

# the people's news

Renfrewshire's magazine for council tenants

Winter 2018

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## New Common Housing Allocation Policy for Renfrewshire: we want your views

The Council has developed a draft common policy with four local housing associations

Renfrewshire Council's current Housing Allocation Policy is more than ten years old and needs to be updated to reflect the provisions set out in the Housing (Scotland) Act 2014.

The Council has developed a draft new policy to take account of the new legislation and updated statutory framework for allocating social housing, good practice and the changing housing landscape.

The proposed policy would create a Common Housing Allocation Policy for the Council and four local Housing Association partners: Bridgewater, Linstone, Paisley and Williamsburgh, meaning there is a common approach that the Council and partner landlords will use to allocate homes that become available for let.

The proposed Renfrewshire Common Housing Allocation Policy seeks to give priority to people in the greatest housing need. It will also give reasonable preference to people who are homeless or threatened with homelessness, people living in unsatisfactory housing conditions and tenants of social housing landlords who are considered to be under-occupying their current home, which is in line with housing legislation.

It will also introduce a 'cumulative need' approach to how we assess applicant priority and allocate social-rented housing within a revised group structure.

Things that remain the same in both the current and proposed policy are:

- It is a needs-based policy
- It is a group plus priority system

There are five groups and three levels of priority (A Critical, B Urgent and C Moderate).

Drop in consultation sessions have been held in Paisley, Renfrew and Johnstone. You can still tell us your views through our online survey or find further information at [www.renfrewshire.gov.uk/commonallocationpolicy](http://www.renfrewshire.gov.uk/commonallocationpolicy).

Once we have looked over your responses and refined the proposed policy, we will look to get the policy approved by all partners and replace all previous allocation policies from the Council and the four local housing associations.

 Find further information at [www.renfrewshire.gov.uk/commonallocationpolicy](http://www.renfrewshire.gov.uk/commonallocationpolicy)



## Rapid rehousing

The Scottish Government has issued guidance reducing the length of time that people who are homeless spend in temporary accommodation.

We are developing a Rapid Rehousing Plan that will outline how we can meet the guidance set out by the Scottish Government.

To develop the plan, we will consult with people who have experience of being homeless, housing providers and services that provide housing support for those in need. This will help us improve our homeless prevention work, achieve better outcomes for people

who are homeless, reduce the number of properties we use for temporary accommodation and help people provided with a social-rented house to remain in their tenancy.

We will also meet with registered tenants' groups to outline the key priorities within the draft plan at the next meeting of the Council-wide Forum.

# Tenants give service a thumbs-up

Our latest tenant survey shows that overall satisfaction levels with the Council as a landlord have risen from 82% to 88%.

This is our fifth tenant satisfaction survey. It was completed earlier this year and asked around 1,300 tenants a range of questions about services, value for money and how we communicate with them.

Carried out by an independent market research firm, the survey reveals the majority of indicators have improved since the previous survey three years ago.



## Renfrewshire Tenant Scrutiny Panel

The Tenant Scrutiny Panel has been going for over five years. It looks at areas of service from the tenant's perspective to see what improvements they can recommend. The work of the Scrutiny Panel helps strengthen the connection between tenants and the service.

The Scrutiny Panel are always looking for new tenants to take part. They meet once a month

for a couple of hours. If you are interested please get in touch. Don't worry if you have never been involved in similar activities as we can provide support, training and expenses so that no one is out of pocket.

For more information to be involved in this exciting venture contact our Development Officer on 0141 618 6202 for more information.

Tenants are more satisfied with how Housing Services keep them informed about services and decisions, rising from 80% in 2015 to **82%** in 2018.

Satisfaction with the overall service provided by the Council as a landlord has increased from 82% in 2015 up to **88%** in 2018.

Satisfaction with the type of opportunities to get involved is also high, increasing from 84% in 2015 to **88%** in 2018.

There is also a higher awareness of how tenants can get involved in decision-making, with **98%** of those who responded to the survey stating that they knew at least one opportunity to do so.

We can also see the positive impact of the Council's planned maintenance programme. There has been a significant increase in satisfaction with gutters and drains (rising from 69% in 2015 to **80%** in 2018) and roughcast/condition of walls (rising from 74% in 2015 up to **81%** in 2018).

Another area of high performance is the council's repairs service. Almost **88%** of respondents were satisfied with the way the Council deals with repairs and maintenance. Satisfaction was high with all aspects of the service, most notably with the attitude of workers in the repairs service (**97%**).



## The survey highlights areas that we would like to improve:

- Older tenants are less likely to engage with Housing Services online. To support tenants develop digital skills, we have a Digital Participation Officer in post.
- Tenants have also told us it is difficult to get hold of the right person and we will look at how we can improve this.

- We continue to monitor and review complaints handling on quarterly basis to help us identify ways we can improve housing and related services.
- The survey highlighted a lower level of satisfaction with some aspects of the caretaking and concierge service. We are working with the High Rise Quality Circle to review what improvements can be made.

We would like to thank everyone who took part in the survey. Your feedback is valued and helps us to improve the service we provide to you.

You can read the full survey by visiting the Councils website: [www.renfrewshire.gov.uk/tenants](http://www.renfrewshire.gov.uk/tenants)

# Tenancy changes: how they affect you

There have been recent changes to legislation that affect your rights as a Scottish Secure Tenant. It is important that you know what this might mean for you now or in the future.



The Housing (Scotland) Act 2014 introduces minimum residency and notification periods for:

- People wanting to succeed your tenancy on your death
- People you may want to assign your tenancy to
- People you may wish to have a joint tenancy with
- Where you may wish to sub-let your tenancy

These changes are expected to come into force in 2019, so it is very important that you tell us of any changes to your household as soon as possible.

## Let us know when someone has moved in.

When someone moves in with you, you must let us know immediately. This will help ensure you and all those living with you don't miss out under the new tenancy changes.

## Succeeding to a tenancy

When someone dies, there are certain categories of individuals who become 'qualified persons' and have the right to succeed a Scottish Secure Tenancy. This hasn't changed, however there have been some changes to the qualifying period of residency in a tenancy that you need to know about.

What's changed:

- There continues to be no qualifying period for the tenant's husband, wife, civil partner or joint tenant, provided that the property has been the person's only or principal home at the time of the tenant's death.
- Partners, members of the tenant's family aged 16 or over and carers aged 16 and over (who have given up a previous only or principal home), now must have lived in the tenancy as their only or principal home for 12 months prior to the tenant's death and the 'qualifying person' (e.g. the partner, family member or carer), or tenant must have notified the landlord that the person was living in the home. The 12 month qualifying period only starts from the date the landlord has been notified.

## Succession and Carers

If someone, such as a family member, has moved in to your home to help care for you, then you need to let your landlord know in the same way you would if any other person moves into your tenancy with you.

If the carer wishes to succeed the tenancy, they must have lived in the tenancy as their only or principal home throughout the 12 months prior to the tenant's death and the landlord must have been notified that the carer was living in the home.

The 12-month qualifying period only starts from the date the landlord has been notified.

In order to avoid carers having to move out in these circumstances, it is important that you let your landlord know they are living with you.

In the future, if anyone is planning to move in with you to help to look after you, it is better if they get some advice first about their rights as a carer and how giving up their own home may affect their future rights to a tenancy.

Succession and carers advice is available from the Renfrewshire Carers Centre by calling 0141 887 3643 or visiting them at Unit 55 Embroidery Mill, Abbey Mill Business Centre, Paisley, Renfrewshire, PA1 1TJ. You can also get advice from your local neighbourhood services team.

## Assigning your tenancy

Before a tenant can assign their home to someone else, they must apply in writing to their landlord for written permission to do so and get their landlord's consent.

What's changed:

- The house must have been the tenant's only or principal home during the 12 months immediately before the tenant applies for written permission to pass their tenancy to someone else.
- The person the tenant wishes to pass their tenancy to must have lived at the property as their only or principal home throughout the 12 months before the date the tenant applies.
- The tenant, joint tenant or person they wish to assign their tenancy to must have notified the landlord that they wish to assign the tenancy to, must live in the home. The 12 month period only starts from the date the landlord has been notified that the person is living in the property as their only or principal home.

## Joint tenancies

A joint tenant can be added to the tenancy agreement with permission from the landlord.

To apply, the tenant, any existing joint tenants and the person wishing to be added as a joint tenant must write to the landlord asking for permission. The landlord will assess the application and give consent in writing.

What's changed:

- The person wishing to be added as a joint tenant must have lived at the property as their only or principal home throughout the 12 months before the tenant applies for them to become a joint tenant.
- The tenant, joint tenant or person wishing to be added as a joint tenant must have notified the landlord that the person they wish to become the joint tenant is living in the house. The 12-month qualifying period only starts from the date the landlord has been told that the person is living in the property as their only or principal home.
- The 12-month qualifying period applies to anyone wanting to be a joint tenant including the tenant's husband, wife, civil partner or co-habiting partner.

## Subletting your tenancy

You still need to apply in writing for written permission to get our consent if you want to sublet your tenancy

What's changed

- The tenant must have been the tenant of the house throughout the 12 months before they apply for written permission to sublet their home.
- If the tenant has not been the tenant throughout the 12-month qualifying period, the house must have been their only or principle home during those 12 months and the person who was the tenant at the time must have notified the landlord that this person was living there. The 12-month qualifying period does not start until the landlord has been notified.

Remember to let us know when someone moves in as soon as possible as information cannot be backdated. For more information, pick up a leaflet from your neighbourhood office or call us on 0300 3000 222 (and select option 2).

# Scottish Social Housing Charter Report to Tenants 2017-2018



## How is Renfrewshire Council performing as a landlord?

The Scottish Social Housing Charter sets out the standards and outcomes all social landlords should aim to achieve.

In August 2018, the Scottish Housing Regulator (SHR) published a report on Renfrewshire Council's performance as a landlord.

The report looks at 18 key indicators, such as service satisfaction, repairs performance and rent collection. You can read this at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

We have produced our own version of the report to let you see how we are performing on a wide range of measures.

**SHN: Scotland's Housing Network figures** relate to 26 local authority housing services and Glasgow Housing Association.

**SHR: Scottish Housing Regulator figures** relate to all Registered Social Landlords (RSLs) and local authority housing services.

## Tenant satisfaction



Indicator 1

**88%**  
of Council Tenants said you were satisfied with the service we provide you. This is better than the last survey (82.2%).

89.7% SHN  
90.5% SHR



Indicator 6

Almost **88%** of Council tenants said you were satisfied with opportunities to take part in our decision-making processes. That's better than the SHN average.

84.2% SHN  
85.9% SHR

## Re-let properties

We saw an overall improvement in new tenants remaining in their property for more than a year.



Indicator 20

**88.5%**  
new tenants across Renfrewshire remain in their property for more than a year.

88.4% SHN  
88.7% SHR



Indicator 35

In 2017/18, we let 1,012 houses in an average of:

**38 days**

the same length of time taken as the previous year, but we are working to improve this.

31 days SHN  
31 days SHR

## Neighbourhood and community



Indicator 17

**83.2%**  
of tenants are satisfied with the management of the neighbourhood they live in, up from the last survey (82.5%).

87.6% SHN  
88.0% SHR



Indicator 18

**37.7%**  
of tenancy offers were refused, an improvement from 39.7% last year.

35.9% SHN  
35.9% SHR



Indicator 19

**95%**  
of anti-social behaviour cases reported in the last year were resolved within our local target of 21 days. This is slightly down from last year's figure (96.4%).

87.9% SHN  
87.9% SHR

**478** anti-social behaviour cases were resolved within our targets.

## Rent and service charges

Last year, we collected more than £45 million in rent and rent arrears in Renfrewshire continue to fall. We provide support and advice to all tenants at an early stage to make sure your rent arrears do not build up.

We have reduced the money lost due to properties being empty to 1.3%, which is saving the Council more than **£100,000** of lost income.

**£45million+**  
collected in rent last year



Indicator 30

**101%**

rent collected last year. This includes rent and collection of rent arrears.

99.3% SHN  
99.4% SHR

Indicator 31

**4.88%**

is the percentage of gross rent arrears at 31 March 2018. This is an improvement on last year (5.4%) and better than both SHN and the Scottish average.

5.6% SHN  
5.2% SHR

Indicator 34

**1.3%**

is the amount of rent lost due to empty properties. This is an improvement from last year (1.5%) but still higher than SHN and the Scottish average.

0.9% SHN  
0.7% SHR



Indicator 33

**56.7%**

of factored owners are satisfied with the factoring service they receive, which is similar to last year but below the SHN and SHR Scottish average.

63.4% SHN  
66.2% SHR



## Value for money



Indicator 29

**75.8%**

of Council tenants felt that the rent you pay us was good value for money, which is slightly lower than the previous survey (77.2%) and below both the SHN and Scottish average.

82.9% SHN  
83.2% SHR

In our most recent Tenant Satisfaction Survey, of the tenants who responded, 32.7%, said their rent represents 'very good' value for money and 43% 'fairly good' value for money.



## Paying your rent

**It is important that you pay your rent on time as your rent pays for the services we provide.**

If you are having problems, there are several ways we can help. We can provide advice on the best way to pay your rent that suits your circumstances. We can also refer you to specialist advisors to give you support on money, employment and energy concerns as well as making sure that you maximise your income by claiming all benefits or tax credits due to you.

**You can ask for a private interview or home visit. Call on 0800 085 9126 to arrange an appointment.**

## Repairs, maintenance and improvements

Last year, the Council carried out more than **50,000 repairs**

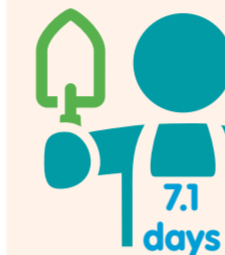


**5.1 hours**

Indicator 11

18,500 emergency repairs were completed in an average of **5.1 hours**. This is better than last year (6.9 hours).

4.1 hours SHN  
4 hours SHR



**7.1 days**

Indicator 12

32,000 non-emergency repairs were completed in an average of **7.1 days**. This is better than last year (7.4 days).

6.6 days SHN  
6.4 days SHR



Indicator 13

**90.2%**

of non-emergency repairs were completed 'right first time'. This is a slight reduction in performance from last year.

93.6% SHN  
92.2% SHR



**98.9%**

of repair appointments were kept. This is better than the SHN and SHR average.

95.7% SHN  
95.5% SHR



Indicator 15

**99.97%**

of almost 10,800 Council houses that required a gas safety check were completed by the anniversary date last year. There were only three cases where the gas safety record was not renewed by the anniversary date but we took immediate action to investigate the reason why and updated our processes.

99.8% SHN  
99.8% SHR



Indicator 16

**98.3%**

of tenants are satisfied with repairs than last year, up from 91% to 98% and much better than the average from Scottish Local Authorities.

92.1% SHN  
92.1% SHR



We interviewed around **3,700** tenants about their experience of the repairs service.

just over **3600** told us they were satisfied or very satisfied

## Housing Quality



Indicator 7

**93.5%**

of our properties meet SQHS, 2% more than last year (91.4%).

94.4% SHN  
94.2% SHR

Last year, we brought another 264 properties up to the Scottish Housing Quality Standard (SHQS), bringing the total of housing meeting SHQS up to 11,348 out of 12,136. After applying allowable exclusions and abeyances, the Council is **100%** compliant with SHQS.

There remains a small number of properties where the tenants have previously refused internal works. These properties will continue to be targeted to carry out the necessary works to bring them up to SHQS.

Indicator 8



**100%**

of our properties meet the appropriate National Home Energy Rating (NHER) or Standard Assessment Procedure (SAP) rating, up from 98% on last year.

97.5% SHN  
97.6% SHR

Indicator 9

**88.6%**

of tenants who moved into their home within the last year were satisfied with the standard of their home. This is slightly down from last year (89.5%) and slightly below the SHN and Scottish average.

90.4% SHN  
90.2% SHR

Out of 202 tenants who moved into their property last year and responded to our home satisfaction survey, 114 told us they were 'very satisfied' and 65 said they were 'satisfied' with the standard of their home when moving in.

Indicator 10



**83.9%**

of all tenants who took part in the 2018 Tenant Satisfaction survey said they were satisfied with the quality of their home. This is up from 82.9% in the previous survey.

88.3% SHN  
87.9% SHR

## Keeping you up-to-date

Indicator 3

**82.2%**

of tenants said we were good at keeping you informed about services and decisions, up from 79.9% in the last survey.

90.9% SHN  
91.7% SHR



Indicator 4

**100%**

of '1st' and '2nd' stage complaints (634) were answered in full



Our most common complaint was about repairs. We are using your complaints to help us improve the repairs service.

Indicator 5

**87.4%**

of '1st stage' (frontline) complaints (547) were answered in full within 5 working days.

85.6% SHN  
86.3% SHR



**100%**

of '2nd stage' (investigation) complaints (12) were answered in full within 20 working days.

82.6% SHN  
83.4% SHR

Renfrewshire Council takes complaints seriously and is committed to providing high-quality customer services. Our definition of a complaint is:

'Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us, or on our behalf.'

## Gas safety checks

As a landlord, the Council has a legal duty to make sure a gas safety check is carried out in your home each year.

**Please do not ignore gas safety letters and tell us if you need to change your appointment.**

## Homelessness

We want all people who present as homeless to have quick and easy access to help and advice. We make every effort to house people in suitable, good quality accommodation and to provide housing support.

During the last 12 months, temporary accommodation was provided to 784 households in Renfrewshire. The majority stayed in Council properties.



Indicator 25

**93.6 days**

is the average length of stay in temporary accommodation, an increase of 6 days on last year (87 days). This is partly due to action we have taken to tackle repeat homelessness.

103.2 days SHN  
103.2 days SHR



Indicator 27

**0.8%**

of offers of temporary or emergency accommodation offered were refused, down from 1.9% last year.

The refusal rate continues to improve. This reflects the good quality of the accommodation and support arrangements in place.

9.1% SHN  
9.0% SHR



Indicator 28

**89%**

of homeless households were satisfied with the quality of temporary or emergency accommodation, an improvement from last year (83.2%) and higher than the Scottish average.

85.3% SHN  
87.9% SHR

## Adaptations

Indicator 23

**33.6 days**

is the average number of days we take to complete approved applications for medical adaptations, an improvement of 11 days (from 44 days) last year.

46 days SHN  
51.3 days SHR



## Work starts on 95 new homes at Johnstone Castle

Regeneration work at Johnstone Castle is underway now that the area has been made ready for construction.

Earlier this year, the area was cleared following the demolition of tenement flats at Elm Drive, Cedar Avenue and Tower Road. The works carried out by demolition contractors were completed well ahead of schedule.

Our new build contractor ENGIE were formally appointed in July, with the first phase of works starting in August at Spruce Avenue. Work is expected to continue on-site until spring 2020 when the final phase of the 95 homes is complete.

ENGIE will hold regular information sessions to update residents on progress. The sessions will take place at the local community centre on Pine Crescent and details will be posted on the Council's website.

The first session was held in August to give residents the chance to meet ENGIE contractors and talk about the project.

If you have any questions about the regeneration project or construction works at Johnstone Castle, please contact the Housing Regeneration Team:

**Evonne McMahon, Regeneration Officer**  
0141 618 6003 or 07985 719207

**David Cowan, Development Officer**  
0141 618 6297 or 07789 652938



**If you have moved temporarily as part of the regeneration project and you want to be considered for one of the new build properties, you need to complete a new housing application form. If you have not yet completed a new application, please contact the Johnstone Neighbourhood Office on 0141 618 2581.**



**"It is wonderful to see work starting on the new Council houses at Johnstone Castle — this will benefit the whole community and future generations"**

**Councillor Marie McGurk, Convener of the Councils Communities, Housing and Planning Policy Board**

## New Build contractor appointed for Bishopton

The Council has appointed Lovell to construct 80 new homes at two social housing sites within Dargavel Village in Bishopton. Works started on site in October, with completion scheduled for spring 2020.

The development will be a mix of mainly two and three-bedroom homes but will also include one and two-bedroom flats and a small number of which will have lift access.

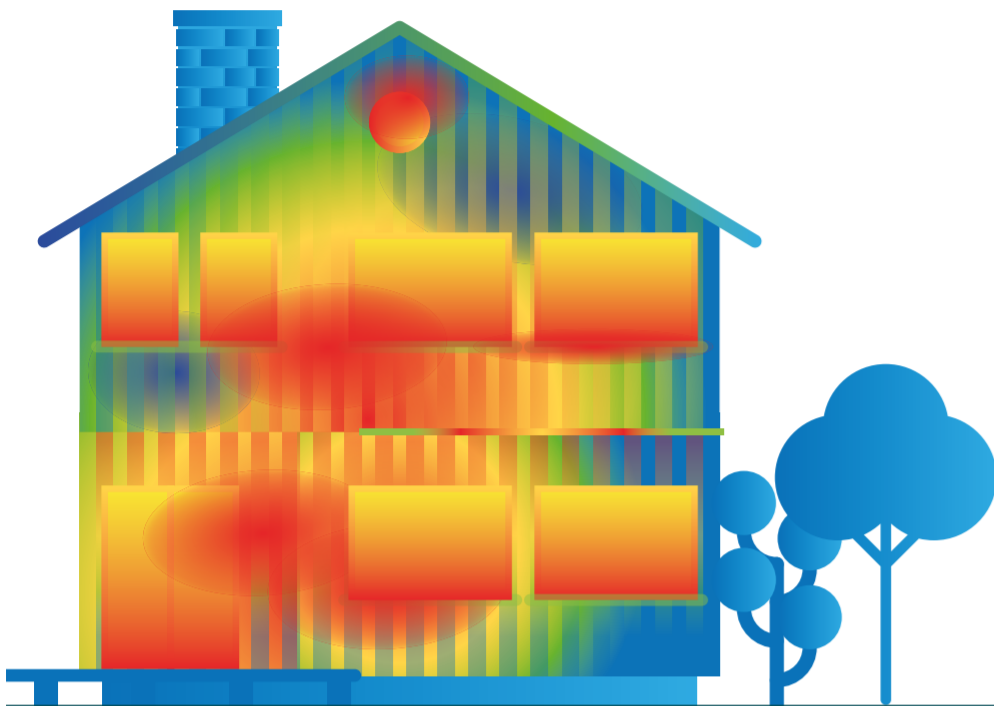
Situated right next to Bishopton train station and the proposed retail and town centre of the village, these homes will be highly sought-after.

If you wish to put your name on the Council's Housing list, please contact the Housing Options team on 0300 300 0222.

The site and house layouts can be viewed on the Council website at [www.renfrewshire.gov.uk/dargavel](http://www.renfrewshire.gov.uk/dargavel)

## Residents enjoy HEEPS of home comforts

In the last edition of Peoples News, we told you about the Scottish Government's Home Energy Efficiency Programmes for Scotland (HEEPS) Area Based Scheme.



More than 500 Renfrewshire residents have benefitted last year from external wall insulation works as a result of funding secured from the Scottish Government's HEEPS ABS funding scheme. The scheme delivers energy improvement works and involves using thermal imaging to identify a building's heat loss and includes a home energy audit.

Homes in Bridge of Weir, Houston, Johnstone, Kilbarchan and Lochwinnoch were all upgraded last year and this year homes in Linwood and Lounsedale benefitted.

The next phase of works has now begun in Lochfield, where residents will see their homes improved over the coming months.

Councillor Marie McGurk, Convener of Renfrewshire Council's Communities, Housing and Planning Policy Board said: "We have worked hard to secure millions in Scottish Government HEEPS funding, directing this to the Renfrewshire residents who need it most."

**"The works make a real difference to the warmth and comfort of a home and are estimated to help residents save around 25 per cent on their heating bills, hugely important in tackling fuel poverty."**

"There are benefits for the local environment too, with more energy efficient homes reducing our carbon footprint. I look forward to the scheme's continued success in Renfrewshire, helping both Council tenants and home owners."

**All Renfrewshire residents can also get help managing their fuel bills by calling the free, confidential and impartial Advice Renfrewshire on 0808 164 2922.**



## Garden created by tenants and school children is blooming lovely

A colourful garden has been created by tenants from Cairn Heights and Glencairn Court Amenity Housing alongside pupils from Paisley's Gallowhill Primary School.

The tenants group received a £250 grant from Action Earth to fund the intergenerational gardening work and used it to make improvements to their garden that brighten it up and brought it to life.

The colourful garden was designed by both tenants and children, who also planted sunflowers from seeds—resulting in some

healthy competition between both experienced and budding gardeners. Friendships have also bloomed between the two different generations.

The tenants at Glencairn Court donated a variety of plants which nominated gardeners Hetty and Cora took and decided where to place them.

# Universal Credit implemented across Renfrewshire

Universal Credit (a new benefit implemented by the UK Government) is now live in Renfrewshire. It's a single monthly payment for people in or out of work and replaces the following benefits and tax credits:

- Housing Benefit
- Income Support
- Jobseekers Allowance
- Employment and Support Allowance
- Child Tax Credits
- Working Tax Credits

If you currently claim any of the above, you won't need to do anything until the Department for Works and Pensions (DWP) contact you, unless:

- you make a new claim for any of the above benefits or tax credits, or your circumstances change and your benefits need to be reassessed

**All claims for Universal Credit are made online and it's important you make your claim as soon as you can. To find out if you're eligible, or to make a claim, visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit).**

If you don't have access to a computer, laptop, tablet or smartphone, you can book a computer at Renfrewshire Libraries or drop-in and use the computers within the customer services in headquarters. You can also book an appointment with a digital teacher—known as a Digiteer—at a library if you aren't confident about using a computer or getting online.

If you don't have wifi or data, you can access free public wifi at Johnstone, Renfrew and Paisley town centres as well as within Renfrewshire House.

## Changes to Housing Benefit

If you claim Universal Credit, this will usually include your housing costs (previously Housing Benefit). Unless you fall into the following categories, you should claim housing costs if you claim Universal Credit:

- claimants who have reached Pension Age
- claimants who live in supported exempt accommodation
- claimants who live in temporary accommodation
- claimants who have 3 or more children and have not claimed UC in the last 6 months (this exception will be removed after January 2019)

Anyone who is still eligible to apply for Housing Benefit should continue to do so through Renfrewshire Council. Find out more at [www.renfrewshire.gov.uk/housingbenefit](http://www.renfrewshire.gov.uk/housingbenefit).

Council Tax Reduction should be claimed through Renfrewshire Council regardless of these changes as this is not included in Universal Credit. Visit [www.renfrewshire.gov.uk/counciltaxreduction](http://www.renfrewshire.gov.uk/counciltaxreduction) to find out more.

**Tip: If you need advice about benefits or debts, contact Advice Works on 0300 300 1238, Advice Renfrewshire on 0808 164 2922 or Renfrewshire Citizen's Advice Bureau on 0141 889 2121.**



To find out more about Universal Credit and what support is available in Renfrewshire, visit [www.renfrewshire.gov.uk/universalcredit](http://www.renfrewshire.gov.uk/universalcredit).



# MyAccount

[www.renfrewshire.gov.uk/MyAccount](http://www.renfrewshire.gov.uk/MyAccount)



You can also register for MyAccount where you can access a whole range of Council Services including your Rent Account, make payments, Council Tax Accounts, make applications for Council Tax Reduction and Discretionary Housing Payments and access other Council Services.

To register or access your account, visit [www.renfrewshire.gov.uk/myaccount](http://www.renfrewshire.gov.uk/myaccount)



## Moss Street shop is here for all your housing needs

If you're looking for housing or considering a mutual exchange, you can drop in any time to the Council's Moss Street shop.

Taking a mutual exchange means you swap your home with another tenant within Renfrewshire.

Most mutual exchanges involve another council tenant or the tenant of a housing association, but we also consider exchanges between council tenants and private landlord tenants. Swapping your home may help you get the kind of house or flat that you want without having to be on the council's housing waiting list.

Inside, you'll find house exchange adverts showing the latest additions as well as other Council and housing association properties available for let. You can also find these adverts on our website

You can also use the PCs to search for a suitable exchange or update your house exchange details. Staff are also on hand to provide information and advice on housing-related matters.

Tenants will also get support to make or manage their Universal Credit claim.

To arrange an appointment at the shop, call 0300 300 0222 and select option 2 or simply drop in for a chat about mutual exchanges and your housing options.

### Getting advice

You can also find advisors from the Council's Advice Works team and other services who can give you confidential advice on money and debt issues inside the Moss Street shop.

## Useful numbers

<b>Housing Advice &amp; Homeless Services</b> 0300 300 0222	<b>Adult Protection Renfrewshire</b> 0300 300 1199
<b>Housing &amp; Council Tax Benefit (Council Tenants)</b> 0300 300 0204	<b>Advice Works helpline</b> 0300 300 1238 (Mon to Fri 10am to 4pm)
<b>Housing Services</b> 0300 300 0222	<b>Antisocial Behaviour Helpline</b> 0300 300 0380
<b>Intervention Team— Rent Enquiries</b> 0800 085 9126	<b>Child Protection</b> 0300 300 1199 0300 343 1505 (evenings and weekends)
<b>Out of hours emergency Repairs</b> 0300 300 0300	<b>Current Benefit entitlement</b> 0300 300 0288 (option 2)
<b>Performance Information</b> 0141 618 6264	<b>Energy Saving Scotland Advice Centre</b> 0808 808 2282
<b>Repairs Contact Centre</b> 0300 300 0300 (within office hours)	<b>Gas Servicing</b> 0300 300 0300
<b>Social Work Area Office</b> 0300 300 1199	<b>Graffiti Reporting</b> 0300 300 0380
<b>Tenant Consultation Team</b> 0141 618 6260	<b>Greener Renfrewshire</b> 0300 300 0380
	<b>Homelessness &amp; Social Work stand by service (24hrs)</b> 0300 300 0222

## How do I complain?

We always welcome feedback from customers on the level of service you receive. If you are not happy with aspects of this service, then you should speak with that area of the service first to resolve. However if you are still unhappy, then you can complain by:

**Phone:** 0300 300 0300

**Email:** [complaints@renfrewshire.gov.uk](mailto: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](http://www.renfrewshire.gov.uk)

## Tell us what you think

Tell us what you think of the People's News, both its format and contents.

Email us at [strategyandplace.hps@renfrewshire.gov.uk](mailto:strategyandplace.hps@renfrewshire.gov.uk) or call 0141 618 6264.

## 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 براۓ مہربانی ہم سے پوچھئے۔

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

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



**0141 618 6264**



**[HousingStrategyQuality.hps@renfrewshire.gov.uk](mailto:HousingStrategyQuality.hps@renfrewshire.gov.uk)**

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