

Tenant's Handbook

For Social Rent



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Welcome to your New Home

This handbook has been produced to give you information on your new home and important information about your tenancy.

Can we please ask that you read the contents of this handbook carefully and keep it in a safe place in case you need to refer to it at a later date.

If you would like any additional information please do not hesitate to contact us:

Kingdom Housing Association Ltd
Saltire Centre
Pentland Court
GLENROTHES
Fife
KY6 2DA

Tel: 01592 630922

Email: customerservices@kingdomhousing.org.uk

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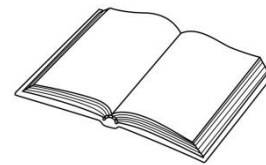


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www.kingdomhousing.org.uk

You can also visit our website where you will find lots of information about the Kingdom Group and managing your tenancy.



Our Story

We are a non-profit making charity and we were established in 1979 to provide accommodation for single people. Over the years we have extended the range of services we provide and now aim to cover a variety of needs including Support and Care. As a Registered Social Landlord, we are registered with and regulated by the Scottish Housing Regulator and our Support and Care Service is registered with and monitored by the Care Inspectorate.

Membership of the Association

Any of our customers who believe in our aims and values can apply for membership. Becoming a member entitles you to:

- Attend our Annual General Meetings and any other special meetings that are called
- Vote at meetings you attend
- Stand for election to our Board of Management

Membership costs £1 and all applications will be considered by the Board of Management. If you would like to become a member or would like more information, please contact us on 01592 631661.

Our Mission, Vision And Values

Our **mission** is to provide more than a home.

Our **vision** is:

- Great homes
- Great services
- Great people
- Great communities

Our **values** are:

- Customer
- Accountable
- Respect
- Efficient
- Supportive

Comments, Complaints and Compliments

We try wherever possible to get things right first time but realise this may not always be the case. You need to let us know if you are not happy with the service you have received so that we can look into your complaint and address any issues. If you want to make a complaint you can telephone or email our Customer Contact Team, write or call in to any of our offices or record this information via our website.

We would like to hear from you if you think we have done a good job so please give us your positive feedback as well.



Your Tenancy Agreement

You will have signed either a Scottish Secure Tenancy Agreement (SST) or a Short Scottish Secure Tenancy Agreement (SSST) before you were given the keys for your new home. This is a legal contract between you and us. It explains your rights and responsibilities as a tenant and our rights and responsibilities as your landlord. We are both bound by its terms and conditions. Please make sure you read through and understand everything in your tenancy agreement and contact us if you would like any help or further explanation on its content. We have summarised some of the main points below:

Rent	
YOU	KINGDOM
<ul style="list-style-type: none"> You must pay your rent monthly in advance on the 1st of every month 	<ul style="list-style-type: none"> We will consult with you on any proposed rent increase We will give you at least four weeks notice of any rent increase We will give you support and advice to prevent you falling behind with your rent We will work with you to come to a mutually satisfactory arrangement to help repay any arrears that you do build up
Use of your home and common parts	
<ul style="list-style-type: none"> The property must be your only or principal home You, anyone who lives with you or visits your property must not damage your home or any part of the surrounding area You must take reasonable steps to keep your home heated and well ventilated and take all necessary precautions if leaving the property unoccupied during the winter months You must not use Calor gas or paraffin heaters You should insure the contents of your home You must not use your home for any illegal or immoral purpose You must ask our permission to keep certain pets You must keep your garden tidy 	<ul style="list-style-type: none"> We may take legal action against you if you do not keep to the terms of your tenancy agreement You can lose your home if you breach the terms and conditions of your tenancy agreement We can bring your tenancy to an end if we have reasonable evidence to believe you have abandoned your property
Respect for others	
<ul style="list-style-type: none"> You, anyone who lives with you or visits your home must not behave in an anti social manner, cause nuisance or harass your neighbours You, anyone who lives with you or visits your home must not make excessive or unreasonable noise 	<ul style="list-style-type: none"> We can take legal action against you if you break these conditions and this may result in you losing your home

Changes to your household	
YOU	KINGDOM
<p>You must receive our permission if you wish to do any of the following:</p> <ul style="list-style-type: none"> ○ Take in a lodger ○ Sublet your home ○ Assign your home ○ Add someone as a joint tenant ○ Change your tenancy from joint to sole ○ Arrange a mutual exchange ○ Acquire a pet <p>You must put your request in writing and fill in any relevant forms or request permission via our website.</p> <p>You must notify us if any member of your household leaves the property or if additional household members come to live with you.</p>	<ul style="list-style-type: none"> ○ We will acknowledge your request within 5 working days ○ We will give you our decision within 28 working days ○ We will not unreasonably refuse your request
Repairs, maintenance and alterations	
<ul style="list-style-type: none"> ○ You must not lay laminate flooring without our consent. If consent is given you must lay the flooring to our standards. ○ You must ask for permission before making any alterations or improvements, including erecting a satellite dish ○ You must report all repairs to us as soon as possible ○ You must allow us access for repairs, any planned work, gas safety checks, etc 	<ul style="list-style-type: none"> ○ We will carry out any repairs or other work necessary to maintain your property to the appropriate standards ○ See Section 4 for further information
Ending your tenancy	
<ul style="list-style-type: none"> ○ You must give us 28 days written notice if you wish to end your tenancy (14 days if you are transferring to another FHR partner) ○ You must make sure the property is in good condition and meets our exit standards 	<ul style="list-style-type: none"> ○ We will carry out an inspection of the property and will advise you of any work that you need to do before you leave

Keeping your Information Secure

We will make sure your personal information is kept safe and secure and we will not share this with anyone without your permission. You have the right to access any information we hold on you providing this does not contain information about a third party.

If you need to access your information you must request this in writing.



Being a Good Neighbour

A number of things can impact how you feel about your neighbourhood, for example the standard of the landscaping or how well you get on with your neighbours. If you are having problems with your neighbours you may, as a first step, wish to speak with them to try to resolve the situation. If this does not help, or if you do not feel comfortable doing this, please contact us. You should tell us:

- what happened
- who was involved
- dates and times of incidents
- any witnesses
- if the Police were called

Our Customer Contact Team will be happy to help or refer you to another member of staff if further information and advice is required concerning issues with your neighbours or cases of anti social behaviour. Some examples of anti social behaviour are:

Loud music or parties

Noise from music systems, televisions, household appliances and some DIY tools can cause great annoyance and stress. Please consider your neighbours when using these.

Dumping litter or rubbish

You should make sure that you put your bin out on the proper day for collection and return it to its storage space once it has been emptied. Bin stores should be kept tidy and you should arrange for any large items you wish to be disposed of to be collected by the local authority.

Vandalism

Please contact us immediately if you witness any acts of vandalism to any Kingdom property. If the person responsible is one of our tenants or sharing owners, they will be asked to pay for the cost of repairing any damage. We may even commence legal action with a view to evicting them.

Verbal abuse, harassment or discrimination

Harassment is the continued act of systematic and/or continued unwanted, annoying or threatening actions of one party or a group. We will investigate fully any alleged incidents of verbal abuse, harassment or discrimination.

Criminal behaviour such as drug dealing

We will not tolerate the use or the supply of controlled drugs and will take all the action at our disposal to deal with this or any other criminal behaviour in our developments.

Antisocial behaviour happening right now? Then you should call the police on 101. **If someone's life or health is in danger call 999.**

If you are having problems with your neighbours or suffering from antisocial behaviour you can report it to us online, by phone or at our head office.



Rent Payments & Advice

Rent and service charges are reviewed annually and any changes will take effect from 1 April each year. We must give you at least 28 days written notice before we make any changes to your rental payment. Your rent is due on or before the 1st of each month. An alternative pattern of payment may be arranged in exceptional circumstances. There are various ways to pay your rent:

Standing Order

- A Standing Order is an arrangement you can make with your bank to authorise a set amount of money to be taken from your account on a regular basis to pay for bills.
- You will need to complete a Standing Order mandate and hand this in to your bank. Please contact our Customer Contact team for a mandate
- If the amount to be taken from your bank changes for any reason, you will need to contact the bank to let them know you are happy for this change to take place.

Direct Debit

- The amount due can be deducted from your bank account on a day which suits you. If you wish to pay by direct debit please contact our Customer Accounts Team direct.
- You do not need to contact the bank to authorise any changes in the amount of payment due as the bank will just automatically change the amount for you.
- If at any time we intend to increase the amount to be deducted or change the collection date, we must notify you first, in line with the Direct Debit Guarantee.

Swipe Cards

- Swipe cards can be used free of charge at any Post Office or PAYpoint outlet in the UK. You can also use your swipe card in the following ways:
 - **Telephone** - You can pay by debit or credit card within normal office hours by calling our Customer Contact Team. You may find it more convenient however to call Allpay on 0870 243 6040 as this facility is available 24/7.
 - **Internet** - You can also pay by swipe card via the internet at www.allpayments.net or by text at www.allpayments.text and following the instructions on the screen.
 - **Mobile** - If you prefer, you can download the allpay app for compatible mobile devices.
- If you would prefer to use any of the methods described above to pay your rent but do not have a swipe card, please contact our Customer Contact Team.

By Post

- You must do this by cheque - please do not send cash through the post.
- To make sure we pay your rent into the correct account, please write your name and address on the back of your cheque. Cheques should be crossed and made payable to Kingdom Housing Association Limited.



Rent Payment Advice

We understand it can be difficult if you are on a low income to ensure all your bills are paid. If you are struggling to manage your money, we can offer you basic financial advice. Please contact us to find out how we can help. We may refer you on to other agencies if you need more specialist advice, for example on lowering fuel bills, opening a bank account or accessing low cost loans. You can also obtain independent advice by visiting the Money Advice website and we have provided the details of some advice agencies at the end of the handbook.

Welfare Reform

The changes to benefits as a result of Welfare Reform may also be causing you concern. We have information leaflets which you may find useful. Please contact us or check out the leaflets and other information available on our website www.kingdomhousing.org.uk.

If you claim housing benefit to help pay your rent, you may be affected by changes from April 2016. The changes mean that some people will get less housing benefit than they did before.

We understand that many people will be worried about what this could mean for them and their families. Full guidance is available at www.sfha.co.uk.



My Kingdom

You can access information about your tenancy online once you have registered your details via our website.

Once you have registered, you will be able to go online and view your tenancy information from devices such as a smart phone, computer / laptop or tablet. You will be able to do this anywhere and at any time.

You will be able to:

- Report a repair
- Check your rent balance, pay your rent and print off rent statements
- Update your personal information e.g. contact numbers, email address or household members
- Report a neighbour complaint
- Give us feedback on our services
- Message us through My Kingdom

If you would like help to register, one of our Customer Contact Team staff will be happy to help you. You can either call them or go into our office at Saltire Centre, Glenrothes.



Moving In (Important Points to Remember)

When you first move into your new home there are a number of people that you will need to tell that you have moved. Below is a list of the most common people that you need to tell:

- Bank or Building Society
- Council Tax Department
- Any subscriptions you may have / Catalogue Companies
- Post Office (to redirect mail)
- Doctor / Dentist
- DVLA
- Your Employer

You will need to set up or arrange the following:

- TV Subscription (if required) / Internet / TV Licence
- Final Connection of phone line
- Contents Insurance

Utilities

When you move into your home, we will notify the utilities company that you are now responsible for the property. We will provide meter readings which are taken on the day you sign your tenancy agreement. You should also contact them to confirm that you are now the resident. You can also make sure that you are on the best tariff for your property and set up your payment method.

You are able to change the above suppliers to the company of your choice once you have moved in. We will provide you with details of all the reference and serial numbers that you will require.

Before changing suppliers we would suggest that you shop around for the best deal for your household. Further details can also be found by visiting www.goenergysshopping.co.uk

Alterations

You must apply for our permission before carrying out any alterations or installations to your home. Here are some examples of the type of work which would require our permission.

- Alterations to electrical sockets, switches or wiring
- Erecting a shed, greenhouse or fence
- Internal Shelving / installing laminate flooring
- Alterations to external hard landscaping
- Installation or alteration to central heating
- Adding, removing or changing kitchen units
- Adding, removing or changing internal or external doors
- Any alterations to fixtures such as banisters, skirting, sinks, baths, etc
- Installing a satellite dish

Permission can be requested in writing to our head office, via the online form on our website www.kingdomhousing.org.uk. If you need any clarification on the above issues, please contact us.

Television & Satellite Reception

If you live in a flat, then your property will be fitted with Enhanced Satellite capabilities. Kingdom Housing will not permit the installation of any additional satellite dishes to the flats.

If you live in a house, then your property will be fitted with an internal aerial only. If you wish to install a satellite dish, you must contact the Association for permission.

Please note that you will be responsible for any SKY connections/Subscriptions.

Medical Adaptations

Please contact your GP or Occupational Therapist if you need any medical adaptations made to your property and they will help complete a referral.

Planned Maintenance

We are committed to making sure all of our homes comply with the Scottish Housing Quality Standard and we have a planned maintenance programme in place to help us achieve this. This programme includes the replacement of heating, boilers, kitchen units, bathrooms and windows as well as cyclical painting work. We will give you notice of any planned work and the intended start dates for this.

Landscaping Services

We provide landscaping services in some of our developments (if the communal landscaping is not adopted by the local authority). We may also provide stair cleaning services in properties with a common stairwell. Our Estate Services Supervisor carries out regular checks of all of our developments but please contact us to report any issues you may have with our landscaping or stair cleaning services. A brief overview of the services you can expect is given below but please check out our Estate Management policy and our Stair cleaning and Landscaping schedules on our website for more information.

Communal Gardening

- Grass is cut, shrub beds weeded and litter removed during the growing season which is roughly April to October.

Stair Cleaning

- Stairs and landings in flats are swept and mopped on a weekly basis.
- These areas are also deep cleaned on a monthly basis.
- Window ledges and door glass are cleaned on a monthly basis.



Tenants who live in accommodation with a common stairwell must make sure that the staircase and landings are kept clear and not used as storage for bicycles, buggies, etc as this can prevent the cleaners from doing their work and presents a health and safety hazard.



Ending your Tenancy

You must give us at least 28 days notice in writing if you wish to end your tenancy. Once we receive this, we will arrange to inspect your property to highlight any work you need to do before you leave.

You must return all keys to us on or before the last day of your tenancy otherwise you will continue to be liable for rent and you will be recharged for any missing keys. We would recommend that you hand the keys into one of our offices but, if you need to post them, you should use recorded delivery mail and make sure to include a note of your name but not your address. Before you hand your keys back you should make sure that:

- your rent account is clear and you have no other charges outstanding
- you have made arrangements to have your mail re-directed
- you have taken final meter readings, contacted your power supplier and informed us who supplies your gas and/or electricity
- the property meets our exit standards

When you end your tenancy, any damage to your property should be repaired before you leave, the decoration should be sound and of reasonable quality and condition and you should remove all of your belongings, including all furniture and floor coverings. If you do not do this, we will charge you for any costs we have to meet to clear the property and for any repairs or redecoration that were your responsibility. If floor coverings, blinds, etc are in good condition and you wish to leave these for the incoming tenant, please let us know. A guide to the standards of your property that we expect you to meet before your tenancy ends are below:

External

State of Repair

- External aerials should be secure
- Individual satellite dishes will be removed if a communal satellite dish has been installed

Security of Property

- Keys should be provided for all outhouses, stores, windows, etc

Throughout your tenancy, it is your responsibility to identify and report any repairs required to keep the property secure, wind and watertight.

Gardens and Fencing

- Grass and hedging should be cut and gardens left reasonably tidy
- Fencing should be in a sound condition
- Any shed, garage or other outbuilding that is in a bad state of repair should be removed and the garden ground reinstated
- Any shed, garage or other outbuilding that is in a good condition may be left if agreement for this has been reached with us and / or the new tenant

Internal

Sanitary Ware

- Sanitary ware should be free from cracks and chips and securely fixed to the wall
- Plugs and chains to all sanitary ware should be present and intact
- Any chips to baths should be repaired with enamel paint to satisfy Kingdom standards. Where a satisfactory repair cannot be achieved, the bath will be replaced



Internal

Over Bath Shower

- Should be functional
- Adjacent tiled walls should be clean and in sound condition
- Shower rail / curtain / screen should be present and fit for purpose

Wet Floor Shower Rooms

- Floor vinyl should be free from cracks and burn marks and show no sign of heavy wear
- Wall tiles should be clean and in sound condition
- Shower curtains should be present and fit for purpose
- Grab rails and supports should be present and functional
- Shower and fittings should be present and functional

Kitchen

- Units should be in sound condition with all doors opening and closing freely
- Worktops should be free from chips, burns and obvious marks
- Space should be provided for a cooker, a washing machine and a fridge or fridge / freezer

Decoration

- Where the decoration does not meet the standards detailed below, we may ask you to redecorate or wash down the rooms to achieve a reasonable standard for the new tenant.

Wallpaper

- Should be securely fixed to the wall
- Should not be torn
- Should not be marked or stained

Painted Walls and Ceilings

- Should be in good condition
- Colour should be even
- Colour should be acceptable and easy to paint over if required

Woodwork

- Should not be marked or chipped, particularly if there is evidence of several coats of paint
- Colour should be easy to paint over if required

Plasterwork

- Should be free from major cracks and holes
- All wall furniture such as pictures, mirrors, etc must be removed from walls and any holes made good

Polystyrene Tiles

- All polystyrene tiles should be removed and the surfaces made good

Additional Tiling (carried out by tenant)

- Should be free from cracks
- Should reach Kingdom standard

Skirting and Facing

- Extensively damaged or chipped skirting should be repaired or replaced as required

Doors

- Damaged or chipped doors should be replaced as required to our standard
- Doors should open and close freely
- All door furniture should be present and functional
- All doors should be present
- Any doors that you have replaced should match other doors in the property and where applicable meet the current Fire and Building regulations

Electrical Fittings

- All sockets, switches and light fittings should be of the original type and free from excessive paint and cracks
- Extractor fans should be clean and free from excessive paint
- Downflow / storage / panel / convector heaters should be operational and free from damage and excessive paint
- Smoke / Heat / CO detectors must be present and functional

Heating and Water

- The principal means of both space and water heating should be fully functional
- Gas fire casings and storage radiators that have been painted must be replaced

Cleanliness of the Property

- The property, including any attic space should be free from rubbish
- Floors should be swept and, where necessary, washed
- Walls, ceilings and woodwork should be free from grease and dirt. All walls should be free from mould
- Kitchens units, worktops and sinks should be cleaned
- All sanitary ware should be cleaned
- All outbuildings such as pram stores, coal cellars, etc should be cleared of rubbish and swept out

Tenant Alterations

- All wall or ceiling panelling should be removed unless agreed with Kingdom prior to you handing back the property
- All additional or altered wiring must be to the current Electrical Standards
- Showers must be to the current Electrical Standards and in good working order
- Shower screens must be fitted to make sure that water is contained within the bath area. Where a shower screen does not meet these requirements, you will be asked to repair this
- Laminate flooring should be intact with no signs of chips or obvious damage. In all flats other than ground floor, sound insulation boards must be installed below the laminate to reduce transmission of noise to properties below. Any laminate flooring that is damaged or that has not been installed with the correct insulation boards should be removed and skirtings refitted if necessary
- For any other alterations that were approved, on the condition that they were removed at the end of your tenancy, should be put back to their original state

Recharges

You will be recharged for the cost of any repairs to the property where Kingdom has to reinstate the property to the above standards or where these have been caused by misuse or neglect. Tenants and Landlords obligations regarding repairs are stated in your Tenancy Agreement.

We can carry out repairs deemed to be a tenant's responsibility; however, the cost of the work will be recharged to you as the tenant. You will be advised that they will be recharged, and the likely cost of the repair.

We may allow you to make arrangements to repay rechargeable repairs over a period of time. This agreement will be made prior to any work being undertaken, where possible. If you subsequently fail to repay any outstanding debt, we will pursue the debt, in accordance with our Rechargeable Repairs and Debt Recovery procedures.

Death of a Tenant

Some people who are living with a tenant when they die may be entitled to take over the tenancy. This is called succession. The law of succession has changed recently under the terms of the Housing (Scotland) Act 2014. We are currently waiting on the release of up to date guidance from the Scottish Government. If you think succession may apply to you then please contact us for more information.

Abandoning your Tenancy

If we have reasonable evidence to suspect you have left your home without telling us and are living somewhere else, we can take action to end your tenancy.

We will send a notice of abandonment to your property asking you to contact us within 28 days. If you fail to do this, we will send a second notice, which will end your tenancy.

We will then change the locks and clear the property of any items you have left in it. You will be charged rent up to the date your tenancy ends and you will also be charged for any items we have put in storage for you. We will not store any perishable goods or items that are in poor condition. The decision on what items we will store will be at our discretion. Items will be stored for a maximum period of 6 months then they will be disposed of.

We will try to trace you and take action to recover any monies you are due us. Please let us know if you intend to be away from your property for more than 28 days as we may think that you have abandoned your property and so take action to end your tenancy.

Tenant and Customer Participation

Tenant and customer participation is about our tenants and other service users taking part in influencing the way we run our business or the services we provide.

You can take part by joining:

- **Our Tenants Forum**

This is a group of tenants who meet regularly during the year to discuss and make recommendations regarding the services we deliver and how we are doing. Sometimes they attend conferences, field trips and respond to consultations.

- **Scrutiny Groups**

Being part of a scrutiny group gives you the chance to be trained to assess how we are performing. The group independently examines evidence about how we are doing and makes recommendations to help us improve.

- **Our Participation List**

Not everybody can meet regularly so we have a list of tenants and customers who are interested in participating or being consulted with less frequently. We would contact anyone on the list when any new opportunities came up to participate in interesting projects.



Moving On

We realise that your circumstances will change during the course of your tenancy and we will do our best to help you cope with these. If your home no longer suits your needs, here are a couple of options you may want to think about:

- **Transfer**

If you would like to apply to move to another Kingdom property or a property owned by any of our partners on the Fife Housing Register, please contact our Customer Contact Team who will be able to discuss the process with you.

- **Mutual Exchange – Fife Tenants**

You can register for a mutual exchange and you can join the scheme through Home Swap online at fifedirect.gov.uk. You will need to register with Fife Direct and have an email address to register. Once you have registered and your account has been accepted, you can browse the site and see what properties are interested in a mutual exchange.



Useful Contact Information

Below are some contact details which we hope you may find useful.

Kingdom Housing Association

Head Office	Saltire Centre Pentland Court GLENROTHES KY6 2DA
Email	kingdom@kingdomhousing.org.uk
Website	www.kingdomhousing.org.uk
Non Emergency Repairs - During Office Hours	01592 630 922 (choose option 2)
Customer Accounts	01592 630 922 (choose option 1)
Customer Contact Team	01592 630 922 (choose option 2)
Emergency Repairs – Outwith Office Hours	See detailed info on page 14

Other Useful Contact Numbers

Fife Council – General Enquiries	03451 550 000
Fife Council – Council Tax / Benefits Enquiries	03451 551 155
Fife Council – Recycling Helpline	03451 550 022
Falkirk Council – General Enquiries	01324 506 070
Falkirk Council – Council Tax / Benefits	01324 506 999
Falkirk Council – Recycling Helpline	01324 504 411
Perth & Kinross Council – General Enquiries	01738 475 000
Perth & Kinross – Council Tax / Benefits	01738 476 049
Perth & Kinross – Recycling Helpline	01738 476476
Clacks Council – General Enquiries	01259 225115
Clacks Council – Council Tax / Benefits	01259 226237
Clacks Council – Recycling	01259 450000
Police Scotland (Non emergency)	101

Electrical Heating



To help you get the very best from your electric heating, you should know how to use it in the most efficient and economical way.

In addition to the manufacturer's instructions, this leaflet provides some helpful hints on how to operate your heaters and hot water controller. The style of equipment may vary from model to model but the principles of operation are very similar.

Comfort Plus White Meter with Manual Control

Storage Heaters

There are two controls on your storage heater:

'Input' or 'Charge'

The **'input'** or **'charge'** control is used to alter the amount of heat stored in each heater. It should be set at high during the winter months and at a lower setting during periods of milder weather. If the weather gets worse, then move the setting higher.

'Output' or 'Boost'

The **'output'** or **'boost'** control lets you choose the amount of heat given out by each heater. Most users keep the setting at low during the day, turn it up in the evening and down again before going to bed.

Remember and turn the **'output'** control, back down to minimum before going to bed. If you forget and leave the control up high, you may not have enough heat the next day.

Panel Heaters

Your panel heaters should provide 90% or more of your heating requirements. You can control the rest, if you need it, by using an electric fire or a convector heater.

Your panel heater could have a **control switch**, a **24-hour timer** and a **thermostat**.

The **control switch** tells you that the heater is:

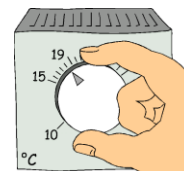
- off completely
- set for manual operation, or
- set for automatic use

With manual control, you can switch the heater on and off when you want.

The **24-hour timer** lets you choose when the heater should switch on and off.

- Put the control switch to automatic
- Set the clock to the present time
- Choose when you want the heat on and off. For example, you may want heat for 1 hour in the morning and 2 hours at night

The **thermostat** lets you set the level of warmth you want.



Water Heater Controller

The water heater is switched on during the night automatically, which makes sure you have a tank of hot water in the morning.

If you need more hot water during the day you can use the boost control. This will either be on your meter or on a separate unit, usually in your kitchen.

Weathercall

Option

As a White Meter customer your storage heaters may be controlled automatically by Scottish Power's Weathercall system. This means that enough heat is stored in your heaters each night, depending on the weather forecast for the following day. You don't have to keep switching your heaters up and down, and Weathercall may even save you money. Please contact Scottish Power for more details.



Gas Heating

Please note that the heating contractors now dealing with your gas central heating repairs and servicing are:

East Area

Kingdom Gas Services
0800 3899 463

West Area (Including Glenrothes & Kinglassie)

Gas Call
0141 766333

Kingdom Gas Services and WRB Gas Services will normally deal with calls between 8.00am and 8.00pm and will only deal with calls out with these times in exceptional circumstances.

All engineers carry identification with them and you should ask to see this every time an engineer calls. If you are unfortunate enough to experience a problem with your heating or hot water, you should contact Kingdom Gas Services (for East) or WRB Gas Services (for West) and give them the following information:

- Confirmation that you are a Kingdom Housing Association tenant
- Your name and address
- Full details of the problem
- Access arrangements



Anti-Scald Valves

If your property was built after 1 May 2006, it will have a thermostatic mixer valve fitted on the bath to regulate the water temperature. The temperature of the water from your bath is limited to a maximum of 46 to 48 degrees and the valve cannot be adjusted to increase the temperature. This lower temperature is not a fault with the heating system but is a safety measure to prevent scalding. The hot water tap on the bath will be the only one affected by these regulations so water temperature will be significantly higher at other hot water taps in the property.

We may need to carry out periodic checks to ensure this valve is working properly and we will give you adequate notice when this access is required.

Legionella in Domestic Hot & Cold Water



What is Legionella?

- Legionella is a bacteria that can live in domestic hot and cold water pipes and tanks
- The bacteria can survive low temperatures and grows rapidly at temperatures between 20°C and 45°C. They are killed at higher temperatures and this is the main method used for their control in domestic water systems.
- Legionnaires' disease is a pneumonia-like illness caused by the bacteria.
- Although the dangers of legionella problems being present in frequently used domestic hot and cold water systems is not as high as in larger scale water systems, it should not be ignored.

How can Legionnaires Disease be Caught?

- The infection is caused by breathing in water droplets or spray-mists which have been contaminated by the bacteria. Those most at risk include elderly people, smokers and those suffering from long-term illness.
- It is not contracted through drinking contaminated water and cannot be passed from person to person.

What can Residents do to Reduce the Risk from Legionella?

- If your house has a hot water tank make sure that the water temperature is set at a minimum of 60°C on the tank thermostat, If you need help or advice on doing this please contact our Customer Contact Team on 01592 630 922.
- Regularly run all cold water taps for at least 2 minutes to flush them out. For hot water taps and showers make sure they run at full temperature for at least 2 minutes. For little used taps this should be done weekly.
- Regularly clean your shower head and hose, if you have one, with a mild disinfectant solution.
- If you have a shower or hot water taps that are seldom used, bath taps for example if you normally use only the shower, please contact us for further advice on how to make them safe.
- If your house is going to be unoccupied for more than two weeks at anytime, and particularly in the summer, drain down your water system and refill it on your return. If you need help or advice on doing this please contact us in advance of your holiday.
- By following these basic rules you will minimise any risk to you and those in your household from legionella.

Drains

The waste water drain which runs from your house to the public sewer is usually about 4 inches wide, which is less than the diameter of a DVD.

Flushing things like wipes, nappies or cotton buds down the toilet or fat, oil or grease down the kitchen sink can cause drains to block, flooding you and your neighbours' homes.

In the Bathroom

Please follow Scottish Water advice and **'never flush'** the items listed below:

- All wipes (baby, personal cleansing, toilet and household cleaning) - even if the pack says 'flushable'.
- Sanitary items (sanitary towels, tampons, liners, applicators and backing strips).
- Cotton wool, cotton buds, disposable nappies and nappy liners.
- Condoms, incontinence pads, colostomy bags, used bandages and contact lenses.

Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items, special disposable bags are available at most pharmacies and supermarkets.

Never flush down the toilet:



In the Kitchen

Please follow Scottish Water advice as below:

- Fat, oil and grease - leave to cool and then scrape into a sealable container and put it in the bin. It is an offence under the Sewerage (Scotland) Act 1968 to dispose of fat, grease or oil down your sink.
- Give plates, pots, utensils and containers a quick scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food going down the sink*.
- Believe it or not soup, stocks, sauces and milk products all contain fat, which can also congeal and harden in your drains - leave these to cool/harden, scrape into a container and put them in the bin*.
- Peelings - put any waste food and peelings into your household rubbish*.

Never pour down the sink:



For more simple tips that will help 'keep the water cycle running smoothly in your area', visit www.scottishwater.co.uk



Repairs and Defects

Responsibility for Repairs

You as tenants and we, as landlord, share responsibility for repairs and details of this breakdown of responsibility are contained in your tenancy agreement. The table below gives some examples of who is responsible. In addition, you will be responsible for:

- Any appliances / fittings you have installed in the property, including damage caused by these
- Any damage caused by neglect of the property and/or fitting by you, anyone who lives with you or visits your home
- Any items you leave in the common areas
- The cost of forced entry
- Allowing access to carry out repairs and maintenance
- Taking precautions to prevent pipes freezing over the winter months

Although we will carry out most repairs free of charge, there may be some instances where you will have to pay for the work we carry out, for example a lock change if you have lost your keys or damage caused by you, any members of your household or visitors to your property.

If you are in a new build property which is less than 1 year old then you should follow the repairs process detailed in the "Guide to Your Home".

Outside your home	Us	You	Comments
Roof	✓		
Drains, gutters and pipes	✓		
Walls and windows	✓		
Chimney stacks and flues	✓		
Outside your home	Us	You	Comments
Plasterwork	✓		
Pathways and steps	✓		
Boundary walls and fences	✓		
Stair and other common doors	✓		
Rope for clothes drying		✓	
Inside your home			
Doors and door furniture		✓	We will only carry out repairs if damage caused by fair wear and tear
Kitchen cupboards and worktops		✓	These are replaced on a 15-20 year cycle and we will only carry out repairs if damage caused by fair wear and tear.
Window frames	✓		
Glass in windows and doors	✓		You may be charged for the repair
Keys lost or broken		✓	It is a good idea to keep a spare set of keys with a relative or friend. Your contents insurance may cover the cost of replacing lost keys.
Plugs, chains and toilet seats		✓	
Baths, sinks, taps and shower units	✓		
Tap washers	✓		

Inside your home	Us	You	Comments
Electrical wiring including extractor fans	✓		
Smoke detector batteries		✓	
Communal TV aerials and dishes	✓		
Individual TV aerials		✓	
All floor coverings		✓	Including lifting or removing these to provide access for repairs
Decoration		✓	

If you have any doubts, please contact our Customer Contact Team for advice on 01592 630 922 (option 2).

Reporting Repairs During Office Hours

During office hours all repairs should be reported to our Customer Contact Team on 01592 630 922 or via My Kingdom through our website at www.kingdomhousing.org.uk.

During office hours (select option 2)	01592 630 922
Gas Heating Repairs - West area , Glenrothes, Perth & Thornton, Gas Call	0141 766 3333
Gas Heating Repairs - East area , Kingdom Gas Services	0800 389 9463

All contractors and Kingdom Housing repairs staff carry identification with them and you should ask to see this before letting them into your home. We try to carry out repairs within a reasonable timescale and, with this in mind; we have divided the types of repairs into priority groups.

The timescales for the four categories shown may need to be extended in some circumstances, for example if materials need to be ordered or if we are not able to gain access.

Please Note – If you request an emergency repair and the problem does not fit the description given overleaf, you may be recharged for any costs involved.

- **Emergency** – an immediate threat to life, health, property or the security of the property
Response Time – within 4 hours of Maintenance Team receiving the instruction.
- **Urgent** – an inconvenience but no immediate threat to life, health or the security of the property
Response Time – within 3 working days of Maintenance Team receiving the instruction.
- **Routine** – no immediate threat to life, health or the security of the property
Response Time – within 10 working days of Maintenance Team receiving the instruction
- **Non-urgent** – does not affect you directly or your use of the property, for example external repairs
Response Time – within 20 working days of Maintenance Team receiving the instruction

Pre-inspections

We may need to pre-inspect some jobs to see what is required before arranging for the work to be carried out. We aim to pre-inspect within 2 working days of the repair being reported, this might add to the timescales shown above.

Right to Repair

You have a right to have certain repairs carried out within fixed time limits. Please contact our Customer Contact Team on 01592 630 922, option 2, if you would like more details.

Access

We may ask you to give us access to your home, but only when it is essential to do so. This may be for repairs, gas safety servicing or termination inspections. By law gas safety checks need to be carried out every 12 months and we will arrange the appointments for these. If access is not provided we will cap external meters or force entry to cap internal meters in order to make gas safe. You will be responsible for the costs that are incurred should we have to cap your meter.

Reporting Emergency Repairs Outwith Office Hours

An Emergency Repair is any situation where:

- works are required to make a property safe.
- there is a safety risk to the tenant or other members of the public.
- there is a risk of significant property damage.

Examples of an Emergency repair would be:

- Complete blockage of soil/waste pipe
- Serious weather damage
- Dangerous structural conditions
- Total loss of hot water and heating to property
- Insecure external doors
- Total loss of light or power to property
- Water penetration affecting electrical equipment



Emergency Repairs Numbers

Fife, Falkirk & Clackmannan Council Outwith Office Hours	
Kingdom Maintenance team	01592 632 632
Perth & Kinross Outwith Office Hours	
Plumber	01738 828 554
Joiner	07850 703284
Electrician	01738 625 608



If you think that you have a Gas leak – call the National Gas Emergency Number immediately 0800 111 999



Recycling and Waste

Your local council provide your bins for household waste. There will be an allocated space for these outside your property. The wheelie bins are your responsibility for cleaning and replacement if anything happens to them.

Fife Council

Information regarding collection dates can be found by calling the Fife Council Recycling Helpline on 03451 55 00 22 (Mon – Fri 8am to 8pm) or by emailing waste.aware@fife.gov.uk

Special / Bulk Uplifts

Fife Council provides a special uplift service to remove and deal with bulky household items. To arrange a special uplift you must call the Recycling Helpline on 03451 55 00 22. The helpline is open Monday to Friday 8.00am to 8.00pm. This is not a free service.

Falkirk Council

For information regarding collection dates, please contact Falkirk Council's Recycling Centre on 01324 504 411 or emailing contact.centre@falkirk.gov.uk.

Special / Bulk Uplifts

Falkirk Council provides a service to collect bulky household items that are too big to fit into a wheeled bin, black box, cannot be transported to a [recycling centres](#) or donated through the National re-use phone line.

From **01 April 2015 residents will be charged £15 per uplift** and Falkirk Council will accept a maximum of 5 items per uplift from outside the property. If you need a bulk uplift, please contact 01324 504 411.

Perth & Kinross Council

For information regarding collection of wheelie bins, pink sacks, the assisted lift collection service and what to do if you think your kerbside collection has been missed, you can contact Waste and Recycling on 01738 476 476 or by emailing recycle@pkc.gov.uk.

Special / Bulk Uplifts

Perth & Kinross Council provides householders with a chargeable bulky uplift service that allows for up to 5 bulky items to be collected from the kerbside (per uplift). This is not a free service.

Clacks Council

For information regarding collection dates of wheelie bins, boxes and caddies, please contact Clacks Council's Waste Management team on 01259 450000 or email customerservice@clacks.gov.uk.

Special / Bulk Uplifts

Clacks Council provides a bulk uplift service for removal of household waste that is too big to fit in your bin. Contact Waste Management for individual costs for bulk uplifts.



Energy Saving Tips

Below are some simple tips to follow to save energy within the home:



- ✓ **Do** turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and typically saves around £50 per year.
- ✓ **Do** set your heating to turn off one hour before you leave the house and just half an hour before your return, this will mean that the heat is not wasted on an empty house.
- ✓ **Do** make the most of the sun by opening internal doors of any rooms which get more sun than others and let the warm air travel through your home. The sun is the most readily available source of heat there is - and the cheapest.
- ✓ **Do** close your curtains at dusk to stop heat escaping through the window and check for draughts around windows and doors.
- ✓ **Do** turn your microwave off at the wall when not in use. Powering the clock can use more power than heating your food!
- ✓ **Do** fill your washing machine, tumble dryer or dishwasher if possible, one full load uses less energy than two half loads.
- ✓ **Do** use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £45 over the lifetime of the bulb.
- ✓ **Do** purchase energy efficient 'A' rated white goods (fridges, freezers, washing machines, tumble driers, dishwashers etc.). Some of these models can use more than 50% less electricity than other models and that is a considerable saving on your electric bill.
- ✗ **Don't** leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
- ✗ **Don't** boil more water than you need, but remember to cover the elements if you're using an electric kettle.
- ✗ **Don't** leave lights on in an empty room, always turn the lights off when you leave.

Home Safety



Home Safety Precautions

You must take all reasonable steps to prevent risk to yourself and others. Here are a few precautions you should bear in mind.

- Calor gas heaters are not allowed in your property
- Stairwells should be kept clear and not used for storage
- Rubbish should be disposed of properly in the bins provided as otherwise it may cause a fire or tripping hazard or attract mice and rats.

Insurance

We are responsible for obtaining buildings insurance but you are responsible for insuring the contents of your home. We strongly advise that you do this to insure your possessions against fire, flood, theft, etc.

Gas Safety

If you smell gas you should immediately phone Gas Emergency Service on **0800 111 999**.

Annual Safety Checks

We have a legal obligation to carry out annual checks on appliances such as boilers, cookers and gas fires owned by us. By law only engineers registered by Gas Safe are qualified to carry out these checks. All of the engineers who do this work for us carry a Gas Safe Register card as well as their ID card. It is a requirement of your tenancy agreement that you provide access for these inspections. We will write to you to advise of the date of the safety check and you can arrange a more convenient time if this is unsuitable. If you do not provide us with access to the property we will instruct our Contractor to isolate the gas supply to prevent the use of potentially unsafe and unserviced appliances. For internal meters this may involve forcing entry and you will be responsible for any costs that are incurred.

Smoke Alarm

The smoke alarm in your property is mains wired with battery back up. To keep your smoke alarm in good working order, you should:

- test it once a week, by pressing the test button until the alarm sounds
- change the battery once a year (unless it's a ten-year alarm)

If there is no sound from the alarm, please contact our Repairs Team as soon as possible. We have a rolling programme in place to replace all of our battery operated smoke alarms with hard wired ones.

Carbon Monoxide Alarm

A Carbon Monoxide alarm has also been installed in your property. Details on maintaining and testing your alarm are at the back of this handbook. If the carbon monoxide alarm sounds:

- Open the doors and windows to ventilate
- Turn off the appliance where possible
- Evacuate the property
- Contact Kingdom using the numbers provided
- Do not enter the property until the alarm has stopped



No Smoking Policy

Although we already have a restricted smoking policy at Kingdom, legislation now demands that staff have the right to work in a smoke free workplace. We would, therefore, ask that you refrain from smoking in your home when any of our staff or contractors are present. We hope that you will help us promote our aim to have a smoke free environment for our workforce.

We have advised our staff and contractors that they can leave your premises if you or other occupants of your home continue to smoke in their presence. This may result in delays in repairs being carried out or a reduced service to you.

In order to respect your rights, we have also instructed all our staff and contractors not to smoke whilst they are in your home.

We hope that you will work with us to make sure that we comply with the no smoking regulations.

Managing Condensation



Condensation is the most common form of dampness found within a building but condensation can be prevented. Below are some tips to help minimise condensation:

- Keep your home well ventilated, open all windows on a daily basis to allow moist air to escape.
- When using your kitchen or bathroom, try to keep the door closed to contain any moist air within the 1 room.
- Always keep a gap between walls and furniture to allow free passage of air.
- Try and dry clothes outside. If not possible, dry them in a closed, well ventilated room.
- When cooking, try and cover all pots and pans with lids and avoid boiling for too long.
- Remember to heat your home – your home should be warmer inside than the temperature outside.
- When running a bath, run the cold tap first and this will produce less steam.
- With the exception of when you are using the kitchen and bathroom, allow air to circulate through your home by keeping the internal doors open.
- Avoid using paraffin, bottled gas and other vapour producing heaters.

If you feel you have a problem which is more than condensation, please contact our Customer Contact Team and we will arrange for a Maintenance Officer to call and investigate.

Fife Works

Fife Works is our employability project, hosted by Kingdom Housing Association, supporting the Fife Housing Association Alliance. Based in Crosshill, staff from the Fife Works Project support individuals from all over Fife into employment and training opportunities.

Clients will be offered tailored key worker support to find suitable routes into employment and training, and the project offers careers information, advice and guidance.

We offer:

- CV assistance
- Help with completing applications forms
- Interview skills preparation
- Job matching
- Assistance to access funding to remove barriers to getting employment
- Organise and fund training course
- Links with local employers to make sure our clients meet local demand

For further information, please visit our website www.kingdomhousing.org.uk, contact Fife Works on 01592 862 304 or email fifeworks@kingdomhousing.org.uk

Support and Care Services



Our Support and Care service supports people throughout Fife and Falkirk. We have been providing high quality and personalised support and care services since 1987.

We provide support to people with a range of needs in their own homes, including those with: learning disability, autistic spectrum disorder, complex needs, mental health issues, age related needs, homelessness, drug and alcohol addictions and flexible services to provide support to people who receive funding directly through Self Directed Support (SDS). We also provide temporary homeless accommodation and services.

Our aim is to support people to have a safe and secure home, to live as independently as possible in their own home, to live as full a life as possible and to be part of their local community. We provide flexible, responsive and person centred support which assists people to live their lives as they wish.

We put people at the heart of planning their support and listen closely to:

- help work out what support is needed
- help to plan and organise how support is delivered
- provide direct support in a flexible way which meets needs and desired outcomes

We support people's right to be in control of their own lives and the right to make informed choices about their lives, including the opportunity for new experiences. If you or someone you know needs support, we will be happy to hear from you and provide guidance on how to access our services. **You can contact us by telephone on 01383 741220 or by email at enquiries@ksc.scot**

Advice Agencies

We hope you enjoy your new home and we realise moving can be a stressful and expensive process so here are some agencies that may be able to provide you with some useful information and advice.

Money Advice

- **The Money Advice Service** www.moneyadvice.service.org.uk

This is a really useful site which gives a wide range of advice including how to open a bank account and how to budget and manage your money. You can also contact them by phoning 0300 500 5000 – 8am to 8pm Monday to Friday and 9am to 1pm on Saturdays.

- **Debt Advisory Service Scotland** www.DACScotland.co.uk

The Debt Advisory Service can help you if you are finding it difficult to stay on top of loans, credit cards, overdrafts and household bills. Do not struggle alone – get in touch and ask for help. You can also contact them by phoning 0141 305 3037

- **Money Advice Scotland** www.moneyadvice.scotland.org.uk

The Money Advice Scotland site lets you find details of the money advice agency nearest to where you live. You can also contact them by phoning 0141 572 0237.

- **CARF Money Advice Unit** www.carfweb.org

CARF provides free, confidential independent and impartial advice on many issues. You can contact them by phone on 0345 1400 094 or email enquiries@carfonline.org.uk

- **Christians Against Poverty** www.capuk.org

Christians Against Poverty is a debt counselling charity and offers help and advice to anyone with debt or money issues. You can also contact them by phoning 0800 328 0006.

- **Turn2Us** www.turn2us.org.uk benefits, tax credits and charitable grants.

- **Scottish Welfare Reform Advisory Service** www.ScotWRAS.org

This is a free national advice service to help people struggling as a result of welfare reform.

Energy and Fuel Advice



○ **Kingdom's Energy Advice Service**

We have an Energy Advisor, Derek Smith who offers tenants free and impartial advice about their energy bills and how to minimise their costs while keeping warm. The service will also be able to help those:

- are concerned about paying too much for their fuel costs
- have arrears or debts in their gas and electricity accounts
- worry about heating their homes
- want to know the best way to operate their heating systems

The service can also help some customers to apply for financial assistance to the fuel costs if they are entitled to them. You can speak with Derek, Energy Advisor or book a home visit by calling the Customer Contact Team on 01592 630922.

○ **Cosy Kingdom**

Cosy Kingdom is a partnership project, delivered by Greener Kirkcaldy, St Andrews Environmental Network and Citizens Advice and Right Fife. It is funded by the Scottish Government, Fife Council and charitable trust. The project provides energy advice to anyone living in Fife. Working on a local scale, it aims to benefit people and the environment. They can help anyone save energy and get their bills under control. Appointments can be booked by telephone 01592 858458 or email info@greenerkirkcaldy.org.uk. Michael, Energy Advisor works closely with Cosy Kingdom and can cross-refer customers to them if necessary.

Chief Executive: Bill Banks : **Chair:** Freya Lees : **Honorary President:** William D Pryde MBE

The Scottish Housing Regulator Reg. No. HEP 142
Financial Conduct Authority Reg. No. 1981 RS
Scottish Charity No: SC000874
Property Factored Reg. No. PF000193

