

the people's news

Renfrewshire's magazine for council tenants

Winter 2015



Rent Matters

Your rent is used to pay for the housing services you receive. These include repairs and improvements to your home such as new kitchens or bathrooms. It is important to us that you understand how that money is spent and give us your feedback.

Inside we have provided a breakdown of how every pound of your rent is spent. We are committed to involving our tenants on matters of importance to them. You can help us gain a better understanding of what our tenants thoughts are on the proposed rent increase.

When setting the rent increase we take into account the views of our tenants, the ongoing costs of managing and maintaining your home, the plans we have for improvements, new Council house build programmes and external influences such as inflation.

We have set out the proposed changes to rent levels for next year, starting in **April 2016** and are asking you to tell us what you think of the proposal outlined.

To ensure your views are taken into account, complete the short questionnaire inside and send it back to us using the prepaid envelope included or email the questionnaire tp.hps@renfrewshire.gov.uk.

You can also complete the questionnaire online.

Go to www.renfrewshire.gov.uk and search for the term 'rents'.

www.renfrewshire.gov.uk

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Get Involved!



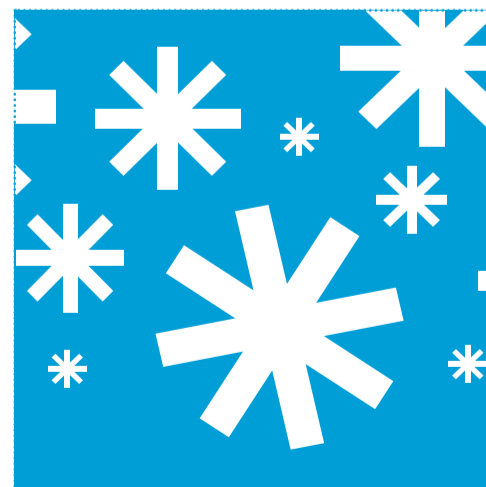
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We can do it! Paisley's bid for City of Culture 2021 explained



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Get ready for winter



Get Involved



There are many ways in which tenants can be involved with housing services. Over the years we have worked with Registered Tenants' Organisations (RTOs) on a wide range of issues through Neighbourhood Housing Forums, Council Wide Forum and the Council Wide Forum Executive.

Through these methods tenants can deal with a wide range of issues, such as:

- particular problems with empty properties
- service performance in their area,
- agreeing and prioritising some environmental works.
- rent consultation
- welfare reform/universal credit
- Scottish Social Housing Charter/Tenants Report

However, you do not have to be part of a tenants association to have your say. We want to consult with as many tenants as possible and there are a number of ways you can get involved.

The Tenant Scrutiny Panel

Members of the panel were presented with a certificate in recognition of them completing the 'Stepping Up to Scrutiny' programme at the Chartered Institute of Housing Conference in Glasgow. During 2014/15 new members were recruited to the panel and they are currently undertaking their second scrutiny exercise; reviewing the experience of our customers at the Customer Service Centres in Renfrew, Johnstone and Paisley. We have continued to support and develop the role of the Quality Circles (in multi-storey blocks and sheltered housing complexes) to expand ways in which they can become involved in shaping services.

As part of the Tenant Satisfaction Survey, we ask those who participated if they would like to be placed on our Housing Consultation Register. As a member of the register, they could be contacted when we are looking to consult with our tenants on housing issues.

Customer Surveys

We have a number of ongoing feedback surveys with customers across a variety of service areas, including:

- Repairs Satisfaction Survey
- Satisfaction with housing standard when tenants move in
- Housing Options survey

What's new for next year?

Over the coming year, we will look at improving how we work with customers. Some of the factors we will take into consideration include:

- The views of our tenants, other customers and stakeholders
- Changes to customers preferred methods for consultation (e.g. growth in use of social media channels)
- Evaluating who makes up our customer groups
- Statutory requirements and identified areas of good practice for customer consultation
- Revised structures and priorities of Development and Housing Services

Local Housing Strategy 2016–2021

Renfrewshire Council's Housing and Community Safety Policy Board recently approved a new draft Local Housing Strategy (LHS) 2016-2021. This will be subject to public consultation until March 2016 before being finalised in May 2016.

By law, the Council is required to produce a local housing strategy. It's an important document as it sets out the direction for the delivery of housing, and housing related services, locally over the next five years.

The strategy sets out 7 key outcomes which we seek to achieve including homelessness, regeneration, housing quality, energy efficiency, supporting independent living, increasing the supply of homes and access to affordable housing. Priorities include:

- Progressing housing regeneration programmes, including Paisley West End and Johnstone Castle;
- Providing the right type of services for homeless and potentially homeless people with complex needs;
- Developing approaches to ensure private rented properties are managed and maintained appropriately;
- Enabling development of sufficient private and affordable housing to meet identified needs;
- Making it easier for people to access affordable housing at the right time in a property that suits their needs; and
- Taking action to help reduce the number of people living in fuel poverty.

You can find a copy of the strategy and action plan along with an electronic consultation survey online at www.renfrewshire.gov.uk/localhousingstrategy.

We want to know what you think the main housing issues in Renfrewshire are and the actions that should be taken to deal with them. We are planning a number of public LHS workshop consultation events where you can come along and have your say:

Johnstone Town Hall, 2 March 2016, 1.15pm–4pm

Renfrew Town Hall, 9 March 2016, 1.15pm–4pm

Paisley Town Hall, 16 March 2016, 9.45am–12.30pm

To register your interest please email HousingStrategyQuality.hps@renfrewshire.gov.uk or phone Paula Craig on 0141 618 6302 and we will send you out further information nearer the time.

£5m Paisley housing project to tackle fuel poverty

Work is underway on the first phase of a £5 million programme to reduce the risk of fuel poverty among hundreds of households in Paisley.



Pictured: Cllr Tommy Williams, Convener of Housing and Community Safety with Steve Lauri, from E.ON, and Cllr Margaret Devine, Deputy Convener of Housing and Community Safety.

As part of a joint project between Renfrewshire Council and energy supplier E.ON, more than 700 homes in the Gallowhill area will benefit from measures to make homes more energy efficient.

Councillor Tommy Williams, convener of Renfrewshire Council's Housing and Community Safety Policy Board, said: "We have made a clear commitment to tackling the causes of poverty within our

communities and have undertaken extensive work to research the areas where households are most at risk.

"By pulling in funding and working with E.ON we are able to provide modern external wall insulation to more than 700 households for free. This will make a huge difference to people and make the houses more energy efficient for years to come."

For more information contact our Tenant Consultation Officer at 0141 618 6260

We're in it to win it!

As you may already be aware, Paisley is bidding to be UK City of Culture in 2021. We know there are a lot of questions about how the bid works and how it will benefit people—we try to answer them here.

What is UK City of Culture?

UK City of Culture is run by the UK Government's Department of Culture, Media and Sport and takes place every four years. The two previous winners were Derry (2013) and Hull (2017).

It sees a 12-month extravaganza of major national events in one place, for example, Derry hosted Radio 1's Big Weekend and the Turner Prize. This will create long-lasting economic, social and cultural change.

Bids are due to be lodged in spring 2017 with the winner to be announced at the end of that year—but we want to get Renfrewshire's residents behind the bid now.



Paisley isn't a city...so how can it be a city of culture?

That's easy to answer. The competition rules say it is open to large towns and urban areas. And as Scotland's largest town, we are well equipped to apply and win.

What sort of culture have we got anyway?

Loads! Think about what Paisley contributed to the world with the Paisley Pattern and as the one-time home of the world's textile industry.

We have unique and beautiful buildings like Paisley Abbey and Town Hall and the Coats Memorial Church, while Paisley Museum has a collection described as 'internationally-significant' by experts.

On top of that we are home to the University of the West of Scotland. Plus the town produced the likes of Gerry Rafferty, John Byrne, Gerry Butler, David Tennent and Paolo Nutini, among others.

And we also have a thriving contemporary cultural scene—including the annual Spree festival and PACE, the UK's biggest youth theatre group—which will be the foundation for the bid.



How will winning actually benefit Paisley and Renfrewshire?

For us, a successful bid would put Paisley in the international spotlight, help us attract visitors, and bring new energy to our High Street.

It will also create jobs, change perceptions of the area at home and abroad and help us build a new sense of pride in Paisley.

And all of Renfrewshire stands to gain from this—we want to harness the power of culture and all the benefits it brings to people's lives to create a lasting legacy for the whole area.



So can we really win it?

Absolutely! We know Paisley has challenges but UK City of Culture doesn't go to a city which is already the finished article. Previous winners were places with a clear plan to use the title to change their city for the better.



Ok then...how can I get involved?

You can show your support for the bid on social media by using **#Paisley2021** and sharing your support.

You can find our newsletter and register your name as a volunteer at our website: www.paisley2021.co.uk



PAISLEY 2021 FOR UK CITY OF CULTURE

Who is running the bid?

The Paisley2021 board, chaired by the Leader of Renfrewshire Council, includes senior people from the University of the West of Scotland; West College Scotland; as well as business and community representatives.



The woman who will lead Paisley's bid to be UK City of Culture 2021 is coming home—and wants the bid to inspire a new generation the way Paisley inspired her.

Having been brought up in Ferguslie Park, Jean Cameron is now back where it all started after taking up her new job as Paisley 2021 Bid Director.

The former pupil of St Mirin's and St Margaret's High has worked in the arts for more than two decades and spent the past few years running the international strand of the cultural programme for the Glasgow 2014 Commonwealth Games

Jean said: "I am really thrilled to be coming home and it is an incredible honour to be able to work on this in my home town.

"My love of the arts and culture was fostered in Paisley—my first time on a stage was aged three at a dance display in Paisley Town Hall.

"The bid will help us change the town for the better and you can see the drive and momentum building up already."

"The name Paisley is already known around the world thanks to the Pattern which bears its name. Paisley's bid for UK City of Culture will take the town's unique story and retell it to the world.

"For its size, Paisley's contribution to the world has been massive and I don't want us to be shy in shouting about it.

"The bid will help us attract tourists, change perceptions of Paisley, build local pride, re-energise our town

centre and High Street, and bring people together.

"Those benefits won't just be restricted to Paisley itself—all of Renfrewshire will share in the boost.

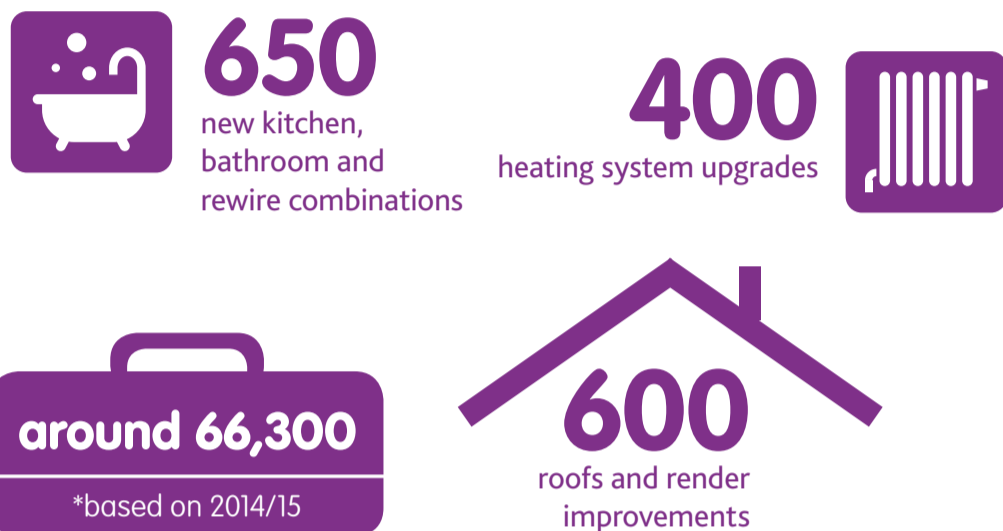
"But the ones with the power to make all of this happen are you—this is your town and your bid... and together we can do it."

Councillor Mark Macmillan
Chair of Paisley for UK City of Culture 2021 Partnership Board

Rent Matters

The consultation on rent charges for Renfrewshire Council's houses in **2016/17** is your chance to give us feedback on the proposed rent increases.

Between April 2015 and March 2016 we plan to have completed around:



Repairs to our tenants' homes with **93%** completed within target time.*



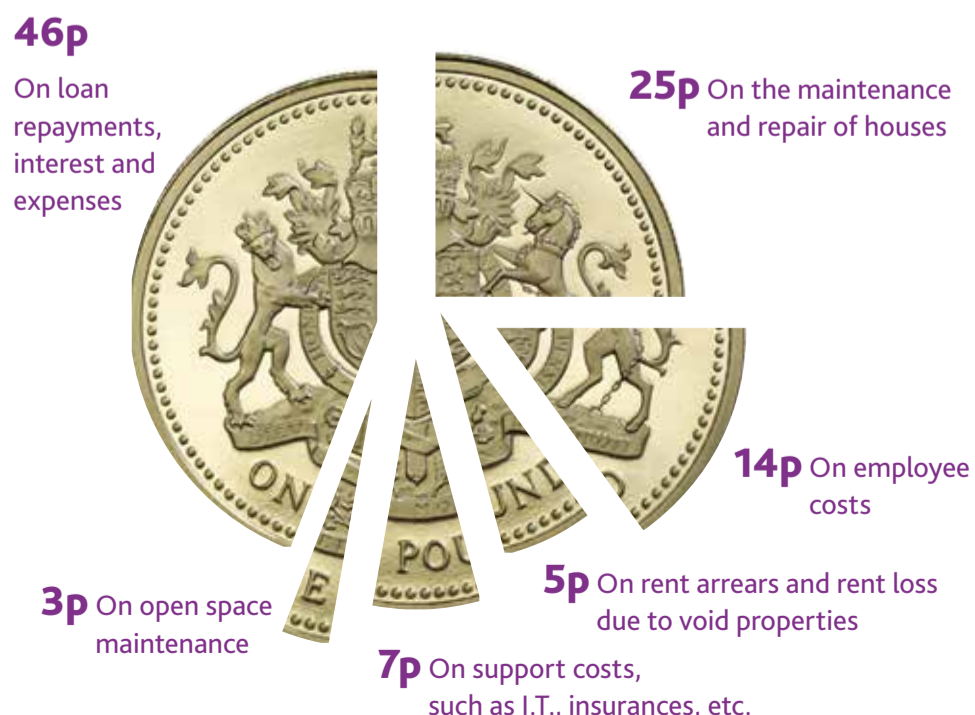
£14.3m the amount of rent money used to carry out upgrades in 2015/2016.



By March 2016, we will have installed external wall insulation in more than **330** council properties and a further **373** private properties in Gallowhill. In addition to giving these properties a major makeover and transforming their appearance, it will make these properties significantly more energy efficient. **This work was fully funded through grants and at no cost to the council.**

Where your money goes 2015/16

For every £1 of income we receive during 2015/16, it is spent as follows:



We use your rent money to provide the housing services you receive such as the upkeep of your home through the improvement programmes and the day to day repairs we carry out when you need them. For example, in the last year the rent we collected paid for around 66,300 repairs to tenant's homes.

Although our five year plan to get our homes up to the Scottish Quality Housing Standard has been completed, the rent money will continue to pay for new kitchens and bathrooms when existing ones need replacing.

The rent we collect is also used to help us to carry out improvements and work to the areas around our houses including things like security entry systems, doors in tenement and high rise blocks and repairs to common areas such as roofs and guttering.

We also provide assistance to Registered Tenant's Organisations (RTO's) through grants to help them meet their operating costs and provide places for RTO representatives at training events and conferences throughout the year.

Paying your rent is not optional and it is vital that you pay it to allow us to provide the housing services you need.

How do our rents compare?

The council is one of a number of providers of social rented housing throughout Renfrewshire. As you can see from this chart, Renfrewshire Council's average weekly rent compares well against other local housing providers.

Provider	Rent level 2015/16*
Bridgewater Housing Association	£86.90
Ferguslie Park Housing Association	£78.30
Link Group	£82.30
Linstone Housing Association	£74.00
Paisley South Housing Association	£81.50
Sanctuary Scotland Housing Association	£84.50
Williamsburgh Housing Association	£71.82
Renfrewshire Council	£75.30

* These figures are based on the 2014/15 average rent level for a three apartment home, as reported by each housing provider to the Scottish Housing Regulator. We have then added the rent increase applied by each provider in April 2015 to arrive at the approximate figures for 2015/16.

If you are struggling to pay your rent

Contact one of our Neighbourhood offices in Paisley, Renfrew or Johnstone or freephone 0800 085 9126. We can provide advice and assistance on repayment arrangements and check your eligibility for housing benefit.

We can also refer you for independent support with debt management or welfare rights advice.

Council customer service centres:

Renfrewshire House, Cotton St, Paisley. 0300 300 0300

Johnstone and Villages Neighbourhood Office, Johnstone Town Hall. 0300 300 0222

Renfrew Neighbourhood Office, Renfield St, Renfrew. 0300 300 0222

What we plan to do during 2016/17

290

Central heating system upgrades will be carried out.

320

  new kitchen, bathroom and rewire combinations will be installed.

240

New homes for rent building programme will be further progressed.

Throughout 2016:

The council will continue to explore further opportunities to improve the energy efficiency of tenants' homes and to continue to reduce the effect of fuel poverty across Renfrewshire. Further insulation programmes are being investigated to assess how much funding can be achieved from Government or other sources.

The council will offer support to help tenants pay their rent and ensure people get any benefits they are entitled to.

Frequently Asked Questions

Why is my opinion important?

As well as it being a statutory duty for us to consult on the rent increase, we are committed to involving our tenants on matters of importance to them. Your views can help us gain a better understanding of what our tenants' thoughts are on this topic.

Can anyone take part in this consultation?

No. Only tenants of Renfrewshire Council can be included.

Will any rent increase affect my Council tax?

No. Your Council tax is separate from the rent you pay. The rent we receive is used to pay for the housing services which you receive.

I find it difficult to pay my rent.

Who should I contact?

There are lots of reasons why

people find it hard to meet their housing rent and other debts, with unemployment, illness and bereavement all causes of reduced income. We want to make sure you get good advice so that you can manage your money and keep your tenancy.

Call us on 0800 085 9126. We can arrange for a private interview or a home visit.

How will I be told the outcome of this consultation?

We will have a follow up article in the next edition of the People's News in early 2015 which will outline what responses we have received to this consultation.

When will I be told about the new rent increases?

We will send letters out to all of our tenants during March 2015.

Your views on the proposed rent increase are important to us, and we will include your feedback in next year's budget report to the council.

Proposed change to rent levels for 2016/17

Every year the Council needs to review how much rent is charged to cover the ongoing costs of maintaining and managing the housing stock.

The Council operates a financial plan to enable a long term view to be taken and every year the key assumptions about costs and pressures are reviewed to take account of the most up to date position. This year the biggest risk facing the Housing Account relates to the roll out of Universal Credit and direct payment of Housing Benefit to tenants, which could result in us being unable to collect as much rent.

The Council is acutely aware of the impact of the various welfare reforms on household income and is keen to keep rent increases to a minimum in this climate. Savings are being delivered in management costs, we are assuming a lower level of price inflation and we will achieve better value for money from the housing repairs service. However this is offset by the risk that levels of rent arrears will increase over the medium term.

Fill in the slip below, then cut it out and send back to us in the envelope provided.

TELL US WHAT YOU THINK

The Council is considering two options for the 2016/17 rent increase, a lower level of 2%, or a higher level of 3%. Please help us to understand your views on the rent increase by responding to the question below:

Please tick the option you prefer:

Option 1

To set the 2016/17 rent increase at 2%

We are making some savings in management costs, we will get better value from the housing repairs service, and we are assuming a lower level of price inflation. This would enable a lower level of rent increase without impacting on the service that is already delivered.

Option 2

To set the 2016/17 rent increase at 3%

This assumes savings in management costs and better value from the housing repairs service, as well as a lower rate of price inflation. This option would provide a cushion against higher than expected levels of rent arrears as a result of Welfare reform.

Do you have any comments on the options?

This questionnaire is anonymous, however if you wish to provide us with your contact details, it will give us a better understanding of what tenants have responded to the consultation.

Name

Address

Contact telephone number

Email

In order to ensure your views are taken into account can you please return the completed form to us in the prepaid envelope provided by Friday 23 January 2016.

There is no need to attach a stamp to this.

Alternatively you can fill in the consultation survey online at our website—go to www.renfrewshire.gov.uk and search the term 'rents'.

If you would like more information relating to the rent consultation, please e-mail us at tp.hps@renfrewshire.gov.uk.

Are you ready for Winter?

Recent years have highlighted the challenges that severe weather can cause, so it's useful to be prepared for whatever winter may throw at you.

We've seen travel adversely affected with trains and buses cancelled and people across Scotland being stranded in their vehicles on the motorway network.

Winter weather can lead to people being isolated and cause simple, everyday tasks to become impossible.

With the winter now well upon us, the council has some useful advice that can help minimise the impact of severe weather.

Journeys

Traveline Scotland provides information on public transport service disruptions and has a planner to help organise journeys at: www.travelinescotland.com

If you're using your own vehicle:

- Check weather and road conditions
- Consider alternative routes and use the safest route
- Allow extra time for your journey
- Check your battery
- Make sure bulbs are clean and working
- Keep washer levels topped up and make sure wiper blades are working
- Check fuel level, tyre pressure, brake fluid, anti-freeze, water and oil levels regularly
- Check the terms of your breakdown cover. If you don't have breakdown cover, consider purchasing it.
- Pack an emergency car kit.

These websites offer useful advice for road travel:

Live traffic conditions: www.trafficscotland.org

Tyre safety tips and winter tyre info: www.tyresafe.org

Motoring advice: www.theaa.com/motoring

Your emergency car kit should contain:

- An ice scraper and/or de-icer
- Snow shovel
- Torch with spare batteries
- Warm clothes, boots and a blanket
- Food and water
- First aid kit
- Battery jump leads
- Map

Home Contents Insurance

We strongly recommend you insure your home for damage to furniture and fittings, personal possessions and redecoration. The council does not insure your belongings, and has no responsibility to assist in drying out or replacing items damaged by burst pipes.

However, Renfrewshire Council does operate a Tenants' Contents Insurance Scheme which offers a simple, low cost way for tenants to protect their household effects. Tenants pay premiums with their rent. Details are available from our Customer Contact Centre **0300 300 0222** or the Customer Service Centre on Cotton Street.

Useful numbers

National Grid (for gas leaks):
0800 111 999

Scottish Water (for burst water mains):
0845 600 8855

If you require further guidance on how to protect your home and belongings from the effects of cold weather, please phone **0300 300 0300**.

For more on winter preparation, please visit:
www.readyscotland.org/are-you-ready

Get to know your home

Keep your house warm

To avoid burst pipes and damage to your home keep your home reasonably warm day and night. During cold weather keep the heating on. If you have thermostatic radiator valves with an anti-frosting setting, make sure it is used.



Open the latch to the loft space (if you have one). This will provide additional protection if your water tank and pipes are located in the loft.

Opening the doors of your kitchen sink unit, and allowing the warmer air to circulate around the pipes, will also help prevent them from freezing.

Make sure you know where the main stopcock is for your water supply and check that it turns easily.

It is usually near to where the water pipe enters the house or under the kitchen sink.

Make sure you know where the isolating valves for the hot and cold water supply are and check you can turn them easily.



A home emergency kit will help you to respond to a range of emergencies all year round. Any kit should be easily accessible and kept in a waterproof bag. Useful contents include:



Household emergency plan (contact details, meeting places etc.)



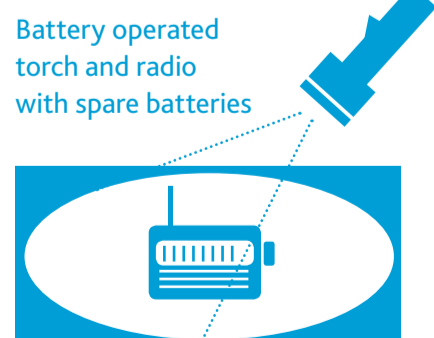
Any medication, toiletries and a first aid kit



Spare key



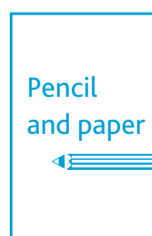
Bottled water and ready to eat food that won't go off



Battery operated torch and radio with spare batteries



Copies of important documents (insurance, birth certificates, etc)



Pencil and paper

What to do if your water supply becomes frozen

- Turn off the water supply at the main stopcock.
- Turn on all cold taps to drain the system.
- Flush the toilet.
- **Do NOT turn hot water taps on as the hot water cylinder may collapse if the pipes feeding it are frozen.**
- Switch off the central heating and immersion heater and let any solid fuel fires die down
- Collect water in the bath for washing and flushing the toilet.
- Report the problem by phoning 0300 300 0300.
- Frozen pipes must be defrosted slowly. Never use a fierce heat or a naked flame to defrost pipes, as this may cause the pipes to burst.
- Once the pipes have thawed, turn the water back on slowly and check for any cracks and leaks. If these are detected, turn the water off again and report it as a burst pipe.

What to do if your pipes burst

- If you have not already done so, take all of the steps mentioned above in relation to frozen pipes.
- If water leaks near your electrics or electrical appliances, switch off the mains immediately. If your mains is wet, don't touch it!
- **Report the burst by phoning 0300 300 0300.**
- If you are getting water coming in from the flat above, and they are not at home, our plumbers will arrange access to turn the water off. If water is gathering in your ceiling, and it is in danger of collapse, place a bucket and or basin under the affected area and carefully puncture the ceiling to let the water drain away.

Clearing your path

- Don't use hot water. It melts snow, but could actually result in black ice forming.
- Wear suitable clothing for the task.
- If shovelling snow, think about where you are going to put it. Make sure it will not cause problems when it melts.
- Clear a path down the middle first to give yourself a safe surface to work on.
- Spread grit on the cleared area to prevent ice forming.
- Use the sun to your advantage. Removing the top layer of snow allows the sun to melt ice beneath, but you will need to cover any ice with grit to stop it refreezing.
- Grit can be washed away by further snow or rain, potentially leaving black ice. If this happens, more grit should be used soon after the rain has stopped and before temperatures reach freezing.

New green street lights get the go ahead

2016 will see the start of Renfrewshire Council's programme to fit environmentally-friendly streetlights across Renfrewshire.

The investment is expected to save £750,000 a year due to lower electricity consumption, lower maintenance costs and a reduction in carbon tax payments.

The £11m investment will protect the environment, save money on running costs and improve safety on the streets at night.

The decision will see almost 29,000 streetlights across Renfrewshire fitted with new, energy-efficient LED lamps which consume around 60% less power than conventional lamps and last five times longer.

With an expected lifespan of 20 years-plus for an LED lamp compared to four years for a conventional light, maintenance costs will be reduced considerably and

there will be less chance of residents and businesses being inconvenienced by faulty lights.

Another benefit of the new LED technology is that it emits a more natural white light that allows colours to be seen more clearly. The light also produces better quality CCTV images which can help to deter crime and antisocial behaviour, and improve detection rates for incidents.

Councillor Eddie Devine, convener of Renfrewshire Council's Environment Policy Board, said:

"At the moment, street lighting accounts for one-fifth of the council's CO2 emissions. By making this major investment in new, green LED technology, we are taking a significant step

to meeting our carbon reduction targets.

"By lighting our streets with technology that uses less energy, we are also protecting council tax payers against the effects of future energy price increases.

The replacement programme is planned to start in the New Year and is expected to be completed in 2017. In most cases, the new LED lamps will be fitted to existing lamp-posts, making the exercise quick and straightforward.

The new Renfrewshire-wide investment programme follows the council's decision earlier this year to fit more than 1,800 new LED lamps in Erskine.

Details of the replacement schedule will be posted on www.renfrewshire.gov.uk



Useful numbers

Adult Protection Renfrewshire
0300 300 1199

Advice Works helpline
0300 300 1238
(Mon to Fri 10am to 4pm)

Antisocial Behaviour Helpline
0300 300 0380

Child Protection
0300 300 1199
0300 343 1505 (evenings and weekends)

Current Benefit entitlement
0300 300 0288 (option 2)

**Intervention Team—
Rent Enquiries**
0800 085 9126

Performance Information
0141 618 6264

Energy Saving Scotland Advice Centre
0808 808 2282

Gas Servicing
0300 300 0300

Graffiti Reporting
0300 300 0380

Greener Renfrewshire
0300 300 0380

**Homelessness & Social Work
stand by service (24hrs)**
0300 300 0222

Housing Advice & Homeless Services
0300 300 0222

**Housing & Council Tax Benefit
(Council Tenants)**
0300 300 0204

Housing Services
0300 300 0222

Out of hours emergency Repairs
0300 300 0300

Social Work Area Office
0300 300 1199

Repairs Contact Centre
0300 300 0300 (within office hours)

Tenant Consultation Team
0141 618 6260



Find us on the web!

Get 'The People's News' online at www.renfrewshire.gov.uk/thepeoplesnews

Scan the QR code with your Smartphone (make sure you can see the whole of the code image, and then click) – you'll go directly to 'The People's News'.

Access to information

We are committed to making sure you can get information from us in the way that suits you best. We have recently bought a software package called Dolphin. This allows us to produce information in large print, audio, daisy and Braille. We can also provide information by email.

We have always offered these services to our customers but the new software means we can translate documents in-house, which is faster and more efficient. If you need information in an alternative format, please let us know and we will update your account. This should ensure that all future communications are in a format that best suits what you need.

The People's News can be made available in braille, large print or audio.

If you would like information in another language please ask us.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو براے مہربانی ہم سے پوچھئے۔

ਜੇ ਸਿਰ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਸਿਰ ਸਾਥੋਂ ਮੰਗ ਲਵੋ।

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.



0141 618 6150



HousingStrategyQuality.hps@renfrewshire.gov.uk

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Please recycle after use.

How do I complain?

You can complain in person at any of our offices, or you can:

Phone: 0300 300 0300

Email: complaints@renfrewshire.gov.uk

Write to: Complaints Officer, Renfrewshire Council, Renfrewshire House, Cotton Street, Paisley PA1 1WB.

Online: Complete the online form at our website www.renfrewshire.gov.uk

Tell us what you think

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