

# Tenant's handbook

All the information you will need  
to get the most out of your home



**Tenants First**

**HOUSING CO-OPERATIVE**





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# Tenants Handbook

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## Useful numbers

Hydro electric, power cuts etc . . . . .	0800 300 999
Gas emergencies Transco . . . . .	0800 111 999
NHS 24 (all Aberdeen City and Shire Tenants) . . . . .	08454 24 24 24
Arbroath out-of-hours medical service . . .	01241 4343 11
Childline . . . . .	0800 1111
Crimestoppers . . . . .	0800 555 111
<b>Social Work department (out of hours)</b>	
Aberdeen City/Shire . . . . .	01224 693936
Angus . . . . .	01382 436430
Aberdeen City Council . . . . .	01224 522000
Aberdeenshire Council . . . . .	0845 606 7000
Angus Council . . . . .	0845 777 778
<b>Citizens Advice</b>	
Aberdeen . . . . .	01224 586 255
Peterhead . . . . .	01779 471515
Arbroath . . . . .	01241 870661
SCARF (Save Cash and Reduce Fuel) . . .	01224 213005
Police – non emergencies . . . . .	0845 600 5700



# Personal numbers

This page is for you to write down information and numbers you may need in your new home, so you will have them all in one place.

Electricity meter .....

Gas meter .....

Your postcode .....

Your telephone number .....

Your national insurance number .....

Hospital .....

Doctor .....

Support worker .....

Other numbers .....

Location of water stopcocks

Location of nearest public phone

# CONTENTS

## Introduction

### Contact us

How to get in touch with Tenants First

## 1. Starting your tenancy

- Registering for gas and electricity
- Council tax
- Bin collection
- Decoration
- Heating systems
- Home contents insurance
- Post-letting visit
- Settling-in visits
- Support
- Getting to know your neighbours and the community
- Important things you should do when starting a new tenancy

## 2. Repairs

- Repairs and improvements
- How to report a repair
- Repair response times
- Who is responsible for what
- Looking after your home – useful tips and information
- Things you must do
- Things you must not do
- Rechargeable repairs
- Compensation for repairs
- Contractors
- Improvements you carry out
- Annual gas safety inspections

- Inspecting repairs
- Condition inspections
- External paintwork
- Adaptations to help you in your home

### **3. Rents and benefits**

- Payment options
- Housing benefit
- Rent arrears
- Other benefits

### **4. Being a good tenant and neighbour**

- Noise
- Pets
- Gardens
- Communal areas
- Bin stores
- Car parking
- Disagreements with neighbours
- Harassment
- Use of your home

### **5. Your Co-operative and your community**

- Having your say
- Working with communities
- Home contents insurance
- Discounts and offers
- Access to information
- Complaints

## **6. Applying for alternative housing**

- Applying for a transfer
- Mutual exchanges
- Other options

## **7. Ending your tenancy**

- How to end your tenancy
- What to do before moving out of the house
- Repairs and remedial work
- Gas and electricity
- Card meters
- Re-letting properties

## **8. Sheltered housing**

- Sheltered housing wardens
- Care services
- Community alarm
- Communal facilities
- Regulation of sheltered housing

## **9. Buying your home**



# Introduction

**W**elcome to your Tenants' Handbook, issued to every tenant of Tenants First. It is a helpful guide on how to get the most out of living in your home.

It contains important information about being a tenant of the Co-operative. It describes the services we provide and answers the questions tenants most often ask us.

We have tried to make this book easy to understand. Please contact either of our offices if there is anything you do not understand.

The handbook is obtainable in large print, braille or on tape. If you require any of these, contact either of our offices.

Keep this handbook in a safe place and leave it in your home if you move out.

**T**enants First is the largest fully mutual housing Co-operative in the UK. We have properties all over the north-east of Scotland, from Arbroath in the south, to Ballater in the west and Fraserburgh in the north. We have acquired and built properties using grants from Communities Scotland and loans from private lenders.

We provide well maintained and managed, good quality homes at affordable rents for people in need of housing. We provide houses and flats for single people and families. We also provide sheltered housing for elderly people, wheelchair-adapted housing for disabled people and supported housing for people with other special needs.

We are different from other social landlords, in that the Co-operative is owned and managed by you, its tenant members. By becoming a tenant, you also become a member of the Co-operative, and we expect you to play a part in the running of it.

At the very least we expect you to attend your local Annual General Meeting which is held in August or September each year.

At the AGMs tenant members are elected to serve on their local Tenant Management Boards (TMBs), which focus on local and community issues.

Two members of each TMB sit on the Committee of Management which has overall responsibility for the running of the Co-operative.

There are also six sub-committees which ensure the services the Co-operative provides for tenant members are of the highest quality.

You, our tenant members, control the Co-operative.

There are many ways in which tenants can have a say in how the Co-operative is run by taking part at a level which suits them.

You will find information on these in chapter 6 of this handbook.

Have a look and see how you can contribute to the success of the Co-operative.

Tenants First is about more than just housing. We aim to make a positive impact in other ways on the communities in which we operate. We work with local people to find out what they need and do what we can to help them achieve it. We are involved in several exciting development projects and are committed to working in partnership with tenants, local councils, Communities Scotland and other agencies to develop new projects in the future. You, our tenants, are taking the lead in this.

Working together we can improve our housing and our communities.

# Contact Information

## Aberdeen Office

23 Albert Street, Aberdeen AB25 1XX

Telephone: 01224 628400

Fax: 01224 628428

E-mail: [enq@tenantsfirst.com](mailto:enq@tenantsfirst.com)

Our Aberdeen office is open from 8.30am to 5.30pm Mondays to Thursdays and 8.30am to 4.30pm on Fridays. The office is closed every Wednesday from 9.30am to 10.30am for staff training.

## Peterhead Office

27 Slains Court, Peterhead AB42 2YF

Telephone: 01779 474282

Fax: 01779 471448

E-mail: [enq@tenantsfirst.com](mailto:enq@tenantsfirst.com)

Our Peterhead office is open from 9.00am to 5.00pm Mondays to Thursdays and 9.00am to 4.30pm on Fridays. It closes for lunch from 12.30pm to 1.30pm and is closed every Wednesday from 9.30am to 10.30am for staff training