SHELTERED HOUSING HANDBOOK

HAPPY TO TRANSLATE



HARBOUR
HOMES

“HELLO THERE NEIGHBOUR”

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WELCOME

Thank you for choosing Harbour Homes as your landlord. We hope you will enjoy living in and looking after your home. This handbook provides useful information about our services, to help make you aware of your rights and responsibilities, and to assist you in your tenancy.

→ We can arrange for this handbook to be translated into another format. Please contact us on 0131 554 0403 to discuss this.



WHERE TO FIND US

How to contact us	
Harbour Homes office	108 Constitution Street, Leith, Edinburgh EH6 6AZ
Harbour Homes phone number	0131 554 0403
Repairs	0131 554 1504
Emergency repairs (out of office)	0800 783 7937 (Bield 24)
Email	hello@harbour.scot
Website	www.harbour.scot

	Main office	Main phone	Lunch closure
Monday	9am - 4pm	9am - 5pm	12.30pm - 1.30pm
Tuesday	10am - 4pm	10am - 5pm	
Wednesday	9am - 4pm	9am - 5pm	
Thursday	9am - 4pm	9am - 5pm	
Friday	9am - 3pm	9am - 3.45pm	
Saturday	Closed	Closed	Closed
Sunday	Closed	Closed	Closed

Our sheltered housing locations:

St. Nicholas Court
Sheltered Housing Development
74 Ferry Road
Edinburgh
EH6 4AH
0131 467 7465

Hermitage Court
Sheltered Housing Development
3 Academy Park
Edinburgh
EH6 8JL
0131 467 7617

Jameson Place
Sheltered Housing Development
23 Jameson Place
Edinburgh
EH6 8NZ
0131 555 5407

What is sheltered housing?

Sheltered housing is made up of a number of flats within a building that is purpose-built for older people to live in.

Each flat is fully self-contained with its own front door where older people can live independently and get additional support if needed. Every home is fitted with an alarm so that help can be provided quickly in case of emergency.

All of our sheltered housing developments have communal facilities providing opportunities for tenants to meet and to participate in social activities and events.



MOVING IN TO YOUR HOME

We understand that moving house can have its stressful moments. Here's a handy checklist to help make sure you don't forget anything important.

Checklist	
Tenancy Agreement Keep this in a safe place as you will need this if you apply to get help with your rent or if you ever need proof of address. **Paying your rent** Make sure you have an arrangement in place to pay your rent. You can choose from a range of payment methods. If you'd like assistance, please get in touch. **Help with your rent** Speak to your Housing Officer to make sure you're claiming the right help available to you. **Keys** Check that you have two sets of keys or fobs. We don't keep spare keys, so be careful not to lose these! There is a charge for replacing lost keys and fobs. **Home Contents Insurance** We recommend you take out home contents insurance. We cannot replace or reimburse you for loss or damage to your own belongings. **Forwarding mail** You can contact your local post office branch for information on redirecting your mail to your new address.	**Electricity meter** As a new tenant, it is your responsibility to change your electricity supply to your name at the start of your tenancy. • Take a reading from your meter at the start of your tenancy • If you wish to change supplier, you must register with your chosen energy supplier as soon as you move in • If your property has pre-payment meters, your supplier will give you a new card/key for your named account • If you want to pay by a different method, contact your energy supplier to discuss your options If you are on low income, you may be eligible for a discount on your bills. Ask your supplier about discounts or social tariffs. To find our who your electricity supplier is, contact Scotland South (SP Energy Networks) on 0845 270 9101. **Heating** If you need help with your heating system, let us know. **Water** Check that you know where the water stop valve is located. Let us know if you're unsure.

Checklist	
TV licence Let the television licence company know your change of address or apply for a new one if you need it. **Did you know?** Tenants aged 75 and over are exempt from the full TV licence charge but still need to apply for a licence.	**Smoke detector** Test these regularly to make sure they work. **Windows** Make sure you can open and close the windows for your own safety and security. **Telephone** Contact BT or other provider to let them know you have moved in.



PAYING YOUR RENT

Your rent is due on the first day of the month, for that month. There are a number of ways you can pay:

- By Allpay card - you can use your Allpay card to pay over the phone, online, at a post office, or anywhere showing the PayPoint logo
- By direct debit - You can set up a direct debit with us. Please note it can take up to 12 days to do this
- By debit/credit card at our office or over the phone
- By cheque

You may also pay a service charge for items such as cleaning shared areas, stairs and landings. If you have any questions about your service charge, please speak to your Housing Officer.

We review our rents every year and any increase will apply from April.

Applying for housing benefit

If you're on a low income or on benefits, you may be able to get help with your rent. If you are in receipt of pension credit guarantee, you will qualify for full housing benefit. Even if you're not in receipt of this, you may still be eligible for full or partial housing benefit depending on your income and savings.

You are responsible for making sure that your rent is paid to us on time. If you make a claim, you must provide all the necessary information quickly so that your claim can be processed as early as possible. If you need help applying for housing benefit, please contact your Sheltered Housing Co-ordinator or Housing Officer.

Housing benefit and short absences from home

When you are away from home you are still required to pay your monthly rent charge in full. If you are receiving housing benefit and you are away from home for any reason other than going into hospital, you will continue to receive your payments for a limited period of time. If you plan to be away for any length of time, please speak to your Sheltered Housing Co-ordinator or Housing Officer.

What to do if you can't pay your rent

If you find you can't pay your rent or keep to a payment arrangement, it's important that you speak to your Housing Officer as soon as possible. We are here to help and can only do so if you speak to us.

If no help is sought and rent remains unpaid, we will be required to take legal action. If this happens, you may face eviction and be liable for the costs of any court action. We want to avoid this, so please do speak to us as soon as possible. Alternatively you can speak to the Citizens Advice Bureau.

If you are evicted

In some cases, we are left with no choice but to evict tenants. This is a situation we don't want to see happen. If this does happen to you and you have nowhere else to go, contact the council or another support agency for advice. Be aware however, that you will not normally be given another housing association or council tenancy unless you start to repay your rent arrears.



Power of Attorney/Guardians

If you appoint a Power of Attorney to deal with your affairs you should advise your Sheltered Housing Co-ordinator and provide us with a copy of the relevant documentation.

If you have a guardian that you would like to deal with your affairs speak to your Sheltered Housing Co-ordinator so that we can agree how this will work to suit your needs.

You can choose a family member or friend to help you with the financial aspects of your tenancy. You will still be responsible for all other tenancy matters. If you would like more information about appointing somebody to help with your financial matters, please speak to your Sheltered Housing Co-ordinator.

You may wish to choose to appoint an independent representative to speak or act on your behalf. Your Sheltered Housing Co-ordinator can give you details of organisations that provide advocacy services.



SUMMARY

The following is a summary of your Scottish Secure Tenancy Agreement. It is not legally binding. The Tenancy Agreement which is signed by you is the legal document that lays out all your legal rights and obligations. This summary does not alter that agreement in any way.

1.	**INTRODUCTION**		exactly what areas of the common parts you can use if you ask us.
1.1	This document is a summary of the Tenancy Agreement between us, Harbour Homes Scotland Limited and you. It is not intended to change or add to the Tenancy Agreement. This summary tells you the most important things about your tenancy with us. If you want to know more, refer to your Tenancy Agreement which is the legally binding agreement between us. Additional information is contained in the Sheltered Housing Handbook. Alternatively, you can ask us or an independent advisor, such as a solicitor or advice worker, for help.	1.3	You must take all reasonable steps to make sure you and anyone living with you or visiting you keeps to the terms and conditions of the Tenancy Agreement. If you break any term of the Tenancy Agreement, we may take legal action against you. This may include claiming money from you as well as eviction proceedings. If you are a joint tenant, you are both responsible equally for paying rent and keeping to the Tenancy Agreement.
1.2	Your tenancy starts on (date). Your rent is £ per calendar month payable in advance. Any services included, and the costs, are noted in a separate document. We will give you a plan showing you	**2.**	**USE OF THE PROPERTY AND COMMON PARTS**
		2.1	You must occupy the house and use it as your main home.
		2.2	You must take reasonable care to avoid damage to your house and your neighbours' houses. This is particularly important in freezing weather.

2.3	Pets Policy You may only keep pets in your flat with the prior written permission of Harbour Homes and under the following conditions: • You must apply for permission in writing and you cannot keep a pet until written permission is granted to you. • Tenants in sheltered developments must provide the names and contact details of at least two people who can be contacted to look after the pets in the event of illness/ hospitalisation. • Harbour Homes will determine the maximum number of pets allowed. Keeping your pet must not be prohibited by the Dangerous Dogs Act 1991, or by any other law. • You are responsible for the behaviour of any pets owned by you or anyone living with you. • You must take all reasonable steps to supervise and keep such pets under control • You must take all reasonable steps to prevent such pets		causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell from your domestic pet. • Dogs must be kept on a lead at all times when in the communal areas such as the stairs or the lifts. • Harbour Homes is entitled to require the removal of the pet if it is causing nuisance or damage. • You are responsible for cleaning up any fouling, caused by your pet. 2.4 You must take your turn in cleaning the common parts and keeping the garden tidy. You must deal with your rubbish properly. You must park any kind of vehicle in the proper place. **3. RESPECT FOR OTHERS** 3.1 You, and those living with you, and your visitors, must not harass or do anything antisocial to other people in the neighbourhood. This includes your neighbours and our employees.

3.2	If you have a complaint about other people's antisocial behaviour, tell us. We will investigate and take action if appropriate. 3.3 We will not discriminate unfairly against you in any way. We have a complaints procedure if you think we have acted wrongly or unfairly. **4. SUB-LETTING, ASSIGNATION AND EXCHANGE OF YOUR TENANCY** If you want to sub-let or assign or exchange your house or take in lodgers or add or change the joint tenant, then you must first get our written permission. **5. REPAIRS, MAINTENANCE, IMPROVEMENTS AND ALTERATIONS** 5.1 Before the tenancy begins, we will inspect the house and carry out necessary repairs to put the house in a lettable condition. After you move in, we will carry out repairs to the house, to make the house tenantable within a reasonable period. Please report any repairs that need to be done to us.	5.2	In particular, we will keep in repair the structure and exterior of the house and installations for water, gas, electricity, sanitation, heating and hot water. 5.3 We will take responsibility for doing work to deal with condensation dampness if the dampness is being caused to some extent by some feature of the house, such as ventilation, heating or insulation. 5.4 We are not responsible for repairing damage caused by you, anyone living with you or your visitors. If we do repair such damage, we will charge you. This does not apply to wear and tear. 5.5 If we need access to your house to carry out repairs or to inspect it, we will give you at least 24 hours' notice. You must allow us access. We may have to decant you to another house to do repairs. If we do, we will compensate you for any extra expenses you have as a result. We will also compensate you if we cause damage to your

property when doing the repairs. We will not compensate you for damage to your personal property where we have not been at fault. Therefore, you are strongly advised to get insurance.

5.6 Before carrying out improvements or alterations to your house, you must get our written permission. We may pay you compensation at the end of your tenancy for these. If you don't get our permission, we can charge you for restoring the house.

5.7 You, and the others living in the house, must take reasonable care of it. You are responsible for minor maintenance.

6. ENDING THE TENANCY

6.1 The Tenancy Agreement can be terminated in the following ways:

- by you giving us 28 days' written notice;
- by written agreement between you and us;
- by us getting a court order for eviction after having first given you warning;
- by you abandoning the property;
- by your death if there is no-one to inherit the house;
- by you buying the house;
- by conversion to a Short Scottish Secure Tenancy

7. AFTER THE TENANT'S DEATH

If you die, the tenancy may be inherited by:

- your husband or wife; OR
- the other joint tenant; OR
- your co-habitee; OR
- another member of your family who was living with you; OR
- a live-in carer.

The house can be inherited only twice.

8. INFORMATION AND CONSULTATION

8.1 We have policies dealing with many areas of housing management such as, rent arrears, how we set our rents, eviction, allocations and transfers. Ask us for a copy.

8.2 We will consult with you before making or changing housing management policies which are likely to significantly affect you.

8.3 We will provide you with a variety of information about our policies and the information we hold on you if you ask.

9. COMPLAINTS

9.1 If you think we have broken your Tenancy Agreement, you can complain using our complaints procedure. You can also complain to the Ombudsman and take legal advice.

9.2 You may be entitled to withhold your rent if you think we have broken the Tenancy Agreement. You must use our complaints procedure first. YOU ARE STRONGLY RECOMMENDED TO TAKE LEGAL ADVICE FIRST.

10. GENERAL

10.1 You may have the right to buy the house under certain conditions.

10.2 If you need our permission to do anything, you must ask for it and get it in writing. We won't say no without a good reason.



OUR STAFF

Harbour Homes employs staff to provide services at your sheltered housing development. Staff based in the Harbour Homes office will also visit the sheltered developments on a regular basis.

Sheltered Housing Services Manager

The Sheltered Housing Services Manager's role is to lead and manage a team of staff to ensure an effective and consistent service is being delivered across all sheltered developments. Other responsibilities include identifying areas in the service for improvement and to ensure that the health and safety requirements, Harbour Homes' policies, care Inspectorate regulations and best practice standards are met at the highest level at all times.

If you have any concerns or ideas for improvement about the services you or others receive you can speak to your Sheltered Housing Services Manager.

Sheltered Housing Co-ordinators

Sheltered Housing Co-ordinators share some of the same responsibilities as the Sheltered Housing Services Manager. They are here to help you get settled into your new home and provide information on the housing support services that are available to you. They can help you by contacting your doctor or other services. They will help you to maintain your personal safety and security within your home and assist in an emergency. For further information on the housing support services see your own housing support plan.

Your Sheltered Housing Co-ordinator also has overall responsibility for the management of the building; carrying out regular safety and security checks; following good robust fire safety procedures; test equipment and maintain records.

Cleaners

Each development has their own cleaner to ensure common areas are cleaned and maintained to a high standard. Cleaning staff work Monday to Friday 9am-12pm. They will also assist with the preparation and delivery of social activities arranged.

Additional support staff

On the whole the service is self sufficient and in circumstances where the full time staff are off on holiday or sick leave, we can usually manage cover within the team and the standard of service to tenants is not affected.

Occasionally during long periods of staff shortage we may have to seek support from external agency staff. We will ensure all staff providing support are fully trained and adhere to the same working practices as other Harbour Homes staff.

HOUSING SUPPORT

The term "Housing Support" covers a range of services. These housing support services are designed to make your life easier, to help you maintain your independence, stay in your own home for longer and to continue your life in the local community.

Housing Support Plans

Within seven days of moving into your new home we will complete a housing support plan with you. This enables us to provide a service tailored to your individual needs and lifestyle.

We will review your plan every six months to ensure your needs are consistently being met. If you wish to change the details to your housing support plan or next of kin or any other information, please speak to your Sheltered Housing Co-ordinator.

Data protection

We will ensure information recorded relating to you, your general health and wellbeing is accurate, factual, and carried out on time in line with GDPR regulations. Staff record monthly summaries in your support notes regarding your general wellbeing. If you do not wish monthly summaries to be entered in your notes, please inform the co-ordinator in writing you have the right to choose how little or how much information you wish to give or be recorded.

We will ensure that your information remains completely confidential and will not be passed to anyone else without your prior agreement. You have the right to access your personal information we have on file except in circumstances where there is a third party involved who may not want that information divulged.

Regulation and monitoring

Harbour Homes' housing support service is registered with the Care Inspectorate. They undertake regular independent inspections to ensure we meet the national care standards. All our financial records are available for inspection by regulatory bodies.

If you wish to be involved in the inspection of your service speak to your co-ordinator and they can arrange this. A copy of the Care Inspectorate's most recent report is displayed on the notice board in each development. You can obtain a copy from the co-ordinator or by visiting www.careinspectorate.com or www.harbour.scot.

We monitor the quality of our service through regular meetings with tenants and staff. If you have concerns about the quality of the service we provide, please tell us. We can only improve or put things right if we know you are unhappy. We welcome your views and we have suggestion boxes in all our sheltered developments.

Housing Support

Housing Support services are provided by your Sheltered Housing Services Manager and Sheltered Housing Co-ordinators. There is an alarm service available to deal with emergency situations where there is no staff on duty or on call.

The staff who provide Housing Support services have been carefully recruited and selected and are registered with the SSSC. We undertake criminal record checks where appropriate and ensure staff are fully trained before they undertake their role. Staff are kept up to date with changes in legislation and other matters that may affect their working practices. Regular staff supervision helps us to identify any training or support issues so you can be confident that our staff have the knowledge and skills to carry out their role.

Principles of Housing Support

Sheltered Housing Co-ordinators work to the National Care Standards as set out by the Care Inspectorate. The main principles are as follows:

Dignity and respect
- My human rights are respected and promoted
- I am respected and treated with dignity as an individual
- I am treated fairly and do not experience discrimination
- My privacy is respected

Compassion
- I experience warm, compassionate, and nurturing care and support
- My care is provided by people who understand and are sensitive to my needs and my wishes

Be included
- I receive the right information, at the right time and in a way that I can understand
- I am supported to make informed choices, so that I can control my care and support
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered
- I am supported to participate fully and actively in my community

Responsive care and support
- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time
- My care and support adapt when my needs, choices, and decisions change
- I experience consistency in who provides my care and support and in how it is provided
- If I make a complaint, it is acted on

Wellbeing
- I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these
- I am encouraged and helped to achieve my full potential
- I am supported to make informed choices, even if this means I might be taking personal risks
- I feel safe, and I am protected from neglect, abuse, or avoidable harm

SERVICES PROVIDED

General counselling and support
We can offer general counselling and support in relation to daily living tasks, illness, or other challenging situations.

Settling into your new home
We're here to offer advice as you settle into your new home. This might be assisting with energy supplies or telephone connections for example. We can also liaise with social work and other care providers on resettlement support packages.

Shopping and errands
If required, we can assist with essential shopping in emergency situations eg sudden illness, breakdown in support, and return from hospital. We can also recommend delivery services in your area. If a specific service is required, we can make referrals to social work services for assessment.

Spiritual and/or cultural needs
We will respect your faith and beliefs and can support you to take part in social, religious, cultural, and spiritual activities.

Social interaction
We can have a chat about your social interests and welfare, and we'll encourage social interaction within the development with varied social activities. We will assist and support you to attend social events if you wish.

Welfare benefits, correspondence/budget/debt advice
We can offer advice on how to pay rent and other bills and assist with the completion of relevant forms. We can also assist with arranging consultations with specialist advisor/money advice worker regarding benefits advice

Hobbies and interests
Where possible staff will advise tenants where they can locally access any hobbies or interests, they may have. Staff will also try to consider tenants' interests planning social events.

Relationships with neighbours
We can mediate between tenants if agreeable where relationships have broken down.

Arranging occupational equipment/adaptation
We can assist you to contact occupational therapy services to arrange an assessment for various aids and adaptations eg bath aids, shower adaptations, mobility aids etc.

Domestic appliance use
We can advise/supervise the use of the laundry equipment and ensure you are confident at operating central heating systems, cookers and other appliances safely.

Engaging with individual, professionals and other bodies
We can help you to contact GPs, nurses, home care teams, or other social care providers. We can also assist with arranging appointments and related correspondence.

Safety in your home
We can make you aware of safety issues such as trailing cables, loose floor coverings, danger of lit cigarettes, candles, safe storage and emergency pull cord safety.

Reporting property/repairs
We can offer guidance on property and repair matters and may contact the property department on your behalf if you are unable to do so.

Fire emergency or other evacuation
We regularly update all fire documentation to ensure the emergency services have the correct information in case of an evacuation.

Emergency support
We will respond to emergency alarm calls whilst on duty. The community alarm centre staff will respond to emergency calls at all other times. Emergency services, family or carers are contacted when required.

SAFETY IN YOUR HOME

Staying safe in your home

You can contribute to safety and security by following these steps:

- **Access:** Never leave your house door unlocked even for a short period of time. For everyone's safety please do not let anyone into the building unless they are visiting you. If you are coming into or going out of the building do not let anyone in, even if you know them. If they are a stranger, ask them to ring the person they are going to visit. If you have any doubts contact the co-ordinator or out of hours alarm service.

  If you have repairs scheduled you will have received a call from the contractor arranging a day and time for the planned works. If repairs are planned for the common areas your co-ordinator will know in advance. Do not let contractors into your house unless you are expecting them. Always ask for identification, if you have any doubt pull the alarm cord.

- **CCTV:** There are CCTV cameras in all our sheltered housing developments. The cameras are situated outside the main buildings covering the entrances and exits.

- **Master Key:** There is a master key in each development which will open the front door of your home which is kept in a secure cabinet. The master key will only be used on your written request or in an emergency, for example, if you have a sudden illness and are unable to open your door or if there was a flood or fire. Your co-ordinator will only enter your home in an emergency or if you invite them in. If you require them to enter your home for any other reason, you must provide a written request, for example, to let a contractor in to carry out a repair.

  We ask that you don't fit extra locks or chains to your front door, as this prevents help getting to you if there is an emergency.

- **Trip hazards:** Be careful of your surroundings, trailing cables, loose rugs or mats can heighten your risk of falling. We are more than happy to give advice on home safety.

FIRE SAFETY

Precautions you can take to make your home and development safer:

- Door mats and furniture in corridors can hinder movement of people trying to evacuate the building. Items should not be stored under staircases in the common areas.
- When cooking, always have your kitchen door closed and the extractor fan switched on. Never leave your cooker unattended. Take extra care when frying, using the grill or toasters. The use of chip pans is not advised.
- Put out cigarettes properly and never smoke in bed or while using oxygen. Before emptying ashtrays make sure the contents are cold. Avoid overloading sockets by using multi plug adaptors and switch off non essential electrical appliances at night.
- Please do not burn candles, and keep a torch handy as an emergency source of light.
- Make sure portable heaters are clear of papers, clothes and position them well away from furniture and curtains.
- Please do not use or store bottled gas or paraffin.
- Avoid using aerosol sprays near smoke detectors.
- The lift should no be used when the fire alarm is sounding or during an evacuation of the building.

Fire alarm testing
Our developments all have a fire alarm system, including smoke alarms. These are tested on a Wednesday morning at 10:00am. Outwith this time please do not ignore any alarms you hear.

Unless the fire is in your own home, you should stay put and wait for instructions from the emergency services. If you are in a common area, assemble in the nearest place of safety. Please do not prop open fire doors as these are designed to stop any fire spreading and must be kept closed to work properly. The fire brigade are automatically called whenever the fire alarm goes off.

There is a fire evacuation folder in each development. It contains important information including details of who requires help to evacuate the building. It is extremely important that this information is kept up to date so please ensure you always let staff know of any changes in health, mobility and next of kin details. Your co-ordinator will advise you of the specific fire safety procedures for your building.

EMERGENCY ALARMS

Using emergency alarm cords

Sheltered Co-ordinators will respond to emergency alarm call whilst on duty. If no staff are on site the out-of-hours alarm service will respond to your call. Emergency services, family or carers are contacted when required.

How do I get help?
There is a speech unit in the hallway and a pull cord in your bedroom and bathroom. If you require assistance you simply pull the alarm cord or press the red button on the speech unit or use your pendant. The equipment at the out-of-hours response service allows the operator instant access to your details so they know immediately who you are and where you are calling from.

What if I cannot speak or they cannot hear me?
If you are unable to speak via the speech unit the out-of-hours response service call handler will try to contact you by telephone. If you are unable to answer your telephone your call will be treated as an emergency and the call handler will immediately summon help.

Who will come to help me?
The out of hours response service call handler will evaluate the situation and call the help they think you will need. They may call another co-ordinator or another member of staff from Harbour Homes or send a response team. The operator may contact your doctor, family or friend if you have asked for this to be done in an emergency.

What if I pull the cord my mistake?
Pull cords are often pulled by mistake. All you need to do is stay by the cord / speech unit, tell the call handler that you are safe and well and that the cord was pulled by mistake and they will happily cancel the call. Never tie up your emergency pull cords. It is far better for the out-of-hours response service to receive false calls than for you to find you cannot reach the call in a real emergency.

How do I make sure I get the proper help?
It is essential that all your details are kept up to date so make sure you tell your co-ordinator if your doctor, family or next of kin details change.

COMMUNAL FACILITIES

Lounge

The communal lounge helps to promote social contact and companionship. This is the centre of social life and everyone is encouraged to use the lounge. Some have a small kitchen or facilities for making tea and coffee. All of the developments have a variety of social events and meetings arranged for tenants to participate in.

Occasionally our staff may need to use the communal lounge for meetings or for training purposes. There may be times external staff and other groups use the lounge however tenants are always given priority. If you wish to use the lounge for a social event please speak to your Co-ordinator to ensure it is available on that day. After using any communal facility please ensure it is left clean and tidy and all doors and windows are secure.



Guest room

There is a guest room available for visitors to stay overnight for which there is a small nightly charge. This can be used by your relatives and friends, although priority is given to relatives of tenants who are unwell.

To reserve the guest room, simply book it ahead of time with the co-ordinator on duty. There may be occasions where your visitors can stay briefly with you in your home, for example, if you needed help due to illness. On these occasions please let the co-ordinator know for fire safety reasons. Be assured, we are more than happy for people to visit you at any time.

Laundry room

Washing machines and tumble dryers are provided in each development for tenants to use for their laundry only. The co-ordinator will show you how to use them. Home help and visiting carers are generally given priority in the mornings and after midday tenants are free to use the machines. Normal laundry opening times are between 9am- 9pm.

Assisted bathrooms

In most developments there is an assisted bathroom for your use in addition to your own facilities. The bathroom enables District Nurses or Carers to assist tenants with bathing. It also gives you the opportunity to have a bath if you only a shower or to have a shower if you only have a bath.

Smoking

To comply with current legislation and to maintain everyone's safety, smoking is not allowed in any of the common areas including the lounge. We ask tenants and their visitors not to smoke in the presence of staff or contractors when they are visiting tenants in their home.

Gardens

All our developments have communal gardens for tenants to use. We encourage tenants to enjoy the space and would welcome tenants who wish to do some gardening or to potter around.

Window cleaning

Harbour Homes is responsible for cleaning the communal windows and any internal glass in the developments on a monthly basis. You are responsible for cleaning the windows in your own home. If you are interested in getting the existing window cleaners used by Harbour Homes, your co-ordinator can pass their details on to you.

Car parking

We have a limited number of parking spaces for tenants and visitors. There simply aren't enough spaces available to provide individuals with a dedicated space. Parking spaces are filled on a first come first served basis. Consideration should be given to those tenants with mobility or access requirements.

Electric scooters

Many tenants find that using a mobility scooter benefits their everyday life. It is important for the safety of others that scooters are used and stored properly. If you wish to store and charge a scooter within one of the designated areas, please obtain our permission first. We'll ask you to provide us with up to date insurance details, annual portable appliance testing and service certificates. If you have a conventional or electric wheelchair you do not need permission to use it within our developments.

Recycling and rubbish disposal

We encourage recycling wherever possible. Please speak to your co-ordinator about our recycling facilities. Please don't store rubbish in your home as it may attract vermin.

Most of our developments have refuse chutes on each landing with notices stating the times it can be used. We recommend that rubbish is tied securely before putting down the chute and that glass items should be wrapped in newspaper first and double bagged as an extra safety measure. Ideally glass items should be taken to the bin store or recycled instead of using the chutes. Bin stores should not be used to store household or other unwanted items.

If you have bulky items you need to dispose of, you can arrange a special uplift from the council. There is a charge for this service.

Where there is no refuse store or chutes please use the external bin facilities provided by the council. We can advise you on what day the rubbish is uplifted in your area.



REPAIRS & MAINTENANCE

As your landlord, we want to make sure that the structure of your home is in good condition and that we carry out repairs to the fixtures and fittings and also maintain any common areas of the property.

You can report a non-emergency repair in the following ways:

Report a repair	
Phone (during office hours)	0800 100 0403
Phone (outside office hours)	0800 783 7937 (Bield 24)
Email	hello@harbour.scot
Website	www.harbour.scot
By visiting or writing to our office	108 Constitution Street, Leith, Edinburgh EH6 6AZ

Emergencies

Emergency repairs should be reported over the phone. In certain out-of-hours emergencies, the following numbers may be more suitable:

Useful numbers	
Gas leaks	0800 111 999 (Transco)
Burst pipes	0845 600 8855 (Scottish Water)
Electrical supply	0845 2727 999 (Scottish Power)
Leith Police Station	0131 554 9350

If using these, you should let us know what has happened as soon as possible so that we can arrange any follow up work which is needed.

Examples of emergencies

- No heating (winter time only)
- Gas leak
- Water leak
- Blocked toilet (where there is only one toilet)
- Broken ground floor window
- Roof leak

Lost keys: Please note that if you lose your keys we will arrange to send out a locksmith which you will be charged for.

If you are unable to keep a repair or contractor appointment, please let us know so that we can make alternative arrangements. For your own safety please remember to check the identity of anyone you allow into your home. Our staff and contractors will be able to provide you with identification cards.

Repair priorities and responsibilities

The following tables show who is responsible for different types of repairs, and the response times you can expect. Please note that repairs will be recharged to you if the damage was caused by tenant neglect or misuse.

Repair priorities	
1. Routine Attended within 15 working days	Repairs which cause discomfort or inconvenience but no serious danger to health and safety eg minor leaks, running overflow. We aim to respond to these repairs within 15 working days of you reporting them to us.
2. Urgent Attended within five working days	Repairs which cause discomfort or inconvenience but no serious danger to health and safety eg minor leaks, running overflow. We aim to respond to these repairs within five working days of you reporting them to us.
3. Immediate Attended to within 24 hours	Repairs causing very serious discomfort or inconvenience eg door lock failure, broken windows. We aim to respond to these repairs within 24 hours. Again, if it is impossible to complete the repair in this time, a temporary repair to remove the risk will be completed.
4. Emergency Attended to within four hours	If there is a danger to health or personal safety, we aim to respond to repairs within four hours of you reporting them to us eg major leaks, no electricity, loose masonry. If it is impossible to complete the repair immediately, a temporary repair to remove the risk will be completed by the target time.

Home Contents Insurance

We would strongly recommend that you arrange contents insurance for your home. We have insured the structure of your home (along with the fixtures and fittings), but this does not cover your personal belongings against the risk of burglary, fire or water damage, and certain types of accidental damage to the property.

Electricity repairs	
Repair	**Responsibility and priority**
Smoke detector is beeping	Harbour Homes is responsible fo rmaintenance of smoke and heat detectors.
Light bulb has blown	This is the tenant's responsibility.
Partial loss of power in property	Check your trip switches, if a trip switch has tripped unplug all your appliances in the affected area. Once all your appliances are unplugged, push the trip switch back on and plug your appliances back in one at a time. If you plugged an appliance back in and the electrics trip again, you will know there is a problem with that appliance. If you are still having problems once you have done this Harbour Homes will send an electrician but you will be charged if the fault is from the appliance.
Full power loss in property and communal areas	Scottish Power (loss of supply/electricity) 0845 27 27 999
Shower not working	Harbour Homes (urgent repair). We will not maintain a shower that has been installed by you as the tenant.

Joinery repairs	
Repair	**Responsibility and priority**
Kitchen unit cupboard door has come away from hinges	Harbour Homes Routine repair
Squeaky floorboards	Harbour Homes Routine repair
Sliding doors come off rail	Harbour Homes Routine repair
Flat entrance door, tenant unable to secure	Harbour Homes Emergency repair
Plaster has fallen from ceiling	Harbour Homes Emergency repair

DAMP & MOULD

If you spot damp or mould in your home, you should let us know immediately in the same way that you would report a repair. We will respond to reports of damp or mould quickly, and within the timescales set out under Awaab's Law.

Damp and mould: The facts

It's something we're all likely to face at some point, and the colder months can make it more challenging to tackle damp and mould in our homes. There are steps we can take to prevent it.

What causes damp and mould?

Too much moisture in your home is one of the main causes of damp and mould indoors. Moisture sources can include condensation from cooking, drying clothes, or using the bath or shower. These activities are unavoidable, but we can take steps to remove excess moisture from inside our home.

Other causes of damp may be more serious, including building defects or rising damp from the ground (more common in older buildings). Floods or leaking pipes can also lead to damp. In new-build flats, it's sometimes possible for damp to appear while the building is still drying out.

Where is it found?

Mould and damp can appear anywhere in your home. Common places are around windowsills, in bathrooms and kitchens, or in cupboards where damp coats and shoes may be stored. Mould can grow on all surfaces, not just walls and ceilings.

Is mould dangerous?

Mould and can trigger allergic reactions and irritation if you touch or inhale its spores. Common reactions include sneezing, eye irritation or a rash. Damp and mould can be more serious if you have a health condition, and it can also affect age groups differently. The longer damp and mould is left untreated, the greater the risk becomes.

Ways to remove excess moisture from the air:

- Leave space between furniture and outer walls
- Use extractor fans in kitchens and bathrooms and wait until all visible moisture has cleared before turning these off
- Close doors when cooking or showering
- Cover pans when cooking
- If drying clothes indoors, open windows from time to time to release excess moisture. Keep the room door closed to keep the rest of your home warm when doing this
- Keep trickle vents open on windows as much as possible, particularly if you notice lots of condensation on your windows in the morning

Report damp and mould to us

- We will investigate the damp and mould within 10 working days of it being reported to us
- We will report back to you with a written summary within three working days of the investigation
- If substantial damp or mould is identified, we will start any necessary repairs within five working days of the investigation

When you report damp or mould to us, we may ask you some questions to help us understand the nature of the problem. For example, we might ask about:

- The size, spread and location of the damp or mould
- Who lives in the home
- Any information that might increase risk eg your age and any health conditions which can make damp and mould more serious

What happens next?

If repairs are necessary, we will complete the work within 20 working days. Damp and mould can be complex and in some cases may re-appear. If you notice damp and mould re-appearing, please let us know as soon as possible.

Plumbing repairs	
Repair	**Responsibility and priority**
Blocked kitchen sink	Harbour Homes (urgent repair) You should always try and unblock sink first before reporting as you may be charged.
Minor leak within property not coming from tenant's appliance	Harbour Homes (urgent repair) If leak is coming from your own appliance, there will be a charge for the repair.
Major leak	Harbour Homes (emergency repair) If leak is found to be coming from tenant's appliance, tenant will be charged
Unable to turn on or off tap	Harbour Homes (routine repair)
Overflow running at back of building	Harbour Homes (urgent repair)



SHARING YOUR VIEWS

We want to provide you with the best housing and support services we can and believe that by listening to you and communicating with you can help us achieve this.

How to stay informed and share your views	
Sheltered Housing Co-ordinator Your first point of contact for advice and information. They will listen to your concerns, views and ideas on how services can be improved. **Notice boards** Located in the reception area of the building with information about upcoming events and activities. **Surveys and questionnaires** The most popular way tenants choose to feed back to us, and it helps us to improve our services to you. **Harbour Homes membership** You can become a member of the housing association by purchasing a £1 share. Members are invited to the Annual General Meeting where they can vote or stand for election onto the Board of Management. **Website** Visit www.harbour.scot.	**Tenants' meetings** We arrange a tenants' meeting twice a year to discuss with you the management and maintenance of the building. Additional meetings may be held to consult with you on redecoration of the communal spaces or replacement of fixtures and fittings within your own home. **Tenants' Groups** We welcome the set up of any tenant and resident groups and would encourage tenants to work together with us. We will consult with group members on matters that affect them and the area the group represents. **Mystery Shopping** Tenant mystery shoppers help us monitor how we are doing in terms of customer service and to highlight areas where we need to improve. Tenants receive payment for taking part. **Newsletter** Look out for our tenant newsletter throughout the year.

If you are interested in any of the above and would like to find out more please ask to speak to our Tenant Participation Co-ordinator by calling 0131 554 0403 or email hello@harbour.scot.

CUSTOMER CHARTER

Below is a summary of our Customer Charter which sets out the level of service and standards that you can expect from us and helps us measure the success of the services we deliver.

We will:

- Use plain English in our communication so that it is clear, easy to understand and provided in an accessible format
- Ensure that we keep you updated where we can't resolve a problem immediately, giving you regular feedback
- Listen to what you have to say, treat you as an individual and with respect
- Do what we say we will do and let you know if we have to change our commitment
- Treat everyone equally and will not unfairly discriminate for any reason
- Provide a variety of opportunities for you to engage with us and give us feedback on how we are performing and on the services we provide

As our customers, we will ask you to:

- Comply with the terms of your tenancy agreement including paying your rent on time
- Be polite to our staff and treat them with respect
- Let us know when you are not happy with our service, so that we can try to put things right and improve our service
- Provide us with the information we ask for and respond to requests to contact us so that we can do our best to help you
- Give access to our tradesmen and staff when you have said you are available

COMPLAINTS

We aim to get things right first time but sometimes things don't quite go as expected. The complaints procedure gives you clear steps you can take to try and get things put right where there has been a problem.

You can make a complaint in person at our office, by phone, in writing, on our website or by email. For more information please phone us on 0131 554 0403 or email hello@harbour.scot.

Our complaints process has two stages:	
Stage 1	We will try to resolve your complaint at this stage within five working days
Stage 2	This stage deals with complaints that have not been resolved at Stage 1 or if they are complex and require detailed investigation. We aim to respond within 20 working days for Stage 2 complaints.

Complain to the Care Inspectorate	
Tenants who receive a support service living in Sheltered Housing can also make a complaint about the housing support service they are unhappy with to the Care Inspectorate at any stage by contacting them at:	Care Inspectorate Compass House 11 Riverside Drive Dundee DD1 4NY 0845 600 9527 enquiries@careinspectorate.com

Complain to the Scottish Public Service Ombudsman	
If, after you have followed Harbour Homes' complaints procedure and you are still unhappy with the result, you may pass the complaint to the Scottish Public Services Ombudsman. This is a free and impartial service available to anyone who receives a service from a housing association or has applied to one for housing.	Scottish Public Services Ombudsman 4 Melville Street Edinburgh EH3 7NS **FREEPOST:** EH641, Edinburgh, EH3 0BR 0800 377 7330 www.spso.org.uk

MOVING HOME

Ending your Tenancy

If you are thinking about moving house, please give us 28 days' notice in writing. You can write to us by letter or email, or ask for our 'Ending your Tenancy' form.

What happens next?

When you tell us you want to end your tenancy, we will write to you and make an appointment to visit you before you leave. We will inspect your property and note anything you may need to address before leaving.

To help you with your move, here is a checklist of the important things to think about before you leave:

Checklist	
Pay any rent or other monies that you owe Let the Council know you are moving so they can update your Council Tax record and any housing benefit claim Let us know the name of your electricity supplier Reinstate any alterations you have made unless it has been agreed in writing that these may be left Put back original lights, sockets, switches (if applicable) Remove all your furniture and personal belongings including those in communal areas	Lift and remove carpets and laminate flooring (excluding bathroom) Fill all holes from shelves or picture hooks and sand down Leave decoration in good order Leave the garden area tidy Repair any damage to a condition acceptable to us Make arrangements to redirect your mail Take final meter readings Return all keys and fobs to the office on or before the day your tenancy ends

Moving home

If you wish to move to another housing association or council property, complete an EdIndex form to allow you to bid for advertised properties. We advertise 10% of our properties with priority for our tenants interested in moving to another Harbour Homes property. You can also bid for any suitable property advertised for a 'mover'. Speak to your housing officer for more information or visit The City of Edinburgh Council's website.

Mutual exchange

A mutual exchange with another council or housing association tenant can sometimes be a quicker way of finding a new home. When you find a suitable swap, ask us for an application form for a mutual exchange for both you and your exchange partner to complete. Mutual exchanges can only happen with our permission.

We will normally only agree to the exchange if:

- You have a clear rent account and owe us no other monies
- The exchange will not result in overcrowding or under occupying our property
- We get a satisfactory reference from the landlord of the person you are exchanging with

How to find a possible swap

You can register on available exchange websites such as HomeSwapper or Homefinder UK. Be aware that these charge a subscription fee. It's also possible to find exchanges on social media or online community forums.

Abandoned Property

Sometimes tenants will leave their properties or live somewhere else without telling us. If we think you have abandoned your property we can take the property back without taking you to court. We will begin by delivering a 'Notice of Abandonment' to your home which informs you that we think you have moved out without telling us. This gives you 28 days notice to contact us. If after 28 days we haven't heard from you, we will serve you with a second notice which marks the end of your tenancy.

The next stage usually involves forcing entry into the property and changing the locks. We will have the right to dispose of anything left behind that is of no or little value. We may store items of value but you will be charged for any storage costs as well as rent up to the date that the tenancy ended.

We will take action to trace all tenants who have left with rent arrears outstanding and pursue them for money owed to us due to the abandonment.

Going to be away from your home?

If you are going to be away from your home for longer than 28 days, it is very important that you contact us before you go or we may think you have abandoned your property and take action to repossess your home.

Eviction

There are some occasions where we have no choice other than to seek a court order granting an eviction. We will only evict a tenant as a last resort. Evictions can take place when a sheriff is satisfied with the evidence that the action is reasonable and grants the decree for eviction in cases of rent arrears and antisocial behaviour.

If you are experiencing problems with paying your rent or have issues relating to your tenancy, don't ignore the problem, contact your Housing Officer and seek professional advice.

Death of a tenant

In this situation, the tenancy will end on the date of death and no rent will be charged from this date. If the tenant was receiving help with rent, this will also stop from this date. We will try our best to contact the tenant's next of kin for the clearing of the property and handing back of keys. If there is an estate, we may recover any arrears or costs outstanding.

On the death of a tenant another member of the household may be allowed to succeed to the tenancy. See the summary of your tenancy agreement for details or speak with your Housing Officer.



NOTES

This handbook was last updated October 2026.

HARBOUR
HOMES

Harbour Homes Scotland Ltd
Registered Scottish Charity: SC027945
Financial Conduct Authority Registration: FRN772734
Letting Agent Registration: LARN1811003