Hjaltland
Housing Association







Tenant Focus Group

Approved

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SECTION ONE - Welcome to Hjaltland

We would like to welcome you to your new home.

We have designed this handbook with input from our tenants to:

- Give you information to help you enjoy your home
- Make you aware of the services we provide
- Make you aware of your responsibilities as a tenant.

The handbook has been split into easy to read sections and covers all areas of our service. If you would like more information, or something is not clear please contact us on 01595 694986. We are happy to help.

You can also find useful information on our website at www.hjaltland.org.uk

We hope you find this handbook useful. If you have any suggestions on how we can improve our service, or you have further queries on anything contained within this document, please let us know.

If you require this information in another format, such as large print or Braille, we will be happy to help. This handbook is also available on our website, where you can convert this to any language or use the accessibility 'ReachDeck' toolkit.







Online information to support you

We have created a bit of a ‘quick start guide’ for your tenancy with us - we hope you find this useful now and throughout your Hjaltland tenancy. If you can’t access the videos by using the QR Code, they are available on our website – www.hjaltland.org.uk

How to report a repair	**How to pay rent**	**Financial Support**
Tenant Participation	**Antisocial behaviour**	**Locating your stopcock**
Reset a tripped switch	**Energy Support**	**Making alterations**
Vacating your home	**Storage heating**	**Tenant Wellbeing Hub**

SECTION 2 - General Information

About Hjaltland

Hjaltland Housing Association Ltd was formed in 1980 from a merger of two organisations, Scottish Airports Ltd and Hjaltland Housing Association. Scottish Airports Ltd formed in 1974 with Hjaltland coming into existence the following year in 1975. Both organisations had the aim of assisting the Shetland Islands Council in providing housing for incoming workers at that time.

Hjaltland Housing Association Ltd now provides housing across Shetland for those in housing need. Our mission is to provide high quality affordable homes and services in communities where people are proud to live and work.

We will work with others, including the government, local authority, and communities throughout Shetland to ensure individuals and families succeed and reach their full potential.

Working closely with the Shetland Islands Council and the Scottish Government, the Association continues to build properties to assist in meeting Shetland's housing need in line with the Local Housing Strategy.

The Association is a registered Scottish Charity (No. SC031954) and is registered with the Scottish Housing Regulator as a social landlord. The Association's Housing Support services are also registered with the Care Inspectorate.

Office details

6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Tel: 01595 694986
Email: mail@hjaltland.org

Opening Hours: 9am to 5pm, Monday to Friday

Office closed: The office closes on 23rd December and will re-open after New Year public holidays (dates will vary year to year)
Last Wednesday in January
Easter Monday

Please do not hesitate to contact us or visit us if you need any assistance and staff will be happy to help you.

Committee

Hjaltland is run by a Management Committee, comprising of up to 15 voluntary members. The Committee Members come from a variety of backgrounds, skills and experience to help manage the Association. They meet monthly to discuss and decide on the future direction of the Association, agree policies and ensure the effective management of the Association.

Details of Hjaltland's Committee Members and minutes of the Committee meetings are available on our website at www.hjaltland.org.uk or on request at the office. Copies of our policies are also available on our website or at the office.

Types of Housing

General Needs Housing

The vast majority of our properties are general needs units. These properties are located in areas through-out Shetland. As part of our development programme we build houses which can accommodate varying needs.

Adapted properties

The Association has a number of properties that have been adapted. This can include adaptations such as making the unit wheelchair accessible or installing a wet floor shower etc.

Where appropriate and possible, the Association will adapt a property to meet the needs of an existing tenant this is detailed in the Association's 'Aids and Adaptations Policy'.

Housing with Support

Sheltered Housing

The Association has 13 sheltered properties in Lerwick. This accommodation is available to provide for varying levels of dependency based on the tenant's personal and housing needs. A Housing Support Worker is employed to provide a 'good neighbour' service, supporting tenants to live as independently as possible. As sheltered tenants' needs increase the Housing Support Worker will help the tenant and their families to access appropriate services from other agencies.

Supported Living

The Association has a number of supported properties, predominantly based in Lerwick, where the occupant is the tenant of the Association but the support package is provided by the Shetland Islands Council's supported living team.

Types of Service

Repairs & Maintenance

The Association use both in-house maintenance staff as well as local contractors to undertake our day-to-day repairs and planned maintenance. Section 8 of the handbook provides more detail of this service.

Housing Management Services

These services include the allocation of properties, along with ongoing support and assistance for the duration of each tenancy. The Association also aims to resolve any neighbour complaints, and works hard to support any tenant who may fall into arrears, or experience financial hardship. There are a number of sections within the handbook which apply to these areas of work.

Financial Inclusion Service

The Association provides a financial inclusion service to support tenants with budgeting and managing their money to ensure that rent payments are prioritised. Section 7 and 9 provides more information about this.

Factoring

The Association provides a factoring service to a number of sharing owners and owners on our schemes. The services provided include grass cutting, estate maintenance and cleaning of communal areas etc.

The Association is registered with the Scottish Government and our factoring registration number is PF000360. The Association adheres to Property Factors (Scotland) Act 2011 and the Code of Conduct for Property Factors. A copy of the Factors Code of conduct is available on the Scottish Governments website at www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act

Low Cost Homeownership

Shared Ownership

Shared ownership properties are units where a sharing owner owns either 25, 50 or 75% share in the unit, paying a mortgage on this element. A payment is then made to Hjaltland for the remaining percentage. Sharing owners are responsible for all the repairs and maintenance on their properties, with the exception of where they

pay a service charge for some services such as communal stair cleaning etc. This varies from scheme to scheme.

Sharing owners can either purchase more shares in their property until they own the unit outright or they can maintain their existing share. If sharing owners wish to move on, they sell their share with support and assistance from the Association, identifying a potential owner via the Association's Allocation policy.

New Build Shared Equity

As part of a new build development, The Association will occasionally build properties under this scheme, which assists first time buyers to purchase a property with help from the Scottish Government. If you would like to know whether we are currently developing any units under this scheme, please visit our website at www.hjaltland.org.

Protecting Your Personal Information

You have a right to confidentiality and we will hold any information we hold on you securely.

You have the right under the Data Protection Act to access the personal information we hold about you on our housing files – this is known as a Subject Access Request. If you are interested in accessing your information please write to the Association and we will outline the information you are allowed to access.

Please note that as part of our tenancy sign up procedures we may share information with the following agencies; SIC Council Tax, Benefits section, Housing and the Electoral Register Office. This is detailed within our Tenant/Housing Applicant Privacy Notice.

Regulation

Hjaltland is registered as a social landlord with the Scottish Housing Regulator. This means that the services we provide and the work we do is regulated. We provide annual returns to the Regulator detailing our performance and these are measured against the performance of other social landlords in Scotland.

In addition to this we are registered with the Care Inspectorate as we provide a number of housing support services. This means that we complete annual performance reports to the Inspectorate and are inspected by them on a regular basis.
Performance and inspection reports are circulated to tenants but are also available at the office.

Financial Regulation

The Association is also registered with the Financial Conduct Authority as a Co-operative and Community Benefit Society and The Scottish Charities Regulator (OSCR) as a charity. Our Scottish Charity Number is 031954. The Annual Financial Statements are audited by a firm of external auditors prior to being approved by the members of the Association at the AGM. The accounts

are then filed with the various regulatory bodies and are available to tenants on request.

FOISA – Freedom of Information

The Freedom of Information (Scotland) Act 2002 gives everyone the right to ask for any information held by a Scottish public authority. Registered Housing Associations including Hjaltland do not fall within the remit of this legislation. However, the Association works within the spirit of the legislation and where possible will provide the information requested.

SECTION 3 – Moving into your property

We hope that you settle well into your new home. Here are a few things that we think may help you with your move.

Keys

We will provide you with two sets of keys for your property when you sign your tenancy. It is important that you keep these safe as you will have to return all keys to the Association when you terminate your tenancy. You will be charged if all keys are not returned and we have to change the locks.

If you lose your keys, you will be charged by the Association for replacements, within a minimum £10 fee to cover the cost.
If you would like extra keys for your property, you can request this in writing and we will arrange for the keys to be supplied. You will have to pay for these new keys.

Rent Payments

It is vital that you prioritise to pay your rent. Failure to do so can put your tenancy at risk. The importance of paying rent will be discussed as part of your pre-tenancy discussions with the area Housing Officer, including a discussion on setting up a method of payment and looking into potential entitlement to welfare support. Full details on how to pay rent can be found in section 6 of this booklet.

Council Tax

Please remember to advise the Council Tax section that you have moved to your new address, as you will be responsible for the Council Tax on this property from the date the tenancy starts. They can be contacted on 01595 744683.

Electricity

It is your responsibility to take over the electricity supply for the property. You should take and note down meter readings as soon as you take on the tenancy and make contact with your preferred energy provider to set up an account with them. This will ensure that you receive an electricity supply, and are only charged for electricity usage you are responsible for. To ensure you are on the best tariff for your circumstances, you may wish to seek advice from Shetland Islands Citizens Advice Bureau.

District Heating (Shetland Heat Energy & Power - SHEAP)

Some of our properties have heating and hot water provided by the Lerwick District Heating scheme. When you sign your tenancy with us you will be advised if this applies to your property.

We will assist you to complete the relevant District Heating forms when you sign for your tenancy. You should make contact with SHEAP (Shetland Heat Energy and Power) on 01595 697111. Please note that you will be billed separately by SHEAP for this supply, in addition to your electricity supply.

Some properties with District Heating operate a 'Pay-As-You-Go' payment scheme. You will receive a payment card and can top-up your account at the following locations;

- Post-office counter at Toll Clock Shopping Centre
- Mareel
- Sound Service station

www.sheap-ltd.co.uk

Tv Licence

You should ensure that you have advised the television licence company of a change in your address. If you do not currently have a television licence, we would advise you to apply for one immediately. Remember you can be fined for not having a TV licence. Please contact them via their website at www.tvlicensing.co.uk

Forwarding Mail And Change Of Address

You should advise any relevant organisations of your change of address. This may include your banks/building societies, your doctor, DWP and job centre etc.

The post office can re-direct mail from your old address, and you should contact them to complete the necessary forms. There may be a charge for doing this. Forms are available online at www.postoffice.co.uk or at local post offices.

Insurance

The Association insures the property for the full cost of re-building, but we do not insure your household contents. You are responsible for this, and we would encourage you to take out appropriate insurance cover which can be relatively inexpensive and gives you peace of mind that if damage occurs to your belongings, you will be covered by your contents insurance. The Scottish Federation of Housing Associations offers an insurance service in conjunction with Diamond Insurance

Scheme, who can be contacted on 0345 671 8172, but there are also other insurers. We would recommend that you shop around for the insurance cover that suits you.

Being A Good Neighbour

We want everyone on our schemes to live in a safe, secure and pleasant environment. It is important that all tenants treat their neighbours with respect, look out for each other and show consideration in the things that you do. Following a few dos and don'ts can make life more enjoyable for you and your neighbours.

Do:

- Keep your pets under control at all times and make sure that you clean up after them at the time
- Close gates and doors behind you, especially if you live in a block with a door entry system
- Ensure your children are not causing a nuisance
- Make sure all visitors enter and leave your property quietly. You are responsible for their behaviour
- Put your rubbish in the bins provided or put out rubbish on the day it is to be collected
- Keep your neighbourhood tidy e.g. do not drop litter such as cigarette ends
- Where there are door entry systems in operation, please ensure call buttons are used appropriately, and communal doors are not propped open

Don't:

- If you live in a flat with a neighbour below, do not lay laminate flooring
- Play music or TVs etc. at a loud volume, especially late at night
- Do not allow visitors to your property to cause a disturbance Remember that late at night noise travels further and even if you are speaking this can cause a disturbance to neighbours
- Leave rubbish or bulky items in communal stairwells or on the scheme
- Where there is a door entry system do not let anyone into the property if you do not know them
- Use household appliances such as hoovers or washing machines late at night or very early in the morning
- Participate in or allow illegal activity in the property as the Association will take action to evict you.

Anti-Social Behaviour And Neighbour Disputes

We hope that whilst you are our tenant that you do not experience these problems. However, if you do please make contact with the Association so that we can help to resolve the problems you are experiencing.

The vast majority of our tenants act in a reasonable and responsible way towards each other. However, inevitably, there are times when disputes arise and Hjaltland Housing Association works in partnership with various agencies, such as the Council, the Police and Shetland Mediation to tackle incidences of anti-social behaviour.

We must remind all tenants that any nuisance caused by you or your visitors is a breach of your tenancy agreement and all cases of anti-social behaviour will be taken seriously by the Association.

Harassment

The Association is an equal opportunities organisation. It therefore treats all instances of harassment on the basis of age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation extremely seriously. People who harass others or allow their visitors to do so, may lose their home as a consequence.

Pets

The Association will permit pets to be kept where it is reasonable and where prior written permission has been sought by the tenant. Dogs must be kept on a lead at all times when in communal areas.

Your pet must not cause a nuisance or damage to the property or communal areas. If your pet fouls you must clean it up immediately. If you fail to do this, consent to keep a pet will be withdrawn and you will be required to rehome your pet.

Gardens

If you have use of a garden, you must keep it neat and tidy. If you have sole use of a garden, you are responsible for cutting the grass and maintaining the garden. If you have access to a shared garden, then the Association will arrange to cut the grass and you will pay a service charge. If you share a garden, please be considerate towards other tenants who have to use the garden and shared washing lines too.

Refuse Collection

Refuse is collected by the Shetland Islands Council and rubbish is collected from different areas of Shetland on different days. Please put out your rubbish on the day the collection is due or into the communal bin stores where provided.

Monday	Breiwick Road, Lerwick Browns Road, Lerwick Colonial Place, Scatness Excelsior Place, Lerwick Lyndhurst Place, Lerwick Glenfarquhar, Lerwick Harbour Street, Lerwick Hillock, Boddam John Jamieson Closs, Lerwick Mid Gard, North Roe Sanblister Place, Dunrossness Scalloway Road, Lerwick Setters Hill Estate, Unst Sinclair Thomson House, Lerwick Stackhoull, Sullom Stucca, Hillswick Saand View, Eshaness Thistle Court, Virkie Water Lane, Lerwick
Tuesday	Brough View, Yell Haldane Burgess Crescent, Lerwick Nordavatn, Lerwick Observatory, Lerwick North Heathery Park, Gulberwick North Lochside, Lerwick Millgaet, Lerwick
Wednesday	Brae Brind, Cunningsburgh Cairnfield Road, Lerwick Goodlad Crescent, Lerwick Russell Crescent, Lerwick Sandwick Scalloway, excl. East Voe Upper Glebe, Bressay
Thursday	Burra Da Vadill, Lerwick Sandness Gremmasgaet, Lerwick Grostane, Lerwick Hill Grind/Burnbank, Lerwick

	Wista, Lerwick Hjaltland Place, Lerwick Lingaro, Bixter Norgaet, Lerwick Norrendal, Whalsay Scalloway, East Voe only Stanegarth, Lerwick Staneyhill, Lerwick Stocketgaet, Lerwick Vagaland, Walls
Friday	Aith Arheim, Lerwick Grodians, Lerwick Kalliness, Weisdale Nederdale, Lerwick Quoys, Lerwick Sundhamar, Lerwick Tingwall

Bulky Goods

Please contact the Council on 01595 744891 if you have any bulky items to be removed. They will remove up to 6 items for a charge of £42, although this may be reduced if the household is in receipt of certain means-tested benefits..

Do not leave items in garden or communal areas or outside your front door as this is a breach of your tenancy agreement and you will be charged for the removal of these items. The charge is likely to be higher than the £30 charged by the Council.

Lerwick Dump

The Shetland Islands Council have a waste disposal facility at Gremista. Members of the public can take items to the dump for disposal free of charge. For opening times please see the Council's website. www.shetland.gov.uk

Recycling

For recycling, your household will either be provided with communal bins or two individual bins to separate your waste and recyclables:

- The blue-lidded bin is for paper, card and cardboard.
- The grey-lidded bin is for cans, cartons and plastic bottles
- The purple reusable bag is for taking glass bottles and jars to your recycling point.

Your non-recyclable rubbish will be collected every two weeks. On the weeks you do not receive a non-recyclable rubbish collection one of your recycling bins will be emptied. For example a property may receive the following collection cycle:

- Week 1: Card & Paper (blue-lidded bin)
- Week 2: Non-Recyclable
- Week 3: Cans, Cartons & Plastic (grey-lidded bin)
- Week 4: Non-Recyclable

If you are unsure what day your rubbish is collected please consult your collection calendar using the link below.
https://www.shetland.gov.uk/rubbish-recycling/collection-calendar.asp

SECTION 4 - Understanding Your Tenancy

A summary of your rights and responsibilities as a Scottish Secure Tenant are detailed below. If you are a joint tenant with another person, you both have equal rights and responsibilities. Please contact the office if you have any other queries in relation to your rights and responsibilities as a tenant.

Your Tenancy Agreement

Your rights and responsibilities are defined by housing legislation as outlined in your Scottish Secure Tenancy Agreement. The Tenancy Agreement is a legal contract between you and Hjaltland Housing Association, and you will be given a copy of the agreement to keep.

Your Rights as A Scottish Secure Tenant

Security Of Tenure

As a Scottish Secure Tenant, you have security of tenure. This means that you cannot be evicted from your home without a Court Order. You also have a right to request the following variations to your tenancy;

The Right To A Joint Tenancy

The tenant and a person who is not a tenant but who occupies the house as their only and principal home can apply in writing for a joint tenancy.

Hjaltland Housing Association will consider this request. Certain criteria must be met before the Association will agree to the joint tenancy.

Subletting

There may be some situations when you may need to be away from your home for a period of time and you may wish to sublet your home to another person whilst you are not staying there.

You must apply in writing to us to seek permission to do this. Certain criteria must be met before the Association will agree to any sublet, which will only be for a maximum of six months. You must wait until written permission has been granted before any sub-let begins.

Renting Out a Room to a Lodger

You must apply in writing to us to seek permission to do this. Certain criteria must be met before the Association will agree to you renting out a room to a lodger. You must wait until written permission has been granted before moving a lodger in.

We will not agree to a lodger where this will result in the property being overcrowded.

If you receive Housing Benefit or Universal Credit, it is important to check with whether taking in a lodger will affect your benefit payments and entitlements.

Transferring Your Tenancy to Another Person

This is known as assigning your tenancy**. You must apply in writing to us to seek permission to assign your tenancy.** Certain criteria must be met before the Association will agree to this and you will receive our decision in writing.

Mutual Exchanges

We will consider a written request for you to mutually exchange your property with another tenant. You must using our approved Mutual Exchange application form and can request to exchange with tenants from any other social landlord.

Certain criteria must be met before the Association will agree to a mutual exchange, and under no circumstances should any move be planned before written approval is received.

The Right of Succession

If a tenant dies, certain people living with in the household may have rights to take over the tenancy. A request would need to be received in writing from the remaining occupants of the property and the Association will consider this request. Certain criteria must be met before the Association will agree to a succession.

Decoration

You are free to decorate internal walls and ceilings, but please do not use textured paint as you will be recharged for its removal. External decoration is reserved solely for the Association to do as part of our planned maintenance programme. You are not permitted to paint or decorate fixtures and fittings, such as kitchen units, sanitary ware or heaters. Painting of doors, door frames, facings, skirtings, windows and window frames is not permitted without written permission.

Compensation Payable for Improvements

When you end your tenancy, you may be entitled to compensation if you have carried out certain improvements to the property. This only applies where you have obtained prior permission to undertake the work by the Association, and would include improvements such as the installation of a new kitchen.

Ending the Tenancy

Your tenancy can only be ended in one of the following ways

- By you giving at least 28 days written notice
- By written agreement between you and Hjaltland
- By us obtaining a court order to recover possession of the property
- By us taking action because you have abandoned the house
- By your death
- Where due to Anti-social behaviour your tenancy is converted to a Short Scottish Secure Tenancy.

The Right to Buy Your Home

There is no longer the Right to Buy social housing in Scotland.

Your Responsibilities as a Tenant

The Tenancy Agreement sets out in detail the responsibilities you have as a tenant. The key elements are:

- You ensure that you occupy the property as your sole and principal home
- You have a legal duty to pay your rent and ensure that you do not go into arrears
- You maintain the property and garden in a clean and tidy condition and report repairs as soon as possible
- You or your visitors do not cause a nuisance or disturbance to others
- You will treat staff and contractors in a polite and respectful manner.

Online Tenancy Management Portal – 'My Tenancy'

"My Tenancy" is an online portal where you can access information relating to your tenancy 24 hours a day, 7 days a week.

This includes being able to view your rent balance and check recent transactions. You can also order repairs, upload photos and make sure all of your contact details are accurate.

To sign up, you will need your tenancy reference code (which we can supply you), whilst we will also need to make sure we have your correct email address registered on our system.

SECTION 5 – Service Standards

We are committed to great customer service and want to ensure that we provide this to you.

In consultation with customers and staff, we have completed a Customer Service Charter, setting out expected standards for every interaction:

- We will deliver our services in a friendly, professional manner and treat everyone with courtesy and respect
- We will treat all customers without discrimination and will make reasonable adjustments to ensure our services are accessible to all
- We will deal with requests, enquiries and concerns fairly and promptly
- We will communicate using clear and simple language
- We will provide clear reasons for any decisions we make and will provide accurate and relevant advice at all times
- We will provide an efficient, adaptable service that is flexible to meet the needs of our customers
- Where we make a mistake or our service fails to meet our standards, we will apologise and do what we can to put things right
- We will learn from our mistakes and promote a culture of continuous improvement
- We will seek customers feedback and use this to improve our services
- We will keep customers informed and use a variety of channels to do so
- We will be solution focused and take a positive approach to any challenges
- We will train, develop, and support our staff with the skills they need to provide an excellent customer experience

SECTION 6 - Rent And Other Charges

We set rents on an annual basis and consider a number of factors before any increase is finalised. Our rent policy (A copy of this can be supplied on request), national inflation figures and the outcome of any tenant consultation are all important elements considered as part of any rent increase.

Your Monthly Payment

The total monthly payment for your home is made up of some or all of the following:

Rent

This covers the cost to us of providing your home. The income from your rent covers the maintenance of your home, including major repairs and also covers loans and management costs associated with the houses and services Hjaltland provides. It is therefore vital that tenants pay their rent as this is our only source of income for the ongoing running of the Association.

Service Charge

This is the charge for services provided to you on your scheme. The type and costs of services vary from scheme to scheme.

A copy of the services you receive, and their cost is detailed in your Tenancy Agreement.

Paying Your Rent and Service Charges

Rent and Services are charged monthly, and you must ensure that you pay your rent in full each month.

There are a number of different ways that you can do this:

- By Direct Debit
  A direct debit form is attached at the back of the handbook, or you can collect one from the Hjaltland Office. Please complete and return it to our office.

  Payments then come out of your bank account automatically. Direct debits can be taken monthly either on the 3rd or the 18th of the month. They can also be set up to come out of your account weekly. It is important that you ensure that you have funds in the bank when the
  direct debit is taken, or your bank may charge you for any direct debits that fail.

- Standing Orders
  You can ask your bank to set up a standing order from your account to cover your monthly rent. If you have internet banking, you can do this on line. Please contact us on 01595 694986 for your unique tenant code which you will need to set up your standing order. Our bank details are

  Hjaltland Housing Association Ltd
  Bank: Bank of Scotland
  Sort Code: 80-08-82
  Account number: 00360064

- By Debit Card at the Office Or Over The Phone
  We have the facilities to take card payments.

- Cheque or Cash payments at our office at 6 North Ness Business Park, Lerwick

- Universal Credit or Housing Benefit
  If you are unable to work or are on a low income you may be entitled to assistance to cover the cost of your rent. It is important that you make immediate contact with us and we can support you in how to make an appropriate claim. Any delay in doing this or not providing the information they require can result in a delay, which may lead to a build up of rent arrears. If you need assistance with this, the Association has a Financial Inclusion Officer who can help you.

The Housing Benefit section is located in the Shetland Islands Council headquarters at 8 North Ness Business Park. Benefit Officers can be contacted on 01595 744 682 or benefits@shetland.gov.uk, and will be able to provide support on your potential eligibility.

If you are a new claimant of working age, you will need to apply for Universal Credit online. To do this, you can visit www.gov.uk/universalcredit. If you need assistance with a claim, you can get support from Jobcentre plus at Charlotte House (0800 1690 190), CAB or from Hjaltland.

Difficulty Paying Your Rent

We appreciate that you may at times have difficulty paying your rent. Please contact the Hjaltland office as soon as you are aware that you are having problems. The earlier we know about any problem, the easier it will be for us to help you solve it.

The Association has Housing Officers and a Financial Inclusion Officer who can assist you with your rent account, budgeting, benefit claims and setting up an affordable payment plan.

In addition to the Association, there are other organisations that can assist with debt and benefit advice, including, for example, Shetland Citizens Advice Bureau.

Failure To Pay Your Rent

Please remember that non-payment of rent can lead to you losing your tenancy. The Association can support you to ensure that this does not happen.

We will contact you if your rent account falls into arrears and will work with you to ensure that you make regular payments. If you don't talk to us, or you don't keep to the payment arrangement, we will serve a Notice of Proceedings for Recovery of Possession of your property.

We will continue to try to contact you and emphasise the importance of us receiving regular payments from you but where this fails, we will, as a last resort, seek to evict you. Once the Sheriff grants decree to evict, we will take action to remove you from the property.

What Else Will Happen If I Don't Pay My Rent?

Deducting Payments from Benefits Or Wages

If you do not make regular rent payments, we may also consider:

- Taking action to arrest your wages so that a deduction from your wages is taken by your employer to pay to the Association.
- Seeking a deduction in your benefits for a payment to come direct to the Association

Request For a Mutual Exchange Or Transfer To Another Property

If you are applying for a mutual exchange or a transfer, you will not be considered until you have resolved your arrears and continue to make regular payments.

It can also affect your chances of being rehoused by other organisations or landlords as they will seek a tenancy reference from the Association, and we will be required to advise them of your arrears.

If You Are Evicted You May Be Classified as Intentionally Homeless

If the Association evicts you and you approach the Council as Homeless, the Council may deem you to be intentionally homeless and will not have a duty to rehouse you.

We Will Continue to Seek Payment Of Your Debt Even If You Are No Longer A Tenant Of The Association.

We will seek payments towards any outstanding debt you have with the Association through a variety of means including through a debt collector, a small claim through the courts, an arrestment of your wages etc.

Rent Statement

All charges made and income received for each tenancy is held on our computer system and a rent statement is available on request from the Association's office. You can also access this information using the 'My Tenancy' online portal.

Please remember, paying your rent is not a matter of choice.
If you don't pay, you could lose your home.
It is important that you prioritise your rent payments.

SECTION 7 - Repairs and Maintenance

Our repairs and maintenance work is split across two key strands; Lifecycle Maintenance and Reactive Repairs. Lifecycle maintenance is planned works and will include such things as fitting new kitchens, servicing heating and ventilation systems and doing external decoration. Reactive repairs deals with smaller repairs that have been reported by tenants.

The need for repairs to your home will arise from time to time. If you find that a repair is needed, please report it to us as soon as possible. You can telephone us on 01595 694986, or you can use the form on the 'request a repair' page of our website www.hjaltland.org.uk

If you need an emergency repair (see below) outside of office hours, you should call **01595 692387**. This call will be handled by a response centre on behalf of the Association, meaning you will only need to make one phone call. For emergency repairs during office hours please telephone us on 01595 694986.

Emergency Repairs – 6 hours completion target

An emergency arises where there is danger to someone or serious damage to property. We aim to undertake emergency repairs within 6 hours. The following are examples of what is considered an emergency:

- A failure in the mains electrical supply, other than a power cut
- A dangerous electrical fault
- A burst water pipe or water tank
- Uncontainable leak
- A blocked drain, or if it's backing up
- A blocked or totally unusable WC, if there is only one in the house
- A property that is insecure, with a broken window or a damaged door, following an event such as a break-in or possibly storm damage
- An emergency also arises if someone is locked in / locked out, if they are or have elderly, disabled, children or other vulnerable people living at the property (all other tenants, being locked out due to a loss of keys or a broken lock is not an emergency and the repair, or the replacement of keys, will need to wait until our office is open.)

Emergency Repairs – Total loss of heating – 24 hours completion target

Where there is a total loss of heating with no alternative, reported over a weekend or public holiday, we will complete this repair within 24 hours. Where the issue is

complex and can't be resolved within the timescales, an alternative heat source (plug-in heater) will be supplied.

This does not include loss of hot water, which will be dealt with as a Right to Repair 1, as shown below.

Other Repairs

Most repairs are not emergencies. We classify non-emergency repairs in the following ways:

Urgent

These are repairs which could become emergencies if not done quickly.
Urgent repairs to be completed within 3 days include:

- Roof leaks to the property.
- Repair of minor water leaks on central heating and hot water installations.
- Broken bathroom fittings.
- Slow drainage of toilets, wash hand basin, bath or shower
- Overflows which are causing a hazard etc.

Routine

These are non-urgent. Routine repairs to be completed within 10 working days include:

- Door and window repairs, such as repairs to handles, seals etc.
- Gutter repairs
- Minor roof repairs, such as broken tiles
- Repairs to boundaries
- Dripping taps/washer replacement
- Damp and mould issues, etc.

Right to Repair

Under the Housing (Scotland) Act 2001, we must carry out some repairs within a given timescale under the 'Right to Repair' scheme. We'll tell you, in writing, whether or not the repair you have reported is covered by the scheme.
There are 3 repair categories:

- Right to Repair 1 (To be completed within one working day)

Examples include a toilet not flushing (where there is only one toilet in the property), total loss of heating or hot water, unsafe electrics.

- Right to Repair 3 (To be completed within 3 working days)

  An example would be a loose bannister.

- Right to Repair 7 (To be completed within 7 working days)

  An example would be the failure of an internal extractor fan in a bathroom or kitchen (where there is no external window or door).

If we don't start these repairs within these timescales, or our nominated contractor doesn't do so, you can instruct an alternative contractor from our list of authorised contractors to carry out the repair. You can claim £15 compensation from us for inconvenience.

If the alternative contractor fails to complete the work within the timescale, further compensation may be claimed at the rate of £3 per day until the repair is complete. The maximum that can be paid is £100 for any one repair. It is your responsibility to make a claim for compensation. If you do make a claim, we'll normally make the payment to you within 28 days of receiving the claim, unless we agree otherwise with you.

You can pick up a leaflet with further details on the Right to Repair scheme from our office or read it on our website, www.hjaltland.org.uk

Dealing with condensation, damp and mould

We have a duty to ensure that your house is substantially free from rising or penetrating damp. We will investigate any report of damp, including condensation dampness, within 10 working days. We will provide a written summary to you within 3 working days of the investigation concluding and commence repairs within 5 working days of the investigation concluding.

Condensation is caused when moist air condenses on cool surfaces, such as windows. Moist air is produced by cooking, bathing and showering, drying washing and even breathing.
To prevent excess moisture:

- Use the extraction and ventilation systems in your home
- Use trickle vents or open windows to provide ventilation
- Do not block air vents

- Dry washing outside, or in a well-ventilated room

To prevent mould growth:

- Wipe down any condensation from windows
- Keep a gap between furniture and the walls
- Do not over-fill cupboards to allow air to circulate
- Wipe down surfaces where mould appears with a mild bleach solution
- If re-decorating use an anti-fungicidal paint

Responsibilities

You will also be responsible for any item you have installed or have signed to take on responsibility for from the previous tenant.

Item	Tenant Responsibility	Exceptions
Abandoned / unlicensed vehicles	√	
Charcoal filters for cooker hoods	√	
Chimney sweeping	√	
Clothes lines & rotary lines	√	Communal drying areas
Fences-erected by tenant	√	
Domestic waste disposal	√	
Fire baskets and grates	√	
Fireplace tiles	√	
Floor tiles	√	
Garden sheds & foundations	√	
Light bulbs (including for outside lights & cook hoods	√	
Sky & TV connections	√	Communal TV/SKY Dishes
Vermin control	√	HHA blocking entry points
Waste plug, chain to basin/bath sink	√	

We are legally obliged to maintain your home in a fit and safe condition. You have the responsibility for reporting any fault or repair to us. However, the Association is not responsible for all repairs.

The repairs you, as tenant, are responsible for are detailed in the table on the next page. In addition, you are responsible for keeping the interior of the property in a reasonable state of cleanliness and for carrying out internal decoration of walls and ceilings. Where a tenant has exclusive use of a garden, the tenant must maintain it.

Re-Charges

When repairs are required because of damage caused to the property by you, your family, guests or pets you will have to pay the bill for the work carried out and any materials used. This includes a charge for lost keys and lock changes.

Access

When you report a repair, we will ask you about the access to your home to carry out the work. With your agreement, we can use the pass key we hold for the property to access your home. However, if you wish to be present while the work is being carried out, the contractor will arrange a time that is convenient for you.
In an emergency we have a right to enter your home without giving you notice.

Tenant Satisfaction

We welcome feedback on repairs, whether positive or negative. For each repair reported we will send you a Tenant Repair Satisfaction Questionnaire and a free post envelope to return it. By completing the questionnaire, you will help us to understand how satisfied tenants are with our repairs service.

Alternatively, you can complete the satisfaction form on line:
https://www.hjaltland.org.uk/repairs/request/satisfaction-form

We follow up all negative feedback and use it to improve the way we do things.

Help to understand your home

We can help you to understand how the heating and ventilation systems, hot water, TV aerial or satellite etc. work in your home. We offer all tenants a Technical Induction when they sign up for a property. If you would like to book a Technical Induction or just need some advice, please contact our technical team on 01595 694986. Even if you have been a tenant for a long time, but feel you would still benefit from a visit, give us a call and a member of our team will be happy to help.

We also have a lot of technical advice on our website, under the *repairs* section.

Re-setting a trip switch

A trip switch in the fuse box may go off if: a light bulb blows, a circuit is overloaded, or an appliance is faulty. You can re-set the switch yourself by following the procedure below:

- Check the fuse box and identify which circuit has tripped.
- Put this switch back to the 'on' position.
- If the RCD (large red switch) is also 'off', turn all switches to off position, switch RCD on, turn all the other switches on one at a time.
- If any switch trips again, unplug all appliances on the tripped circuit.
- Re-set again as above and plug appliances in one at a time, if the circuit trips again that appliance is faulty and should not be used until it has been checked by an electrician.
- Re-set trip switch as above.

Adaptations

We provide minor adaptations for tenants without an assessment from the Occupational Therapy Service. Aids that can be provided include:

- Visual Impairment needs: Painting edges of external steps.
- Hearing Impairment needs: smoke alarm alerts.
- Rails: main entrance support rail, wall mounted grab-rails, stair handrails.
- Internal mobility; internal door threshold ramps.
- Kitchens and bathrooms: Kitchen and Bathroom level taps
- General; key safe

If you feel that you need more major adaptations to your home, we will need an Occupational Therapist's assessment before we can carry out the work. You can request an Occupational Therapy assessment by calling 01595 744319.

Alterations

You must ask us for permission before you make any alterations to your home, this includes fitting a satellite dish, erecting a shed, fitting additional electrical sockets, or installing a shower. Permission will normally be granted as long as we are satisfied that the alteration will meet relevant planning regulations and safety standards and that the alteration will not adversely affect the future letting of the property.

Under the Housing (Scotland) Act 2001 tenants can claim compensation from their landlord for some improvements which they have made to their home on or after 30 September 2002. To qualify you must have obtained written

permission, from the Association to carry out the alteration before the works started and your tenancy must have ended. Leaflets on the Right to Compensation for Improvements are available at our office.

Fire / safety

All Association properties are fully compliant with the new tolerable standard for fire protection. We recommend you test alarms regularly, at least once a month. To carry out a test all you have to do is press the test button on the detector for 10 seconds and the alarm should sound. Please contact the Association immediately if your detectors are not working.

Common areas such as stairs and corridors provide an essential means of escape in the event of fire and must be kept clear at all times. More information on fire and electrical safety is available on our website.

New Build Defects

If you move into a newly built property, any repairs during the first year are the responsibility of the original building contractor. However, any repairs should continue to be reported to the Association, and we will arrange for the works to be completed by the contractor.

Decoration

You are responsible for the decoration of the walls and ceilings in your home. Any holes in the walls should be filled and sanded when you end your tenancy, including where you have had pictures and shelves.

Home and Garden

As a condition of your tenancy, you are required to take reasonable care of your home and garden. This includes keeping it clean and tidy to prevent damage being caused to the property, the fixtures and fittings and any common areas or neighbouring properties.



How to Operate Your Home

Our technical staff will be happy to make an appointment to explain the features of any such equipment and make sure that you know how to get the very best from the systems we've installed in your home.

If you would like a technical induction, **call 01595 694986 now!**

See below for technical advice on each component or system.

Dimplex Quantum Heating

Nibe F470 Exhaust Air Heat Pump

Titon Ventilation Unit

Tenant Energy Support Service

SECTION 8 – Tenant Safety

Tenant safety is our number one priority – please follow the QR codes below to find out useful information to ensure you and your household can enjoy the comfort of your Hjaltland home with safety in mind.



Gas Safety at Home

The Association does not provide a gas supply or kitchen appliances with its properties. Any tenant who wishes to have a gas supply and kitchen appliance installed must request permission.

PLEASE DO NOT PROCEED WITH THE GAS INSTALLATION UNTIL PERMISSION AND INSTRUCTION FROM THE ASSOCIATION HAS BEEN GIVEN.

We have a detailed factsheet available on our website here:

- Remember all gas kitchen appliances in your home need to be serviced and checked annually by a Gas Safe registered engineer, **tenants must provide the Association with a copy.**
- Purchase an audible carbon monoxide alarm marked EN 50291 and install it (in accordance with manufacturer's guidelines) near to your gas kitchen appliance.
- Remember to test your carbon monoxide alarm regularly, at least monthly, to ensure they are working properly. To test your CO alarms, press and hold the test button on the alarm. The alarm will sound until you release the button.






How to prevent
FIRES IN YOUR HOME
Reduce the chances of a fire happening in your home and, if it does, know how to respond.

Electrical Safety in Your Home




PUSH
Check Your Detectors Weekly
Report Any Faults Immediately

Asbestos Safety at Home

The Association has some properties that contain asbestos. You will be informed by your Housing Officer if your home has asbestos.

There is no need to panic; asbestos is not a problem unless it is damaged, flaking or releasing fibres. Moving or disturbing asbestos materials could release fibres which could be harmful to you and your family.

The Association carries out regular management inspections on properties that have asbestos to ensure it remains in good condition.



- **DO NOT** saw, sand down, drill, screw into or disturb these materials – as long as they are in good condition, they are not harmful.
- **DO NOT** attempt to remove asbestos containing materials yourself – these can only be safely removed by a competent contractor.

We have a detailed factsheet available on our website here:

If you have material in your home that is damaged, flaking, etc and you are worried it might be asbestos please call the Association immediately, 01595 694986.

Damp & Mould

If you don't prevent condensation, mould will start to develop, and in ideal conditions mould can germinate in 24hours. You will be able to see the mould within two to three weeks. The longer that moisture is present, the greater the chance for mould to grow and spread.

Moulds are caused by too much moisture in a building, and they emit spores which can cause a variety of health effects. Some people are particularly sensitive to them, such as babies and young children, older people and those with allergies or asthma.

For those with allergies, breathing in or touching mould spores can cause severe reactions, including asthma attacks, fever, and shortness of breath, while for others, mould can bring on a runny nose, red or itchy eyes and irritated skin.

Did You Know

Water vapour is produced in relatively large quantities from normal day to day activities. A five-person household puts around 10+litres of water into the air every day, without considering any heating:

- Breathing (asleep) - 0.3litres
- Breathing (awake) - 0.85litres
- Cooking - 3litres
- Personal washing - 1litres
- Washing and drying clothes - 5.5litres

Use the QR code To Report Damp And Mould or call 01595 694986



Hjaltland Leaflet

Report Damp & Mould

Damp & Mould Information

E-Bikes & E-Scooters

Using and Charging your E-Bike / E-Scooter:

Charge your batteries in a safe place:

- To charge your e-bike or e-scooter safely, follow the manufacturer's charging instructions.
- Once charged, unplug the charger – so you don't leave the battery on a continuous charge.
- Avoid charging overnight. Fires occurring at night, when people are sleeping, are particularly dangerous as your reaction time is massively reduced.
- Do not charge batteries in communal space they may prevent escape in an emergency.
- Do not charge batteries close to combustible materials or hazardous substances.
- Do not charge lithium-ion batteries where high temperatures or sunlight are expected.
- Do not cover lithium-ion batteries whilst charging.
- Monitor the charging of your E-Bikes / E-Scooters and batteries.

Ensure that you have adequate back up and early warning systems in place:

- Have you checked your smoke/heat alarms to alert you in case of a fire?



Hjaltland Leaflet

Safer Use

Battery Breakdown

Communal Space Zero Tolerance

Items stored in communal areas may present a hazard as they could prevent people from leaving the building safely in the event of a fire. This is why we have a zero-tolerance approach to items left in communal areas.

Communal areas include stairways, landings, hallways, and any other spaces that you share with other tenants. They also include service or meter cupboards in your building.



These items are not permitted within communal space:

- Bicycles including E-Bike & E-Scooters
- Prams / Buggies
- Mobility Scooters
- Plants
- Floor Coverings
- Furniture
- Shoes or Clothing
- Waste
- Gas Cylinders
- Other Household Items

Note: This list is not exhaustive.

If you wish to report items, contact us 01595 694986



SECTION 9 - Housing Support

This section outlines the Housing Support services provided by the Association.

Sheltered Housing

The Association has 13 sheltered properties in Lerwick. Our Housing Support Worker provides a low-level support service to tenants in these properties, with a focus on increasing social interaction and increasing tenancy sustainment.

The Housing Support Worker will also accept referrals to support new tenants settle into their tenancy. This will be focused on short-term intervention and will target first-time tenants who may benefit from some additional support in setting up their home.

Financial Inclusion Officer

Our Financial Inclusion Officer assists tenants who need assistance in managing their finances to ensure that they can meet their rent payments. This support will include assistance with budgeting, support to access benefit entitlement and agreeing affordable payment plans.

The Financial Inclusion Officer will also sign post tenants to other agencies who can assist with debt and other financial advice. If you feel you need the support of the Financial Inclusion Officer, please phone the Hjaltland office on 01595 694986.

The Care Inspectorate

The Care Inspectorate is a national independent body responsible for regulating care and support services throughout Scotland. The role of the Care Inspectorate is to ensure that people who receive care and support services are protected and receive a high standard of care.

Our Sheltered Housing service is registered with the Care Inspectorate. As part of their regulation, the Care Inspectorate will routinely complete unannounced audit inspections. Following this, the service will receive a report detailing what is good about the housing support service and anything that might need improving.

These reports are made available to those receiving the service and a copy can be obtained at our office.

The Scottish Social Services Council (SSSC)

The SSSC is a national independent body responsible for regulating the social service workforce and its education and training.

Staff providing housing support need to be registered with the SSSC.

We will ensure that all staff who require qualifications will have access to appropriate training courses in order to meet the registration requirements.

The SSSC also issue Codes of Practice for employers and employees who work in Social Services. These detail the standards of conduct and performance that are expected, and our staff are committed to meeting these standards.

General Support

Please do not hesitate to contact Hjaltland if you need assistance, and we will be happy to assist you and if we are unable to help, we will signpost you to someone who can.

SECTION 10 - Complaints, Comments and Compliments

We are committed to providing high-quality customer services. We value complaints and comments and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our service, please tell us.

How Do I Complain?

You can complain in person at our office, by phone, in writing or email. Our complaints procedure has two stages.

Stage 1 – Frontline Resolution

We aim to resolve complaints quickly and within 5 working days from the date you have made the complaint unless there are exceptional circumstances.

This could mean that we make an on-the-spot apology and explanation if something has clearly gone wrong and take immediate action to resolve the problem.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through stage 2.

Stage 2 - Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- Acknowledge receipt of your complaint within three working days.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation takes more than 20 days, we will tell you.

What If You Remain Dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

You can contact the SPSO in the following ways

In Person:	By Post
SPSO	SPSO
4 Melville Street	Freepost EH641
Edinburgh	Edinburgh
EH3 7 NS	EH3 0BR

Freephone: 0800 377 7330
Online contact www.spso.org.uk/contact-us Website: www.spso.org.uk

Complaints About Factoring

The First Tier Tribunal will try to resolve complaints and disputes between homeowners and property factors. So, if your complaint is about a factoring service, and you are still dissatisfied after our investigation stage, you are able to go to the First Tier Tribunal.

Contact details:

First-tier Tribunal for Scotland (Housing and Chamber)
Glasgow Tribunals Centre
20 York Street
GLASGOW
G2 8GT

Tel: 0141 302 5900
Email: HPCAdmin@scotcourtstribunals.gov.uk

Care Complaints

If your complaint relates to a housing support service, you can choose whether to complain to us or the Care Inspectorate. If you remain dissatisfied after our investigation stage, you are able to go to the Care Inspectorate.

- Call on 0345 600 9527
- Email at concerns@careinspectorate.gov.scot
- Complete their online form; https://www.careinspectorate.com/index.php/online-complaint-form

Independent Advice and Support

You may want to get independent advice and support when making a complaint. Locally, there are a number of voluntary agencies who can support you such as Shetland Citizens Advice Bureau and Advocacy Shetland.

There are also a number of national agencies who can assist you, such as Shelter or TPAS Scotland. See section 12 for their contact details.

Compliments

We would also appreciate any positive feedback about our services as this helps us to recognise what is working well and to plan for the future.

SECTION 11 - Tenant Participation and Consultation

Tenant Participation is about giving choices and encouraging tenants to have a say in the management and development of their housing service. Participation can take place either individually or as part of a group.

We are always keen to hear from you and we want to involve you in the decisions we make. Getting involved is easy and can be done in a number of ways:

Consultations and Focus Groups

From time to time, we revise our policies and consider our future programme of work. In doing so, we are keen to ensure that we make the best use of the knowledge and experience of our tenants and service users.

We, therefore, undertake consultations in order to find out the views of anyone who wishes to get involved in influencing the way the Association provides its services. Please complete the form at the back of the handbook or contact us should you wish to become involved.

Our Tenant Focus Group meet on a quarterly basis, and help us to agree policy, consider items for our newsletters, and provide an excellent tool to feedback on new ideas or initiatives. This is a very friendly, welcoming group who are always keen to see new members join in.

Satisfaction Surveys

We carry out satisfaction surveys on a regular basis to find out your views so we can continue to improve our services to you. If you are asked to take part in a survey, we would appreciate your feedback as your views are important to us. Your views can change the way we work.

Form a Tenant Group

Hjaltland will give support and encouragement to you should you wish to form an official tenants' group – we have published a new guidance document, informing tenants all things to consider when exploring this option.

We recognise that such groups can be an effective means of expressing tenant's opinions and of helping tenants and the Association to consult. Members of staff will be happy to attend tenant's group meetings when invited. The Association may also be able to help out with the costs involved in setting up the group for items such as stationery and photocopying.

The Tenant Participation Advisory Service (TPAS) is the housing agency in Scotland which works for both landlords and tenants. They provide independent expertise and development for tenant groups in initiatives with landlords and other outside agencies.

TPAS can be contacted at:

74-78 Saltmarket
Glasgow
G1 5lD
Telephone 0141 5523633

Become a Member

Whether you're a tenant of the Association or simply live in Shetland and have an interest in housing, you can become a member of Hjaltland Housing Association. Members can attend Annual General Meetings and can be elected on to the Management Committee, which controls the running of the Association.

Membership costs just £1. To apply for membership, please complete the form at the back of the handbook and return to us. Alternatively, you can collect a copy from the office or have one sent out to you.

Become a Committee Member

The Association's Committee of Management is made up of Association Members voted in by the membership at the Annual General Meeting (AGM). The Committee of Management makes important decisions in the running of the Association (at monthly meetings) between AGMs.

If you would like to stand for election to the Management Committee, you can do so at the Annual General Meeting.

Regular Scheme Visits

At certain times of the year, our staff visit our properties all over Shetland. This is an ideal way for our staff to meet our tenants and find out how they are getting on in their homes. We write to tenants in advance to advise them when we shall be visiting their area.

Tenant Newsletter

We produce a tenant newsletter four times a year. The aim of the newsletter is to keep you up to date with what's happening at Hjaltland and also to inform you about wider housing issues.

We invite your ideas and suggestions of what you would like to see in your newsletter.

Make a Suggestion

Do you know of a way in which we could improve our service? Have you a proposal to make our information clearer? Is there a way in which we can make our website a better source of advice?

If you wish to make any suggestions about any aspect of Hjaltland, please contact us, either by phone on 01595 694986, email mail@hjaltland.org, popping into the office or visit our website and go to the heading ‘Getting Involved’ and make a suggestion there.

SECTION 12 Ending your tenancy

A tenancy can be ended by you or, in certain circumstances, by Hjaltland. The various ways a tenancy might end are detailed below.

Giving Notice

If you decide to end your tenancy you must give us 28 days' notice in writing. If you are a joint tenant both tenants must sign the termination letter.

We will write to confirm the date your tenancy will end, along with an appointment for one of our Technical Officers to inspect your property. This will also include a check list of the things you will need to do prior to handing back your keys e.g. make good any damage, leave the property and garden in a clean and tidy condition.

It is important that you repair any damage, leave the property and garden in a clean and tidy condition as you will be recharged if you do not.

If you need any advice please contact the office on 01595 694986.

Moving within Hjaltland

You may find that, as a result of changing circumstances, your current home is no longer suitable. In this case you can apply for a transfer to other accommodation by submitting a housing application to the Association.

If you apply for a transfer, you will be assessed on the same basis as a new applicant and you will need to put your name forward for any properties, we advertise through our choice based letting scheme.

If you have not maintained your tenancy appropriately, or have rent arrears, we will not consider you for a transfer to another property.

If you are successful, you will need to give us notice that you are terminating your tenancy as outlined above.

Mutual Exchanges

If a mutual exchange is agreed, you will need to terminate your tenancy with us. If you are moving to another Hjaltland property, you will sign a new tenancy with us, and if it is to another landlord, you will sign a tenancy with them.

Death of a Tenant

When a tenant dies, the tenancy is terminated on the date of death (unless there is a qualifying occupant for succession – see section 4). If the tenant has been in receipt of Universal Credit or Housing Benefit then these payments will also stop on this date.

We are aware that this will be a difficult time for relatives, and we will work with them to arrange for the property to be cleared and re-let as soon possible. We have produced an information leaflet to help Next of Kin with this process. This includes information on returning keys, which we respectfully ask happens within 14 days, but understand in some circumstances, family may require up to 28 days to finalise arrangements.

Eviction

Under certain circumstances we can obtain a court order to evict a tenant. We will only take action as a last resort. We would write to a tenant to advise them of their breach of tenancy and what they need to do to rectify this.

Court action would be taken when all other attempts to resolve the situation had failed. You would be provided with written notice that we were taking court action and we would recommend that you seek independent advice in such circumstances.

Under the Domestic Abuse (Protection)(Scotland) Act 2021 Hjaltland Housing Association has the power apply to the sheriff to end the tenancy of someone who has engaged in abusive behaviour towards someone living in the house who is their partner or ex-partner and we wish to enter into a tenancy agreement with that person.

SECTION 13 – Useful information

Hjaltland Housing Association

Association offices
6 North Ness Business Park, Lerwick, Shetland. ZE1 0LZ
Tel: 01595 694986
E-mail: mail@hjaltland.org.
Web: www.hjaltland.org.uk

Out of hours emergency repairs: 01595 692387

One Stop Shop

Hjaltland One Stop Shop
6 North Ness Business Park, Lerwick, Shetland, ZE1 0LZ

Tel: 01595 741368
Mobile: 07500 843630 / 07887 755540
Email: avril@hjaltland.org

Adult Learning

3 North Ness, Lerwick, ZE1 0LZ
Tel: 01595 743888
www.learnshetland.com

Benefits office

8 North Ness Business Park, Lerwick, Shetland.
Tel: 01595 744682

BT 0800 800 150

Citizens Advice Bureau 01595 694696

Community Mediation 01595 743934

The Compass Centre 01595 747 174
www.compasscentre.org

Dental Clinics

Brae Dental Clinic 01595 522461
Dentist, 90 St Olaf Street 01595 695769
Montfield Dental Clinic 01595 743160
Yell Dental Clinic 01957 702031
Whalsay Dental Clinic 01806 566469

District Heating

SHEAP, Marina Business Park, Lerwick, Shetland
Tel: 01595 697111

Doctors

Contact main surgery for area surgeries
Lerwick Health Centre 01595 693201
Brae Health Centre 01806 522543
Hillswick 01806 503277
Scalloway 01595 880219
Levenwick 01950 461222
Bixter 01595 810202
Unst 01957 711318
Whalsay 01806 566219
Yell 01957 702127

Fire brigade In an emergency call 999 and ask for "Fire"

Hospital

Gilbert Bain Hospital - Tel: (General) 01595 743000

Scottish and Southern Energy

Emergencies: 0800 300 999
Enquiries: 0800 300 000 /01738 456000

Job Centre 0345 604 3719
Charlotte House, Commercial Road, Lerwick, Shetland ZE1 0LQ.

Mind Your Head 01595 745035
Email: mindyourhead@shetland.org

Moving On Employment Project 01595 743926

NHS 24 08454 24 24 24

Police
In emergency call the Operator (Dial 999 or 100 as indicated on the dial) and ask for "Police"
For non-emergencies dial – 101

Samaritans 01595 694449

Scottish Water 0800 0778778

Shelter Scotland
Free housing advice helpline
Tel: 0808 800 4444

Shetland Foodbank
Tel: 01595 741263
www.shetland.foodbank.org.uk

SIC Environmental Health 01595 744347
Gutters Hut, 7 North Ness, Lerwick
Email: nsws@shetland.gov.uk

SIC Homelessness Contact
Housing Service, Development Services, Shetland Islands Council
8 North Ness, Lerwick, Shetland.
ZE1 0LZ
Tel: 01595 744360
Email: housing@shetland.gov.uk

Out of Office hours (between 5.00pm and 9.00am and public holidays) telephone: Duty Social Worker on 01595 695611

Tenant Participation Advisory Service Tel: 0141 552 3633
email:enquiries@tpasscotland.org.uk

TV Licensing 0300 7906086

Victim Support – 0800 160 1958
www.victimsupport.scot

Shetland Women's Aid 01595 69 2070 www.shetlandwa.org

Your Home Emergency Plan

Get Prepared

Emergencies such as disruption to essential services that we reply upon , for example emergency services, electricity, and water, can affect our everyday lives.

A Home Emergency Plan can be used as a vital tool in your household (or to help another family member who does not live with you) to be prepared in an emergency, like a power cut.

Important Telephone Numbers

Having a Home Emergency Plan mean all the important contact information, help, advice, and action to take all in one place, making life easier in an emergency, allowing you to respond safely and quickly.

Contact Services	**Contact Telephone Numbers**
Emergency Services	999
Police Non-Emergency	101
Floodline	0345 988 1188
NHS 24	111
Doctor	
Network Provider - SSEN	105
Energy Supplier	
Water Supplier	0800 0778 778
LPG Supplier	
Local Authority Shetland Island Council	01595 693535
Landlord Hjaltland Housing Association	01595 694986
School / College	
Carers / Childminder	
Vet	Bixter Surgery - 01595 810456 Scalloway Surgery - 01595 880000 Lerwick Surgery - 01595 690999
Work Contact	
Insurance Company	
Nearest Community Hall	

Next Community Hall

Planning Ahead

If a major emergency happens it may be some time before help arrives. It's very important that you and your family get together to prepare.

- Agree a plan in advance with those in your home.
- Complete this plan together and keep it safe in case you need it to use it.

If the emergency means it's not safe to go out, the advice is to:

- Go inside and close all windows and doors
- Stay indoors and take time to check your emergency kit
- Tune in to local radio, TV or the internet where public information and advice from emergency responders will be broadcast

My Local Radio Stations - BBC Radio Shetland 92.7FM and Shetland Island BC 96.2FM

If you have to leave your home, get out, stay out, and take others with you. If you have any neighbours or family, you feel are vulnerable, check in with them to make sure they are ok.

Think of two meeting places: one near home and one further away in case you can't get home.

Nearest Community Hall
Next Community Hall

Be Prepared - Pack an Emergency Kit

Whether you have to stay in or get out, packing a small emergency kit will help you get through.

Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag if possible, and the top recommended items to include are:

Essential

- Bottled water and non-perishable foods (inc. Baby food/pet food)

- First aid kit (include prescription medicines, check dates regularly, including contact lenses)
- Radio and Torch (spare batteries or wind-up equivalent)
- Identity documents (passports/driving licence)
- Change of clothes (inc. warm jumpers and blankets)
- Mobile phone charger (ideally a portable charger)
- If you are in a more rural area, consider storing a small stove with propane cylinder

In Addition

- Money (change, cash and card)
- Spare keys for house and car
- Copies of insurance policies
- Notebook, pen/pencil

Hjaltland Housing Association
6 North Ness Business Park
Lerwick
Shetland
ZE1 0LR
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Email: mail@hjaltland.org
Web: www.hjaltland.org.uk
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