

# Welcome to Your New Home!



## Tenants' Welcome Pack



# Welcome to Your New Home!

## Contents

## Section

Your Locality Office Team	1
Your Tenancy	2
Paying Your Rent	3
Welfare Reform and Money Advice	4
Repairs Service	5
Your Neighbourhood	6
Useful Information	7
Involving You	8
Useful Telephone Numbers	9



# Welcome to Your New Home!

This handbook will give you information on the services we provide, including:

- *your tenancy;*
- *how to pay your rent;*
- *what kind of repairs we carry out;*
- *what you can do to help maintain your home;*
- *your neighbourhood;*
- *how you can become involved.*

This pack aims to answer many of the questions you may have about your new home and your responsibilities as a tenant.

Please take the time to get familiar with this pack and keep it in a safe place.

**We wish you every happiness in your new home and remember,  
we are here to help.**





# **section 1**

**Your Locality office Team**



# Your Locality office is:

[Redacted]

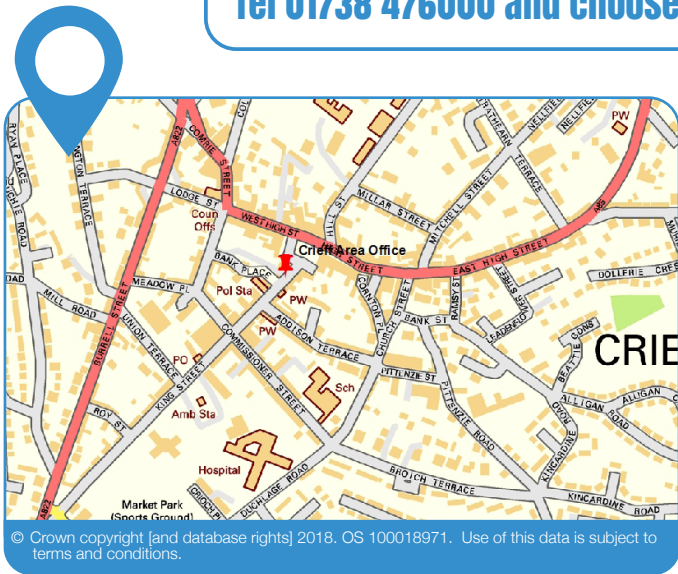
## opening hours:

[Redacted]

### Your Housing Officer is:

Email:

Tel 01738 476000 and choose Option 2



#### Co-ordinator (Housing)

Responsible for your Locality Team.



#### Housing Officer

Responsible for estate management which includes complaints, rent and arrears, viewings, sign-up of tenancies, and housing options.



#### Repairs Inspector

They are responsible for inspecting tenants repair works to ensure they are up to standard. They also post-inspect alterations and issue works for our empty properties.



#### Support Officer

Provide tenancy support like helping you access benefits, working with other agencies on your behalf. If you are identified as having support needs then please ask about this service.



#### Sheltered Housing Support Officer

They will provide support and assistance ensure that you live in a safe, secure and comfortable environment.



#### Housing Assistants

They help our Housing Officers to do their daily duties as well as having their own tasks.



#### Senior Clerical Assistants

They assist with tenant queries and administration, and answer your calls both at reception and via telephone or email.



## Our Staff

Your Locality Office has various staff that you will meet throughout the course of your tenancy. They are there to give you advice and information about paying your rent, moving home, alterations to your tenancy and any other issues relating to your tenancy or neighbourhood.

Your Locality Office Team will be happy to help with any problems you may have. You can pop into your Locality Office anytime during opening hours and staff will be happy to assist you.

You can also speak to them by calling **01738 476000**.

If you live in one of our sheltered housing complexes you will benefit from the services of a Housing Support Officer. Staff in our offices carry out many duties, some of which are summarised opposite.





# **section 2**

## **Your Tenancy**

# Your Tenancy

## Your Tenancy

**A lot of responsibility comes with a tenancy. As a Council tenant you need to:**

- *pay your rent in advance and on time;*
- *let us know if anyone moves into or out of your home or if your contact number or name changes;*
- *look after the fixtures and fittings in your home;*
- *keep the house decorated to a good standard;*
- *if you have a garden you should keep it tidy and cut the grass regularly. If you are disabled or over 65 years old, ask our staff about the Garden Maintenance Scheme whereby your grass and hedges can be cut for a small weekly fee;*
- *keep communal areas tidy and if you live in a close take your turn to clean it;*
- *seek permission to make changes to your property and garden, for example erecting a shed or putting in a driveway;*
- *keep control of any pets you have and pick up after them. Remember you need permission to keep any pets!*

## What is my tenancy agreement?

This is the document you sign when you become a tenant. This is a contract between us as your landlord and you as a tenant. It sets out information including:

- *your name;*
- *date you became our tenant;*
- *the rent charged.*

It lists many other conditions that you must keep to as a tenant and we as a landlord. Keep it safe!

## Can I transfer my tenancy to someone else?

Yes, you can apply to get a joint tenancy with someone who lives with you or if you are leaving the property you can apply to transfer the tenancy to a member of the family who has been living in the property as their only home for at least 12 months. Ask staff for more information.

## How do I end my tenancy?

You are required to give us at least 28 days' notice before you plan to leave your home. If you are joint tenants, both tenants must consent to ending the tenancy. You should notify us of this by letter or email.

## What Perth & Kinross Council will do for you as a landlord

We have responsibilities to you as the landlord including but not limited to:

- *carrying out necessary repairs to your home;*
- *not refusing you permission without good reason if you want to transfer or sublet your tenancy or alter your home;*
- *ensuring your home meets the lettable standard;*
- *engaging with you so we can improve our services.*

## When do you need our permission?

You must get our permission if you want to:

- *make any alterations to your home for example splitting a room to make two rooms;*
- *change any of the fixtures and fittings (kitchens or doors, laying laminate flooring etc);*
- *transfer your tenancy to someone else;*
- *take in a lodger;*
- *keep a pet;*
- *put up a satellite dish;*
- *run a business from your home;*
- *build a driveway or put up a garden shed.*

## What if my home no longer meets my needs?

If you are looking to move because your home no longer meets your needs please contact your Housing Officer on **01738 476000 (option 2)**.



# Your Tenancy



## Moving into a newly built home

If you have moved into a newly built Perth & Kinross Council home, you will find it is fitted with a range of technology to make your tenancy as comfortable as possible.

Controlling your new heating system and smoke alarm system can be confusing a first, so we have created a webpage with a video guide to give you an overview of what is in your home and how it works.

You can find out more about your heating system, your carbon dioxide monitor, the smoke and heat alarm system, your sprinklers, the water cut-off switch, your boiler and your media point

[www.pkc.gov.uk/Newbuildguide](http://www.pkc.gov.uk/Newbuildguide)

**Remember if you are struggling with anything or need advice let us know!**





# **section 3**

## **Paying Your Rent**



# Paying Your Rent

## How often do I have to pay rent?

**All tenants have to pay rent.** Rent is charged weekly, however you can also pay fortnightly or monthly by agreement. All rent must be paid in advance. All tenants have to pay rent.

## Why do I pay rent?

The rent you pay not only provides you with a home but lets the Council deliver other services like repairs, estate improvements, home improvements and estate management.

## How can I pay my rent?

We make it as easy as possible for you to do this with options including Housing Benefit, direct debit, standing order, pay by phone, pay by card/cash, online or using a smartphone app.

**For more information on how to pay your rent please refer to the 'Paying Your Rent' leaflet (included in your welcome pack). Also available in all Local Housing Offices or visit [www.pkc.gov.uk/housing](http://www.pkc.gov.uk/housing)**

## Can I get help to pay my rent?

Depending on your income you may qualify for Universal Credit. If you already receive Universal Credit this may include help towards your rent. It is your responsibility to pay your rent from your award.

Our website has a **Benefits Calculator**. We can help you to complete a benefit application at [www.pkc.gov.uk/ctrhbapply](http://www.pkc.gov.uk/ctrhbapply)

## What information should I supply if applying for help?

You may be required to provide information and evidence in order for your claim for Council Tax Reduction and/or Housing Benefit to be processed.

Unless you receive either Universal Credit, Income Support, Income-based Jobseeker's Allowance, Income-Related Employment and Support Allowance or Pension Credit you will be required to provide the following:

- *Proof of identity*
- *National Insurance number*
- *Income and capital*
- *Rent*
- *The income of any non-dependants living in your household*

We will need to see original documents. Unfortunately, copies cannot be accepted.

## How will I know if I am in rent arrears?

We will write, visit, call or text you to let you know. It is important you speak to us - remember, we are here to help and can offer advice and work with you to resolve your rent arrears. We can support you to pay off any arrears and give you advice if you are struggling to pay your rent. We also send out rent statements each year. When you receive it make sure everything is ok.

You can request a statement at any time by contacting your Local Housing Office. You do not need to wait until your annual rent statement is sent to you.

## What happens if I don't pay my rent?

The Council takes non-payment of rent very seriously. We can help you to try and sort things out but if you choose not to speak to us or to pay your rent then you can be taken to court and could end up losing your home. **Eviction is a last resort but we do take this measure if we have no other choice.**

**Remember if you are struggling or unsure, talk to us - don't ignore the situation as it could get worse. We are here to help and can signpost you to other agencies if we cannot help you ourselves.**

## Consulting with you about the rent you pay

Every year the Council consults with its tenants about the rent and service charges you pay. We have agreed a process with tenants about how we do this.

It is really important you take the time to complete the annual survey on rent levels that we will send out with the On The House magazine. This allows you to tell us what level of rent you think you should be paying for the service you receive, from a number of options that we will put forward.

You can also come along to the Tenant Conference which happens in June, and the Winter Forum which is held each November. These are key times when you have a chance to put forward your priorities for how we spend your rent and for you to talk to us about this.

Once we have your feedback we will offer a range of rent increases and you will be asked to vote on your preferred option. Final recommendations on rent levels will be proposed to local Councillors at Committee and they will have the job of agreeing the final rent increase for the following year.





# **section 4**

## **Welfare Reform and Money Advice**

# Welfare Reform and Money Advice



If you are on low income you may qualify for help with various things including rent, Council Tax, moving costs, furniture, etc.

## Housing Benefit

Housing Benefit is available to people on low incomes to help with the cost of rent. Some working-age people living in the area may have to claim Universal Credit and not Housing Benefit. For more information or to apply for Housing Benefit go to

[www.pkc.gov.uk/ctrhbapply](http://www.pkc.gov.uk/ctrhbapply)

## Council Tax Reduction

If you have a low income you may also qualify for help towards your Council Tax Reduction. For more information or to make an application please visit

[www.pkc.gov.uk/ctrhbapply](http://www.pkc.gov.uk/ctrhbapply)

## Council Tax

As part of Perth & Kinross Council's new customer service portal, MyPKC, you can now keep track of your Council Tax account online. It's easy to use and available 24/7. You can use it to:

- view your current balance;
- view your payments and your next payment due date;
- view discounts or exemptions applied against your account;
- view your property banding;
- set up a direct debit (over 10 or 12 months including weekly and fortnightly options);

- make a payment;
- report changes in circumstances.

To use this customer friendly new facility just visit [my.pkc.gov.uk](http://my.pkc.gov.uk) and click on the View your Council Tax account icon and follow the guidance.

You can undertake many more tasks on MyPKC such as reporting road faults, reporting missed wheelee bin collections, applying for recycling centre permits, reporting Council housing repairs, reporting changes affecting Housing Benefit and reporting streets in need of cleaning and order garden waste permits. With more services being added all the time MyPKC makes it easy for you to contact Perth & Kinross Council at a time that suits you.

## Welfare Rights Team

The Council's Welfare Rights Team provides free, confidential and impartial appeals representation and welfare benefits advice to the residents of Perth and Kinross. For more information or to contact the Welfare Rights Team:

- Visit [www.pkc.gov.uk/welfarerights](http://www.pkc.gov.uk/welfarerights)
- Email [WelfareRights@pkc.gov.uk](mailto:WelfareRights@pkc.gov.uk)
- Telephone **01738 476900 (option 1)**

The Team also hold outreach surgeries and more details can be found at

[www.pkc.gov.uk/wROUTREACH](http://www.pkc.gov.uk/wROUTREACH)





# Welfare Reform and Money Advice

## Scottish Welfare Fund Team

The Scottish Welfare Fund Team administers Community Care Grants, Crisis Grants, and Discretionary Housing Payments.

## Community Care Grants

Community Care Grants are funded by the Scottish Government and administered by Scottish Councils. There is a limited pot of money so only those with the greatest need are most likely to be given a grant. The Fund is 'discretionary' - this means that there is no right to a grant. Decisions are made based on your personal circumstances. Everyone's circumstances are different so grant awards differ from person to person. If you are awarded a grant it does not have to be paid back. For more information or to apply you can go online at [www.pkc.gov.uk/scottishwelfarefund](http://www.pkc.gov.uk/scottishwelfarefund)

## Crisis Grants

Crisis grants are for people facing a disaster such as fire or flood, or an emergency such as running out of food following a sudden loss of income. Applications for Crisis Grants can be made at [www.pkc.gov.uk/scottishwelfarefund](http://www.pkc.gov.uk/scottishwelfarefund)

## Discretionary Housing Payments (DHP)

Discretionary Housing Payments can be paid if you are in receipt of Housing Benefit or the Housing Costs Element of Universal Credit, where that benefit does not cover the full cost of your rent. For more information view [www.pkc.gov.uk/dhp](http://www.pkc.gov.uk/dhp)



## Who can apply?

You can apply if you have a low income and your circumstances meet certain criteria. You will be asked to provide proof of your income, savings and proof of tenancy. Community Care Grant decisions are made within 15 working days once you have provided proof of income, savings and tenancy. Crisis Grant decisions are made within one working day of all evidence being received.

## Perth and Kinross Credit Union (PKCU)

You can join Perth and Kinross Credit Union and open an account with as little as £1 and save as much or as little a month as you like. PKCU offers affordable loans to their members. Loans will only be given if PKCU is sure you will be able to afford to pay the loan back and can sometimes offer loans to those who have been turned down by other lenders. For most loans you must be a member and must have saved with them for at least 3 months.

For more information contact **01739 624872** between 8.30 am and 4.30 pm. As well as Perth City Centre there are weekly drop-ins in Letham, Crieff, Auchterarder, and Kinross. For more details visit [www.pkc.org.uk](http://www.pkc.org.uk)

## Social Sector Size Criteria (Bedroom Tax)

If you are working-age and paid Housing Benefit or the Housing Costs Element of Universal Credit, it may not cover the full cost of your rent. There are many reasons for this but one could be that the home you are living in has more bedrooms than you need.

At the moment, the Scottish Government is fully committed to mitigating the impact of Social Sector Size Criteria and therefore anyone affected should apply for a DHP. More information can be found at [www.pkc.gov.uk/dhp](http://www.pkc.gov.uk/dhp)

You will be awarded Housing Benefit for one bedroom for each of the following:

- every adult couple (married or unmarried);
- every other adult (aged 16 or over);
- any two children of the same sex aged under 16;
- any two children aged under 10;
- any other child;
- a child who is severely disabled and unable to share;



# Welfare Reform and Money Advice

- a carer, who does not live with you, but provides you or your partner with regular overnight care.

Other rules apply to foster carers, please seek advice.

## Universal Credit

Universal Credit, also known as UC, is a new benefit for working-age people, which replaces six benefits including Housing Benefit. It is being introduced gradually across the Perth and Kinross area and affects only those making new claims for benefit or those in receipt of benefit who have a change in circumstances. For more information see

[www.pkc.gov.uk/uc](http://www.pkc.gov.uk/uc)

If you require any assistance or support for your Universal Credit claim you can speak to your Locality Team who will be happy to help you.

## Citizens Advice Bureau (CAB)

CAB is a national independent service that gives free and impartial advice. In Perth and Kinross CAB has qualified debt advisors who will guide you through the options for your debts and help you decide on the best way for you to tackle money issues.

You can contact CAB on:

- **01738 450590** (Advice Line) or
- **03454 040500** (Appointments Line)

CAB has an office in Perth at 7 Atholl Crescent, where it holds a daily drop-in advice service. It also holds community surgeries in Kinross, Blairgowrie, Rattray, Pitlochry and Crieff. For more information on these please visit [www.cab.org.uk](http://www.cab.org.uk)

## Budgeting

A budget is telling your money where to go rather than wondering where it went.

## What you have going out

Rent, Council Tax, Gas and Electric are the most important things you have to pay and should be priority. If you are struggling please ask for help. We have Support Officers in each locality team who can give advice and assistance on benefits and budgeting. Perth and Kinross have classes available for those wishing to learn budgeting skills called 'Skills with Bills'. There are also budgeting tools available online and materials we can give you.



Try not to delay bill payments, it will mean you have double to pay from your next income and will soon add up and can get out of control.

## Gas and Electricity

You can shop for the best fuel tariff for your gas and electric costs via a Money Advice Service website. Perth & Kinross Council have an Energy Advice Team to give information on keeping warm. Your Housing Officer will be able to put you in touch with them. Home Energy Scotland can also give you advice and tips about how to keep warm in your home and about the best energy provider for you on the lowest tariffs. You may be entitled to a Warm Home Discount or a Winter Fuel Payment which the Energy Advice Team or Home Energy Scotland can give you information on.

## Shopping

Set out an amount to spend and make sure it's realistic. Shop in more affordable supermarkets and plan out your shopping and what you are going to eat each day and you will be able to save money and won't waste food. Perth & Kinross Council's 'Skills with Bills' and 'Cook-it' programmes can give advice on budgeting and cooking on a budget, please contact your local office for assistance.





# **section 5**

## **Repairs Service**



# Repairs Service

## Our Repairs Service

Your property will always meet our lettable standard before we give you the keys and will have been inspected to ensure its ready for you to move into.

During your tenancy you may find things in your home that need repaired. If you do, our Housing Repairs Service will be happy to help you.

**As your landlord, the Council is responsible for repairing and maintaining the structure of the property that you live in. This includes:**

- walls, floors and ceilings;
- window frames and external doors;
- roofs, drainpipes and gutters/rhones;
- kitchen and bathroom main fixtures (toilets, baths, basins, sinks, gas and water pipes);
- heating equipment (fires, radiators, storage heaters and panel heaters);
- electrical fittings (light switches, light fittings, sockets, wiring and mains-operated smoke detectors);
- maintenance of paths, fences, gates, driveways and any garden structure put in place by the Council;
- communal areas around the property (stairs, lifts, landings, some lighting, entrance halls and paving);
- carrying out annual gas servicing and other safety checks.

**We may also complete the following work if you agree to pay for it in advance:**

- repair any damage caused by you, your family or visitors;
- replace lost keys;
- help you gain access if you've lost your keys or you're locked out.

**As a tenant you are responsible for minor repairs such as:**

- fittings that you installed or accepted at the start of your tenancy, ie shelves, built-in wardrobes, laminate flooring and floor coverings;
- fitting additional locks;
- resetting tripped switches, fuses and light bulbs (not communal stair lighting);
- attempting to clear plumbing blockages;
- repairing minor cracks and holes in walls and ceilings that can be reasonably filled before decorating;
- television aerials and reception equipment (unless installed by the Council);
- all internal decoration;
- maintenance of paths, fences, gates, driveways and any garden structure not put in place by the Council (responsibility may be jointly shared among owners for fences, gates and driveways in communal areas);
- rechargeable repairs detailed in the Rechargeable Repairs Policy, unless an exemption is applied.



# Repairs Service

## How to report a non-emergency repair

If the Council is responsible for the repairs you can request this by reporting your repair quickly and hassle-free using our online reporting service MyPKC. Using MyPKC is simple, and it will allow you to keep track of the progress of your repair.

Visit <https://my.pkc.gov.uk>

We have produced a number of short videos to help tenants with simple household repairs like unblocking a toilet, changing a strip light bulb and replacing a toilet seat. Visit [www.pkc.gov.uk/repairsvideos](http://www.pkc.gov.uk/repairsvideos)

You can also email [HousingRepairs@pkc.gov.uk](mailto:HousingRepairs@pkc.gov.uk)

You can also phone the Repairs Centre on **01738 476000** and choose **option 1**.

We now have a sub-menu from which you choose the following options:

- 1 to report a new repair
- 2 for outstanding repair
- 3 for gas servicing

If you live in a multi-storey block you can speak to the Caretaker to arrange repairs. If you are in Sheltered Housing Accommodation your warden can help you arrange repairs.

## Emergency Repairs

An emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage to your home or neighbouring property.

Some examples are:

- a burst water or heating pipe;
- no heating or hot water;
- no electricity;
- a carbon monoxide alarm sounding.

Emergency repairs will be attended to and made safe within 24 hours of being reported and, where possible, we will carry out the full repair. If this is not possible, we will carry out temporary repairs immediately to make the situation safe, and then return to complete the repair.

Emergencies during working hours should be reported by phoning the Repairs Centre on **01738 476000** and choosing **option 1**.

If a serious fault occurs outside normal working hours and it isn't safe to wait until the next working day, you should report it to the out-of-hours Emergency Repairs Service by calling **01738 476000** and selecting **option 4**.

The out-of-hours emergency service is available between 8.45 am - 5.00 pm.



# Repairs Service

## Urgent Repairs

These are repairs that are not emergencies, but need to be carried out quickly to prevent more damage to your home. These repairs will be carried out within 5 working days of being reported.

Some examples are:

- *minor repairs and overflow;*
- *damaged flooring and tiles;*
- *minor faults to showers where other washing facilities are available.*

## Appointments

These are everyday repairs that are needed as a result of normal wear and tear of the property. These repairs will be carried out through a mutually agreed appointment. Some examples are:

- *faulty radiators;*
- *faulty electrical switch or light pendant.*

If you are unable to keep an appointment, please let us know and we will be happy to arrange another date to suit you. If you do not notify us that you are unable to keep an appointment and we attend to carry out the repair and do not get access to your home the repair request will normally be cancelled.

Below are the different appointments and times available:

### **Morning Appointments**

*We will arrive between 9.00 am and 12.30 pm, Monday to Thursday*

### **Afternoon Appointments**

*We will arrive between 12.00 noon and 4.30 pm, Monday to Thursday*

### **Friday Appointments**

*We will arrive between 8.00 am and 1.00 pm*

## Electricity

If you have no electricity to all or part of your property the first thing you should do is check your trip switch.

### **No electricity (power points and lights) at all**

The trip switch/fuse box is next to your electric meter. If any of the switches are down push them to the up position (the main switch may need to be turned off then on again to reset the system).

If this does not fix the problem, you should check the card meter.

The power will be cut off if you do not have enough credit on your card meter; you will need to get more credit to reinstate the supply.

### **Are your neighbours affected?**

If yes, call **SSE** on **105**.

If no, it is likely that the fault originates from inside your home. Call the Repairs Service on **01738 476000** and select **option 1** stating that you have no electricity at all. An emergency electrician will come and investigate the problem.

## Plumbing

### **Stopcock**

This is a tap that controls water flowing from the mains into your home. If you have a leak you should turn the water off at the stopcock to prevent any more water leaking.

A leak may not stop immediately because water is still flowing from the main tank or the hot water tank. You should turn on other taps to drain down the tank. Check the immersion heater is switched off before the hot water tank is drained down. In the case of gas heating, switch off the water heater.

Stopcocks are often located in the hallway or under the sink. There is sometimes more than one stopcock to allow you to turn water off to part of the property.

### **Frozen pipes**

If the temperature inside a property drops below freezing, water may freeze inside the pipes. When the ice thaws out it may cause pipes to burst. To prevent frozen pipes always ensure that you turn the water off at the mains, or leave central heating on if the property is going to be unattended for long periods of time during the winter months.

### **No water**

Check the stopcock and then check to see if your neighbours have water: if they don't there may be a burst mains. Contact Scottish Water on **0800 0778 778** to report it.





# Repairs Service

## Taps won't turn off

Contact us and we will arrange an appointment to repair it.

If the water is running very quickly (full stream) you may need to turn off the water at the stopcock (sometimes there is a separate stopcock for the kitchen sink, this is usually under the sink). You can turn the stopcock on if you need water in the meantime.

## Water discoloured

If your tap water is a different colour to normal, there may be a problem with the water supply. You should contact Scottish Water on **0800 0778 778**.

## Blocked toilet

As a responsible tenant you should ensure that your toilet doesn't become blocked due to objects being flushed down it. Common examples are:

- X children's toys;*
- X nappies or baby wipes;*
- X entire toilet rolls;*
- X kitchen roll;*
- X paper;*
- X plastic toilet fresheners.*

If an object causes a blockage, the cost of the repair will be recharged to you. If an object accidentally falls into the toilet bowl, you should always remove it by lifting it out. **Never** try to flush it away.

## Blocked shower head

It is your responsibility to clean the shower head.

## Blocked sink/bath

Using a plunger, sink unblocking agent or sodium bicarbonate can often clear blocked sinks or baths quickly and easily. Some blockages will also clear themselves if they are left for a few hours.

Watch our You Tube video here on How To Unblock A Clogged Sink <https://youtu.be/p1hjP1qP1FM>

## Toilet won't flush

If this is your only toilet, we will respond as an emergency and make safe within 24 hours. In the meantime, toilets can be flushed manually by pouring a bucket of water down it after each use.

## Water from above

If you are on the top floor, a leaking roof could be the cause. We will arrange a temporary roof repair to ensure your home is wind and watertight.

## Tenants who live in blocks of flats have a responsibility to keep communal areas clear at all times.

Items such as prams, baby buggies, sofas, furniture and bags of rubbish that are often left in the communal areas of blocks are a fire risk. Ignition of such items poses the threat of fire and serious danger to all occupants in the block.

When the Council notices such items left in communal areas, tenants and residents of the block will be asked to remove them. If they are not removed then further action will be taken. The Council will remove the items and the cost will be recharged to tenants/residents who dumped them.

## Need a replacement key or fob?

Contact your Locality Housing Team on **01738 476000 (option 2)**.





# **section 6**

**Your Neighbourhood**



# Your Neighbourhood

## Keeping your neighbourhood happy

It's easy to be a good tenant. Just remember to be considerate to your neighbours and everyone who lives in your neighbourhood.

Anti-social behaviour is not a major problem in Perth and Kinross, but it can happen from time to time.

You need to get off to a good start with your neighbours. Things that can cause problems between neighbours are often simple things that can become a big deal very quickly.

This could be anything from loud music or TV or loud noise from parties. Remember to be considerate, and that you are responsible for the behaviour of visitors to your home.

Keep any noise in your home at an acceptable level. Remember you are living in a community.

## What to do if you have a complaint about anti-social behaviour

Our Locality Teams deal with all aspects of anti-social behaviour.

Our Safer Communities Team deal with the most serious anti-social behaviour. They work closely with Housing Officers within our Locality Office areas.

To report anti-social behaviour please contact our Locality Teams on **01738 476000**.

If your issue is of a serious nature or criminal please call Police Scotland on **101**. In an emergency situation call **999**.

## Pet fouling

If you have a dog, you need to pick up its mess (even if it's in the garden) straight away. This will help to ensure that your neighbourhood is a nice place to live for everyone.

## When will my bins be collected?

You need to put your bins out in line with our waste collection schedule so they can be emptied. To see which of your bins are due for collection each week please refer to the separate sheet included in your Welcome Pack.

There are a number of bins for different types of refuse, depending on where you live:

### Green Lid

*General household waste that cannot be recycled.*

### Blue Lid

*Recycling materials such as paper, cans, cardboard and plastic packaging.*

### Brown Lid

*Garden waste like grass clippings and plant clippings.*

### Small Compost Bins

*For food waste.*

Remember not to leave rubbish bags outside your door or in communal areas like the close, or next to your bins. They won't be collected.

If you have bulky items you wish to dispose of such as furniture or a washing machine that cannot be reused, you can ask us to carry out a special waste uplift for you. You can get information on special uplifts at our website [www.pkc.gov.uk](http://www.pkc.gov.uk) or by asking your Locality Team staff.

We also run a number of Recycling Centres and Recycling Points across Perth and Kinross, where you can recycle most household waste or dispose of unwanted items. You can find your nearest facility by visiting [www.pkc.gov.uk](http://www.pkc.gov.uk) or by asking your Locality Team staff.





# **section 7**

**other Useful information**

# other Useful Information

## Contents Insurance

Your landlord is responsible for insuring the building you live in but not your contents. You as the tenant are responsible for insuring your belongings against theft, fire, flood and other potential damage.

Perth & Kinross Council has arranged an insurance scheme for its tenants with Royal & Sun Alliance. It offers low-cost peace of mind as well as easy weekly payments.

Participation in this scheme is not an official requirement but we strongly suggest that all our tenants have some form of contents insurance.

For more details about the scheme, please see the leaflet in your Welcome Pack or call **08456 718172**.

## Complaints

There are various ways you can complain about any Council Services, including Housing:

- Complete our online enquiry form available on [www.pkc.gov.uk](http://www.pkc.gov.uk)
- Email us at [CustomerComplaints@pkc.gov.uk](mailto:CustomerComplaints@pkc.gov.uk)
- Telephone the Council Customer Service Centre on **01738 476500**
- Write to Customer Service Centre, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD
- Visit your Locality Office or any other Council Office

If you feel that our response to your complaint is unsatisfactory you can report this to the Scottish Housing Regulator. The Regulator can be contacted by telephoning **0141 242 5642** or emailing [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)





# **Section 8**

**Involving You**



# Involving You

## Tenant Participation

There are various methods for tenants to get involved with the Housing Services they receive.

Perth & Kinross Council aims to include as many tenants as possible to help us make decisions on issues like rent levels, and how we spend rent money on improving their homes.

We work closely with the Perth and Kinross Tenants' and Residents' Federation to promote tenants' rights and the maintenance and improvement of their housing conditions, amenities and environment. We also support Registered Tenant Organisations in the area and any other groups of tenants who share a common interest and come together to work with the Council to improve the place they live in.

A Registered Tenant Organisation (RTO) is an organisation who has earned the statutory right to be consulted on significant issues.

We also hold regular events for tenants where important housing issues are discussed with Council staff, such as the Annual Tenant Conference. These events are advertised in the press, in Locality Offices and on our dedicated social media platforms for tenants.

For more information on tenant participation and registered tenant organisations in your area please telephone **01738 476165** or email [TenantParticipation@pkc.gov.uk](mailto:TenantParticipation@pkc.gov.uk)

## Social Media for PKC Tenants

Please 'like' our Facebook page Perth & Kinross Council Tenants and follow us on Twitter @PKCTenants for all the latest news about your housing and neighbourhood.

## Get involved in shaping your housing services!

There are a range of ways for you to influence and improve the services that we provide and the community you live in.

### Light Touch

- Complete our surveys.
- Come to a Conference or local event.
- Like our Facebook page.
- Follow us on Twitter.
- Sign-up to our interested person list.

### Take an interest

- Attend your local Registered Tenant Organisation Meetings.
- Attend the Tenant Forum.
- Take part in an Estate-Based Initiative walkabout.
- Attend a Resident Academy.
- Take part in local events and groups.

### Get involved

- Join a local Registered Tenant Organisation.
- Take part in a tenant working group.
- Help make Estate-Based Initiative decisions.
- Become a member of the SURE Team.
- Join the Tenant Participation Strategy Monitoring Group.
- Sign-up to become digitally included.





# **section 9**

## **Useful Telephone Numbers**

# Useful Telephone Numbers

<b>Police Scotland</b> <i>non-emergency</i> <i>emergency</i>	101 999
<b>Fire and Rescue Service</b>	999
<b>Scottish Ambulance Service</b>	999
<b>Domestic Violence Helpline</b>	0800 027 1234
<b>Homelessness Support</b>	0800 917 0708 During office hours (8.45 am - 5.00 pm) please contact your Locality Housing Team on 01738 476000 (option 2).
<b>NHS 24</b>	111
<b>Perth &amp; Kinross Welfare Rights Team</b>	01738 476900
<b>Perth &amp; Kinross Council Waste and Recycling Service</b>	01738 476476
<b>Perth &amp; Kinross Council Education &amp; Children's Services</b>	01738 475000
<b>Perth and Kinross Health and Social Care Services</b>	01738 475000
<b>Perth Royal Infirmary</b>	01738 623311
<b>Perth and Kinross Credit Union</b>	01738 624872
<b>Perth Citizens Advice Bureau</b>	01738 450580
<b>Perth &amp; Kinross Libraries</b>	01738 444949
<b>Samaritans</b>	08457 909090



If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة للملخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب:  
الاسم: Customer Service Centre  
رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Customer Service Centre 01738 475000 來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den phàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach gearr-iomradh den phàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

[www.pkc.gov.uk](http://www.pkc.gov.uk)

(PKC Design Team - 2021291)

