



CLYDE VALLEY  
HOUSING  
ASSOCIATION



# Tenant Handbook

“ A Positive  
Influence  
for Change

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# WELCOME MESSAGE

Welcome to your new home.

This handbook has been designed as a guide for you to refer to at the start, during and end of your tenancy. It contains practical advice on how to pay your rent, report a repair and information about your responsibility as tenant to ensure a successful tenancy.

Please keep this handbook in a safe place so you can refer to it when you need to. If you have any questions, please contact us at CVHA.

## Contact Us:



01698 268855

*select the relevant option*



[www.cvha.org.uk](http://www.cvha.org.uk)



[cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)



Clyde Valley Group  
50 Scott Street  
Motherwell  
ML1 1PN



9:00am – 5:00pm Monday to Thursday 9:00am – 4:30pm Friday (except public holidays)

## Find us Online:



[https://cvha.org.uk/](https://cvha.org.uk)



<https://bit.ly/CVHAFB>



[https://x.com/CVHA\\_](https://x.com/CVHA_)

Opportunities to speak face to face with one of our Officers are on an appointment base only. These can be arranged to take place in our office, by home visit, video telephone call or telephone appointment.

If you wish to make an appointment please phone our Contact Centre.



# CUSTOMER PROMISES AND COMMITMENTS

When you phone, email, send a letter or arrive at the office for an appointment. The first point of contact is with our Contact Centre team. If they are not able to respond to your enquiry they will try to get a hold of the relevant team member. If they are unable to do so, a case will be raised on our CRM system and you will be contacted within 3 working days.

## Our Promises to You

We will make it easy for you to deal with us	We will always be helpful
We will always treat you with kindness and respect	We will do what we say we will
We will work to find the best possible outcome for you	We will provide you with a great customer experience

## Getting in Touch

 When you call our Contact Centre, we will aim to answer your call within 1 minute

 When you email us, you will get a personal response within 2 working days

 When you visit our office with an appointment, we will ensure that a member of the team is there to meet with you

 When you write to us, we will acknowledge your letter within 3 working days of receiving it

## Getting Things Done - Timescales

-  We will aim to resolve things there and then
-  If we can't resolve things right away then we will make contact within 3 working days with an update or resolution
-  If your case is still open then we will agree the timescale for the next contact (update or resolution) with you. This will be no more than 5 working days after our last contact
-  We will repeat this process of updates until resolution



# STARTING YOUR TENANCY



Your Scottish Secure Tenancy (SST) starts on .....

Your tenancy agreement is a legal contract which outlines your rights and responsibilities as a tenant, and ours as a landlord.

Please keep your copy safe.

- Decide on how to pay your rent
- Contact your Local Authority to register to pay Council Tax, speak to one of our team if you think you are eligible for Council Tax Reduction/ Exemption
- Contact your electrical supplier and give them your current meter reading
- For any technical queries such as operating your heating system or locating your stopcock, contact us for advice
- You may wish to set up a landline/broadband provider
- Inform anyone who needs to know your new address e.g. Doctor, Bank, DVLA, Voters Roll etc.
- Check out our Newsletters/Bulletins for all recent updates on CVHA activities on our website
- Update your Universal Credit Journal to claim housing costs or advise Housing Benefit you have moved in (if applicable) and speak to your Revenue Officer about how you will pay your rent
- Contact your gas supplier and give them your current meter reading
- Check with your local council to confirm when your bins are emptied and understand their expectations regarding your bins
- Insure your home contents
- Ensure you have a valid TV License
- Your Housing Officer will arrange a settling in call or visit after 8 weeks of entry, any issues prior to this check in please don't hesitate to contact us

# YOUR NOTES

## Where is my.....

- Stopcock (Main Water Shut-Off Valve)
- Fuse Box
- Gas Shut-Off Valve
- Heating System (Boiler)
- Smoke & Carbon Monoxide Detectors

## What is my.....

- Electricity Meter Reading \_\_\_\_\_
- Gas Meter Reading \_\_\_\_\_

# PAYING YOUR RENT



Your rent is charged monthly and is due on the 1st of the month. If you prefer to pay fortnightly or weekly you can agree this with your Revenue Officer at any time throughout your tenancy.

## Ways to pay your rent

- **Direct Debit:** The easiest way to pay. We can set this up over the phone or you can download a form from our website and return it to us, enabling you to pay your rent hassle free each month.
- **Standing Order:** Choose weekly, fortnightly, or monthly payments.
- **Website:** Make a payment online at [cvha@cvha.org](mailto:cvha@cvha.org)
- **Phone:** Call 01698 268855 and select the relevant option
- **Payment card:** You can use your payment card to pay at a Paypoint or Post Office
- **Universal Credit Housing Costs:** Payments can be made direct to us
- **Housing Benefits:** Payments can be made direct to us
- **Recurring Payments:** Make a payment online at [cvha@cvha.org](mailto:cvha@cvha.org)



More detailed information can be found on our website or by contacting a member of our Revenue Team.

**You are responsible for paying your rent and any applicable service charges on time.**

If you are struggling to make payments on time, please contact your Revenue Officer for advice and assistance at an early stage. We would like to help you tackle the situation before it becomes serious. We can:

- Set up a payment arrangement
- Arrange to take the rent arrear directly from your benefits
- Complete income and expenditure forms with you to help you manage your budget
- Signpost you to independent debt agencies who can support you with financial advice
- Refer you to our Income Maximisation team

If you fail to engage with us regarding any rent arrears or charges built up, we will be forced to take court action to recover the rent due. This could then result in you being evicted from your home. We want to support you and help you to sustain your tenancy so please contact us as soon as you are worried about paying your rent.

# WELFARE BENEFITS

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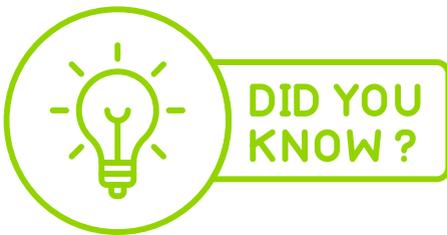
The benefits and social security system can be very difficult to understand and navigate. At CVHA we have a dedicated team here to help you with this system.

## **This includes:**

- Benefit Checks, there are a range of state Benefits available some of which you may not even know you are entitled to
- Completing the appropriate paperwork or forms for Benefits including online applications for Universal Credit and Council Tax Reductions
- Providing advice, guidance and support if your circumstances change and what this means for Benefits you are claiming

If you wish to speak to one of our Officers, appointments can be arranged in our office, by home visit or by telephone.

If you wish to seek in independent advice, you can contact your local Citizens Advice Bureau Office. <https://www.cas.org.uk/>



If you or someone in your household claims Universal Credit, you could switch to a cheaper broadband and phone package.

Check out Ofcoms page for more details and how to apply.

[Ofcom social tariffs](#)

# TENANT PARTICIPATION



Tenant Participation is more than just encouraging you to participate in the formal decision-making processes, we value the everyday informal methods of talking to you in person or over the phone, using online communication, receiving complaints and compliments and using these interactions to help influence change and improvement.

There are lots of different ways you can engage with us and at a level you feel comfortable with. For a full detailed overview of how we support tenant involvement, please refer to our **Tenant Participation Strategy** available on our website.



Join our Customer Panel, this is a group of tenants who come together on a bi-monthly basis. Functions of the group are to review policies, provide feedback and suggest recommendations which will improve service delivery.



Join or set up a Tenants and Residents Group. These groups have a recognised role in the decision making process and contact details are maintained on a public register for consultation and information distribution. promote the interests of their neighbourhood



Provide your feedback, opinions or views on a specific topic through a survey/event/social media post.



Attend roadshow events, conferences, fun days, estate walkabouts, complete surveys and our Annual Satisfaction survey.



Be a part of a working group to look at an area of business within CVHA to look at whether improvements are needed.



Become a member to attend and vote at our AGM and apply for vacant Board positions.



If you are dissatisfied with a service provided by us, submitting a complaint via our Complaints process. You can read our process <https://cvha.org.uk/customer-complaints/>

# TENANT PARTICIPATION

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Each year we will publish a Tenant Engagement calendar which outlines points throughout the year when we will share information and updates with you along with opportunities for you get involved.



If you would like to get involved in anything specifically or would like to talk to us about any participation activities, please get in touch with a member of our Customer Engagement team or you can complete our short **Participation Register** and we will be in touch.

## How we will keep you informed

Did you know we have a range of platforms we use for communication both to let you know what's happening within the organisation and for us to gather your feedback, these include:

- Facebook
- CVHA Website
- YouTube
- e-Bulletins which will be sent 4 times a year
- Bi-annual Newsletters
- Transactional surveys following any interactions with us
- Annual Value for Money and Performance reports
- You Said We Did reports
- Annual Satisfaction surveys



# EXPECTED STANDARDS OF BEHAVIOUR

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We expect our employees and contractors to be courteous and helpful when providing you with services, as you are our valued tenant. Here is a list of behaviours you should expect from them:

- 1 Identification** – They will wear and show identification. Please verify their identity before allowing access to your property for your safety.
- 2 Protection of property and belongings** – They will use dust sheets and shoe coverings to protect your belongings. They will make reasonable efforts to protect your belongings during the work.
- 3 Work environment** – They will carry out their work in a neat and tidy manner and keep noise levels to a minimum.
- 4 Responsible behaviour** – They will act responsibly at all times, and will not smoke, play music, or use inappropriate language in your home.
- 5 Waste removal** – They will remove all repair-related waste from your home once the work is completed.
- 6 Politeness** – They will be polite and courteous to you and your guests.
- 7 Health and safety** – They will comply with all health and safety requirements.

Our teams are here to provide you with quality service and should always maintain a professional attitude. We kindly ask that you treat them with respect as well.

We come into contact with many people in the course of our work, and in the vast majority of cases these interactions are positive and productive for all parties. Occasionally, the behaviour or actions of individuals we have dealings with make it impossible for us to continue any constructive engagement. In this small number of cases we have to consider taking steps to protect our employees or to ensure that our ability to work effectively is not undermined.

You can read more about this in our Expected Behaviours Policy.

# BEING A GOOD NEIGHBOUR

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Let's all take responsibility for maintaining a positive and respectful community.

We expect everyone to treat their neighbours and employees with kindness and consideration. Disruptive or inconsiderate behaviour will not be tolerated.

**Please remember:** you are accountable for the actions of anyone living in or visiting your home.

If you experience an issue with a neighbour, we encourage you to try to resolve it respectfully through a direct conversation. However, if the issue persists or cannot be resolved, contact us—we're here to step in and support where needed.

For more information please refer to our Guide to Anti Social Behaviour booklet.



# RESPONSIBILITIES

## Your responsibilities to us:

- Pay your rent and any charges on time
- Live in the property as your main home
- To make sure you have contents insurance in place
- Look after the property ensuring its is clean and tidy both inside and outside
- Maintaining your garden if you have one
- Present your household waste for collection in line with council policies
- Report repairs to us
- Allow us access to complete property checks as required, including gas and electrical safety checks
- Be respectful towards your neighbours
- Keeping us informed if there is any changes to your household, this is particularly important if you receive Universal Credit, Housing Benefit and can also impact your rights to assignment and succession
- Get written permission from us before making any changes to your home
- Give us 28 days written notice if you wish 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 any repairs to an agreed timescale
- Consult with you before setting new rental charges or changes to any service delivery
- Support you to maintain a successful tenancy, linking with external agencies if necessary
- Provide you with options and support if you are struggling to pay your rent
- Provide communal close cleaning and landscaping services
- Dealing with any issues that arise and responding to complaints in a timely manner

## Letting Standard

When you view your property, it must meet a minimum letting standard. Your property should be clean, in reasonable decorative order and everything should be working. For example heating, electrics and plumbing. An energy performance certificate (EPC) will be displayed in the property and Gas and Electrical safety checks completed.

# RESPONSIBILITIES

## **Bins and recycling**

You are responsible for your household waste being disposed of correctly. Please ensure you understand your bin collection day and your Local Authority cleansing policy. Use your bins correctly to prevent attracting pests and maintaining a clean and tidy garden/estate.

To dispose of bulk items, you must arrange special uplifts, private collection or take it to your local recycling centre.

## **Keys**

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

It's advisable to provide next of kin or a reliable neighbour with a spare key to prevent recharges.

## **Ending your tenancy**

If you want to end your tenancy you have to give us at least 28 days notice. You must do this in writing either by sending us an email or letter. Your partner, or any joint tenant, must also sign to show that they agree that the tenancy is going to end.

A termination of tenancy inspection will be carried out by your housing officer, you may be given a list of work that needs carried out before leaving.

When you move you should return all keys, fobs, electric meter keys and gas meter cards. You should leave your property clean, tidy and remove all furniture and belongings.

## **Support**

We aim to help you to keep your tenancy and help address any risk that may threaten the tenancy. We work in partnership with many specialist organisations who we can signpost you to for help with specific difficulties you may be experiencing. Difficulties could be problems with housing benefit, money worries, health concerns etc.

# HOUSEHOLD CHANGES

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It's really important we have your correct household details, this includes anyone who may have moved in or out of your property, updating us if you would like someone to become a joint tenant, letting us know whether you have had any children or whether you have had any children/young people move out of your home.

If we don't have your correct household composition recorded it can impact your successions rights and requests for joint tenant and assignation, it can also potentially affect any benefits you may be on.

## **You need our consent to:**

- Create a joint tenancy
- Get a pet
- Run a business from your home
- Sublet all or part of your tenancy
- Assign your tenancy (pass to someone else)

## **Creating a Joint Tenancy**

You have the right to apply to have a joint tenancy.

A joint tenant must be someone who is not already a tenant or owner of another property and who intends to live in the property as their only or principal home. They must have been living at your address for a minimum of 12 months from the date you told us they moved in.

## **Changes to Your Household**

It is very important to tell us if there have been changes to your household. This includes additions to your family or possibly the death of a household member. Failure to do so could affect aspects of your tenancy in the future. For example

- Rent charge/benefit entitlement
- Criteria for medical adaptations
- Your housing application



# HOUSEHOLD CHANGES

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## **Transfers**

You may wish to consider applying for new accommodation particularly if you are affected by overcrowding, under-occupation, if you can no longer manage due to medical conditions or need some support. You can apply via the Common Housing Register for the Local Authority in which you want to live.

- For South Lanarkshire, applications can be made online.
- For North Lanarkshire, you must return a paper application.

## **Mutual Exchanges**

This is an arrangement where you can “swap” homes with a CVHA tenant or tenant of another public sector landlord, i.e. Housing Association, Council or Housing Co-op. Permission is granted by each landlord subject to their mutual exchange policy. To qualify you must meet set criteria for example; clear rent account, well maintained property, no breach of tenancies.

You can opt to advertise your property for Mutual Exchange by completing the form on our website. You can also view current properties available for exchange on our website.

## **Succession of Tenancy**

There are three levels of qualification to a tenancy if the tenant or joint tenant dies. A successor must have already been on the household composition as occupying the property as their main or principal home prior to the tenant’s death for a minimum of 12 months. All three levels are described in your tenancy agreement.

## **If you are away from your home**

If you plan to be away from your property for more than 2 weeks please inform your Housing Officer and your return plans. During winter, if you’re away, pipes could freeze and burst. For short trips we would suggest leaving heating on at 5°C, but for longer absences, keep it at normal levels, however we do understand many people will not be in a position to do this. Please consult your Technical Inspector for advice. Failure to take precautions may lead to repair costs, which you’ll be charged for. If personal belongings are damaged due to a leak, you must claim through your home contents insurance, as CVHA won’t replace them.

# MAINTENANCE AND REPAIRS

This section is designed to provide you with useful information about our repairs service. We aim to provide you with the best possible housing repairs service by making sure homes are regularly maintained and improved.

**Please note if you have moved into a new build property you will be issued with a separate booklet which will explain what you can and can't do within the first year**

## How to report Repairs



You should let us know as soon as possible if a repair needs done. The best way to report a repair is to phone 01698 268855 or email [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk). Please include your address, the nature of the repair, which area is affected and when you can give access for the repair. You can also report a repair on our website.

## Reporting a repair when the office is closed



If you need to report an emergency repair outside of our regular office hours, please call us at 01698 268855. You will be directed to our after-hours service, which will coordinate with a contractor to address the issue promptly.

## How long will repairs take?



The duration of repair work is determined by the severity of the issue. We will inform you of the repair category and expected completion timeline when you report the problem. We will also coordinate a suitable time for the contractor to visit. If you are unable to provide access after scheduling an appointment without cancelling it, you may incur a charge for the contractor's time.

# MAINTENANCE AND REPAIRS

<b>Emergency repairs</b> 		
Target time within 4 hours	<p>Emergency repairs are those needed to avoid serious health and safety problems, or prevent serious structural damage to your home.</p> <p>This service is to make your home safe. A full repair may not be completed at this stage</p>	<p>Examples of emergency repairs.</p> <ul style="list-style-type: none"><li>• Gas leaks.</li><li>• Total electrical failure.</li><li>• Burst pipes.</li><li>• Total communal lighting failure.</li><li>• Making property safe.</li></ul> <p>For the full list see our website</p>
<b>Urgent Repairs</b> 		
Target time within 72 hours	<p>An urgent repair is when the problem seriously affects your comfort, or can cause potential damage to your property.</p>	<p>Examples of urgent repairs.</p> <ul style="list-style-type: none"><li>• Leaking pipes.</li><li>• Most gas repairs.</li><li>• No hot water.</li><li>• Heating failure.</li></ul>
<b>Routine Repairs</b> 		
Target time within 10 working days	<p>A routine repair is when the problem does not impact health and safety or cause any structural damage. Most repairs will fall into this category.</p>	<p>Examples of routine repairs.</p> <ul style="list-style-type: none"><li>• Small areas of paving.</li><li>• Minor plastering.</li><li>• Door &amp; window repairs.</li><li>• Guttering/down pipes.</li></ul>

# MAINTENANCE AND REPAIRS

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## **Right to Repair**

The Association is obligated by law to complete specific repairs within a set timeframe once you have reported them. These repairs, known as 'Right to Repair', pertain to certain urgent issues that could impact your health, safety, or security. For more information, please visit our website or reach out to us directly.

## **Pest Control**

CVHA deal with the following pests: ant infestations, cockroaches, bedbugs and vermin (rats and mice).

If you have any issues with other insects/bugs, it is your responsibility to keep good hygiene and use over the counter products.

## **Rechargeable Repairs**

You may be invoiced for certain repair costs. This occurs when it has been determined that the repair is your responsibility and is a result from neglect or carelessness. When you report a repair, we will make an effort to inform you upfront if it is a chargeable repair and provide an estimated cost. However, in some cases, it may only become apparent that a repair is chargeable once the work is underway. In instances of specific repairs or if you have a track record of chargeable repairs, advance payment may be required before commencing the work.

## **Common Void Recharges**

Please refrain from engaging in the following activities, as they may result in recharges:

- Painting or wrapping kitchen worktops and units, with a replacement cost of up to £3,000
- Painting radiators, with a charge of up to £200 per radiator
- Changing switches and sockets, with an approximate cost of £15 per switch/socket
- Changing light fittings, with an approximate cost of £15 per fitting
- Painting or removing internal doors, with an approximate cost of £200 per door
- Leaving items and flooring in your property or garden after terminating your tenancy

# MAINTENANCE AND REPAIRS

## General alterations

Prior approval from us is required for any modifications or enhancements to your home. To request permission for any alterations like the ones listed below, please contact our Contact Centre.

Failure to do so may result in being billed for any necessary replacement repairs, and you may be instructed to restore the property to its original state at your expense.

We may also take legal action against you for breach of your tenancy conditions.

## Examples of general alterations

### include:

- Wall-mounting a TV
- Installing laminate flooring
- Building conservatories, sheds, fencing, decking, or slabs
- Setting up a ring doorbell or CCTV
- Altering kitchen or bathroom fixtures, including shower installations
- Demolishing walls within the property or garden
- Modifying water, gas, or electricity fixtures (ensure qualified tradespeople are employed for gas and electrical work)
- Creating a drop kerb and hard standing
- Installing external security lighting
- Exterior painting
- Replacing electrical light fittings

## Carpets and Floor Coverings

- Doors must have at least an 18mm gap at the bottom to allow new floor coverings to be fitted.
- Many carpet fitters can trim doors using specialist tools—ask about this when booking.
- To avoid damaging under-floor pipes, nails, tacks and staples for carpet fixing must be no longer than 13mm.
- Vinyl and sheet flooring manufacturers usually recommend laying hardboard or plywood first; use fixing nails or pins no longer than 13mm.

### Please note:

Laminate and hardwood flooring is not permitted in flats above ground level.

Seeking permission does not guarantee automatic approval. Approval may be declined if the changes are deemed hazardous, will increase future maintenance costs, or diminish the property's value. Any alterations must comply with planning regulations and building codes, and charges may be applicable.



# MAINTENANCE AND REPAIRS

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## Your maintenance responsibilities

- Please keep your home in a clean and good decorative condition
- Please keep your garden, stairwells and common areas clear and tidy
- Report damage or required repairs to us
- Repair any damage caused by you, your household or visitors. This includes damage to glass, sinks or sanitary ware, choked wastes and damage caused by forced entry due to lost keys
- Report any criminal damage or vandalism to the police
- Have contents insurance including cover for tenant-responsible items
- Please test all your alarm(s) regularly
- If we have to carry out any repairs that are your responsibility we will charge you the cost of doing so e.g. repairing damage caused by you or your visitors. We call this a 'recharge'.



## Our maintenance responsibilities

- We will log all repairs, emergency repairs will be dealt with in a target time of 4 hours
- All general repairs will be dealt with in a target of within 10days
- We provide close cleaning and landscaping services across our communal areas
- We can support you to locate your stop cock, understand your heating and how to read your meters
- We will work closely with our contractors and ensure any repairs are dealt with efficiently as possible and to a high standard
- Repair any burst pipes/leaks
- Liase with Housing Officers if works to your property are significant and you require to be decanted

# MEDICAL ADAPTATIONS

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## **Adaptations to your property for people with medical needs**

If you, or someone who is registered as living in your home has a disability, we may be able to help by adapting your property. Adaptations can range from grab rails and handrails to wet rooms and ramps. Each year we receive a limited amount of Government funding to carry out these works, once the budget is spent, we operate a waiting list until the following year's funding is received.

If you think you require an adaptation to your property, under medical grounds, you first need to contact your local Occupational Therapy Department within your local authority council. The Occupational Therapist (OT) will make an assessment and then submit a referral to us requesting any adaptations required.

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



# ASSET AND COMPLIANCE

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**the Asset & Compliance Team are responsible for keeping your home safe.**

Some examples of these are:

- Providing an Annual Gas Service
- 5 yearly Electrical Inspection Condition Report (EICR)
- Water checks for legionella
- Asbestos checks
- Damp and mould prevention

We are also responsible for upgrading your home. Some examples of the upgrades are:

- Kitchen (approximately every 20 years)
- Bathroom (approximately every 30 years)
- Boiler (approximately every 15 years)
- External doors and windows (approximately every 30 years)

## **General access**

Our employees or approved contractors may need to enter your home to carry out repairs, inspections, improvements, gas appliance servicing, and safety checks. In emergencies, such as flooding or a suspected gas leak, we may need to access your property without prior notice to protect your home and your neighbours. We will give you reasonable notice whenever possible, but we expect you to allow access when required whether this be pre works, during works or post works. If you refuse or fail to respond to requests for essential inspections, like annual gas safety checks, we may need to force entry.

## **Customer Health and Safety**

Keeping you safe in your home and neighbourhood is a top priority for CVHA. We are committed to ensuring you trust and feel confident in the safety of your home. You can read our full Customer Health and Safety handbook which outlines the steps CVHA takes to maintain your home's safety and how you can contribute to this effort.



# FREQUENTLY ASKED QUESTIONS

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## **Can I have a pet?**

Yes in most cases with permission, if you want to keep a pet you need to apply and obtain written permission from us first. There are property types where no cats or dogs are allowed. Contact your Housing Officer for advice.

## **How do I report Anti Social Behaviour?**

For all information regarding ASB, please read our Anti Social Behaviour Booklet.

## **Will you cut my grass if I am unable to do it myself?**

Unfortunately CVHA are not responsible for private gardens nor do we have the resource to carry this out for you. If you are unable to cut and maintain your own garden you are responsible to find an alternative method.

## **My bins are overflowing, who is responsible for emptying them?**

Your local authority are responsible for emptying your bins, if they have not been picked up you should contact the council.

## **There are rats around the bin stores, what do I do?**

If bin stores are left untidy, pest control will not be arranged. It is your responsibility to ensure all waste is disposed of correctly. Do not leave food or other waste exposed—this includes inside and around bin areas. Please remove any food sources immediately and contact us if further guidance is needed.

## **People keep parking on the pavement/in spaces that are not theirs**

We have no authority to control where people park and how many spaces they may take up. If you are aware of abandoned cars or repeat offenders parking on pavements please inform your local authority.

## **How do I book a special uplift for moving boxes etc, local refuse centres?**

CVHA do not provide uplift services, please contact your local authority you can find your LA number on our useful contacts page.

# FREQUENTLY ASKED QUESTIONS

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## **I think my neighbour is smoking Cannabis/dealing drugs**

In any circumstances when you think criminal behaviour is taking place as a first point of call you must report this to the Police. We will receive a Police report and then can investigate/take action.

## **My personal belongings were damaged due to a burst pipe, will you compensate me on the damage?**

Clyde Valley are not responsible for replacing any personal belongings due to any leaks/burst pipes. Our responsibility is to repair the damage to the pipe/area of property that caused the leak. We advise all tenants to take out contents insurance to protect against these situations.

## **Can I make alterations to my home?**

Depending on what it is, but yes with permission we do allow home improvements to be carried out, however permission must be obtained prior to the work starting. Please note we don't allow permission for decking. And permission must be granted for sheds/outbuildings.

## **Can I have satellite television installed?**

Yes, in most cases with written permission.

## **Can I smoke in my property?**

Yes, you can smoke in your property but please be mindful of your neighbours and when CVHA employees or Contractors are attending your home. As per the law it is illegal to smoke in any communal areas.

## **How do I locate who my energy supplier is?**

If there are no final bills left by the previous tenant, you can contact Ofgem for assistance.

## **How do I apply to the Scottish Welfare Fund for household items?**

You can apply to your local authority for help, funds are split into Crisis grants and Community grants. To apply you must meet a set criteria.

# USEFUL CONTACT DETAILS

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**In the event of an emergency repair or issues, please call the relevant number below:**

- If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999
- for power outages call Scottish Power on 0800 111 4686
- no water supply or burst pipes 0800 077 8778
- Gas heating repairs 0844 579 6493 or 0141 646 5091
- all other emergency repairs 01698 268855

## **Waste Management**

### **NLC bins and recycling:**

<https://www.northlanarkshire.gov.uk/bins-and-recycling>

### **SLC bins and recycling:**

[https://www.southlanarkshire.gov.uk/info/200156/bins\\_and\\_recycling](https://www.southlanarkshire.gov.uk/info/200156/bins_and_recycling)

### **EDC bins and recycling:**

<https://www.eastdunbarton.gov.uk/services/a-z-of-services/bins-waste-and-recycling/bins-and-recycling/>

## **Pest Control**

### **NLC pest control**

**Tel:** 0345 143 0015

<https://www.northlanarkshire.gov.uk/pests-and-pollution/report-pest-problem>

### **SLC pest control**

**Tel:** 0303 123 1015 /

[https://www.southlanarkshire.gov.uk/info/200197/owning\\_your\\_own\\_home/422/pest\\_control](https://www.southlanarkshire.gov.uk/info/200197/owning_your_own_home/422/pest_control)

### **EDC pest control**

<https://www.eastdunbarton.gov.uk/services/a-z-of-services/environment-pollution/pest-control/>

# USEFUL CONTACT DETAILS

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## **Anti-Social Behaviour**

Anti-social behaviour complaints should in the first instance be reported to Police Scotland on 101 or the Local Authority Out of Hours ASB Team on:

- South Lanarkshire Council: 0800 242 024
- North Lanarkshire Council: 0300 123 1382
- East Dunbartonshire Council: 0300 123 510

You can also report anonymously to Crime stoppers

## **Scottish Welfare Fund**

**NLC:** 0300 555 0405

<https://www.northlanarkshire.gov.uk/benefits-and-money/scottish-welfare-fund>

**SLC:** 0800 952 0448

[https://www.southlanarkshire.gov.uk/info/200260/scottish\\_welfare\\_fund/1064/crisis\\_and\\_community\\_care\\_grants](https://www.southlanarkshire.gov.uk/info/200260/scottish_welfare_fund/1064/crisis_and_community_care_grants)

**EDC:**

<https://www.eastdunbarton.gov.uk/services/a-z-ofservices/benefits/scottish-welfare-fund/>

## **Women's Aid**

**SLC:** 0800 027 1234 / <https://www.wasler.org.uk/contact/>

**NLC:** 01236 432061 and 01236 730992 /

[www.monklandwomensaid.co.uk](http://www.monklandwomensaid.co.uk)

**EDC:** 0141 776 0864 / <https://www.edwa.org.uk/>

Home Energy: 0808 808 2282 /

<https://www.homeenergyscotland.org/>

Citizens Advice: <https://www.citizensadvice.org.uk/scotland/>

Step Change (debt Charity): 0800 138 1111 /

<https://www.stepchange.org/#>

# REPAIR RESPONSIBILITIES

Maintaining houses to a high standard is crucial. While we handle most home repairs, there are some for which you will be accountable. For a comprehensive breakdown of repair categories and associated responsibilities, please refer to the table below:

Description	CVHA	Tenant	Comments
Ant infestation	✓		
Back Boiler	✓		
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc	✓		
Bath panels	✓		
Bathroom suites	✓		Unless installed by tenant
Baths	✓		
Bin shelters	✓		
Brickwork, blockwork	✓		
Car ports	✓		Unless installed by tenant
Ceilings	✓		
Chimney stack/ pots/ cowls	✓		
Cisterns	✓		
Clothes Poles	✓		

# REPAIR RESPONSIBILITIES

Description	CVHA	Tenant	Comments
Clothes Pulley	✓		
Coal Bunkers	✓		
Communal areas to flat	✓		
Communal TV systems	✓		
Cupboards	✓		
Damp proof course	✓		
Decoration - internal		✓	
Door bell	✓		Unless installed by tenant
Door entry system	✓		
Door name plates		✓	
Door internal	✓		
Driveways	✓		
Drying area	✓		
Electric central heating system	✓		
Electrical appliances & plugs	✓		Unless installed by tenant
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		
External drainage	✓		

# REPAIR RESPONSIBILITIES

Description	CVHA	Tenant	Comments
Extractor Fan	✓		
Fences & gates - boundary	✓		
Fences & gates - divisional	✓		Unless installed by tenant
Finishing timbers	✓		
Fire – electric & gas	✓		
Floor Tiles		✓	
Garages	✓		Unless installed by tenant
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc	✓		
Glass – external	✓		
Glass to internal doors/screens	✓		
Immersion heaters	✓		
Keys & fob replacement		✓	
Kitchen fittings/worktops	✓		
Kitchen units & sink	✓		
Landing & stairs (communal or internal)	✓		
Lift/elevator repairs	✓		
Mirrored/built in wardrobe	✓		Unless installed by tenant
Parking area (communal)	✓		

# REPAIR RESPONSIBILITIES

Description	CVHA	Tenant	Comments
Paths & steps to access property	✓		
Play area and equipment	✓		Only if owned by CVHA
Plugs & chains	✓		
Public utility supplies/meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden waste wheelie bin		✓	
Retaining walls	✓		
Roof coverings	✓		
Roof lights/skylights	✓		
Ropes for clothes drying		✓	
Rotary drier & clothes lines	✓		
Roughcast	✓		
Sheds /outbuildings		✓	Unless installed by tenant
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Sink unit top	✓		
Skirting	✓		

# REPAIR RESPONSIBILITIES

Description	CVHA	Tenant	Comments
Smoke detector batteries	✓		Unless installed by tenant
Smoke detectors	✓		
Solid fuel central heating	✓		
Stair lighting (communal)	✓		Only if owned by CVHA
Taps	✓		
Toilet Seats	✓		
TV aerial communal sockets	✓		
Vermin infestation	✓		
Wash hand basin	✓		
Washer on taps	✓		
Water heating	✓		
Water storage tanks	✓		
Water supply	✓		
WC	✓		
White goods		✓	Unless installed by CVHA
Window frames, sills & fittings	✓		

# QR CODES / URLs

## DOCUMENT ACCESS

Description	CVHA	Tenant
Complaints and Compliments	<a href="https://cvha.org.uk/customer-complaints/">https://cvha.org.uk/customer-complaints/</a>	
Expected Behaviours	<a href="https://cvha.org.uk/upload/download_document/17b3c48f-45e2-11eb-9cbc-005056a3/file.pdf">https://cvha.org.uk/upload/download_document/17b3c48f-45e2-11eb-9cbc-005056a3/file.pdf</a>	
Anti Social Behaviour	<a href="https://cvha.org.uk/data/HM04___Anti_Social_Behaviour_Policy_2024_04_30_13_40_11.pdf">https://cvha.org.uk/data/HM04___Anti_Social_Behaviour_Policy_2024_04_30_13_40_11.pdf</a>	
Health and Safety	<a href="https://cvha.org.uk/data/Customer_Health_%26_Safety_Handbook_2024_10_09_11_02_35.pdf">https://cvha.org.uk/data/Customer_Health_%26_Safety_Handbook_2024_10_09_11_02_35.pdf</a>	
Contents Insurance Provider	<a href="https://www.thistletenants-scotland.co.uk/">https://www.thistletenants-scotland.co.uk/</a>	
Customer Panel	<a href="https://cvha.org.uk/join-our-customer-panel/">https://cvha.org.uk/join-our-customer-panel/</a>	

# QR CODES / URLS

## DOCUMENT ACCESS

Description	CVHA	Tenant
Ways to pay your rent	<a href="https://cvha.org.uk/pay-your-rent/">https://cvha.org.uk/pay-your-rent/</a>	
Mutual Exchanges available	<a href="https://cvha.org.uk/current-mutual-exchange-request-list/">https://cvha.org.uk/current-mutual-exchange-request-list/</a>	
Report a repair	<a href="https://cvha.org.uk/report-repairs/">https://cvha.org.uk/report-repairs/</a>	
Ofgem	<a href="https://www.ofgem.gov.uk/information-consumers/energy-advice-households/finding-your-energy-supplier-or-network-operator">https://www.ofgem.gov.uk/information-consumers/energy-advice-households/finding-your-energy-supplier-or-network-operator</a>	
Scottish Welfare Fund	<a href="https://www.mygov.scot/scottish-welfare-fund">https://www.mygov.scot/scottish-welfare-fund</a>	
Tenant Participation Strategy	<a href="https://www.cvha.org.uk">https://www.cvha.org.uk</a>	

# QR CODES / URLS

## DOCUMENT ACCESS

Description	CVHA	Tenant
Pet application form	<a href="https://cvha.org.uk/upload/download_document/bb624458-c5bb-11ea-a2f2-005056a3/file.doc">https://cvha.org.uk/upload/download_document/bb624458-c5bb-11ea-a2f2-005056a3/file.doc</a>	
Newsletters/ Bulletins	<a href="https://cvha.org.uk/newsletters-customer-service-bulletins/">https://cvha.org.uk/newsletters-customer-service-bulletins/</a>	
Tenant Participation Register	<a href="https://cvha.org.uk/have-your-say/">https://cvha.org.uk/have-your-say/</a>	



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