



Mid Market Rent in Scotland

September 2018



1. Introduction

We always aim to provide the best possible experience to you. Our customer promise and customer service standards set out how we will do this.

If you have a general enquiry in respect of the service we provide at your development, you can contact us on one of the following options:

Phone 0345 141 4663

Email Contactus@homegroup.org.uk
www.homegroup.org.uk

Our customer promise

A decent home A home which meets the 'Repairing Standard' in Scotland.

Value for money Clear understanding of cost of service and ability to scrutinize and influence budgetary spend.

A safe place to live Ensure customers understand and comply with their tenancy agreements – including tackling anti-social behavior.

Reliable services Good and quick repairs service. Good complaints service. 'One stop shop' for enquiries.

Clear information and opportunities to influence Clear accessible information through a number of dedicated channels. Various ways to get involved.

People who care "Do what you say you'll do".

Customer service standards

We will:

- Provide you with a convenient appointment time for repairs
- Respond to letters and emails within five working days
- Tackle anti-social behavior quickly and effectively
- Work with you to improve your neighborhood
- Provide a range of accessible opportunities for you to get involved in improving our services

Colleagues will:

- Be prompt and helpful in all their communications with you
- Have access to up to date information and listen to your needs
- Display identity cards or name badges at all times
- Answer your call, letter, email or face-to-face enquiry confidentially, effectively, sensitively and within a timescale that meets your requirements
- Offer appointments for home visits

2. Complaints, compliments and comments

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.

You might complain about things like:

- Delays in responding to your enquiry and requests
- Failure to provide a service
- Our standard of service
- Treatment by or attitude of a member of staff

You can't complain about things like:

- A routine first-time request for service, for example reporting a problem that needs to be repaired or initial action on Anti-Social Behavior
- Issues that are in court or have already been heard by a court or tribunal
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered

Our complaints process has several stages, these are:

1) Stage 1: Frontline resolution

We will aim to solve your complaint quickly, this might be an on-the-spot apology or explanation. We will provide you with a decision within 5 working days under stage one.

2) Stage 2: Investigation

This stage deals with two types of complaints: those which have not been resolved at stage 1 and those that are complex and require investigation. We will acknowledge your complaint within 3 working days. We will provide you with a full response to the complaint as soon as possible – within 20 working days.

You can find more information online by visiting www.homegroup.org.uk/Contact-Centre/Compliments-and-complaints/Complaints-process-Scotland

3. Rights and responsibilities

Your tenancy agreement provides details of all of your rights and responsibilities as well as our responsibilities. If your tenancy started after the 1st December 2017 we will have provided you with a written copy of all the terms of your tenancy. We can provide this electronically.

4. Ending your tenancy

If your tenancy began on or after 1st Dec 2017 you will have a Private Residential Tenancy. If you wish to end your tenancy you must provide 28 days' notice in writing to Home Group.

If your tenancy was created prior to the 1st December 2017 you will have a Short/Assured Tenancy. If you wish to end your tenancy you must provide 2 months' notice in writing to Home Group.

5. Rent

We set rents in line with our Rent Setting Policy. Service charges must be paid along with your rent. Both are reviewed annually and if we decided to increase the amount of rent and service charges we will give you at least three months' written notice in writing before we increase the charges. Service charges meet the cost of service like cleaning of communal areas and grounds maintenance's.

You must pay your rent in advance on the 1st of each month, if you do have difficulties in making your rent payment it is essential you contact us immediately.

6. Deposits

A deposit of one month's rent will be required prior to signing the tenancy agreement. This is a security deposit and will be retained to meet the costs of any damage/dilapidation caused to the property by the customer or for any unpaid rent after the property has been vacated. The Tenancy Deposit Schemes (Scotland) Regulations 2011 came into force which places a duty on landlords, who receive a deposit in connection with a tenancy, to protect this deposit with an independent third party. We use Letting Protection Service Scotland (LPS) to manage tenancy deposits.

7. First-tier Tribunal for Scotland

The First-tier Tribunal for Scotland (Housing and Property Chamber) deals with issues about the amount of rent to be paid in a private tenancy, and what the terms of the tenancy should be. You can make an application to the first-tier tribunal if home group don't give you:

- A written copy of all the terms of your tenancy (or any other information we have a duty to provide you)
- A document explaining any updated terms of your tenancy, within 28 days of the change
- The specified information relating to your tenancy terms

You can contact the First-Tier Tribunal by:
Post 4th floor, 1 Atlantic Quay,
45 Robertson Street, Glasgow, G2 8JB
Telephone 0141 302 5900
www.housingandpropertychamber.scot



8. Repairs

We ensure that your home meets the Repairing Standard which are as follows:

- The property will be wind and water tight and in all other respects reasonably fit for people to live in.
- The structure and exterior (including drains, gutters and external pipes) will be in a reasonable state of repair and in proper working order.
- Installations for supplying water, gas and electricity and for sanitation, space heating and heating water will be in a reasonable state of repair and in proper working order.
- Any fixtures, fittings and appliances that we provide (we generally provide a cooker, washing machine and fridge freezer) which will always be in a reasonable state of repair and in proper working order.
- Your home will have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire.
- Your home will have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.

If you believe that your home does not meet that standard, an application can be made to the First-tier Tribunal for Scotland (Housing and Property Chamber) for a decision on whether or not we are complying with that duty.

As part of your agreement your property will come with white goods (such as a washing machine fridge/freezer) blinds and flooring covers. The cost of repairing these items is included in your rent and service charges.

You can report a repair by contacting our Customer Service Advisors on 0345 141 4663, we are open Monday-Friday 7am-8pm and 8am-12pm Saturday.

Our Repairs timescales for work being carried out are as follows:

a) Emergency repairs within 6 hours

An emergency repair is defined as a problem that presents immediate risks to your safety, security or health, or could lead to serious damage to the property. For example serious water leak, no heating in winter or electrical faults.

b) Routine repairs within 14 calendar days

A routine repair is define as something less serious to an emergency, that doesn't affect health, safety or welfare, and will not cause any more problems to the property. For example guttering, kitchen cupboard repairs or non-urgent glazing.

9. My safety and handy tips

We want you to enjoy living in your new home and remain safe. We advise that you don't use a chip pan or leave pushchairs/large items blocking fire exits.

It's also really important that we carry out key safety checks on gas heating systems, smoke alarms and Carbon Monoxide detectors in your property every year, we will contact you via post prior to our visit with an appointment date and time and provide a least 48 hours' notice .

If we cannot gain access to your property after three attempts we will refer to the First-Tier Housing Chamber Tribunal to seek to force access to your property to undertake these vital checks.

All Home Group colleagues will carry photo ID, you should never let anyone into you home without seeing their ID. If you are unsure about a colleague entering you property you can call the Customer Contact center, where a member of the team will be able verify the home group colleague.

There are a few things you can do to prevent your home getting condensation:

- It's a good idea to leave a window open slightly when a room is in use
- Don't block up air bricks or window vents
- Open a window after a bath/shower or turn on an extractor fan
- Drying clothes inside can cause a problem, we suggest you do this in the bathroom with the window open and the door shut

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