

Loreburn  
Housing Association

# Tenant Handbook



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# Welcome to your new home!

On behalf of everyone at Loreburn, we are delighted to welcome you to our community. This handbook has been created to serve as a comprehensive guide for you throughout your tenancy with us. Whether you're just moving in, settled in, or preparing to move on, you'll find practical advice and essential information within these pages to help you make the most of your time living in your Loreburn home.

From tips on how to pay your rent and report repairs, to a clear outline of your responsibilities as a tenant and our commitments as your landlord, this handbook is designed to make your experience with us as smooth and enjoyable as possible.

We hope this handbook helps you settle into your home and answers some of the questions you may have. If there are any gaps, please let us know. Please save this handbook in a safe place so you can refer back to it whenever you need to.



# About us

We are a not-for-profit organisation, directed by a voluntary Management Committee. We are a recognised Scottish charity and we are registered with the Scottish Housing Regulator as a Registered Social Landlord.

Established in 1982, we now own and manage over 2,750 properties throughout Dumfries & Galloway. We offer a wide variety of high-quality homes to suit a range of needs, ensuring everyone has the chance to belong, grow, and live well.

Our vision is simple: To create GREAT places to live across Dumfries & Galloway.

Our five core values are the heart of our vision, culture, and identity. They distinguish us and guide our decision-making processes. They also shape how we interact and collaborate with our tenants, colleagues, and stakeholders.

We're always keeping an eye on the future to find new, greener, and more cost-effective ways of working so we can achieve more for our people and their communities.



## **GROWTH MINDSET**

We aim to be the best and continue to learn, grow and change to achieve this.



## **RESPECT**

We care about all that we do and how we do it.



## **EXCEPTIONAL TENANT EXPERIENCE**

We always put our tenants first, with a strong commitment to positive and proactive ways of working.



## **ACCOUNTABLE**

We are responsible for all that we do and we're happy to learn from our successes or failures.



## **TOGETHER**

We deliver our best results when we work as a team.





# How we use your information

## FAIR PROCESSING NOTICE

Our Fair Processing Notice explains how we collect, use, and secure your personal information. During interactions such as applying for housing, requesting services or repairs, and general communication, we may collect personal information, including your contact details, tenancy information, rent account details, and other relevant data. This helps us meet our obligations, improve services, and address your needs.

Below is a summary of our Fair Processing Notice - you can read the full version on our website.

## Protecting your data

We take data protection seriously and use several safeguards to keep your information secure. These measures include password protection and encryption for electronic devices, encrypted emails when sharing data with third parties, and secure physical storage for paper records.

## Our role and compliance

Loreburn Housing Association is registered as a Data Controller under UK GDPR and adheres to strict guidelines to protect your privacy. Our Data Protection Officer, Rebecca Wilson, can be contacted for any privacy concerns. For more details on data protection practices, you can also refer to our full Privacy Policy on our website.

## When we share your information

Your data is treated as confidential, but we may share it with trusted third parties when needed for lawful purposes, such as maintenance contractors, utility companies, or in response to complaints involving authorities. We never share your information outside of the UK and the European Economic Area and always ensure a Data Sharing Agreement or risk assessment is in place.

## Retention and disposal of data

We retain your information only for as long as needed for the relevant purpose, or as required by law. Our retention periods follow guidelines from the Scottish Federation of Housing Associations and the National Housing Federation. Once data is no longer needed, it is securely destroyed.

## Your rights

You have rights over your data, including the ability to request access, corrections, or deletion of your information, and to object to marketing communications. To exercise any of these rights, contact our Data Protection Officer. You may also raise any data privacy complaints with the Information Commissioner's Office.





## OUR PRIVACY POLICY

Our Privacy Policy explains how we handle personal information for tenants, employees, and others involved with the Association. It details how personal data is collected, used, stored, and shared, ensuring compliance with laws like the Data Protection Act 2018 and GDPR.

The policy outlines:

- Types of information collected: Personal and sensitive data may include contact details, identification numbers, and information on health or housing needs.
- Use of data: Information is used only for specific, legal purposes, such as fulfilling contracts, meeting legal requirements, or protecting tenant interests.
- Data sharing: Sometimes data is shared with trusted third parties, like maintenance contractors, but only under strict agreements ensuring data security.
- Security measures: We use both electronic and paper security practices to protect personal information. Unauthorised access to personal information is actively prevented.
- Tenant rights: You have the right to access your data, request corrections, restrict data use, or ask for data to be erased under certain circumstances.
- Breach response: If a data breach occurs, we have processes to respond quickly and notify affected parties as needed.

## Freedom of Information

The Freedom of Information (Scotland) Act 2002 (FOISA) allows public access to information held by Scottish Public Authorities to promote transparency. For us, this includes areas such as:

- Preventing and alleviating homelessness
- Managing social housing
- Providing gypsy and traveller sites
- Supplying information to the Scottish Housing Regulator (SHR)

information, how to access it, assistance contacts, any applicable charges, and how to request unpublished information. This guide complies with the Model Publication Scheme, which ensures specific information classes are publicly available.

You can request information through an online form on our website, email, or by post. Charges may apply for some information, and certain details may be withheld, with explanations provided. If unsatisfied, you may request a review or escalate to the Scottish Information Commissioner.

Our Guide to Information details available





# Your Tenancy

**This section of your tenant handbook covers essential information about your tenancy.**

You'll find details about your Tenancy Agreement, as well as how to make changes, rules on subletting, and running a business from home. It explains how to maintain, transfer, or end your tenancy, and provides information on mutual exchanges and the right to buy scheme.

We've included practical guidance like our moving out checklist and our GREAT Goodbye process. You'll also find important financial information, covering rent payments, service charges, how your rent is spent, and what to do if you fall into arrears.

This section aims to give you an understanding of your rights, responsibilities, and options as a tenant.

## YOUR TENANCY AGREEMENT

Your tenancy agreement is a legal contract between you and us. It sets out your responsibilities as a tenant and our responsibilities as your landlord. By signing it, we are both agreeing to all the terms and conditions listed in it.

Please take the time to read through it carefully, making sure you understand what is expected of you and what you can expect from us. If there is anything that you are unsure of, please get in touch.

### As a Loreburn tenant, you should...

Live in the property as your primary residence.

Ensure timely payment of rent and service charges.

Keep your home and any private outdoor areas in good condition.

Promptly report repairs and provide access for maintenance work or inspections.

Dispose of rubbish responsibly.

Obtain permission for keeping pets.

Be a considerate neighbour.

Provide us with at least 28 days' notice before moving out.

### As your landlord, we will...

Deliver our services with courtesy and respect.

Keep your home in good repair.

Make sure your home is secure and warm.

Involve you wherever possible in decisions that affect your home and area.

Provide you with the necessary information about your tenancy.

Consult you about rent increases or changes to policies that will affect the service we provide.

Give you at least four weeks' notice of any rent increase.

**Please refer back to your tenancy agreement for full details of your responsibilities.**





## COURTESY COUNTS

We want to foster a community where everyone feels valued, respected, and safe.

We work hard to provide high-quality, personalised service that is prompt, courteous, and caring. In return, we kindly ask that you treat our team with the same respect you expect to receive. Remember that behind every interaction is a person doing their best to assist you.

We understand that challenging circumstances can sometimes cause frustration, but it's important to maintain respectful communication.



## Unacceptable behaviours

The following behaviours are considered unacceptable:

- Using offensive language or swearing at staff.
- Any form of physical aggression or violence.
- Verbal abuse or intimidation.
- Discrimination, including racial abuse and sexual harassment.
- Abusive or derogatory comments on our social media channels.
- Making unreasonable demands or showing excessive persistence.
- Any form of bullying or threatening behaviour.

## Our commitment to a harassment-free environment

We have enhanced our policies to prevent all forms of harassment, including sexual harassment. This commitment extends to protecting both our staff and tenants.

We take all reasonable steps to:

- Provide clear guidelines on acceptable behaviour.
- Encourage reporting of any incidents without fear of retaliation.
- Respond promptly and appropriately to all reported cases.

## Consequences of unacceptable behaviour

We maintain a zero-tolerance policy for any form of abuse or harassment directed at our staff. Our team members are empowered to act when they encounter unacceptable behaviour. This applies to all forms of communication, including in-person interactions, phone calls, emails, and social media.

Persistent aggressive, violent, or abusive behaviour may result in:

- Restriction of services.
- Limited access to certain communication channels.
- In severe cases, legal action or termination of tenancy.



## MAKING CHANGES TO YOUR TENANCY

It's important you let us know about any changes in your circumstances or household.

You **MUST** let us know...

- If someone has moved out.
- If someone has moved in.
- If you want to keep a pet.
- If you've got married.
- If your financial circumstances have changed.

If you have received a serious illness diagnosis, have a disability, or consider yourself vulnerable, please inform us so we can adjust our services to meet your needs.

To get in touch, you can visit the "Contact Us" page on the Loreburn website, email [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) or call us on 01387 321 300.

## ADDING SOMEONE TO YOUR TENANCY

If you are a sole tenant you can request to change your tenancy to a joint tenancy. To be eligible, the new proposed joint tenant must be aged 16 or over and they must have lived in the property for the last 12 months.

We'll let you know of our decision, in writing, within 28 days.

## LODGERS

Before renting out a room to a lodger, please contact us to obtain written permission. We'll need to conduct some checks and ask for details such as their name, age, and gender.

Please be aware that you cannot take in a lodger if it would result in your home becoming overcrowded.



## SUBLETTING

Subletting is when you let a part or the whole of your property to another person, who then becomes a subtenant.

Before being able to sublet your home, you must have been the tenant of the property for at least 12 months.

### What information do I need to give when applying?

You must apply in writing and provide us with the following information:

- Personal details of the subtenant(s), including full name, date of birth, current home address, telephone number and email address.
- Details of how any payments will be handled.
- The date that the sublet will begin.
- A copy of the proposed sublease between yourself and the subtenant(s).

Any sublet will only be granted for an initial period of up to six months. Requests to renew the sublet will be considered at our discretion and may be granted for up to a further six months.





## RUNNING A BUSINESS FROM HOME

If you wish to run a business from your home, you must request permission from us in writing. Some businesses may also require planning permission or need to be registered with Dumfries & Galloway Council.

We won't withhold permission if your home stays primarily residential and the business doesn't negatively affect the property, development, or community. Permission will be granted at our discretion and will be regularly monitored and reviewed.

## MUTUAL EXCHANGES

Is your home too big? Or maybe you'd like a change of scenery? Live closer to friends or family?

Did you know you can swap homes with another housing association tenant?

All social housing tenants have the legal right to swap homes with one another - this is called a 'mutual exchange'. It can be the fastest and easiest way to find the right home for you.

We have a list of Loreburn tenants who are looking for a swap on our website. Visit [www.loreburn.org.uk/mutual-exchange-properties/](http://www.loreburn.org.uk/mutual-exchange-properties/) to find out more.

## THE RIGHT TO BUY

You are not able to buy your Loreburn home. The 'Right to Buy' scheme, which allowed tenants of social housing to buy their homes, ended for all council and housing association tenants in Scotland on 31st July 2016.

## KEEPING YOUR TENANCY

We like to think of a Loreburn home as a home for life. Our goal is to help you stay in your home but we may consider terminating your tenancy if...

- You stop living in the property as your main home.
- You owe rent.
- You have been violent to someone living with you.
- You run a business from your home without permission.
- You have not allowed an important safety check.
- Someone at your property has damaged or neglected it.
- Someone at your property has harassed or caused a nuisance to neighbours.
- Someone at your property has used the home for illegal activities.

## PASSING ON YOUR TENANCY

Your tenancy can be transferred to another person by assignment or succession. Assignment is when you transfer the tenancy to another member of your household, and succession is when the tenancy is inherited after a tenant dies.

In both cases, there are certain conditions that need to be met, including letting us know about those living with you.

### Tenancy succession

There are three priority levels for tenancy succession:

#### Level 1 - First priority:

- Spouse, civil partner, or cohabitee: Must have lived in the home as their main residence at the tenant's death. Cohabitees must have lived there for at least 12 months.
- Joint Tenant: Must have lived in the home as their main residence at the tenant's death.

#### Level 2 - Second priority:

- Family members: Must be at least 16 and have lived in the home as their main residence for at least 12 months before the tenant's death.

#### Level 3 - Third priority:

- Carers: Must be at least 16, have lived in the home as their main residence for at least 12 months before the tenant's death, have given up another home, and provided care for the tenant.

If more than one person qualifies under any level, they must decide who takes over the tenancy. If they cannot agree, we will decide.

### Tenancy assignment

If you want to assign your tenancy to someone else, you'll have to contact us asking for written permission. You should be able to confirm that you meet these essential requirements:

- The property must have been your only or principal home for the 12 months immediately before your written request to assign the tenancy.
- The person you wish to assign the tenancy to must have lived in the property as their only or principal home for at least 12 months before your written request.
- You, a joint tenant, or the assignee must have notified us in writing when the assignee moved into the property.

For more information on tenancy succession or assignment, please get in touch.

 01387 321 300

 customerservice@loreburn.org.uk

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





## ENDING YOUR TENANCY

We always strive to deliver a GREAT tenant experience but appreciate that sometimes people need to move to be closer to family, friends or employment.

If you decide to leave, you must give us a minimum of 28 days' written notice. You can do this by:

- Sending a signed letter to: freepost LOREBURN HOUSING ASSOCIATION
- Filling out the form on the "Contact Us" page on our website
- Emailing [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk)

- Handing a signed letter to Loreburn staff at a staffed development (e.g. your Later Living Development Manager)

The notice period starts from the day that we receive your notification.

### For next of kin and executors

We understand this may be a difficult time, but there are necessary steps that need to be taken to end the tenancy correctly. Please contact us to report the death and discuss arrangements for clearing the property and returning the keys.



## OUR GREAT GOODBYE

If the time has come for you to move out, do things right and we'll give you a parting gift of £200 through our GREAT Goodbye initiative.

There really is no catch! To qualify for our GREAT Goodbye, all you need to do is...

- Provide us with at least four weeks' notice, and your forwarding address.
- Pay all rent due until your tenancy ends.
- Return a full set of keys.
- Give us final meter readings and let us know your energy suppliers.
- Make sure your home is cleared of all furniture, white goods, personal belongings and refuse.
- Make sure the garden, if you have one, is clear and tidy.

- Clean the property to a reasonable standard.
- Leave your home in good condition and reasonably well-decorated.
- Leave a wheelie bin and any recycling boxes.
- Complete any repairs that you are responsible for.
- Allow viewings of your home, if you're asked to.

**If you can meet most of these criteria but not all, please chat with your Neighbourhood Officer.**

## HOW YOUR RENT IS SPENT

- ✓ To repair and maintain your home when things go wrong or are worn out.
- ✓ To manage our services and pay for staff.
- ✓ To pay for additional services provided at your property or development.
- ✓ To invest in our stock and modernise older homes.



## RENT AND SERVICE CHARGES

Before moving in, you'll sign a tenancy agreement detailing your rent, which is charged weekly and must be paid in advance.

We understand each household has different needs, so we can tailor payment plans and dates to fit your income schedule. Contact your Income Officer to find a payment method that works best for you.

Rents are reviewed annually, with changes taking effect in April. You can check your rent balance anytime by phone, live chat, or email during business hours.

Some properties include service charges for essential services like grounds maintenance, communal cleaning, and fire safety. These charges are outlined in your Tenancy Agreement and are reviewed annually to reflect actual costs.

## PAYING YOUR RENT

Paying your rent on time is your most important responsibility as a Loreburn tenant.

There are several ways to pay your rent, and always remember to include your tenancy reference number:

- Direct Debit: The easiest way to make regular payments, either weekly or monthly. Contact us to set it up.
- PayPoint: Use your allpay card to make cash payments at any shop displaying the PayPoint logo.
- Allpay website: Pay securely online using your allpay card. If you need one, just get in touch.
- Bank transfer: Contact us for the necessary details.
- Telephone: Call us to make a payment over the phone.

## RENT ARREARS

Having trouble paying your rent? Contact us before it becomes a problem. We'll work with you confidentially to:

- Create an affordable repayment plan
- Help you apply for eligible benefits
- Provide debt management guidance
- Connect you with specialist support

As long as you follow the agreed repayment plan, your tenancy will be secure. Contact your Income Officer for assistance.







# Your Home

**This section of your tenant handbook covers everything you need to know about maintaining and enjoying your home.**

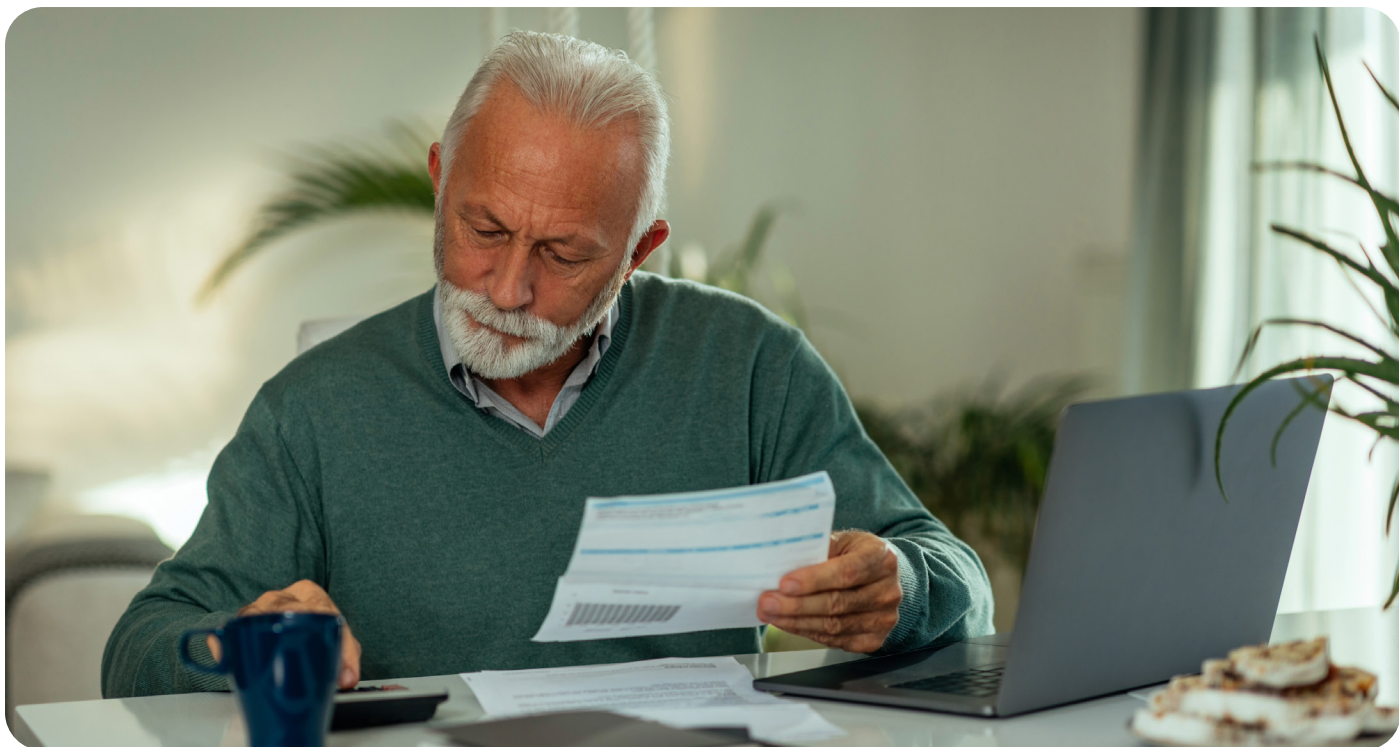
You'll find information about repairs and maintenance, including what we're responsible for and what falls under your responsibilities as a tenant.

We explain our repair reporting process, emergency procedures, and scheduled maintenance programs.

We've included clear guidelines about making improvements to your home, from decorating to major alterations, and what permissions you'll need.

You'll also find more about requesting permission to keep pets, communal parking and cyclical maintenance.





## KEYS

We do not hold any spare keys to your property, so to avoid any inconvenience, we recommend making an extra key and storing it safely. You may also want to consider leaving a key with a trusted neighbour or installing a key safe for secure access.

In the event that you lock yourself out, lose, or damage your keys, you will need to contact a locksmith, which could be costly.

## UTILITIES

Before you move in, your property will generally be set up with Ovo Energy as the default energy supplier where possible. On the day of your sign-up, your Neighbourhood Officer or Later Living Development Manager will take the initial meter readings and submit them through the relevant supplier's portal. While Ovo Energy is typically the default supplier, some properties may have different arrangements (such as those with LPG heating). Regardless of your current supplier, you are usually free to switch energy suppliers without needing permission from us, unless your property has specific requirements that limit supplier options. It is your responsibility to inform your previous energy supplier that you have moved.

## COUNCIL TAX

You are responsible for paying your Council Tax. After you move into your home, we will notify the Council, but it is important that you also contact them directly to arrange your payments.

The Council will provide you with details about your Council Tax band and the associated charges. If you qualify for Housing Benefit, you may also be eligible for Council Tax Benefit, which could help lower your payments.

## CONTENTS INSURANCE

While our insurance covers the structure and fixtures of your homes, it's important to protect your personal belongings too.

No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen. Home contents insurance provides much-needed protection for your possessions if something unexpected happens. Your Neighbourhood Officer can suggest policies specifically designed for social housing tenants.



## TELEVISION AND SATELLITE

You don't need our permission to install a TV aerial or satellite dish, but please ensure you follow these conditions:

- The equipment must be securely and professionally fitted to prevent damage to the property or risk to anyone.
- It must be installed at least two meters above the ground.
- Installation is only permitted at the rear of the property or on the gable end - never on the front of the house facing the road or main pavement.

If any damage or issues arise from the installation to your home or a neighbour's, you will be responsible for covering the cost of repairs.



## BINS

Outside of communal blocks of flats, we do not provide bins. If your home does not have outdoor bins, please contact Dumfries & Galloway Council for assistance.

The Council is responsible for regular waste collection, and you can check your bin collection days by visiting their website.

Please remember to keep your bins away from buildings, as they pose a fire hazard when placed too close.

For the removal of bulky items, Dumfries & Galloway Council offers a service for a fee - contact them directly for more information.

## GRIT BINS

If your development has a grit bin, it is either maintained by Dumfries & Galloway Council or by us. If we manage it and you notice it needs refilling, please get in touch.

## GARDENS

If your home has a private garden, it is your responsibility to maintain and keep it tidy. This includes:

- Regularly cutting the grass
- Controlling weeds
- Pruning trees and shrubs
- Keeping pathways clear of debris

We will only assist with drainage issues if they affect safe access to your home or if standing water threatens the overall fabric of the property.

We take care of all shared gardens within your development, and the costs for this service are included in your service charges.

If you have any concerns or suggestions regarding the communal external areas, please contact your Neighbourhood Officer, who will be happy to discuss them with you.





## PARKING AND VEHICLES

Unless you have a private driveway, there is no guarantee that you will be able to park in the space closest to your home. Most developments have a shared car park, but sometimes there may not be enough spaces for all vehicles.

Please park responsibly and be considerate of your neighbours. Ensure that you do not park in areas designated for emergency vehicle access. This is crucial for the safety and accessibility of everyone in the development.

All vehicles parked on our property must be taxed and have a valid MOT certificate. If a vehicle does not meet these requirements, we will request its removal. Failure to comply may result in us taking action by moving the vehicle without prior notice and billing you for any associated expenses.

Written permission from us is necessary to park a caravan, lorry, trailer, boat, or commercial vehicle on Loreburn land.

## Electric vehicle charging

If you have a private driveway and wish to install an electric vehicle charging point, this is usually permitted but requires prior approval. Please submit your request by emailing [alterations@loreburn.org.uk](mailto:alterations@loreburn.org.uk).

For those living in properties with shared car parks, installation of charging points will be considered on an individual basis. You will need to submit a request for assessment.

For safety reasons, charging cables must not cross footpaths or communal areas as they can create hazards for other residents. All installations must meet current safety regulations.



## DECORATING

Decorating your home is a great way to add a personal touch, and as the new tenant, you are responsible for decorating your home's interior. However, if your property is less than one year old and still within its defect period, there will be limitations on what decorating you can undertake. Please get in touch with us first to discuss what is permitted during this period.

If your home has been flagged as being in poor decorative condition, you may receive financial assistance from us through vouchers towards your decoration expenses.

There are many affordable options that do not require taking on high-risk credit or borrowing beyond your means. You can find great deals on Facebook Marketplace and [www.reuse-network.org.uk](http://www.reuse-network.org.uk). Consider upcycling older items as well - it's a fun and creative way to decorate your space.

Please note that if you make any non-standard decorative changes to your home, you will need to return it to its original condition when you move out. This includes returning walls to neutral colors, removing any wall mountings, and restoring any modified fixtures to their original state.





## COMMUNAL AREAS

Please follow the guidelines below to keep your communal spaces safe and enjoyable for everyone:

- Keep communal areas clear and do not block fire exits.
- Do not store prams, bikes, or similar items in communal areas.
- Dispose of rubbish properly in designated bins.
- Keep communal doors closed to prevent fire spread.
- No smoking in communal areas or near external doors.
- Dispose of household waste properly to avoid pests and odours.
- Do not throw items from balcony windows.



## PETS

Pets can be a great addition to any household, but as your landlord, we need to make sure they are being kept in a home that is suitable for them.

If you're living in a Loreburn home, we always ask that you contact us for permission before keeping a pet. While you don't need written permission to keep an assistance dog, you should still let us know - as per your tenancy agreement.

When we have to say no to someone keeping a pet, we will set out, in writing, our reasons for the refusal. We have the right to refuse or revoke permission for a number, breed or type of pet if we believe that it is likely to cause a nuisance to other tenants. If this happens, we'll work with you to find a solution.

Some animals are not allowed in Loreburn properties, and we expect tenants to keep pets under control at all times. You can read more about this in our pet policy.

To request permission to keep a pet, visit our website or get in touch for further assistance.

### Your responsibilities as a pet owner

- **Pet care:** You should be able to provide proper care, attention, and a safe environment for your pet.
- **Cleanliness:** Please ensure that your pet's waste is promptly cleaned up and disposed of appropriately.
- **Respect for neighbours:** Be considerate of your neighbours by keeping noise levels to a minimum and ensuring your pet does not cause any disturbances.
- **Property maintenance:** Any damages caused by your pet to the property will be your responsibility to repair.
- **Safety during visits:** You must secure your pets in a separate room or area when our staff members or maintenance operatives visit your home. This includes routine inspections, repairs, and any other scheduled visits. This is essential for the safety of both your pets and our staff.

## XL Bully dogs

In Scotland, owners of XL Bully dogs must adhere to specific regulations. While it remains legal to own an XL Bully dog in Scotland, it is an offence to:

- Have an XL Bully in public without a lead and muzzle.
- Breed from an XL Bully dog.
- Sell or give away an XL Bully dog.
- Abandon an XL Bully dog or let it stray.

Tenants who own an XL Bully are required to comply with the legislation and must notify us and seek permission to keep the dog on their property.

Requests from tenants to bring a new XL Bully dog into their household will

automatically be declined. For more information, visit: [www.loreburn.org.uk/important-update-for-xl-bully-owners-in-scotland/](http://www.loreburn.org.uk/important-update-for-xl-bully-owners-in-scotland/)

Please read our Pet Policy and the conditions of your tenancy before getting a pet. A copy is available on our website: [www.loreburn.org.uk/tenant-policies/](http://www.loreburn.org.uk/tenant-policies/).

You can also chat with a member of our team by calling 01387 321 300 or emailing [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk).

## REPAIRS AND MAINTENANCE

### What you can expect from us

Timely completion of all household repairs that fall under our responsibility.

Maintenance of your home's structure, exterior, kitchen, bathroom, and shared areas like entrances and stairways.

Appointment scheduling for repair work.

Professional and respectful service from all operatives working in your home.

Clear communication on repair timelines and any follow-up work needed after an inspection or initial repair.

### What we expect from you

Handle internal decorating tasks and ensure your home is always secure.

Take care of minor repairs, including fixing your toilet seat.

Report any repairs that are our responsibility as soon as possible.

Provide access to your home for repairs and safety inspections to be carried out.

Secure pets away from the areas where operatives will be working.



## REPORTING A REPAIR

You can report your repair to us in three main ways:

- ✓ Online using our report a repair form or via live chat: [www.loreburn.org.uk](http://www.loreburn.org.uk)
- ✓ Via email: [repairs@loreburn.org.uk](mailto:repairs@loreburn.org.uk)
- ✓ By calling our Repairs Team Monday-Friday 08.00-17.00: 01387 321 300



## REPAIR TYPES AND TIMESCALES

### Emergencies and out-of-hours: 5 hours

Emergency repairs are needed in situations where there is a threat to life, a safety hazard, or a risk of further damage to your home or neighbouring properties. This includes instances where the property is insecure or lacks adequate protection from wind and/or water.

Our out-of-hours service focuses on making your home safe and preventing further damage. Please be aware that the on-call operative may not possess the specific trade skills required to fully resolve the issue. Their primary role is to make the situation safe and stable.

Once an emergency has been made safe (for example, boarding up a broken window), any additional necessary work will be arranged according to the appropriate priority timeframe. This could mean waiting a few weeks or longer for permanent repairs, depending on factors such as parts availability and the type of repair needed.

Once an emergency or out-of-hours situation has been stabilised, our repairs team will schedule any follow-up work based on urgency and available resources.

### What is an emergency repair?

Examples of emergency repairs include:

- Loss of gas or water supply.
- Loss of electric power or unsafe sockets/electrical fittings.
- Loss of space/water heating where no alternative is available.
- External windows or doors which cannot be secured.
- Blocked toilets when there is no other toilet available in the property.
- A blocked sink, bath or drain.
- Significant leaking or flooding from a water pipe, heating pipe, tank or cistern.
- An unsafe path or access to the property.
- Loss of communal lighting and/or emergency lights.

Emergency repairs can be reported at any time by calling 01387 321 300. Please refrain from emailing or using our online form, as this will cause delays in our response time.





## Urgent: 5 working days

Urgent repairs must be addressed within 5 working days. These repairs are necessary when your comfort or convenience is compromised, or when not addressing the issue promptly could lead to additional damage to your home.

Examples of urgent repairs include minor leaks or faulty light fittings where alternative lighting is not available.

## THE RIGHT TO REPAIR SCHEME

The Right to Repair Scheme gives you the right to have small urgent repairs carried out within specific timescales. If these are not met then you may be able to claim compensation.

The Scheme covers certain repairs, known as 'qualifying repairs', up to the value of £350. These are listed below, along with the relevant response times:

- Blocked flue to fire or boiler - 1 day.
- Toilet not flushing, blocked, or leaking where there is no other toilet in the house - 1 day.
- Significant leaks or flooding from pipes, tanks, and cisterns - 1 day.
- Blocked sink, bath or drain - 1 day.
- Total loss of water supply\* - 1 day.
- Partial loss of water supply - 3 days.
- Total loss of electric power\* - 1 day.
- Partial loss of electric power\* - 3 days.
- Total or partial loss of gas supply\* - 1 day.

## Routine: 20 working days

Routine repairs do not seriously interfere with your comfort or convenience and will not cause further issues or damage to your home. These repairs are typically minor in nature and can be easily addressed without the need for extensive work or disruption to your daily life.



- Total or partial loss of heating or hot water where no alternative is available - 1 day.
- Unsafe power or lighting socket, or electrical fitting - 1 day.
- Insecure external window, door or lock - 1 day.
- Unsafe access path or step - 1 day.
- Loose or detached bannister or handrail - 3 days.
- Unsafe timber flooring or stair treads - 3 days.
- Mechanical extractor fan not working - 7 days.

\*In most circumstances when you have a total loss of electric power, gas or water supply it will be the responsibility of the utility company that provides these services to reinstate your supply. Unfortunately, we have no control over the response time for these companies.





## REPAIRS RESPONSIBILITIES

Did you know that not all repairs are carried out by us?

In general, we are responsible for the maintenance and repair of your home's structure, exterior, fixtures and fittings, heating, hot water and gas and electrical installations. We're also responsible for repairs to communal areas.

Below we've listed the repairs and maintenance that you are responsible for. If you're ever unsure, please contact our Repairs Team on 01387 321 300.

### General

- Cleaning and replacing carpets and flooring. This includes shaving doors and installing carpet thresholds.
- Door nameplates.
- Floor tiles and floor finishes (unless there is asbestos).
- Rubbish disposal.
- Internal decoration.
- Minor crack repairs.
- Wilful property damage.

### Kitchen & bathroom

- Bath and sink plugs or chains.
- Clearing blockages caused by misuse to baths, sinks and basins.
- Shower curtains or rails.
- Toilet roll holders.
- Cleaning of internal extractor fans
- White goods, ovens, and fixtures that have not been supplied by us.

### Windows & doors

- Curtain tracks or battens.
- Doorbells and alarms (if installed by you).
- Hasps, padlocks or door locks (if installed by you).
- Internal doors or fittings damaged by misuse or neglect.
- Replacing or cutting new door keys.

### Outdoors

- Cutting grass, hedges or shrubs within your property.
- Trees and tree roots within your garden.
- Washing lines or rotary dryers.
- Stair cleaning, window cleaning, gritting of paths and driveways (unless covered by a service charge).
- Garden huts, sheds and greenhouses (unless supplied by us).
- CCTV (if installed by you).



## RECHARGEABLE REPAIRS

When something in your home needs fixing, we'll do our best to sort it out quickly. However, if it's your responsibility, you may be liable for the costs – this is known as a rechargeable repair.

Examples include:

- If one of our operatives cannot access your home on a previously agreed date and time, you may be charged for the visit.
- In the case of damage caused by a crime, it's essential to report the incident to the police and obtain a crime reference number. Failing to do so could result in you covering the repair costs.

Neglect or damage caused by you or someone in your household will require you to arrange and pay for the necessary repairs. Visit [www.dumgal.gov.uk/trustedtrader](http://www.dumgal.gov.uk/trustedtrader) to find reputable tradesmen in your area.

For lost keys, avoid attempting to force entry, as any damage caused will be your responsibility to repair. In such situations, you will need to contact a professional locksmith at your own expense, as we do not assist with lost keys unless there are exceptional circumstances.



## REPAIRS TO NEW HOMES

When your home is under warranty (typically for the first year after construction), we will arrange for the builder to address any necessary repairs for defects. Please note, you should not contact the builder directly; we will manage this process on your behalf.

The builder will then reach out to you to schedule an appointment. Keep in mind that repair times may take longer than our usual response times due to the involvement of the builder.

## CYCLICAL MAINTENANCE

Cyclical maintenance refers to tasks carried out annually or as part of an ongoing schedule.

Our Cyclical Maintenance Programme helps ensure that our properties are kept in excellent condition. This includes:

- Gas checks.
- External painting.
- Grounds maintenance (where applicable).

While gutter cleaning is part of this programme, it does not follow a set schedule. If you notice that your gutters need cleaning, please contact us at 01387321300.

## INVESTMENT WORKS

Investment or planned works are major projects that we anticipate will be necessary in the future as properties age and require updates to meet modern standards.

Planned maintenance typically includes:

- Renewing roofs
- Replacing kitchens or bathrooms
- Upgrading central heating systems

Major repairs will be undertaken for properties with serious structural defects.



## PEST CONTROL

If you encounter pest problems like rodents or insects in your home, it's your responsibility to address them.

You can find details of pest control services online from Dumfries and Galloway Council. If you live in a flat and the issue affects the entire building, please contact your Neighbourhood Officer for advice.



## FROST DAMAGE

In cold weather, water pipes can freeze and burst, leading to costly damage. To prevent this, please ensure your home stays warm. If you'll be away during winter, keep the heating on low. You can also shut off the water supply and drain the system by opening the taps.

Make sure you know the location of the stop valve for the cold-water system, usually found below the kitchen sink or at floor level in the bathroom. This knowledge can be crucial in case of emergencies!

## HOME IMPROVEMENTS

You don't have to let us know if you're decorating or putting up new shelves, but if you want to make any larger-scale improvements you'll need to get permission first.

If you've moved into a new build, you'll need to wait until 12 months have passed before making any improvements.

Examples include:

- Fitting a shower.
- Adding electric vehicle charging points.
- Installing outside taps or electric sockets.
- Adding a cat flap.
- Venting a tumble dryer.
- Replacing internal doors or other fittings.
- Putting up a garden shed, decking, or other external structures.
- Laying laminate flooring.
- Installing services such as security lights, CCTV cameras, or additional gas appliances.

To request permission, please apply through our website or email the team via [alterationsi@loreburn.org.uk](mailto:alterationsi@loreburn.org.uk).

Permission is typically granted, but we must ensure your proposals meet health and safety standards. Some improvements, like gas or electrical work, must be done by a qualified tradesperson. We'll confirm all requirements before the work begins.





## AIDS AND ADAPTATIONS

If your health needs change and your home needs to be adapted in some way, we can often do this using funding from the Scottish Government.

Adaptations are changes made to your home to help you move around more easily and complete everyday tasks. If you're having trouble accessing certain parts of your home, we may be able to help by:

- Installing a walk-in shower
- Fitting grab rails
- Implementing an automatic door system



You'll usually need a GP or Occupational Therapist referral detailing the adaptation and its priority level. Once received, we'll check for funding and inform you if the adaptation can proceed. If no funding is available, you'll be placed on a waiting list.

After approval, we'll provide a start date, and a contractor will assess the work needed beforehand.

## DAMP, MOULD & CONDENSATION

If your home is affected by damp and mould, it's crucial to determine the underlying cause. The issue could be a range of things, including condensation and or damp-related issues.

When you report damp or mould to us, we may request photos or schedule a survey of your home. This enables us to accurately diagnose the cause and work with you to find the most effective solution. We're here to support you every step of the way.

### Damp

Damp can cause a visible wet patch on walls or ceilings, often resulting from prolonged exposure to condensation.

It commonly occurs in areas with restricted airflow, such as bathrooms with closed windows or non-functioning extractor fans. Other causes include blocked gutters, damaged roof tiles, or faulty pipes. Over time, if left untreated, dampness can lead to structural damage.

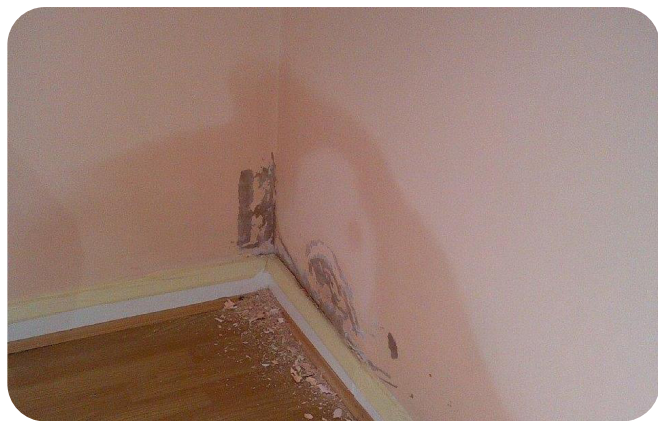
There are two main types of damp:

- Penetrating damp appears as a patch in one area and can stem from issues like condensation, water leaks, or plumbing issues.
- Rising damp usually affects basements and ground floor rooms. It can be diagnosed by a tidemark as high as one metre on a wall.





**Penetrating damp**



**Rising damp**

## Mould

Mould, a type of fungus, usually presents as small black dots and can grow in concealed spaces such as behind wallpaper and under carpets.

It thrives in damp, poorly ventilated areas with low light, commonly appearing near window frame seals and around kitchen and bathroom tiles.

Regular cleaning and adequate ventilation are crucial to prevent mould from posing health risks. While it tends to be more likely to form during winter, it can develop at any time of the year.



## Condensation

When warm, moist air hits a colder surface, condensation forms, often on walls, windows, and doors after activities like showering or cooking. While you can't eliminate condensation, you can manage it to prevent damp and mould:

- Open windows and use extractor fans; keep trickle vents open.
- Maintain home temperatures between 16°C and 21°C.
- Dry clothes outside or in a ventilated room with a fan or open window.
- Ensure tumble dryers are vented or use a condenser dryer.
- Keep furniture away from walls for air circulation.
- Avoid storing items in the loft to prevent insulation issues and cold spots.

If you notice damp or mould, you can let us know by using our Damp and Mould form on the 'Contact Us' page of the Loreburn website. Alternatively, you can call our Team on 01387 321 300, Monday to Friday, 9am to 5pm.





# Your Safety

**This section is dedicated to ensuring your safety and well-being at home.**

Nothing matters more to us than making sure you feel secure and protected where you live. In the pages that follow, you'll find important safety tips, what to do in emergencies, and ways to prevent problems before they happen. Taking a few minutes to read through these safety guidelines will help protect you, your home, and your neighbours.

## GAS SAFETY

We must, by law, make sure that an annual gas service and safety check are carried out on all gas appliances, flues and pipework in your home.

It's really important you allow the engineer access to your home and it is a requirement of your tenancy agreement. It shouldn't take long, approximately an hour, depending on what gas appliances are in your home.

If the proposed date doesn't work for you, feel free to reschedule but if you miss your agreed appointment, you might be charged.

Failure to provide access for these safety checks after three attempts may result in us needing to force entry. You will be recharged for any repairs needed due to damages.

Please remember that you are responsible for organising safety checks for gas appliances that have not been supplied by us.

### Please do...

- Allow access for our operatives to carry out our annual gas safety check.
- Watch out for signs that an appliance is not working properly and contact us straight away.
- Try to avoid damaging any gas appliance provided in your home.

### Please do not...

- Block the air vents of any gas appliance in your home.
- Tamper with a gas appliance or attempt to repair it yourself.
- Allow anybody to fit any gas appliance, like a cooker, in your home other than a Gas Safe registered engineer.

## IF YOU SMELL GAS...

**If you smell gas, you need to contact the National Grid immediately on  
0800 111 999**

You should also...

- ✓ Open doors and windows to allow fresh air in.
- ✓ Turn off the gas at the mains tap, which is usually near the meter. Move the handle a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply.
- ✓ Leave the property.
- ✓ Wait outside for a gas engineer to arrive.
- ✓ Let us know by calling 01387 321 300.





## CARBON MONOXIDE

To protect you from carbon monoxide, we've installed detectors in your home.

Carbon monoxide (CO) is a colourless, odourless gas that can be deadly. It is produced by faulty or poorly maintained gas appliances.

Common symptoms of CO poisoning include:

- Headache.
- Dizziness.
- Nausea or vomiting.
- Shortness of breath.
- Confusion.
- Loss of consciousness.

If your carbon monoxide alarm activates or you suspect a CO leak, follow these steps immediately:

- Open all windows and doors to ventilate the area.
- Turn off all gas appliances.
- Evacuate everyone from the property.
- Contact the National Grid emergency line at 0800 111 999.
- Report the incident to us at 01387 321 300.

Never ignore the symptoms of carbon monoxide poisoning or an alarm activation. Quick action can save lives.



## ELECTRICAL SAFETY

To ensure your home remains safe and compliant with electrical safety standards, we carry out thorough electrical inspections every five years. These essential checks help protect you and your property.

We'll always notify you in advance of any inspections. If our qualified electricians identify any concerns, we'll work together with you to resolve them quickly.

During the inspection, our electricians will:

- Check for any overloaded electrical circuits or equipment.
- Identify and prevent potential shock risks and fire hazards.
- Verify all electrical work meets safety standards.
- Ensure proper earthing and bonding is in place.

These inspections are a legal requirement for your safety. We'll make three scheduled attempts to access your property. If we're unable to complete the inspection after these attempts, we may need to force access to your home. You will be charged for any repairs needed due to damages.



### Please do...

- Report any problems with the electrical installation of your home to us straight away.
- Use appliances according to the manufacturer's instructions.
- Use an RCD (Residual Current Device) when using electrical equipment outdoors.
- Remove plugs from sockets carefully.
- Keep electrical devices away from water, such as in bathrooms or near sinks.

### Please do not...

- Carry out DIY repairs on electrical installations or appliances.
- Bring a mains-powered portable appliance into the bathroom.
- Use any appliance that has a worn or damaged flex.
- Use any electrical appliance with wet hands.
- Attempt to extend, repair or replace damaged or worn-out parts of the electrical wiring, switches or lights yourself.

## FIRE SAFETY

Ensuring your home is fire-safe is a top priority. You can reduce the risk of fire breaking out in your home by being aware of the risks in the kitchen, being sensible with candles and cigarettes and handling electrical items with care.

Below are some of our fire safety top tips:

- Stay in the kitchen when you're cooking.
- Keep things that can catch fire away from anything hot.
- Before you leave a room or go to sleep, make sure to put out any candles you've lit.

- Keep your cooker and hob surfaces free from items and clutter.
- Ensure electrical appliances like washing machines and tumble dryers are only running while you're at home to monitor them.
- Be sure to dispose of cigarettes properly and never smoke in bed.
- Remember to clean out the filter in your tumble dryer after every load.
- Don't let rubbish pile up - get rid of it regularly. If you're in a flat, don't leave it in the hallway.
- Don't overload plug sockets, and switch off appliances when you're not using them.
- Keep fire doors shut at all times.
- Don't store things like gas canisters, chemicals, or anything else dangerous in your home, garage, or shed.
- When using portable heaters, secure them against a wall and away from furniture and curtains. Never use them for drying items. For safety, only use heaters with built-in tip-over protection switches.





Many fires are caused by faulty electrical appliances. A list of recalled appliances is available on the UK Government website: <https://www.gov.uk/product-safety-alerts-reports-recalls>

### Please do...

- Report any problems with the electrical installation of your home to us straight away.
- Use appliances according to the manufacturer's instructions.
- Use an RCD (Residual Current Device) when using electrical equipment outdoors.
- Remove plugs from sockets carefully.

### Please do not...

- Carry out DIY repairs on electrical installations or appliances.
- Bring mains powered portable appliance into the bathroom.
- Use any appliance that has a worn or damaged flex.
- Use any electrical appliance with wet hands.
- Attempt to extend, repair or replace damaged or worn-out parts of the electrical wiring, switches or lights yourself.



## SMOKE ALARMS

Working smoke alarms can save lives so it's important to make sure that yours is in good working order.

- ✓ Test your smoke alarm every week by pressing the button until it sounds. If it fails, please contact us immediately.
- ✓ Never disconnect the alarm.
- ✓ Never cover over the alarm.
- ✓ Vacuum the grill area of the smoke alarm frequently.
- ✓ We'll upgrade your fire alarms at least every 10 years, based on the one that expires soonest.



## FIRE DOORS

Your fire doors are important! If they're ever damaged or don't close properly, please tell us as soon as possible.

The front doors in your flats and other doors in shared areas are special fire doors which are designed to hold back fire for up to 30 minutes - giving you time to escape in case of an emergency.

Please always remember to keep these doors closed to make sure they can do their job and keep you safe.

If you live in a communal development, we have a legal responsibility to make sure that your flat door meets the necessary safety standards.

You may be asked to allow access to your flat to allow one of our contractors to inspect your door, but we will usually let you know in advance.

If you have any safety concerns, please reach out to us as soon as possible.

## WATER SAFETY

Legionnaires' disease is a serious form of pneumonia that can be fatal.

Anyone is at risk of infection, which occurs by inhaling tiny droplets of water containing Legionella bacteria.

Legionella bacteria can be found in all hot and cold water systems. Certain conditions can increase the risk of Legionella growth, including:

- Water temperatures between 20°C and 45°C provide an ideal environment for Legionella bacteria to thrive.
- Activities such as using showers and taps can create and disperse breathable water droplets.
- Storing or recirculating water in cold water tanks or hot water heaters can enhance the risk.
- Deposits such as rust, sediment, scale, organic matter, and biofilms can support bacterial growth. These are commonly found on showerheads, filters, cold water storage tanks, and hot water heaters.

### Please do...

- Ensure cold water temperature runs under 20°C and hot water runs above 50°C.
- Any water outlet that is not used at least weekly should be run or flushed for two minutes every week.
- Flush through showers and taps for five minutes after a period of non-use (i.e. after they have not been used for one week).
- Keep all shower heads and taps clean and free from a build-up of limescale, mould or algae growth.
- Flush toilets with the lid down following a period of non-use.
- Drain hose pipes after use and keep them out of sunlight.

### Please do not...

- Change any pre-set water temperatures on the water system in your home. If you are in any doubt, contact us on 01387 321 300.

It's important to note that not everyone exposed to Legionella bacteria becomes ill. Legionnaires' disease is not contagious and cannot be contracted by drinking water.





## ASBESTOS

We have a programme to identify and inspect areas with asbestos in our properties. If in good condition, regular checks are done. Damaged areas are repaired, sealed, or removed by specialist contractors.

### Please do...

- Treat asbestos with respect.
- Contact us if you think you have damaged asbestos in your home. Contact us if you are planning any DIY or improvements to your home.
- Help us by keeping any appointments we or our asbestos surveyors/contractors may give you.
- Take care to avoid damaging asbestos materials.

### Please do not...

- Panic - if left undisturbed asbestos is safe.
- Attempt to remove any suspected asbestos materials yourself.
- Put yourself at risk by carrying out DIY on or next to asbestos materials e.g. cutting, drilling or sanding.
- Dust, sweep or vacuum areas where asbestos debris may lie.



## WINDOW SAFETY

- Keep all blind cords securely tied up and out of reach.
- Consider switching to blinds with built-in safety features.
- Ensure children's play areas are away

from windows.

- Use window restrictors to limit how far windows can open - let us know if you don't have any fitted.
- Keep furniture away from windows to discourage climbing.
- Always supervise young children near windows.

If you have young children or vulnerable residents and your windows don't have safety restrictors, contact our repairs team on 01387 321 300 for installation.

## GARDEN SAFETY

- Keep children away from garden tools and chemicals, and store these safely when not in use.
- Report any damage to the external areas of your home promptly.
- Dispose of garden waste safely at a recycling or refuse centre; never burn it.
- Do not use barbecues or fire pits in communal areas. Keep them away from houses, fire hazards (such as bins) and home ventilation outlets.

## SLIPS, TRIPS AND FALLS

- Avoid leaving items on the stairs.
- Ensure floor coverings are in good condition.
- Use slip-resistant backings on rugs.
- Keep floors clear of obstructions and trailing cables.
- Clean up spills immediately.
- Use a slip-resistant bath mat.
- Report any hazards in communal areas to us.



## SMOKING

To protect the health and safety of our staff and contractors, please refrain from smoking inside your home during their visit.

If you do not cooperate, our colleagues have the right to leave which could delay the completion of any repairs to your home.

## SAFETY IN THE KITCHEN

Keep your kitchen units secure by avoiding overloading wall units with heavy items. Never pull or hang on cabinet doors, and make sure to distribute items evenly on shelves. Overloaded units can pull away from walls, which may lead to falling cabinets, collapsing shelves, and potential injuries.

Notice any loose or moving wall units?  
Contact our repairs team on 01387 321 300.



## BURNS AND SCALDS

- Test bath water with your elbow or thermometer - water above 43°C may indicate your thermostatic mixing valve needs attention.
- Remember that radiators, heaters, and pipes get very hot. Keep children and vulnerable people away from these surfaces.
- Turn pot handles inward so they can't be knocked or grabbed.
- Keep hot drinks away from edges of

tables and counters.

- Never leave cooking unattended.
- Keep children out of the kitchen while cooking.
- Store matches and lighters out of children's reach.
- Supervise young children around any heat sources.

## ELECTRIC VEHICLE AND MOBILITY SCOOTER CHARGING

Safe charging of electric vehicles and mobility scooters is essential for everyone's safety.

Never run charging cables across communal areas, walkways, or footpaths as these create dangerous tripping hazards for other tenants. You should not charge mobility scooters in communal areas.

If you own or plan to purchase an electric vehicle, please contact us first to discuss proper charging arrangements. You must obtain permission before installing any charging points.

Improper charging arrangements can:

- Create trip hazards for other tenants.
- Overload electrical systems.
- Pose serious fire risks.
- Violate building safety regulations.

Contact our team to discuss your charging requirements and obtain necessary permissions before making any installations or arrangements. Email [alterationsi@loreburn.org.uk](mailto:alterationsi@loreburn.org.uk) or fill in a form, found on the "Contact Us" page on our website.







## COMMUNAL AREAS

Communal areas are shared spaces that must be kept safe, clean, and accessible for the benefit of all tenants.

To ensure these areas remain hazard-free, please take note of the following guidelines:

- Please keep all communal areas, such as hallways, staircases, and outdoor shared spaces, free of rubbish. Ensure all waste is disposed of properly in designated bins.
- Communal areas are not to be used for storage of personal belongings. Items such as bikes, furniture, shoes, or prams left in hallways and stairwells not only create an obstruction but can also pose fire risks and block emergency escape routes.
- Mobility scooters should not be stored or charged in communal areas. Please store and charge scooters within your own home or in designated areas.
- Fire exits, staircases, and corridors should remain completely clear to allow quick and safe passage for everyone.
- Smoking is strictly prohibited in areas such as hallways, stairwells, and within the immediate area of your building.
- If pets are allowed, they should not be left unattended in communal areas. Always ensure that your dogs are kept on a lead and do not create a nuisance or mess for others.

- Be mindful of the noise levels in communal spaces, particularly at night or early in the morning.

If we notice any items left unattended in communal areas, we may remove them without notice and charge you for the cost of doing so.

## SAFETY CONCERNS

While we work hard to keep our homes and developments as safe and hazard-free as possible, we cannot do this without your help.

If you have an accident that you believe may be related to a Loreburn property or activity, please inform us. Additionally, if you notice any issues or areas in need of repair within your development, don't hesitate to reach out to us through any of the usual contact methods.







# Your Community

**We want everyone to feel happy and welcome in their home and neighbourhood.**

This section explains how to be a good neighbour and what to do if someone's behaviour is causing problems. You'll learn what counts as antisocial behaviour and how we can help sort out any issues. When everyone follows these guidelines, it makes our community a greater place to live.



## BEING A GOOD NEIGHBOUR

Everyone deserves to enjoy living in their Loreburn home, and a big part of that is creating a community where everyone feels respected and comfortable. To help make that happen, we've laid out some guidelines below on how to be a good neighbour.

Firstly, taking care of your home is essential- this means keeping both the inside and outside up to a reasonable standard. If you have a garden or driveway, it's your responsibility to maintain it. Make sure to regularly cut the grass, trim any shrubs, and keep weeds under control. A well-kept home not only boosts your own sense of pride but also enhances the overall look and feel of the neighbourhood.

Respecting your neighbours is just as important as taking care of your home. Simple things like controlling noise levels can make a huge difference.

Avoid making excessive noise, whether it's from your TV, radio, musical instruments, or DIY projects. If you have pets, ensure they're well-behaved and don't cause damage or disturb others.

Be mindful of your visitors too; their behaviour reflects on you and impacts your neighbours. It's also crucial to avoid any form of harassment or antisocial behaviour. This includes respecting people of all races, genders, sexualities, and other statuses. Remember, any antisocial behaviour is a breach of your tenancy agreement and can have serious consequences.

A little consideration goes a long way. If you have any questions or need further information, don't hesitate to refer to your tenancy agreement or reach out to your Neighbourhood Officer.



## ANTISOCIAL BEHAVIOUR

We want everyone in and around a Loreburn home to feel safe and comfortable in their day-to-day lives. When antisocial behaviour occurs, it's important to report it so we can take action and help resolve the issue.

Reporting antisocial behaviour is simple. Whether you're a resident in one of our homes, a homeowner, a private tenant, or a landlord affected by the behaviour of our tenants, you can reach out to us via Live Chat, call 01387 321 300, email [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) or send us a message through our online contact form.

In cases of immediate danger, always dial 999 to contact the police. For non-emergencies where you'd like to speak to the police, you can call them on 101. Your safety and well-being are our priority, and we're here to assist you in any way we can.



### Understanding antisocial behaviour

Antisocial behaviour can range from minor annoyances to more serious problems that affect your peace of mind. This might include noisy disturbances, ongoing harassment, or even allowing homes to be used for illegal activities.



### What you can do

Your first step is to try talking to your neighbour about the issue. Sometimes, they might not realise their actions are causing a problem.

If you're unsure how to approach the situation, don't hesitate to reach out to your Neighbourhood Officer for guidance and support.

It's important to keep a record of any incidents that occur, including dates, times, and how they've affected you. If you need to involve the police, make sure to obtain an incident number for reference.

If direct communication doesn't resolve the issue, you can always contact us to make a complaint. We'll need detailed information to properly investigate the situation and understand what's been happening.



## HOW WE HANDLE ANTISOCIAL BEHAVIOUR

Once we receive your complaint, we'll speak to everyone involved and remind them of their responsibilities as tenants. In some cases, we might suggest mediation as a way to find a friendly and mutually agreeable solution to the problem.

If necessary, we will work alongside other agencies, such as the police and mediation services, to find a solution that suits all parties involved.

If all else fails and the issue persists, we may consider taking legal action. This could involve measures such as statutory nuisance enforcement or seeking Antisocial Behaviour Orders (ASBOs) to address persistent problems.

Throughout the process, we'll be there to support you every step of the way. We'll keep you informed of any developments and provide assistance where needed. Your input and cooperation are essential, so please continue to report any incidents of antisocial behaviour, and communicate with us openly.

When all other solutions have been tried or ruled out, there are legal options we may consider. We will discuss our planned

approach with you before taking any action. The options include:

- Dealing with antisocial behaviour, such as noise and refuse problems, through statutory nuisance powers held by Dumfries & Galloway Council.
- Handling persistent nuisance, harassment, and criminal behaviour with Antisocial Behaviour Orders (ASBOs) enforced by local authorities and Police Scotland. Breaching an ASBO is a criminal offence and can jeopardise a person's tenancy.
- Changing a Loreburn tenant's tenancy to a Short Scottish Secure Tenancy if they become subject to an ASBO. This reduces their security of tenure for 12 months, allowing us to seek possession of the property if issues persist.

In serious cases of persistent nuisance or disregard for warnings, we may seek eviction through court decree. Legal proceedings can take several months, so it's important to document incidents and report problems promptly as evidence. We will support you throughout the process and keep you informed. During the court hearing, the Sheriff will review all evidence to determine if eviction is warranted.







# Your Voice

**We want to hear from you. Your views and ideas help us give you better services.**

This section shows all the ways you can get involved and share your thoughts. You'll find out how to become a member, join our resident groups, and tell us when something's not right. We explain how to make a complaint and what happens next. Your feedback matters to us, and there are lots of ways - big and small - to make your voice heard.





## WAYS TO GET INVOLVED

There are lots of different ways for you to have your say! Whether you have just a few minutes to spare or want to engage more deeply, there are different options to suit your preferences. Here's how you can get involved:

### Online

Visit our website and use the feedback form to share your thoughts and suggestions at any time. Whether you have a specific concern or a general comment, this is a quick and easy way to communicate with us.

Visit [www.loreburn.org.uk/contact-us](http://www.loreburn.org.uk/contact-us) to get in touch.

### E-panel

Join our E-panel to receive and respond to surveys and consultations via email or text message. This is a quick and convenient way to share your views if you're short on time.

### Estate walkabouts

Join your Neighbourhood Officer on one of their regular estate walkabouts, where you can walk through the community with our team, identify areas for improvement, and discuss any concerns you may have.

Follow us on Facebook to see when we're next in your area.

### Community engagement events

Our community engagement events offer a relaxed and informal opportunity for you to meet your neighbours, participate in discussions, and collaborate on community projects.

### Tenant Scrutiny Group

Our TSG is a dedicated team of tenants who work closely with us to review and scrutinise our services. Working on projects of interest to them, this group help us to keep accountability and transparency, and provide us with detailed feedback and recommendations for improvements.

### Surveys and consultations

We regularly conduct surveys and consultations to gather your thoughts on various aspects of our services.

Some of these consultations, such as our annual rent consultation, are a legal requirement and ensure that your voice is heard in important decisions that impact you and your home.



## BECOME A MEMBER

Whether you're a Loreburn tenant or simply live in Dumfries & Galloway and have an interest in housing, anyone over the age of 16 can become a member of Loreburn Housing Association.

For just £1, you can have an active role in influencing what goes on at Loreburn and have a say in the decisions that affect the community you live in.

As a member of Loreburn, you will:

- Receive a Share Certificate, a copy of the Association's Rules, Annual Report and Accounts.
- Be able to vote at the Annual General Meeting.
- Be able to seek election to the Management Committee.
- Be able to influence key decisions.

Applying to become a member is easy. All you have to do is download and complete the application on our website and email it to [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk).

Simply visit: [www.loreburn.org.uk/become-a-member/](http://www.loreburn.org.uk/become-a-member/)

If you'd rather complete a postal application, call us on 01387 321 300 or email us and we'll send a paper copy to your home address.

Once your application and payment have been received, it will be presented to the Management Committee for approval at their next meeting. After approval, you'll receive a Share Certificate confirming your membership.



## CONTACTING US

Whether you want to pay us a compliment, make a suggestion, or share a concern, we're to listen.

Our goal is to keep you informed every step of the way, making sure that you feel supported and connected. We'll provide a service that's personal and tailored to you with timely updates, clear explanations, and a listening ear whenever you have questions or concerns. If we need additional information and cannot answer your query right away, we'll provide you with a timeframe so you're aware of when to expect a full reply.

### Email

We aim to reply to all emails within two working days. This includes enquiries submitted through any of our website's online forms.

You can email us directly at [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) or visit [www.loreburn.org.uk/contact-us/](http://www.loreburn.org.uk/contact-us/) to fill in a contact form.

### Telephone

We'll always answer your call as quickly as we can. If we happen to miss it, we'll aim to return your call on the same day or by the next working day at the latest. If you contact a member of staff directly during their absence, their out-of-office message will offer alternative contact details.

Call us on 01387 321 300, Monday to Friday between 09:00 and 17:00.



## Letter

If you send us a letter, we will send you a response within five working days. You can send all written correspondence to Freepost LOREBURN HOUSING ASSOCIATION.

## Social media

If you choose to reach out to us through social media, we will always aim to respond on the same working day. Our social media channels are actively monitored from Monday to Friday, between 09:00 and 17:00.

## MAKING A COMPLAINT

We strive to provide an exceptional tenant experience, but sometimes things go wrong. If they do, please let us know; your feedback helps us improve and prevent future issues. Don't hesitate to share your concerns—it's the first step in making things right. When submitting a complaint, please include as much detail as possible about what happened, why you're dissatisfied, and what you'd like us to do to resolve the issue.

### What is a complaint?

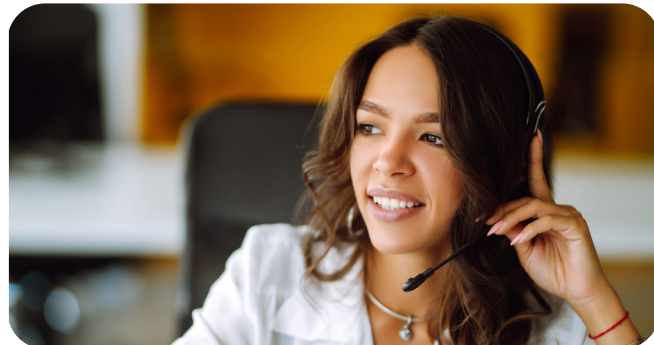
We regard a complaint as an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us on or on our behalf.

You can complain about things like:

- Delays in responding to your enquiries and requests.
- Failure or refusal to provide a service.
- Our standard of service.
- Dissatisfaction with our policy.
- The conduct or attitude of a member of staff or our contractors.
- Our failure to follow proper procedure, deliver services fairly, or in accordance with the law or guidance.

## Digital assistant/live chat

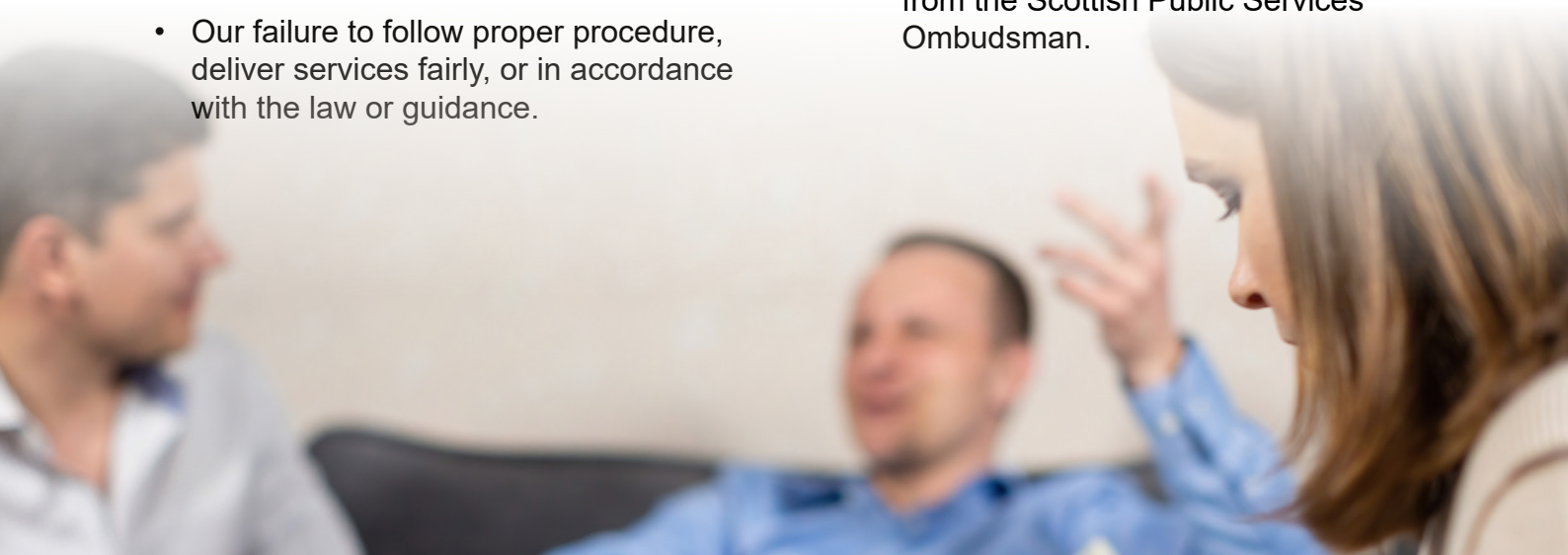
Our Digital Assistant is ready to problem-solve and fact-find at any time of day. In case you can't find an answer, you can send direct messages to us via live chat during business hours. Visit our website to get started.



### What isn't a complaint?

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

- Routine first-time service requests (e.g., reporting a repair or initial antisocial behaviour report).
- Compensation requests.
- Issues already in court or tribunal.
- Matters with separate appeal rights (e.g., housing priority decisions).
- Previously concluded complaints.
- If you're still unsatisfied, you can request an independent review from the Scottish Public Services Ombudsman.





## STAGE 1 - FRONTLINE RESOLUTION

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

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

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through Stage 2.

## STAGE 2 - INVESTIGATION

Stage 2 deals with two types of complaints:

- Those that have not been resolved at Stage 1.
- Those that are complex and require detailed investigation.

When using Stage 2, we will:

- Acknowledge receipt of your complaint within three working days.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you're looking for.
- Give you a full response to the complaint as soon as possible and within 20 working days.

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

### What if I am unhappy about the stage 2 response?

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

You can ask the SPSO to look at your complaint if:

- You have gone all the way through our complaints handling procedure.
- It's less than 12 months after you became aware of the matter you want to complain about.
- The matter has not been (and is not being) considered in court.





# Useful contacts

## LOREBURN HOUSING ASSOCIATION

<b>Telephone</b>	01387 321 300
<b>Email</b>	customerservice@loreburn.org.uk repairs@loreburn.org.uk
<b>Website</b>	www.loreburn.org.uk
<b>Social media</b>	@LoreburnHousing

## DUMFRIES & GALLOWAY COUNCIL

<b>Telephone</b>	0303 333 3000
<b>Email</b>	contact@dumgal.gov.uk
<b>Website</b>	www.dumgal.gov.uk
<b>Facebook</b>	@DumfriesGallowayCouncil

## OTHER USEFUL NUMBERS

<b>Emergency gas leak</b>	0800 111 999
<b>Scottish Power</b>	08000 270 072
<b>Scottish Water</b>	08000 778 778
<b>Scottish Public Service Ombudsman</b>	08003 777 330
<b>National Debtline</b>	08088 084 000
<b>Job Centre Plus (to make a claim for a new benefit)</b>	08000 556 688
<b>Job Centre Plus (to check an existing claim)</b>	08456 088 630
<b>Emergency services</b>	999



<b>Local Police office</b>	101
<b>NHS 24</b>	111
<b>Pension Service (for pension and pension credit claims)</b>	08456 060 265
<b>Childline</b>	0800 11 11
<b>Samaritans</b>	116 123
<b>Scottish Independent Advocacy Alliance</b>	01312 605 380
<b>The Money Advice Service</b>	08088 000 118
<b>Shelter Scotland</b>	03445 152 000
<b>Scottish Womens Aid</b>	08000 271 234

## FURTHER RESOURCES

<b>Energy Advice Scotland</b>	Practical advice on energy supplier issues. <a href="http://www.energyadvice.scot">www.energyadvice.scot</a> <b>08081 968 660</b>
<b>Lemon Aid</b>	Assists in saving on gas and electricity costs with impartial advice. <a href="http://www.citrusenergy.co.uk">www.citrusenergy.co.uk</a> <b>08002 218 089</b>
<b>Advice Direct Scotland</b>	Scotland's largest digital advice agency. <a href="http://www.advisedirect.scot">www.advisedirect.scot</a> <b>08088 009 060</b>
<b>D&amp;G Citizens Advice</b>	Free confidential advice on various topics like benefits, debt, employment, housing, immigration, and more. <a href="http://www.dagcas.org">www.dagcas.org</a> <b>03003 034 321</b>
<b>Cost of Living Support Scotland</b>	Guidance on managing expenses like energy and housing, accessing social security payments, benefit calculators, and health information. <a href="http://costofliving.campaign.gov.scot">costofliving.campaign.gov.scot</a>





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