



# *Aberdeen Soroptimist Housing Society* **TENANTS HANDBOOK**





# Aberdeen Soroptimist Housing Society Limited

*In Association with*



*Company Registration Number 198586  
Registered Scottish Charity No SC 029461*

*22 Abercrombie Court  
Arnhall Business Park  
Westhill  
Aberdeenshire  
AB32 6FE  
Tel: 01224 548000  
Repairs Line: 01224 548001  
Fax: 01224 743358*

<https://www.ospreyhousing.org.uk/>

***EMERGENCY OUT OF HOURS: 01224 548030***

# Introduction and Welcome

Aberdeen Soroptimist Housing Society welcomes you to your new home, and pledges to make every effort to ensure that you enjoy your life with us.

This is your Tenants' Handbook. It is issued to every tenant of the Society and it is intended to be a helpful, easy guide on how to get the most out of living in your home. Please keep it in a safe place.

The Handbook contains important information about your tenancy and about the services provided on behalf of our Managing Agents, Osprey Housing.

If there is anything within this handbook you do not understand or if you would like more information, please contact Osprey Housing who will be happy to help.

*If you are visually impaired or if English is not your first or preferred language, this Handbook can be made available in a suitable form. Please contact Osprey Housing for more information on 01224 548000.*



# Chairman's Introduction

Welcome to your new tenancy. Aberdeen Soroptimist Housing Society Limited do hope you enjoy your new surroundings in Beechgrove Terrace, Rosemount, Aberdeen, in a property which we are proud to look after following the generous bequest of Dr Mary Esslemont.

Aberdeen Soroptimist Housing Society Limited is an Industrial and Provident Society and is a Registered Scottish Charity (Charity No. SC000171). We are registered with the Scottish Housing Regulator, as a housing association. The Society is governed by a Board of Directors who meet regularly to conduct business and consider financial and other matters on behalf of our shareholders.

The Society does not employ staff, so in order to ensure your property is looked after well, we have entered into a management agreement with Osprey Housing, a charitable company limited by guarantee. You can be assured that the Society places great emphasis on its relationship with its tenants and over the years a close relationship has developed between the Board of Directors and the tenants. Any tenant with an interest in joining the Board of Directors can become involved, in the first instance via the Chairman of the Board of Directors who can be contacted via OH office.

The Tenants Handbook should answer any questions you may have throughout your tenancy but if you do need further information then please contact the Housing Officer on regular visits or speak to the staff at OH Office whose contact numbers are included in the handbook.

I do hope you enjoy your time at Beechgrove Terrace.

***Alison Mitchell***  
***Chairman***

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# **SECTION 1**

## *Background*



# Background

## **A short history of Aberdeen Soroptimist Housing Society**

Aberdeen Soroptimist Housing Society Limited was formed in 1983 to convert Mile End House and surrounding area to flats. The original idea to do this was the brain-child of the late Dr. Mary Esslemont, one of Aberdeen's leading professional women of her time and a leading Soroptimist.

In her Will, Dr. Esslemont left her property to the Soroptimist International of Aberdeen and the terms of her bequest made it clear that the site was to be developed to affordable housing for the benefit of ladies over 60 years of age.

The money to carry out this development was part grant funded and part borrowed from an organisation called Scottish Homes. This body, which is Government funded, regulates Housing Associations and other Registered Social Landlords like ourselves.

The overall management of the Society is the responsibility of a Board of Directors, a group of volunteers elected by the Membership at the Annual General Meeting each year. A full list of the names of the Board and how to get in touch with them can be obtained from Osprey Housing (OH) at any time.



# **SECTION 2**

## ***Membership of the Society/ Tenant Participation***





# Membership of the Society/ Tenant Participation

The Society has an active approach to Tenant Participation. We are committed to ensuring that the services we provide reflect the views of our tenants and encourage tenant involvement with decisions that are made.

We consult with tenants on various issues, including the annual rent review, carrying out major repairs and any other services which affect you. We communicate with you regularly through a Tenants Newsletter in an effort to make sure you know everything that is going on. Above all we welcome your active involvement and participation.

The Society is also keen to recruit tenants as Board members. As a Board member of Aberdeen Soroptimist Housing Society, you would receive Board minutes and if you wish attend the Annual General Meeting. You can put yourself forward for election to the Board of Directors or you can nominate someone else, please discuss this in advance with the Chairman of the Board.

If you want to know more about any of the above matters or become more involved, please contact the Managing Agents (OH) or any Board Member.

## Equal Opportunities

The Society is committed to ensuring that everyone can access housing and the services it provides irrespective of their race, ethnic or national origin, religion, age, gender, sexual orientation, physical disability, appearance or marital status.

This commitment is equally important in relation to the development and encouragement of customer participation. The Society has

adopted an Equal Opportunities Policy which can be made available on request.

The Society strives to achieve the following objectives:

- When required, arranging translation of documents where English is not the tenants first or preferred language.
- When required, arranging access to translation services to allow face to face discussions with tenants.
- Arranging as necessary, facilities where a tenant has a hearing or visual impairment.
- Attempting to develop ways in which *all* tenants may have an input into service and provision.
- Liaising with tenants directly and with statutory and voluntary bodies who represent the interests of those who might feel excluded from services.
- Ensuring that members of the governing body (Board) and members are aware of issues relating to equal opportunities and taking action to deliver on objectives that have been agreed.
- Working to ensure that new properties meet the needs of tenants with physical or social requirements.
- Ensuring that contractors meet obligations in respect of equal opportunities.

# **SECTION 3**

## ***Local Information***



# Local Information

Main bus routes go up and down Midsocket Road, linking the development with the City Centre. This service is provided by First Bus and any timetable enquiries please contact them on -

Tel: 0871 200 22 33

Or visit website <http://www.firstgroup.com/ukbus/aberdeen>

Aberdeen City Libraries – Home Library Service

c/o Airyhall Library

Springfield Road

Aberdeen

AB15 7RF

Tel: 01224 498930

Email: [HomeLibrary@aberdeencity.gov.uk](mailto:HomeLibrary@aberdeencity.gov.uk)

Website: <http://www.aberdeencity.gov.uk>

There are Post Office branches nearby with the following address' and opening hours -

## **Berryden**

### **Opening hours**

Unit 5 Berryden Retail Park	Monday	09:00 17:30
Aberdeen	Tuesday	09:00 17:30
City Of Aberdeen	Wednesday	09:00 17:30
AB25 3SA	Thursday	09:00 17:30
	Friday	09:00 17:30
	Saturday	09:00 16:30

0.7 Miles

## **Union St**

### **Opening hours**

489 Union Street	Monday	09:00 17:30
Aberdeen	Tuesday	09:30 17:30
City Of Aberdeen	Wednesday	09:00 17:30
AB11 6AZ	Thursday	09:00 17:30
	Friday	09:00 17:30
	Saturday	09:00 12:30

**24hr ATM** 0.7 Miles

# **SECTION 4**

## *Introduction to Osprey Housing*



# Introduction to Osprey Housing

Osprey Housing is a charitable company and registered as a Social Landlord in 2016. It is a non-profit making organisation, headed by a voluntary Board of Directors with the day-to-day running carried out by professional staff based at our offices in Westhill.

We aim to provide quality, affordable accommodation for people in housing need. We work in partnership with the Local Authorities and our work is monitored by the Scottish Housing Regulator to ensure our tenants receive a high quality standard of service.

## **How to contact us –**

Osprey Housing  
22 Abercrombie Court  
Arnhall Business Park  
Westhill  
Aberdeenshire  
AB32 6FE

**Tel – 01224 548000**

**Email-**

**[Enquiries@ospreyhousing.org.uk](mailto:Enquiries@ospreyhousing.org.uk)**

**Repairs Line** (business hours)  
01224 548001

**Repairs Email**

[enquiries@ospreyhousing.org.uk](mailto:enquiries@ospreyhousing.org.uk)

**Out of Hours**  
**Emergency Repairs**  
01224 548030

**Office Hours**

9am – 5pm (Monday–Thursday)  
9am – 4pm (Friday)



# **SECTION 5**

## *Your Tenancy Agreement*



# Your Tenancy Agreement

## **A Legal Contract**

Your Tenancy Agreement is a very important document. It sets out the terms and conditions of your tenancy and the rights and responsibilities for both you and the Society.

By signing a Tenancy Agreement you agree to the terms and conditions contained within it.

All of the Society's tenants have a Scottish Secure Tenancy Agreement (SST). Many of your rights and responsibilities are based on the terms of the Housing (Scotland) Act 2001.

The following pages will provide you with a summary of the main elements of the SST. For any further queries please refer to your SST or contact the Managing Agent (OH).

## **Use of the House and Common Areas**

When allocated a property you must use it as your main place of residence and you must ensure that the property and any common areas are looked after. It is your responsibility to look after the common stairways and landings.

## **Respect for Others**

You and your visitors must not act in any way which results in a nuisance being caused to anyone living in the vicinity.

If you have a complaint about anti-social behaviour in your area you should contact your Housing Officer at OH who will investigate and take appropriate action.

## **Taking in Lodgers/Sub-Tenants**

Lodgers or sub-letting are expressly prohibited. The flats are not designed for taking in lodgers and most of you would have difficulty fitting in someone else to stay in the flat.

Equally, you are not entitled to assign the tenancy to someone else if you are not living in the property. If you have to go into hospital or if you are absent from the premises for some time, either you or a relative on your behalf should advise the Managing Agent (OH) of this so that you can come to some arrangement about managing the property whilst you are away.

### **Alterations to your Property**

No alterations or additions can be carried out to a flat without prior written permission from the Society. Clearly, we would not want to discourage tenants from improving their surroundings, but we have to be sure that the work is being carried out to an appropriate standard. If you carry out work without getting consent, it may be necessary for the work to be removed and the cost recharged to you. Should you have any plans to alter your property, please contact OH.

### **Ending Your Tenancy**

You must provide 28 days' notice of your intention to end your tenancy. Prior to leaving, any outstanding rent must be paid and all keys to the property returned to OH via the Housing Officer. The flat must be cleared of all furniture and personal belongings before the keys are returned, failing which, you may be charged for the cost of their removal. An inspection of the property must be arranged with OH.

### **Complaints**

If you have a complaint about the way we deliver services that you do not like, the Society has a Complaints Policy in place to advise you on how to go about registering your concern. We can send you a copy of our written Complaints Procedure on request.



# **SECTION 6**

## *Rent and Housing Benefit*



# Rent and Housing Benefit

## *How Your Rent is Set*

The Society's Rent and Arrears Policy is reviewed regularly to ensure that rents are low enough for tenants to afford whilst still giving the Society enough money to manage the property. As a tenant you have the right to be consulted on any proposed rent increases. Our rent increases take effect from 1<sup>st</sup> August each year, but you will receive one month's notice in writing before any changes take effect.

As you know, the Society provides a number of services including garden maintenance, the maintenance of the car park and associated lighting and the door entry systems. Each of these services and others are paid by way of a service charge which is added to the rent.

## *Rent Payments and How to Pay*

Your rent is due monthly in advance on the 1<sup>st</sup> day of each month. You can pay weekly, fortnightly or monthly. In order to make paying your rent as easy as possible, OH offers you a variety of ways in which you can pay:

- Standing Order
- Cheque
- Cash (please do not post cash to our office)

## *Housing Benefit*

Housing Benefit is a Government scheme aimed at helping low income households pay their rent. You may be eligible for assistance depending on your income and the amount of rent you have to pay.

Application forms are available from Aberdeen City Council housing benefit offices or you can ask to have one posted to your home.

For more information or for assistance in completing a Housing Benefit application form please contact your Housing Officer at OH who will be happy to help you. Alternatively you can contact the Housing Benefit Department at your local council office. Aberdeen City Council Council Tax and Benefit Office contact information –

Tel: 08456 08 09 21 or 01224 219 283 (Monday to Friday 8:00am to 6:00pm)

Revenues and Benefits  
Corporate Governance  
Business Hub 16  
Third Floor West, Marischal College  
Broad Street  
Aberdeen, AB10 1AB  
Email: [counciltax@aberdeencity.gov.uk](mailto:counciltax@aberdeencity.gov.uk)  
Fax: 01224 346700

If you receive Housing Benefit it is your responsibility to notify both the Council and the Managing Agent (OH) of any changes in your circumstances which may affect your entitlement. You must also ensure that renewal forms are completed and returned promptly to the Council.

You can also receive advice directly from any Housing Benefit Office, Citizens Advice Bureau or any Welfare Rights Office – see the useful contacts list for more information.

### **Rent Arrears**

If you are unable to pay your rent when it is due you should let your Housing Officer know as soon as possible.

The Society is anxious to help you avoid getting into rent arrears and will give you every possible assistance to enable you to stay in your home if you are having financial difficulties. Help and advice are always available on a confidential basis; therefore please contact us as soon as possible.



If you do fall into arrears we can discuss repayment arrangements with you and if necessary direct you to other agencies for help if you have multiple debts.

High or persistent rent arrears can be grounds for repossession which may lead to eviction, so please do not ignore the problem – contact your Housing Officer immediately.

***YOUR HOME IS AT RISK IF YOU DO NOT PAY YOUR RENT SO  
REMEMBER – WE ARE HERE TO HELP YOU!***

# **SECTION 7**

## *Housing Management*



# Housing Management

## Neighbour Disputes

All tenants should respect the right of their neighbours to enjoy a peaceful and quiet environment. Unfortunately, there may be occasions when disputes arise. Even small problems can escalate into major issues and result in disruption to tenants. In these cases it is best to try and resolve the issue amicably between you and your neighbour.

If such problems persist and you feel you cannot approach your neighbour, you should contact your Housing Officer. Ideally you should do so in writing, explaining what has happened and what action you have taken so far in an attempt to resolve the matter.

Sometimes other agencies such as the Police will have to be involved; therefore you should remember to keep details such as dates and times of incidents. OH can issue Incident Recording forms to help you with this if the case is ongoing. Incident recording forms are essential should any case end up going to court.

All complaints will be dealt with sensitively and in confidence. If you are threatened in any way, or a breach of the peace occurs you should contact the Police immediately who will be able to provide you with advice and assistance.

Most neighbour disputes can be easily avoided if you show respect to those living around you.

*So please remember -*

- Keep your TV/Radio/CD player at a reasonable level
- Close doors quietly
- Keep noise down – especially late at night
- Keep pets under control
- Supervise children playing outside
- Be considerate when parking

### **Mediation**

Occasionally there are times when disputes between neighbours cannot be resolved. In these cases independent mediation can be helpful. The Society currently uses Aberdeen Community Mediation Services, an organisation which specialises in resolving neighbour disputes.

### **Anti-Social Behaviour**

The Society considers any form of harassment or anti-social behaviour as a serious matter. Landlords in Scotland have the power of law to recover properties and end tenancies when dealing with nuisance or anti-social behaviour.

The Society works to ensure that all tenants enjoy a peaceful environment. Actions of anti-social behaviour will be treated seriously and could result in those tenants involved losing their home.

If you are suffering from any form of harassment or anti-social behaviour please contact your Housing Officer at OH or see the contacts list for other support services available.

### **Refuse Uplift**

Please ensure that all bin areas are kept tidy and that all refuse is taken out in time for it to be collected. Uplift of larger items can be arranged by contacting your local Council's Environmental Health Department. (See Useful Contact List.)

### **Garden Areas**

The Garden Maintenance around your property is provided by the Society by way of a Service Charge which is added to your rent.

### **Keeping Pets**

You are not permitted to keep pets within your property. However, if you already own a pet prior to taking up tenancy, you will need our written permission to bring your pet(s) with you. Permission may be granted under certain conditions, however, in the event that you no longer own that pet, you will not be permitted to replace it.



# **SECTION 8**

## *Safety and Security in the Home*



# Safety and Security in the Home

Most accidents can be avoided by following these simple guidelines:

## Electricity

- Ensure that all plugs are properly wired and fitted with the correct fuse
- Switch off all appliances which are not in use
- Do not overload power points or multi plug adaptors
- Before reporting electrical faults remember to check any trip switches which may have been triggered by faulty appliances or light bulbs, as you may be recharged for the call-out and any repair required
- Should you experience an electric shock you should seek medical attention immediately. Please disconnect the electricity at the mains and report to the OH Repairs Department as soon as possible

## Gas (Bungalow only)

If your home has a gas central heating system OH will arrange for an annual service to ensure safety in your home. You will be required to allow access for this to be done.

Gas leaks are serious and can be dangerous. You should not attempt to deal with any gas leak on your own – if you smell gas or suspect a leak:

- Turn off gas at the meter and call Transco immediately on 0800 111 999
- Do not smoke, use naked lights or flames, or use any electrical switches until someone has attended and advised that it is safe to do so
- Open doors and windows to let the gas out
- Check appliances to see if a gas tap has been left on or a pilot light has gone out

### **Fire Prevention**

- Do not allow children to play with matches or dangerous appliances
- Never leave chip pans unattended
- Do not hang clothes over or around fires, heaters or cookers
- Take care to ensure that cigarettes are properly extinguished
- Close all doors in your home at night or when you are not at home – this can save you valuable time in the event of a fire
- Your home will be fitted with a smoke detector for your safety

### ***In the event of a fire***

- ***Get everyone out of your home IMMEDIATELY.***
- ***Call the Fire Brigade on 999***

***The Society has an arrangement in place with the owner of the nearby Midstocket Mews housing complex, who have agreed to allow the use of their common room as shelter until the fire has been extinguished, or alternative arrangements have been made for you.***

### **Burst Pipes**

Frozen pipes can burst and cause serious damage to your home. In order to minimize the chances of this happening we recommend you take the following precautions:

- Ensure you know where the stop-cock is located and that it is working. They are normally located under the kitchen sink or in the bathroom
- Never leave taps dripping
- Slightly open any ceiling hatch to let warm air into the attic
- If you are going away for a length of time, leave the heating switched on. Alternatively, turn your heating off, turn off the stop-cock and drain the hot and cold water systems

If you are unsure of what action to take please contact the OH Property Team for further advice. In your absence you may wish to leave a key with a neighbour or relative to keep an eye on your home –

please let OH know who has the key and access to your home in case of emergency.

*If you have a burst pipe:*

- Turn off the water at the stop-cock
- Open all taps to sinks and baths in order to drain the system
- Turn off the water heater if it is on
- If water has come into contact with electrical appliances, connections or wires then switch off electricity at the mains switch until it has been checked
- Warn neighbours who may suffer damage as a result of the burst pipes
- Contact OH or call the emergency repairs number if out of hours

### **Security**

- When you go out, close all your windows and lock all doors
- Do not leave door keys under a doormat, or stone.
- If someone you do not know visits your home, ask for proof of identity. All employees of OH carry identity cards, as should any representative of any other agency or organisation. Do not be afraid to ask. If you are in doubt DO NOT let them in.



# **SECTION 9**

## *Complaints Procedure*



# Complaints Procedure

The Society is dedicated to providing a first class service, however if you are dissatisfied with the service we have provided it is important that you inform us as soon as possible in order for us to resolve any problems you may have experienced.

The aim of the Complaints Procedure is to give you clear guidelines on how you can tell us about any difficulties you may have encountered. This procedure also gives us an opportunity to review our services and make improvements where necessary.

In the first instance we always recommend that you contact the Managing Agent (OH) before making a formal complaint to see if the issue can be resolved informally. If you still feel the matter has not been resolved you may lodge a formal complaint. You can request a copy of the Complaints form to assist you in providing all the relevant information. Complaints are best submitted in writing but this is not a necessity.

Formal complaints are handled by OH, and you should receive an acknowledgement within 3 working days confirming receipt of the complaint. You should receive a full response within 10 working days.

If after following this procedure you are still not satisfied with the response or service you have received then you can contact the Public Services Ombudsman who deal with complaints relating to housing services (see contacts list).

Please remember that complaints against neighbours are dealt with as anti-social behaviour and you should report this to your Housing Officer. However, if you have a complaint about how OH has dealt with a neighbour dispute then please use this Complaints Procedure. Complaints aren't the only way of telling us what you think of our services. We always welcome suggestions; comments; compliments and criticisms.



# **SECTION 10**

## *Repairs and Maintenance*



# Repairs and Maintenance

## How to Report Repairs

The Society has a responsibility to ensure your property is wind and water tight, and that fixtures and fittings provided in the property are in good working order.

To report a repair please contact us in any of the following ways –

### **Main Switchboard**

**01224 548000** (option 2)

### **Repairs Line**

**01224 548001**

### **Email**

[enquiries@ospreyhousing.org.uk](mailto:enquiries@ospreyhousing.org.uk)

In writing or in person at our office address:

**Osprey Housing  
22 Abercrombie Court  
Arnhall Business Park  
Westhill  
Aberdeenshire  
AB32 6FE**

### **Out of Hours Emergency**

**Repairs 01224 548030**

*It is important for you to remember that the Out of Hours Emergency Service is for emergencies only. If you request a repair out of hours that is not an emergency you may be recharged.*



## *Response Times*

OH aim to provide an efficient and responsive repairs service. Repairs are categorised into five groups with relevant timescales to suit the type of repair you have reported:

- **Emergency:** To attend and make safe within 4 hours. Examples are damage caused by fire, flood and break-ins
- **24 Hour Emergency:** To attend and make safe/repair within 24 hours. Examples are: no heat or hot water, loss of power, leaks and blocked toilets
- **Urgent:** To attend and repair within 3 working days. Examples include electrical faults and plumbing repairs
- **Essential:** To attend and repair within 10 working days. Examples are - internal joinery faults and building work; roof repairs etc.
- **Routine:** To attend and repair within 20 working days. Examples are - external work and cosmetic repairs

## *OH Responsibilities*

OH are responsible for the following:

- Repairs to the structure and exterior of the property including the roof, walls, doors, windows and chimneys
- Repairs to internal walls, floors, ceilings, doors, door frames, internal staircases and landings
- Repairs to gutters, pipes and drains
- Repairs to baths, toilets, sinks, basins and kitchen units
- Repairs to electrical wiring, fireplaces, fitted fires and central heating installations
- Shower, if fitted by OH – this excludes shower curtain or hose fitting
- Making good damage caused by acts of vandalism or criminal activity, provided it has been reported to the Police within 24 hours and has a valid incident number
- The maintenance and servicing of your heating system – you are obliged to allow access for this to be carried out
- Smoke detectors

**Please remember that OH reserve the right to recharge you for any repairs that result from neglect, carelessness, accidental or deliberate damage caused by yourself, a member of your household or visitors to your home.**

### **Tenant Responsibilities**

Your responsibilities as a tenant are as follows:

- Repairing any accidental or deliberate damage
- Notifying OH as soon as a repair is required
- Keeping the interior of the property in a good clean condition with good decorative order
- Clearing blocked pipes if the blockage is caused by misuse
- Replacing lost or broken keys
- Any fixtures fitted by yourself such as light fittings, plugs and fuses for any appliances you have used or any faults caused by them
- Shower, if you have fitted it yourself
- Pest Control

### **Alterations & Adaptations**

No alterations or additions can be carried out to a flat without prior written permission from the Society. Clearly, we would not want to discourage tenants from improving their surroundings, but we have to be sure that the work is being carried out to an appropriate standard and that it will be appropriate. If you carry out works without getting that consent, it may be necessary for the work to be removed and the cost recharged to you.

If you wish to carry out any alterations or improvements to your home it is essential that you gain written permission before carrying out such work. Please contact OH for an application form. OH will respond within 28 days. You must advise OH when the alteration is complete so that we can carry out an inspection of the workmanship.

We may be able to carry out alterations or adaptations to your property on medical grounds provided we receive a referral from your Occupational Therapist (OT). If work is approved and carried out it is unlikely that you will have to pay for such alterations.

### **Insurance**

The Society insures the fabric and fixtures of the building and common areas. The decoration and contents of the flat are the tenants' responsibility. The Society cannot insure those things on your behalf. We strongly advise you to insure your own property yourself. A Household Contents insurance policy is not expensive when compared with the cost of replacing your furniture, carpets, equipment etc. A burst pipe or other common incidents can cause a lot of damage to your possessions and it is well worthwhile being insured.

### **Right to Repair Scheme**

All our tenants have the right to have small urgent repairs carried out within a given timescale. This is called the Right to Repair scheme.

Certain small repairs up to the value of £350, known as Qualifying Repairs, are covered by this.

Should OH fail to attend to a qualifying repair within the set timescale, this scheme permits you to instruct an alternative contractor from OH list of approved contractors to carry out a qualified repair and charge it to OH. If the qualifying repair has not been carried out within the timescale set, you may be entitled to £15 compensation for the inconvenience.

There are set procedures for ordering and recording repairs and it is essential that you seek further guidance by contacting the Repairs Department before having any work done.

The Right to Repair Scheme covers repairs which may jeopardize the health, safety or security of the tenant.

Examples of Qualifying Repairs are:

- Unsafe power or electrical fittings
- Loss or partial loss of heating
- Blocked flue to open fire or boiler

- Toilets which do not flush (when there are no other toilets in the property)
- Loss or partial loss of water supply
- Unsafe, rotten timber flooring or stair treads
- Loose or detached banisters or handrails
- Broken mechanical fans in kitchens/bathrooms

Should you require further information or a leaflet about the Right to Repair Scheme please contact the Repairs Department.

### **Heating System Servicing**

The Society is responsible for servicing your electric central heating system annually to ensure your safety and maintain the system to full working order.

The Managing Agent will arrange for the contractor to contact you directly to make an appointment for the service to be completed. You are obliged under the terms of your tenancy agreement to allow access to your home for this essential work to be carried out.

It is important that you keep your appointment with our contractor as we have the right to charge you for broken appointments. We also have the right to arrange for your electricity supply to be disconnected until the service has been carried out and a new certificate has been issued. It is vital that you co-operate with our contractor for the service to be carried out.

Should you require any further information then please contact the OH Repairs and Maintenance Department for more information.

### **Satisfaction Surveys**

With each repair you report, OH will post a works order form to you. This form is for your information and to confirm the repair has been accepted.

On the back of each works order there is a short questionnaire about the repairs service OH has provided and the quality of the repair carried out. Please take the time to return this slip to OH so the



service will be continually monitored. A prepaid reply envelope will be enclosed for you to post the completed form to OH.

OH are committed to providing a quality repairs service and all feedback received will be used constructively.

# **SECTION 11**

## *Useful Contact Numbers*



# Useful Contact Numbers

<b>Osprey Housing</b> <b>(Monday to Thursday 9.00am to 5.00pm</b> <b>(Friday 9.00am to 4.00pm)</b>	<b>01224 548000</b>
<b>Osprey Housing</b> <b>(Emergency Repairs Number at all other times)</b>	<b>01224 548030</b>
<b>Police, Fire, Ambulance</b>	<b>999</b>
<b>Grampian Police (Non Emergencies)</b>	<b>0845 600 5700</b>
<b>Transco (for gas leaks)</b>	<b>0800 111 999</b>
<b>Scottish Water (emergency helpline)</b>	<b>0845 600 8855</b>
<b><u>Advice Centres</u></b>	
<b>Aberdeen Counselling Centre</b>	<b>01224 211055</b>
<b>Aberdeen Counselling and Information Service</b>	<b>01224 573892</b>
	<b>01224 575954</b>
<b>Aberdeen Cyrenians Housing Advice Service</b>	<b>01224 289289</b>
<b>NESS North East Sensory Services</b>	<b>01224 494566</b>
	<b>01224 495675</b>
<b>Age Concern, Scotland</b>	<b>01224 630330</b>
<b>Benefits Agency</b>	<b>01224 618000</b>
<b>Citizens Advice Bureau Aberdeen</b>	<b>01224 586255</b>
<b>Cornerstone Community Care</b>	<b>01224 213103</b>
	<b>01224 213108</b>
<b>Cruse Bereavement Care</b>	<b>01888 562145</b>
<b>Energy Saving Scotland Advice Centre</b>	<b>0800 512012</b>
<b>Family Mediation Grampian</b>	<b>01224 630050</b>
<b>Grampian Caredata</b>	<b>0800 136225</b>
<b>Grampian Women's Aid</b>	<b>01224 593381</b>
	<b>01224 583960</b>
<b>Samaritans 24 Hour Crisis Line</b>	<b>08457 909090</b>
<b>SCARF – Save Cash And Reduce Fuel</b>	<b>01224 213005</b>
<b>Shelterline 24 hour Housing Advice Line</b>	<b>0808 8004444</b>
<b>Welfare Rights</b>	<b>01224 648247</b>

**Housing Benefit Office**

**Aberdeen**

**01224 219283**

**Other Council Telephone Numbers**

**Aberdeen City Council**

**01224 522000**

**Environmental Health Department**

**01224 219281**

**Miscellaneous**

**Aberdeen Solicitors and Property Centre**

**01224 632949**

**Scottish Public Services Ombudsman**

**0800 3777330**

**Solicitors – See Citizens Advice Bureau under Advice Centres**

**Tenants Insurance Services**

**0845 6016006**