, e.g. to the kitchen units, fire, bathroom fitments, etc. If this happens through neglect the Association may recover the costs involved in repairing the damage from the tenant.

Keys / Key Fobs

Keys and key fobs are not part of the Associations fixtures and fittings and therefore, if lost, the Association does not replace them or any new locks required. Replacements can only be purchased via the Association office.

Front and Back Close Doors

It is the responsibility of everyone living in the close to keep both front and back doors locked at all times and to ensure that all members of their household have a key to let themselves in and out of the building.

Drying Areas

Most tenants on the ground floor have their own drying areas in their back garden. Other tenants should use the close poles in the communal backcourt.

Internal Drying Areas

If there is an internal drying area in your close, this may be used by all tenants. All tenants are responsible for ensuring that these areas are kept clean, tidy and free from any 'storage' items, at all times.

Bin Stores

Certain closes have internal bin stores with access being gained from the back close. There is a bin provided for each flat and tenants should not dump bags of rubbish on the floor.

The outside bin stores are to be used by all tenants in the building and again you should ensure that rubbish is deposited in the bin and not on the floor of the bin store.

All tenants are responsible for ensuring that these areas are kept clean and tidy at all times.

Bulk Items

If you live in a tenement, bulk items must be put out in the street on the day specified. It should be left in a tidy and safe condition. There is a special uplift service available for fridges and you must call the Cleansing Department directly to arrange this uplift.

If you live in a house, you must call the Cleansing Department directly to arrange a bulk uplift, advise them what's to be lifted and where it has been left. They should arrange the uplift within 20 working days.

General Hints

Under the floor.....

Services essential to your home such as electrical cables and pipes for central heating run under your floor. Please be careful not to drive nails or screws through the floorboards. Special care should be taken when laying carpets or lino and only small tacks should be used.

On the wall.....

Some of the inside walls in the houses in Calvay Crescent have had a dry lining fitted. These inner walls are not thick enough to support the weight of heavy objects unless special fittings are used to attach them to these walls. Please ask for guidance from the Association's office.

In the roofspace.....

In most properties the roofspace houses a number of items such as water tanks and communal television aerials, to make sure that these services to your home remain secure, it is kept locked and the key is held at the Association office. If you live within a tenemental property which has an internal loft hatch please note this area should only be used for tradesmen access not personal /additional storage space.

If you wish access for any reason - contact the Association's Office.

Making Home Improvements.....

Everyone wants their home to suit their individual tastes. You may wish to make improvements in your home. Before carrying out any alterations however, you must seek the Association's permission. An application (available from the Association) should be submitted in writing to the Association detailing the work you are proposing.

Remember..... you should not carry out any alterations until you have received a written reply from the Association.

Insurance.....

The structure of your building and some of the fixtures and fittings in your home have been insured by the Association. This cover does not extend to your own personal belongings - so we strongly advise you to insure them yourself.

Details of insurance schemes run specifically for Housing Association and Association Tenants are available on request from the office.

We want all our tenants to enjoy living in their homes. The following section has been compiled to help you be a good neighbour and to ensure that everyone in your building is able to get maximum comfort out of their home.

Close Meetings.....

The Association may arrange close meetings, so that you get to know your neighbours better and are able to discuss any problems that may be causing concern. Should you wish to have a meeting at any particular time, please contact the Property Services Staff.

Access.....

Everyone should want to live in a clean and tidy close. Visitors to you and your neighbours get the first impression of where you live from the condition of the close. Please ensure that the front door is kept locked at all times and only allow access to people visiting your own flat. A service button is fitted so that the postman and other authorised visitors can get in.

Noise

You may not always be aware of the level of noise coming from your flat and you should always try to ensure that no other tenants are disturbed by this noise. It is therefore most important that members of, or visitors to your house, do not make excessive noise, cause a nuisance, or disturb any other tenants.

Pets

The Association allows tenants to keep animals in their flats, but should you wish to keep an animal for the first time or to keep additional animals, you must **firstly** obtain written permission from the Association.

You should ensure that your animal does not foul the backcourt or common areas. This is not only unsightly but creates a serious health hazard for other tenants.

Dog fouling threatens the health of the local community, particularly young children, so it is a priority of Glasgow City Council to make sure our public spaces are clean, safe, and free of dog mess. The Association has teamed up with Glasgow City Council and Glasgow Community Safety Services to resolve this problem.

If you allow a dog in your control to foul in a public place it is your responsibility to dispose of the mess. Failure to dispose of it properly means you are liable for an £40 on the spot fine. Enforcement Officers actively monitoring the area for dog fouling offenders and issue fixed penalty tickets, as well as the use of CCTV and stronger action to ensure that people pay fines when they are issued.

Please remember we all want the best for our families and homes. Keep an eye out for vandalism and report any incidents that you see.

The Association is legally required, under the housing (Scotland) act 2001, to consult with its Tenants on many issues, there are also many ways in which you can get more involved with the Association. Tenant Consultation and Participation is discussed in more detail below.

Consultation

The Act places a duty on the Association to consult with both individual tenants and Registered Tenants' Organisations, on issues affecting them. The Association must also take your views into account. The main areas that this duty to consult applies to are:

- Policies relating to Housing Management including repairs and maintenance
- The standard of service in relation to Housing Management
- The Association's Tenant Participation strategy
- Any proposed stock transfer that would result in a change of landlord

Registered Tenants Organisations (RTO's)

If you would like any information on RTO's in this area, or about help and support that is available to establish a RTO, you should contact the office.

Participation

The Association has a Tenant Participation Strategy in place, copies of which are available free of charge from the office.

There are many ways in which tenants can participate in the work of the Association.

- ❖ Become a Member. This only costs £1 and entitles you to vote at the AGM and to become a Committee Member
- ❖ Bi-monthly Newsletter
- ❖ Public Meetings
- ❖ Consultation Meetings

There are many other ways in which you can participate, and many other areas on which we will consult with you. Details of these will be in the bi-monthly newsletter and on flyers that will be delivered to your home.

Calvay Housing Association is committed to providing high-quality customer services.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

Your complaint may involve more than one of our services or be about someone working on our behalf.

What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti social behaviour
- requests for compensation
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision
- issues that are in court or have already been heard by a court or a tribunal

- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our **final** decision following a stage 2 investigation. If you are still not satisfied, you can ask the Scottish Public Services Ombudsman for an independent review of the complaint.

If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person at our office, by phone, in writing, email or by using our complaints form.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Contact details

Please contact us by the following means:

Telephone	0141 771 7722
Email	enquiries@calvay.org.uk
Writing or in person	Calvay Housing Association, 16 Calvay Rd, Barlanark, Glasgow, G33 4RE

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage one – frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

Stage two – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting the SPSO**)

- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO:

In Person:	By Post
SPSO	SPSO
4 Melville Street	Freepost EH641
Edinburgh	Edinburgh
EH3 7NS	EH3 0BR

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

Complaints about factoring

The SPSO does not normally look at complaints about our factoring service. From October 2012 the Homeowners Housing Panel will try to resolve complaints and disputes between home owners and property factors. So if your complaint is about a factoring service, and you are still dissatisfied after our investigation stage you will be able to go to the Homeowners Housing Panel. More information will be available once the panel is fully established.]

Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting the Care Inspectorate.

Information about their complaints procedure, contact details and [offices around Scotland](http://www.spsso.org.uk/offices-around-scotland), and information about how to complain are all on their website: <http://www.scswis.com/>

Or you can contact them by:

telephone 0845 600 9527

fax 01382 207 289

Online [complaints form](#)

email enquiries@careinspectorate.com

Reporting a Significant Performance Failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are now, therefore, dealt with through this complaints handling procedure. You can ask us for more information about significant performance failures. The SHR also has more information on their website:

<http://www.scottishhousingregulator.gov.uk/>

Or you can phone them on: 0141 271 3810

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Tel: 0131 260 5380 Fax: 0131 260 5381 Website: www.siaa.org.uk

Citizens Advice Scotland

Website: www.cas.org.uk

Or check your phone book for your local bureau.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.

We can also give you this leaflet in other languages and formats (such as **large print**, audio and Braille).

Our contact details

Please contact us by the following means:

Telephone	0141 771 7722
Email	enquiries@calvay.org.uk
Writing or in person	Calvay Housing Association The Calvay Centre 16 Calvay Rd Barlanark Glasgow G33 4RE

A Quick Guide

Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

We will tell you how to do this when we send you our final decision.