

**SBiA**

SCOTTISH BORDERS  
HOUSING ASSOCIATION

# Know your Tenancy



## Welcome to your new SBHA home

This document will be available in other languages, large print, and audio format upon request.

Na życzenie mogą Państwo otrzymać ten dokument w innej wersji językowej, w formacie dużym drukiem lub w postaci nagrania dźwiękowego.

Mediante solicitação, este documento estará disponível noutros idiomas, em formato ampliado e em áudio.

Tento dokument bude na vyžádání k dispozici v jiných jazycích, velkém tisku a v audio format.

# Welcome to your new SBHA home

This Booklet has been devised to help you get to "Know Your Tenancy" and hope that you will find it useful.

You will have signed your Tenancy Agreement before you received the keys to your home. It is a legal contract between you and SBHA, setting out your rights and responsibilities and our duties as a Landlord. It cannot be changed without your agreement. The Tenancy Agreement is signed by you and us and we both agree to keep to the terms and conditions. Full details can be found in your Tenancy Agreement but if you have any questions, please contact your Housing Officer who will be pleased to help.

As a Tenant of SBHA, you will be expected to do a number of things, this includes:-

- Paying your rent on time;
- Keeping to the conditions of your Tenancy Agreement and respect the rights of those around you, so all Tenants are able to live in peaceful enjoyment in their home;
- Making sure those living with you and your visitors do not harass or act in an anti-social manner towards any person in the neighbourhood. Anti-social behaviour means causing, or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to property. Anti-social behaviour can range from frequent loud music and drunken behaviour to vandalism, dog fouling or verbal abuse;
- Advising SBHA of any changes to your household circumstances, informing us as soon as there is a change to those who are living in the house;
- Allowing SBHA to service your gas appliances once a year (required by law);
- Applying for permission to keep a pet.

## Principal home

You must live in your property as your only and principal home. This means you cannot live anywhere else as a tenant or owner. If you do, then you may lose your rights as a secure tenant and SBHA can serve a Notice of Proceeding to bring your tenancy to an end. When you have been in your home for at least 12 months, you may be able to exchange your tenancy, sublet the tenancy or assign it to someone else. You will need written permission to do this - please see your Tenancy Agreement for full details.

## Paying your rent

The rent you pay for your home is SBHA's main source of income. For payment methods and options, or if you are finding it difficult to pay your rent, please refer to our booklet "A Guide to Paying your Rent" enclosed in this pack.

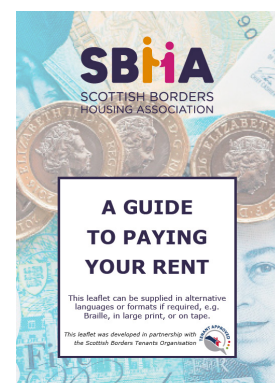
We want to work with you to keep your rent account in order and to prevent rent arrears. We send rent statements to Tenants in arrears to help them get back on track. If you are not in arrears but would like a statement please contact us.

We have a Welfare Benefits Officer who can provide you with advice on what benefits you may be entitled to in order to maximise your income. Please call Freephone 0800 0193 222 to speak to or arrange an appointment with the Welfare Benefits Officer.

## Support services

We appreciate that at times Tenants may have difficulty paying rent or dealing with other household expenses. We have a range of support available to help you. The most important thing is to get in touch with us as soon as possible if you think you're going to be in difficulty.

Get in touch with us by calling 01750 724444 / Freephone 0800 0193 222 or by emailing [enquiries@sbha.org.uk](mailto:enquiries@sbha.org.uk) and ask to speak to a member of the team in confidence. For more details about the range of support available, please visit our website - <https://www.sbha.org.uk/here-to-help>



# How to report a repair

SBHA provides a Repair by Appointment service and you can:-

- call SBHA on Freephone 0800 0193 222; or
- e-mail [enquiries@sbha.org.uk](mailto:enquiries@sbha.org.uk)

For further information on repairs, please see your Guide to Repairing and Maintaining your Home.

## Utility Provider

SBHA's current Gas Contractor is PH Jones. If you have any problems please call 01750 724444. To find out who your Electricity supplier is, please contact Meter Point Administration Service (MPAS) on 0330 1010 300. Please note you can change your Electricity supplier at any time. To find out who your gas supplier is, call 0870 608 1524.

## Home Contents Insurance

It is SBHA's responsibility to insure the building but you are responsible for your home's contents and decoration. SBHA are working in partnership with 'THISTLE Tenant Risks' to provide Tenants with an affordable option for home contents insurance.

### A special Home Contents Insurance Service for Scotland's Tenants

- Flexible regular pay-as-you-go payment options, fortnightly or monthly cash and monthly or annually by direct debit.
- No excess (you don't pay the first part of the claim).
- Covers theft, water damage and fire, and much more.
- No minimum home security requirements.
- Additional cover available for extended accidental damage, wheelchairs and mobility scooters, hearing aids and buildings cover for sheds, greenhouses and garages.



**For more information, contact SBHA on Freephone 0800 0193 222, or email [enquiries@sbha.org.uk](mailto:enquiries@sbha.org.uk).**

**For immediate cover, call Thistle on 0345 450 7286.**



It is in everyone's best interests that your home, family and personal belongings are safe from fire.

As your landlord, SBHA are working jointly with the Scottish Fire and Rescue Service, (SFRS) to provide the free Home Fire Safety Service to all new and existing Tenants, which will have the benefit of reducing the likelihood of fires within Tenants' homes.



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

If you would like a free 'Home Fire safety' visit, contact SFRS on Freephone **0800 0731 999**, or book online at [www.firescotland.gov.uk/contact-us/home-fire-safety-visits/](http://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/)

## Laminate flooring and wood block flooring

SBHA does not permit laminate or wood block to be fitted. This type of flooring can cause noise nuisance and disturbance to neighbours. For further information on this type of flooring, please ask for a copy of SBHA's Laminate Flooring / Wood Block Flooring Policy.

## Anti-social behaviour

SBHA has an in-house Anti-Social Behaviour Team who are there to help and provide advice to Tenants who are living with distress, alarm or annoyance in their home.

Call the Anti-Social Behaviour Team for advice and assistance on 01750 724444 / Freephone 0800 0193 222, or email [enquiries@sbha.org.uk](mailto:enquiries@sbha.org.uk)

## Gardens

All Tenants have responsibility for the upkeep of their own gardens.

## Keeping pets

If you wish to keep a pet then you must ask for written permission from SBHA, for further information, you can request a copy of SBHA's Pet Policy.



## Household waste and recycling information

### Individual properties with storage space

Scottish Borders Council will provide:

- **Grey lidded wheeled bins** for the disposal of household waste (all waste that cannot be recycled). Only one bin per household will be collected.
- **Blue lidded wheeled bins** for all your recycling material.
- **Small Brown bins** for food waste (in some areas).

Household waste and recycling waste are collected on alternative weeks throughout the year. Food waste is collected weekly. Please contact the Council for the Collection Calendar for full details of collection dates in your area.

All wheeled bins should be placed at the kerbside for collection by 7.00 am on your collection day. Items that are presented outwith your household waste wheeled bin will not be collected. To make best use of your recycling bin please wash and squash your plastic bottles.

If your household regularly has extra recycling that cannot fit in your wheeled bin then you can apply for a larger blue lidded recycling bin.



# How to contact the Council

**Email:** [customerservices@scotborders.gov.uk](mailto:customerservices@scotborders.gov.uk)

**Tel:** 0300 100 1800

## Special uplifts

Excess household rubbish can be taken to your nearest Community Recycling Centre. If however this is not possible, the Council can collect large bulky items from your property, e.g. sofas, fridges, washing machines, etc. (NB. There is a charge for this service).

## Blocks of flats

Due to space restrictions, many blocks of flats in the Borders have large communal bins for household waste and these bins are located at specific areas. These bins are for household waste only, not for recycling material like paper, cardboard, plastics, aerosols, tetra packs, aluminium and steel cans.

The majority of flats are provided with clear bags for their recycling material, however some flats do share large blue lidded recycling bins. If you are unsure what the arrangements are at your property, please contact Scottish Borders Council for further details.

- If no blue bin is provided, or if it is full, clear bags should be placed beside the communal bins for collection;
- Flatten cardboard boxes and put them next to recycling bags;
- Please do not use recycling bags for general waste;
- Keep access to the communal bin area clear.



## Communal areas

All Tenants and residents sharing a communal area such as stairwells, bin stores and drying areas have a responsibility to ensure that these areas are kept clean and tidy.

In cases of dispute, SBHA can decide on the arrangements for the use and cleaning of these areas but before we make a decision on this, we will consult with you.

If you are experiencing any problems relating to your communal areas, please contact your Neighbourhood Housing Officer for assistance.

## Contract services

Within many of our tenancies, additional services are provided by SBHA to benefit our Tenants. These services include:

- Stair Cleaning;
- Door Entry Security Systems;
- Communal Stair Lighting;
- Ground Maintenance.

If any of the above services are applicable to your tenancy, you would have been informed of this at your accompanied viewing. These services are paid for by a Service Charge incorporated within your rent. The exact amount will be explained to you by a Neighbourhood Housing Officer prior to the signing of your Tenancy Agreement.

Should you have any complaints about the standard of any services provided by SBHA, you should not hesitate to contact your local Neighbourhood Housing Officer.

## Satellite TV dish

If you wish to erect a satellite dish at your property then you must write to SBHA asking for permission.

## TV Licence

Don't forget that you need a TV licence. You can get this from the Post Office or online - visit <https://www.tvlicensing.co.uk>

## Garages

Trouble finding a parking space? SBHA has a wide range of garages available for rental throughout the Scottish Borders. As a new SBHA Tenant, you would be exempt from paying VAT on this rental charge, and the payment options for an SBHA garage are exactly the same as your new house.

If you are interested, please contact your Neighbourhood Housing Officer who will assist you with completing an Application Form.

## Guide to SBHA's Complaints Procedure

SBHA is committed to providing a good quality service for all Tenants and Customers and aim to get things right first time. If you're not happy with the service that has been provided, we encourage you to get in touch with us as we can use this information to learn and understand where we've got things wrong and look to improve the situation.

You can view information about how to make a complaint online - [www.sbha.org.uk/your-feedback-compliments-and-complaints/](http://www.sbha.org.uk/your-feedback-compliments-and-complaints/), or you can ask for a copy of our 'Do you have a complaint?' leaflet.



## Tenants calendar

The Tenants Calendar is jointly produced each year by the Scottish Borders Tenants Organisation (SBTO) and SBHA. The Calendar contains useful telephone numbers and contact details regarding SBHA's services.

It also provides other useful information regarding external agencies and services which you may find useful.

Please refer to the Tenants Calendar contained in your Tenancy Starter Pack for details.



# Opportunities to Participate in Decision Making

Involving Tenants and Customers in housing service improvements is vital to SBHA's success. There are lots of different ways you can get involved, spending as much or as little time as you like, contributing to the decisions made about your housing service.

If you would like to consider becoming involved, please tick any of the boxes below and return to our Tenant and Community Engagement Facilitator, South Bridge House, Whinfield Road, Selkirk, TD7 5DT or call Freephone 0800 0193 222 or email [communications@sbha.org.uk](mailto:communications@sbha.org.uk) for further information.

- The Scottish Borders Tenants Organisation (SBTO) – which is a constituted Organisation made up of SBHA Tenants which represents and seeks to take forward Tenants' views in relation to SBHA's Policies and Procedures and to ensure Tenants get the best possible housing service
- SBHA Board of Management – to be elected to the Board you must be a shareholding member of SBHA
- SBHA Customer Board – to be elected you must be a shareholding member of SBHA
- Estate Management Walkabouts – taking part on a walkabout with your Housing Officer on the estate in which you live
- Surveys and Questionnaires – give your feedback and opinion
- Local Groups – interested in being involved, or starting up a local group in the area in which you live
- Information Days and Conferences - attending Events
- Roadshows
- Become a Shareholding Member of SBHA. (see overleaf)
- Scrutiny Projects
- Focus Groups

Name.....

Address.....

Postcode..... Telephone number.....

email address.....

# Membership Application Form



Shareholding membership of SBHA is open to our Tenants and anyone who has an interest in our work and charitable objectives. As a Shareholder you can get involved and help shape the future of SBHA by:

- Electing the right people to serve on SBHA’s Board, who will effectively govern the Association;
- Voting at Annual General Meetings and any Special General Meetings; and
- Applying to be a Board or Sub-Committee Member based on your skills and experience.

**To find out more, see our Shareholding Membership Policy at [www.sbha.org.uk](http://www.sbha.org.uk) or get in touch to request a copy.**

Name of Applicant.....

Address.....

Postcode..... Telephone number.....

email address.....

Date of Birth..... Are you an SBHA Tenant? Yes  No

**Please tell us of any Member or SBHA staff or Governance Member to whom you are related or is your partner.**

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How did you hear about Shareholding Membership of SBHA?.....

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Why do you wish to become a Member?.....

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## DECLARATION

I have seen and read the Privacy Notice for Shareholders and SBHA’s Shareholding Membership Policy.

I am not excluded from Membership in any way stated in the Policy.

I enclose £1 membership fee

Signed..... Date.....

Thank you for taking the time to complete this form. Once your application has been received, we will notify you of when it will be considered by SBHA’s Board and, provided it is approved, you will then receive your Shareholding certificate.