

cairn

TENANT HANDBOOK

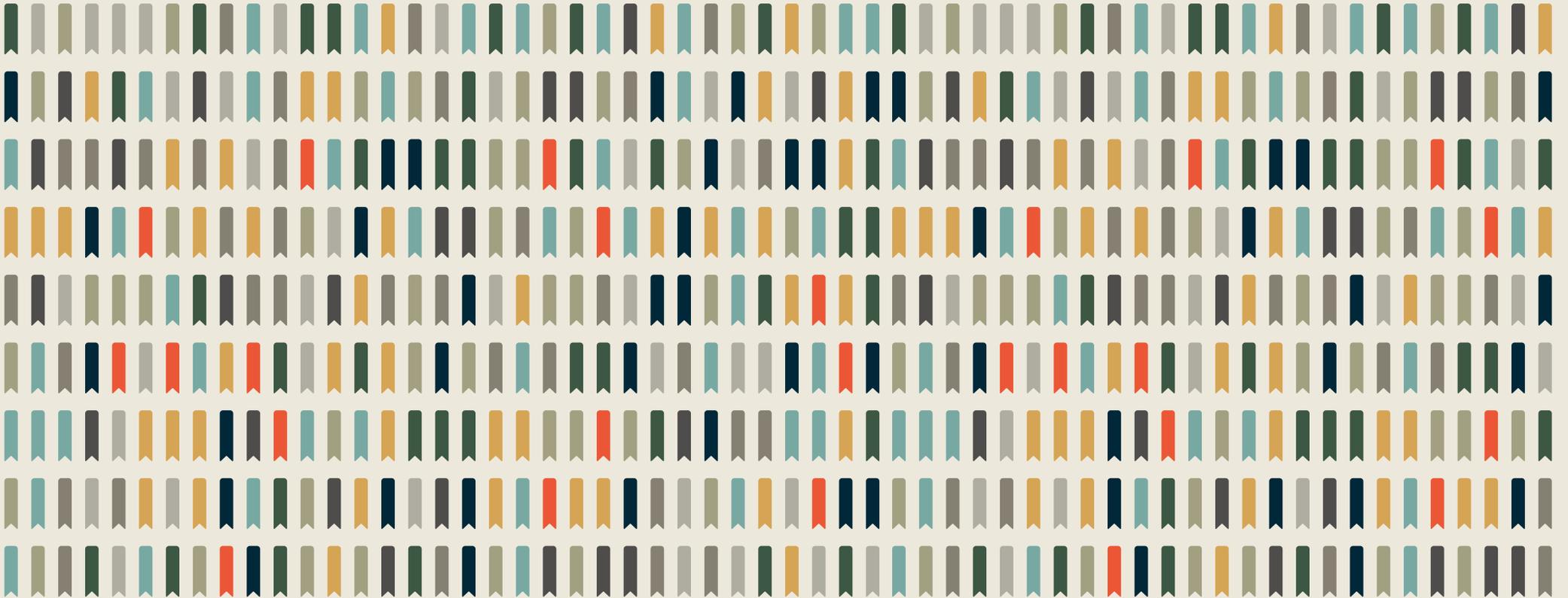
WELCOME

This handbook has been created as a guide for you 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 responsibilities as a Cairn tenant and ours as your landlord. Please keep this handbook in a safe place so that it will always be handy should you need to look something up.



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## WHO WE ARE

- Our mission
- Our vision
- Our values

For over 25 years we have served a wide variety of communities throughout Scotland by offering a range of affordable housing and related services.

With around 3,200 homes and offices in Edinburgh, Inverness and Bellshill we address housing needs of people across Scotland.

We are a non-profit distributing organisation, directed by a voluntary Board of Management. We are a recognised Scottish charity and registered with the Scottish Housing Regulator as a Registered Social Landlord.

## OUR MISSION

To provide quality affordable homes and services, with our communities and partners, throughout Scotland.

## OUR VISION

Great homes,  
Great services,  
Great people.

## OUR VALUES

**Customer First** Our customer always comes first and we will always aim to achieve high quality outcomes for customers.

**Excellence** We value excellence and quality and aim to achieve high standards in all we do. We always strive to be the best that we can be.

**Accountability** We are accountable for our actions and we take responsibility and ownership for outcomes.

**One Team** We work as one team and build excellent working relationships to achieve our goals.

**Respect** We value high standards of fairness, treating everyone with consideration and dignity. We show this through our everyday words and actions.

## CONTACTING US



### Our head office:

Bellevue House  
22 Hopetoun Street  
Edinburgh  
EH7 4GH

### Our north office:

Caroline MacAskill House  
30 Waterloo Place  
Inverness  
IV1 1NB

### Our south office:

Murdostoun House  
5 Linnet Way  
Strathclyde Business Park  
Bellshill  
ML4 3RA

### Our website:

[www.cairnha.com](http://www.cairnha.com)

### Our email:

[enquiries@cairnha.com](mailto:enquiries@cairnha.com)

### Our phone number:

0800 990 3405

### Emergency Repairs

Emergency repairs can be reported 24/7

### Our office hours:

9am - 5pm, Monday to Thursday

9am - 4.30pm, Friday



## OUR ONLINE SERVICES

You can use webchat to chat to us online on our website during office hours.

We have also created a self-service portal at [www.cairnha.com/mycairn](http://www.cairnha.com/mycairn) to help you manage your tenancy and access our services online at your convenience; from reporting a repair, to viewing your rent account statements or making a complaint. Go on to our website and log in to your private 'My Cairn' area to find out more.

Look out for this symbol throughout the handbook. It shows where you can use our services online.



## YOUR TENANCY

- Your responsibilities to us
- Our responsibilities to you
- Absences from home
- The right to have a joint tenancy or take in lodgers
- The right to alter or improve your home
- Mutual exchanges and transfers
- Keeping pets

This section answers some of the questions you may have about your tenancy with us.

When you start your tenancy with us we will ask you to sign a Scottish Secure Tenancy Agreement. It's an important legal document which details your rights and responsibilities as a tenant in accordance with current legislation. If you are a joint tenant with another person you both have equal rights and responsibilities. We will give you a copy of this agreement to keep.

A Scottish Secure Tenancy offers increased security for your tenancy and can only be ended in one of the following ways:

- If you give at least 28 days notice
- If you die and there is no one to succeed your tenancy
- If there is a written agreement between you and Cairn to end the tenancy
- If we get a court action to evict you
- If you abandon the property

## YOUR RESPONSIBILITIES TO US

- Pay your rent and any service charges on time
- Live in the property as your main home
- Look after the property and keep it in good decorative order
- Report repairs to us
- Show respect to others at all times
- Get permission from us before you make any changes to your tenancy or home
- Allow our engineers access to service your boiler and gas supply (if applicable)
- 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 within our agreed timescale
- Consult with you before setting new rental or service charges or making changes to our services

## ABSENCES FROM HOME

Your Cairn tenancy will continue during absences from home due to a holiday or illness, provided you continue paying your rent and meet the other tenancy conditions. If you live at Madelvic Square in Edinburgh or one of our sheltered or retirement courts please let our staff know if you plan to be away from home, even for a short while, so they know that you are safe and everyone can be accounted for in the event of an emergency.

For all other tenants, it is a good idea to let us know if you plan to be away from home for longer than two weeks.

## THE RIGHT TO HAVE A JOINT TENANCY OR TAKE IN LODGERS



We will be happy to advise you if you wish to have a joint tenancy with another person, take in a lodger, sub-let your home or transfer your rights to another person. Certain conditions will need to be met and you will require written permission first. You can find application forms on our website.

Further details on changing your tenancy can be found in your Tenancy Agreement.

## THE RIGHT TO ALTER OR IMPROVE YOUR HOME



All tenants have the right to carry out certain improvements and alterations to their homes, such as installing a new shower, replacing windows or rewiring. You must ask for permission before work is carried out. We will not refuse permission unreasonably.

If you would like to make an improvement to your home, you must fill in an application form which you can get on our website or by contacting your local office. We may come and inspect your home before

we give you permission to carry out the work. Once the work is complete, you must tell us. We may ask to inspect the work to make sure it meets our standards. We will need copies of all the receipts you have for the work as soon as possible.

You may be able to receive compensation from us for certain improvements you have made to your home. For you to qualify for this compensation, we must have approved the improvement to your home and your tenancy must have ended.

You can find out more information in our Improvements & Alterations leaflet, on our website or by contacting us.





## MUTUAL EXCHANGES AND TRANSFERS



If you are interested in swapping your home with another tenant, we can help you. Cairn tenants can swap houses with another Cairn tenant or a tenant from a different landlord. You must receive written permission from us before you are able to exchange your home (you can find an application form on our website). You can find out more information in our Exchanging Your Home leaflet, on our website or by contacting us.

You can apply at any time for a transfer to another Cairn house. Please contact us for advice and information on how to do this.

## KEEPING PETS

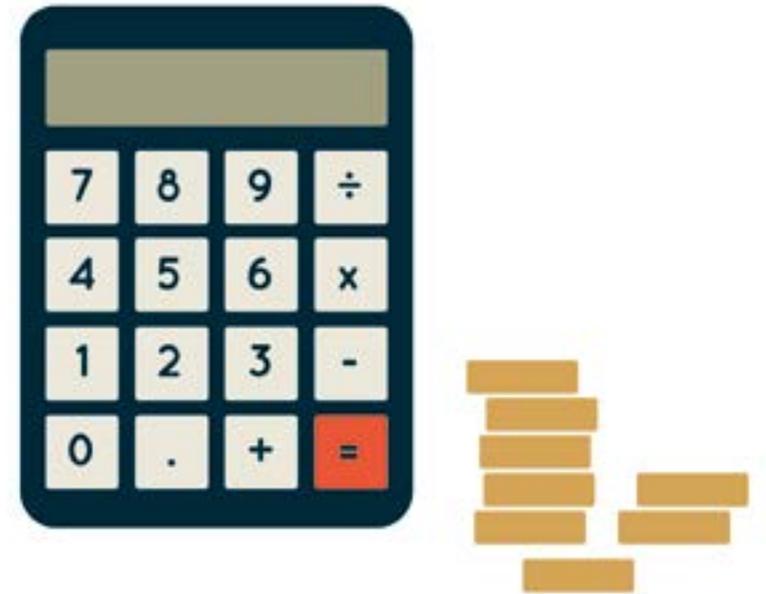


If you would like to keep a pet in your house you must get our permission first. Permission is usually given to tenants who have their own front door. It is our policy not to give permission to tenants who share a front door, such as most of our retirement courts and blocks of flats; however, we will consider all applications on a case by case basis. There are conditions to keeping a pet, such as ensuring that it is kept under control and is not a nuisance to your neighbours. You can find an application form on our website.



## RENT & MONEY MATTERS

- Difficulty paying rent
- Help with your rent
- Universal Credit
- Rent review
- Service charge
- Heating Charge
- Benefits and money advice



One of the responsibilities you agreed to when you signed your tenancy agreement is to pay your rent and any service charges in advance. Your rent goes towards paying for repairs, improvements to your home and other services that we provide to customers. If you don't pay your rent, we have less money to provide services.

Rent is due on the first of every month for the month to come. This means you must pay on or before the first of every month, for the coming month. For instance, you should pay your rent by the 1st May for the month of May.

You can pay your rent by:



- setting up a direct debit
- phoning us
- going online to [www.allpay.net](http://www.allpay.net)
- using the allpay app on your smartphone or tablet
- sending a text message if you register on the allpay website
- phoning 0844 557 8321, 24 hours a day
- visiting any post office or shop displaying the PayPoint logo (you will need your allpay card to do this)
- using a chip and pin machine at one of our offices
- banking online (sort code: 83-06-08, account number: 00138048)
- logging into the self-service portal on our website

## **DIFFICULTY PAYING RENT**

We know that, from time to time, people can get into financial difficulty. If you find yourself in debt or have difficulty paying your rent, please contact us as soon as possible so that we can give you advice and help, or help you with a benefits claim. It is always easier to manage problems at an early stage and anything you discuss will be kept strictly confidential.

If you don't pay your rent we will contact you to make sure you know that you are in rent arrears. We will then discuss the situation with you and arrange for you to take steps to pay off what you owe. If you don't get in touch or respond to our messages, we may take legal action against you. This may result in you losing your home.

We owe it to all customers to make sure that rent and

arrears are collected as quickly as possible. We always pursue money owed to us as this can affect the quality of service for others.

## **HELP WITH YOUR RENT**

If you think you should be receiving Housing Benefit, you should apply to your local council for a Housing Benefit assessment. If you would like help completing the claim form we can help you with this.

## **UNIVERSAL CREDIT**

The UK Government has introduced Universal Credit for people who are on a low income, looking for work or working and on a low income. Eventually it will replace many existing benefits, including Housing Benefit.

Visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit) to check your eligibility for Universal Credit and to make your claim online. We can help

you make your claim if you need it or have trouble accessing the internet.

If you receive Universal Credit or Housing Benefit, it is still your responsibility to make sure you pay your rent on time.

## **RENT REVIEW**

Every year we review how much rent you pay. We look at the money spent over the past year and calculate how much we will need to run our services for the coming year, whilst making sure our rent is still affordable. We will write to all tenants and ask for your views on our proposed changes before confirming what they will be.

## **SERVICE CHARGE**

This charge relates to maintaining the communal areas of your development, which includes things like staff costs, gardening and cleaning. Tenants

are charged only for the services provided. We do not make a profit on these services and we work hard to ensure that the charges are reasonable and represent value for money. We will write to all tenants who pay a service charge to ask your views on any proposed changes.

## **HEATING CHARGE**

If you stay in a sheltered or retirement court or our extra care development at Madelvic Square in Edinburgh, you may have to pay a heating charge, which covers the cost of heating and hot water. We will write to all tenants who pay a heating charge to ask your views on any proposed changes.

## BENEFITS AND MONEY ADVICE

If you are struggling to get to grips with the benefits system or need a little help managing your money then you can speak to our Benefits Advisor or Tenancy Sustainment Officer. We offer free, confidential advice and support which is tailored to your needs.

We can:

- Complete benefit checks
- Provide representation at appeals tribunals
- Provide advice on any type of benefits
- Assist in resolving problems with rent arrears, including Housing Benefit backdating requests and appeals
- Help manage your debts
- Help you budget your money



## REPAIRS & MAINTENANCE

- Repair categories
- Right to repair
- Our responsibilities
- Your responsibilities
- Criminal Damage
- Repairs to new homes
- Pest control
- Planned maintenance



We know that an effective and reliable repairs service is important to you. That's why we work hard to make sure your home is kept in good repair.

You can report a repair in one of two ways:



- Call us on 0800 990 3405
- Log into the self-service portal on our website to fill out a form

We have a Repair Handbook, which helps you describe any repair you need to report. By giving us as much information as possible, you can help us decide who the best person to carry out the repair is and what equipment and parts we might need. The handbook contains labelled pictures and questions that you may need to answer. These will help you name the parts or describe the repair correctly.

When you report your repair, you will be offered an appointment. We offer two appointment slots:

- AM: 8am - 12pm
- PM: 12pm - 4pm

If your repair is an emergency, no appointment will be made.

We categorise each repair by how urgently the repair needs to be carried out. Our targets for each category are:

- emergency repairs responded to within two hours and carried out within 24 hours
- urgent repairs completed within two working days
- routine repairs completed within 10 working days

The table below gives examples of how we categorise repairs.

	Emergency	Urgent	Routine
<b>Bath and sink</b>	No water Blocked sink or bath	Dripping taps	
<b>Boiler</b>	Failure Gas escape	Leak	
<b>Doors</b>	Make safe after break-in Gain access External lock not secure	Faulty door entry system	Renew glazing Repair/replace door fittings Cupboard/kitchen unit Door renewal or repair Doorbell
<b>Drains</b>	Blocked Blocked toilet where there is only one in the property	Blocked communal toilet	Blocked toilet where there is multiple toilets in property
<b>Electricity</b>	Total power failure No lights in home		Repair extractor fans in rooms with alternative ventilation

	Emergency	Urgent	Routine
<b>Electricity (cont'd)</b>	Water penetration to electrical system Dangerous exposed wires No socket working in home No corridor or stair lights		
<b>Fences</b>			Repair
<b>Floors</b>		Unsafe timber flooring or stair treads	General repair
<b>Gates</b>		If a security problem	Repair
<b>Glass</b>	If broken/dangerous		General Repair
<b>Gutters</b>			Repair, cleaning, renewal
<b>Hot water immersion heater</b>	No hot water		

	Emergency	Urgent	Routine
<b>Lifts</b>		Sheltered or retirement	General needs
<b>Locks</b>	Gain access Main door insecure		Locks to stores/sheds, etc
<b>Paths</b>		If in dangerous condition	Repair
<b>Pipes</b>	Burst internal pipe Leaking soil pipe	Burst external pipe unless Scottish Water's responsibility Radiator not working	Air lock Repairs to rainwater pipes
<b>Roofs</b>	Slipped ridge, hip or roof tiles Make safe storm damage Rain penetration	Major roof repair Replace/refix loose cracked tiles	Fascia board repair Repair flashing
<b>Rotary dryers (communal only)</b>			Broken

	Emergency	Urgent	Routine
<b>Stairs</b>		If in dangerous condition	General repair
<b>Smoke detector</b>		Batteries (only for sheltered or retirement)	
<b>Taps</b>	Tap inoperable		New washer
<b>Water</b>	No water	Overflow Minor leaks Faulty ballcock Toilet not flushing	Faulty stopcock valve
<b>Windows</b>	Board up broken window Window frame not secure		Repair to frame Repair/renew ironmongery Repair glazing in communal areas

## RIGHT TO REPAIR

When you report the repair we will tell you which category your repair falls in, how long it should take and if it is covered by the 'Right to Repair' legislation. Your 'Right to Repair' means if a qualifying repair is not attended to within the agreed timescale, you have the right to appoint another contractor. You are also eligible for compensation for the inconvenience if the repair is not carried out.

These repairs include:

- No heating or hot water
- Insecure external window, door or lock
- Loss or partial loss of water/gas/electricity
- Blocked or leaking foul drains
- Blocked sink, bath or drain
- Toilet not flushing (where there is only toilet in property)

- Unsafe power/lighting socket, or electrical fitting
- Unsafe access path or step
- Unsafe timber flooring or stair treads
- Blocked flue to open fire or boiler
- Loose or detached banister or handrail
- Mechanical extractor fan in an internal kitchen or bathroom not working, where there is no other form of ventilation

## OUR RESPONSIBILITIES

Except where you have caused the damage, we are responsible for:

- Management of asbestos
- Boiler, central heating (gas, pipes, radiators, timers, thermostats, etc), immersion heater, water heating
- Baths, sinks, basins, taps, showers, toilets, water supply and water pipe
- Bin shelters

- Brick and brickwork, retaining walls
- Carports and garages
- Chimney stacks
- Cisterns
- Clothes poles, drying areas
- Communal areas to flats
- Damp proof courses
- External decoration
- Doorbell, doors, external door fittings, door locks (including bathroom), door entry system
- Downpipes, external drainage and internal blockage (unless the blockage was caused by you), guttering, overflow pipes, fascias and soffit boards
- Driveways, paths, steps
- Electric wiring, sockets and switches, fuse boxes, fuse wires
- Fences and gates
- Fire baskets, grates and surrounds
- Floorboards
- External handrails
- Kitchen units, sink, worktops and cupboards
- Lighting pendants and communal light bulbs
- Communal parking area
- Plaster and plasterboard, roughcast
- Communal play areas and equipment
- Rubbish chutes
- Roof, roof tiles/slates, roof lights
- Skirting boards
- Smoke detectors, carbon monoxide detectors
- Stairs, bannisters communal stair lighting
- Ventilators and extractor fans
- Window frame, sills and fittings, ropes for sash and case windows



## YOUR RESPONSIBILITIES

- Chimney sweeping
- Clothes pulley, rotary drier
- Cookers (unless supplied by us)
- Internal decoration
- Door nameplates and internal door handles
- Electric plugs and fuses
- Garden huts, sheds and greenhouses (unless supplied by us)
- Glass - external and internal
- Keys - lost or broken
- Light bulbs
- Over bath shower (unless a medical adaptation or fitted by us)
- Smoke detector battery
- Stair cleaning (unless covered by a service charge)
- Tiles, fireplace, floor (unless there is asbestos)
- Toilet seat or lid
- TV aerials (unless fitted by us for communal use)
- Waste plug to basin, bath or sink
- Windows - inside and outside

You'll need to arrange to carry out any repairs that are your responsibility. Where there is damage or neglect you must also organise the repairs yourself. If you do not do this you will be asked to pay for the repair in full before we commit to carrying out any work for you.

## CRIMINAL DAMAGE

If you've been a victim of criminal damage, we may pay for the repair. You must report it to the police and get an incident number. You'll need a valid crime reference number if the police have been in attendance. You may be responsible for the cost of the repair if this is not supplied.

## REPAIRS TO NEW HOMES

There are occasions when your home is under warranty (generally, for the first year after they are built). This will result in us asking the builder to return to the property and repairing any defects. It may take longer for them to carry out the repair than our usual response times.

## ASBESTOS

Properties built before 2000 could contain Asbestos in a number of different areas. Asbestos is totally safe if not disturbed so you should **NOT** carry out any alterations to your property without first consulting your Maintenance Officer so that necessary checks can be made. If required, any Asbestos will then be removed or encapsulated.



## PEST CONTROL

Pests and vermin are insects and small animals in your home that can cause a variety of health and safety problems. Pest control is your responsibility, except where point of entry is because of a design fault or damage to the exterior of the property.

In some cases, there's action that you can take yourself, such as using traps and insecticides. If you can't deal with the problem yourself, contact your local authority's pest control team and they can give you help and advice.

You may be responsible for dealing with the problem and paying costs if the infestation was caused by something that you did or failed to do. For example, if you haven't disposed of rubbish properly and that has attracted pests or vermin, then you would have to deal with the problem.

Contact us to discuss any concerns you have about pests or vermin in your home. We'll be happy to offer advice on how best to deal with the problem and give any assistance that we may be able to provide.

## PLANNED MAINTENANCE

We have an ongoing programme of planned improvement works to our properties. This could include external painting, replacing boilers and heating systems, refurbishing lifts or replacing kitchens, bathrooms or windows. If planned works are going to happen to your home we will tell you what work will be carried out and when the work is going to happen. We will, where appropriate, give you a choice of colours and finishes.

## BEING A GOOD NEIGHBOUR

- How to deal with antisocial behaviour

We believe that all of our tenants have the right to enjoy living in a safe and secure environment. When you signed your tenancy agreement you agreed to play your part by cleaning common areas and keeping them tidy, keeping gardens tidy and dealing with your rubbish properly.



You are responsible for making sure that people living with you or visitors to your home do not cause any nuisance or harassment to neighbours. Some examples of this include:

- Violence or threats of violence
- Intimidation and harassment
- Damage to property
- Loud music
- Pets being allowed to cause a nuisance
- Misuse of communal areas
- Neighbour disputes
- Inconsiderate parking and abandoned vehicles
- Vandalism or graffiti
- Litter and rubbish dumping

Your legal obligations are set out in your tenancy agreement. This means that you can be held accountable in court for a breach of these obligations, which may lead to your eviction.

## HOW TO DEAL WITH ANTISOCIAL BEHAVIOUR

We take antisocial behaviour very seriously and are committed to helping you if you are experiencing problems with your neighbours. We will work in partnership with the council, the police and other agencies to resolve problems. We will try the following options before we consider taking any legal action.

- Mediation: we will offer this to you and your neighbours if you have a dispute with them.
- Warnings: we will usually use this in the initial stages of antisocial behaviour if it is not too serious.

- Acceptable behaviour contract: This is an agreement signed by the tenant causing the problem agreeing to keep to the terms of their tenancy agreement.

In most cases legal action is not appropriate and we will make every effort to sort out a dispute without going to court. However, in very serious cases we will consider applying for an Antisocial Behaviour Order (ASBO) or eviction if we can't resolve the problem in any other way.

Remember that serious antisocial behaviour or criminal behaviour, such as violence or drug-dealing, should always be reported to the police. We need an incident report number to

progress all serious cases so it is really important that you report all serious cases to the police.

We understand that antisocial behaviour can be very stressful and frustrating for our tenants. Remember that your housing officer is always here to help you and will offer help and guidance if you need it.

You can find out more information in our Antisocial Behaviour leaflet, on our website or by contacting us. You can report instances of antisocial behaviour on My Cairn, our online tenant portal.

# GETTING INVOLVED

- Benefits of getting involved
- Ways to get involved



At Cairn we are committed to providing our tenants with plenty of opportunities to get involved and help to shape, influence and improve the services we deliver.

Your knowledge and understanding of the issues affecting you, your families and neighbours, could be

invaluable in making sure we focus our attention and efforts on the things that matter most to you.

You can get involved as little or as much as you like, and so we have different levels of involvement, to suit your needs and the amount of time you may have available.

## BENEFITS OF GETTING INVOLVED

We offer support and training when you volunteer with us. Plus there are lots of benefits to getting involved:

- Know you're making a difference
- Gain new skills and knowledge to help with employment
- Meet new people
- Learn new things
- Improve your confidence, skills and knowledge

## WAYS TO GET INVOLVED

### Board member

As a member of Cairn you can attend our Annual General Meeting where you have the opportunity to stand as a Board Member. Our volunteer Board Members meet every second month to govern and take strategic decisions about the organisation.

### Customer Panel

The Customer Panel look at services and tell us where we are doing well and how we could be doing better. They have a detailed handbook, which outlines the terms of the group and how they go about scrutinising services. You can read more about the work they do on our website.

### Satisfaction surveys

You can give us feedback by filling out a satisfaction survey on our services. For example, on the repair you just had carried out or the service you received from our contact centre.

### Focus groups

When we have specific topic we'd like your feedback on we'll invite you to attend a focus group.

### Communications Group

This group ensures that our major letters, leaflets and newsletters are written in plain English, well designed, easy to read and informative. Involvement is by email.

### Register of interested tenants

If your name is on the register we may contact you occasionally to consult on policies or invite you to events.

### Registered Tenant Organisations (RTOs)

If you and your neighbours want to work together to strengthen your communities and have a collective voice in discussions with Cairn, you can form an RTO. We have a guide to forming an RTO on our website.

### Residents groups

This is an option if you and your neighbours want to form a residents group without registering formally with Cairn, such as by forming a social committee. We have a guide to forming a social committee on our website.

### Consulting you

We will consult with you on things that may affect your tenancy. This can include:

- Any of our services if the changes are likely to affect you

- Your rent, service and heating charges
- Changes to policies which are likely to affect you

### How we will keep you informed

We provide regular information about the services we provide, our performance, events, updates on our activities and details on how you can participate. You can access our information through our:

- Newsletters
- Annual reports
- Information leaflets
- Website
- Facebook and Twitter

For more information on how we involve tenants or if you would like to join one of our groups, please get in touch with our Communications & Engagement team.

# COMMUNITY PROJECTS

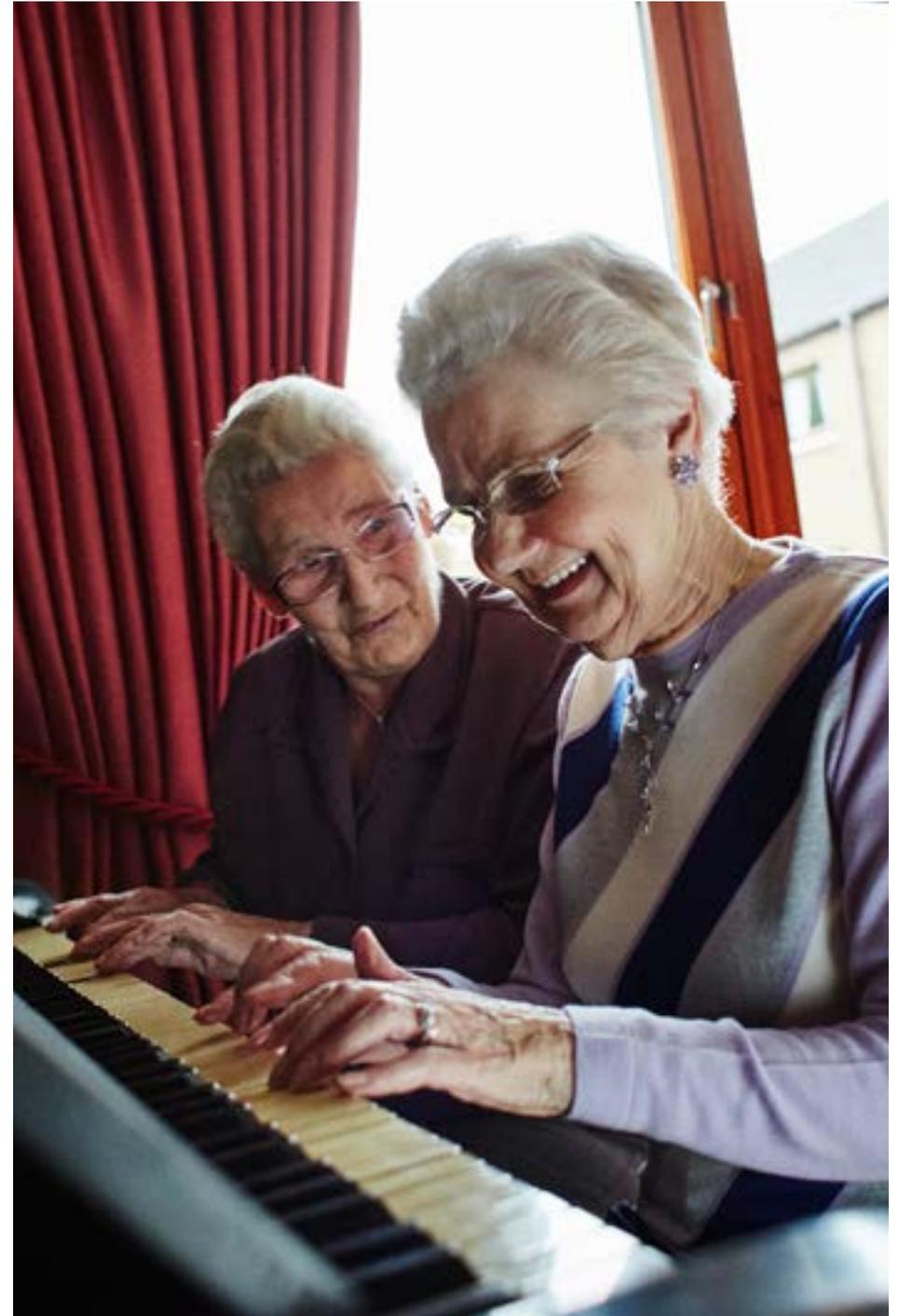
- Community development
- Community Fund

## COMMUNITY DEVELOPMENT

We have a commitment to creating sustainable neighbourhoods; thriving, well run, and most importantly, safe places to live. Places that people are proud of and want to live in. We recognise that each of our communities are different and we provide support to sustain and strengthen the local

communities, ensuring that all of our tenants have an opportunity to get involved.

If you have a brilliant idea for how you can improve your community then our Community Fund might be just what you've been waiting for. You might have loads of enthusiasm and great ideas for projects and improvements in your community but you need funding to get plans off the ground.



## COMMUNITY FUND



You can apply for funding from the Community Fund provided your project meets at least one of the following objectives:

- A focus on Cairn tenancy sustainment or financial inclusion. For example, starter pack or furniture projects, to help support tenants moving from temporary accommodation to a secure tenancy, projects providing financial guidance and support to Cairn tenants or projects tackling fuel poverty.
- Environmental improvements such as community clean-up projects, community allotments and garden projects or healthy eating projects.

- Enhance the quality of life in areas where Cairn tenants live. For example, projects that promote safe, healthy and vibrant communities or provide support for events that encourage community cohesion.
- Encourage tenant participation that will positively impact on Cairn tenants and their families.

There may be additional funds available, allocated at the discretion of our Executive Team, which in some cases may be targeted towards particular groups or projects, as a result of bequests left to Cairn as a legacy gift.

Grants up to £1,000 can be spent on:

- Buying or hiring equipment and tools
- Training and education opportunities for groups
- Paying someone to perform a task such as a gardener or joiner (but not to carry out the work yourself)
- Paying appropriate volunteer expenses
- Hiring venues, pay for catering or pay for activities for community events

The Community Fund will not ordinarily pay for the ongoing running costs of projects.

Examples of projects we have funded include:

- Allotments and community gardens
- Herb and sensory gardens
- Equipment for a kung-fu class
- Photography project between a school and a retirement court
- Art classes
- Outdoor activities for children and young adults
- Providing and installing shelves in a food bank

If you would like to find out more information or make an application please visit our website or contact our Communications & Engagement team.

# COMPLAINTS & OTHER FEEDBACK

- Care inspectorate
- Reporting a significant performance failure
- Comments & compliments

We are 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 not happy with the service we provide, please let us know.



Please tell us if:

- there is a delay in responding to your enquiries and requests
- we fail to provide a service
- you are dissatisfied with one of our policies
- you feel a member of staff has treated you unfairly or you have been discriminated against
- we fail to follow proper procedure

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

These include the following:

- A routine first-time request for a service (for example, reporting a repair or a case of antisocial behaviour for the first time).
- Requests for compensation.
- Complaints about our policies and procedures that have a separate right of appeal. For example, if you are not satisfied with the level of priority you have been given when applying for housing, you may have the right to appeal against the decision.
- Issues that are being dealt with in court or have already been heard by a court or a tribunal.
- An attempt to reopen a closed complaint or to have a complaint reconsidered if we have already given

you our final decision following stage 2 of our complaints procedure. If you are still not satisfied, you can ask the Scottish Public Services Ombudsman for an independent review of your complaint.

You can make a complaint through My Cairn, by email, through our website, in person, in writing, by phone, or by filling out the form in our 'Making a complaint' leaflet.

When complaining, tell us:

- your full name, address and preferred contact details;
- as much as you can about the complaint;
- what has gone wrong; and
- how you want us to deal with the matter.

Once we have received your complaint we aim to respond within five working days.

If you are not satisfied with our response you can ask us to look at it again. This means we will carry out a detailed investigation into your complaint and will have 20 working days to do so.

If you are still dissatisfied with our response or the way we handled your complaint you have the option to go to the Scottish Public Services Ombudsman (SPSO). You can contact them by emailing [ask@spsos.gov.uk](mailto:ask@spsos.gov.uk) or calling 0800 377 7330.

## REPORTING A SIGNIFICANT PERFORMANCE FAILURE

The Scottish Housing Regulator can consider issues raised about 'significant performance failures'.

A significant performance failure is when a landlord fails to do something they should have, or takes action that puts tenants' interests at risk. It will normally relate to the landlord's failure to meet their legal requirements or responsibilities to a tenant, and it will affect many or all of the landlord's tenants. An example of this would be if a landlord fails to carry out health and safety requirements, such as the yearly gas-safety checks. A complaint between an individual tenant and a landlord is not a significant performance failure.

If you think we have committed a significant performance failure, you should report it to us first to give us a chance to fix the problem through our complaints procedure. If we do not deal with the failure or if we agree to do something but nothing happens, you can report us to the Scottish Housing Regulator. You can contact them by going to [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) or phoning 0141 271 3810.

## COMMENTS & COMPLIMENTS



We always welcome suggestions and comments on how we can improve our services. We also want to hear from you if you are happy with the service you have received so we know where we are doing well.



## RETIREMENT HOUSING

- Shared facilities
- Mobility scooters
- Safety & security

For tenants who live in one of our sheltered or retirement courts, most have a court manager who will provide a range of services for you, the level of which will depend on the type of housing you live in.

The court manager is responsible for maintaining the safety and security of your building and will

carry out regular health and safety checks of the communal areas. It is also the responsibility of local staff to make sure that communal areas are cleaned and maintained to a high standard.

Staff are on duty at fixed hours and you will be made aware of the details of the rotas.



## SHARED FACILITIES

We have a communal lounge which we encourage you to use to meet up with friends, relatives and neighbours. These lounges usually have a small kitchen with facilities to make drinks, and there may be plenty of organised activities.

There is a laundry at most of our courts, which is for tenants use only. You will be given an allocated time to do your laundry, however the laundry is always free on a first come, first served basis after 5pm and at weekends. Local variations may be in place.

We have a guest room at most of our developments for your family to stay when they are visiting you. Priority is given to relatives of tenants who are ill. Otherwise, bookings are made on a first come, first served basis. There is a small charge to stay in the guest room.



## MOBILITY SCOOTERS

It is important for the safety of other tenants that mobility scooters are used and stored properly. Please ask for permission before you purchase a scooter, so that appropriate storage and charging arrangements can be agreed. If agreement has been given, you must make sure you do not block fire exits.

## SAFETY & SECURITY

Our staff are responsible for the general security of the building but you also have a responsibility to make sure that security is maintained, both for your own peace of mind and that of other residents.

You should:

- always report anything suspicious, regardless of how trivial it seems
- always make sure that the main door closes behind you if you are coming in or out of the court
- never wedge open main doors or your flat door
- make sure you lock your door when you are out
- never use fire doors to come in or out of the court
- always close communal windows at night
- always check the identity of callers to the court by asking to see proof of identity

## ENDING YOUR TENANCY

If you wish to end your tenancy you will need to give us 28 days' notice in writing to your local office. If you have a joint tenancy, it is essential that both parties sign the termination letter. Your tenancy will expire at the end of your notice period.

Rent and service charges will continue to apply until the tenancy is ended.

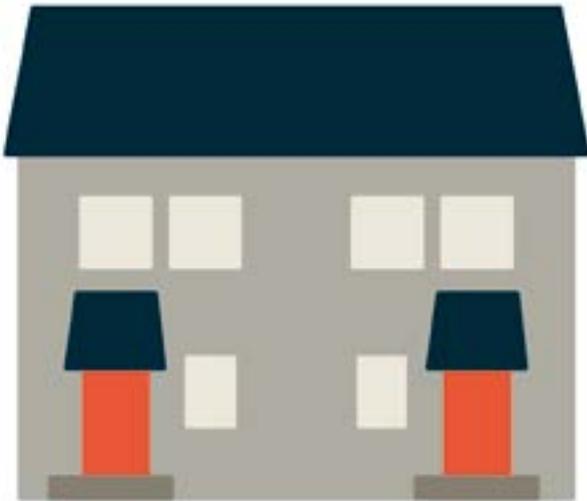
Before moving out, arrangements should be made to do the following:

- leave the house and garden clean and tidy and give us access to inspect it
- carry out any required decoration or repairs before you go
- remove all your belongings
- hand in your keys on time
- check with us to make sure that your rent balance is up to date
- apply for any compensation you may be entitled to for alterations or improvements made to your home
- give us a forwarding address
- tell us the names of the gas and electricity companies you use and contact them to give meter readings

We may charge you for cleaning, repairs, removal and storage of belongings and lock changes if you do not meet your responsibilities.

We understand that ending a tenancy due to a bereavement is a difficult time for families and our staff will provide advice and assistance as sensitively as possible. When a tenant dies and there is no one who qualifies to succeed the tenancy, the tenancy is terminated on the date of death.

In some instances there may be somebody eligible to succeed the tenancy. Most often this is a husband, wife, joint tenant, family member or live-in carer. There are conditions on who is able to succeed a tenancy. For more information about this please contact us.







**OUR HEAD OFFICE:**

Bellevue House  
22 Hopetoun Street  
Edinburgh  
EH7 4GH

**OUR WEBSITE:**

[www.cairnha.com](http://www.cairnha.com)

**OUR EMAIL:**

[enquiries@cairnha.com](mailto:enquiries@cairnha.com)

**OUR PHONE NUMBER:**

0800 990 3405

This document is available on CD, in Braille, large print and community languages.

Cairn Housing Association.

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