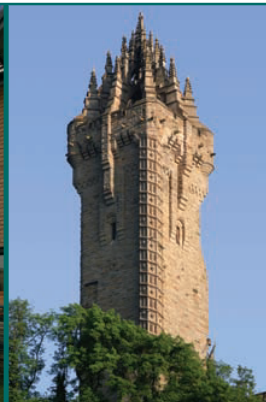




# ***Tenant's Handbook***

**Forth Housing Association Ltd**

**Telephone Numbers Refer to Section 9.3**





# Handbook content

## 1 **About us - warm welcome**

Introduction and welcome  
Who is Forth?  
Our aim  
How to find us and area of operation  
Opening times

## 2 **Moving into your new home**

Telephone  
Contents insurance  
Buildings insurance  
Keys - getting into your property  
Annual gas safety check and gas safety  
Electrical safety  
Smoke alarm maintenance  
Frost damage  
If you have a burst pipe

## 3 **Our responsibilities**

Customer care  
Equality and diversity  
If things go wrong

## 4 **Your responsibilities**

Extra responsibilities if you live in a flat  
Your responsibilities to your neighbours  
Music  
Car repairs  
Estate management  
Pets

Number of pets allowed  
Complaints and removal of pets  
Parking  
Caravans, boats and trailers  
Anti-social behaviour  
Harassment  
Simple rules to follow

## **5 Money matters - your rent**

Ways to pay  
Help with your rent – housing benefit  
How do we set your rent  
Money problems  
Income Maximisation Service  
Where to get advice

## **6 Repairs and maintenance**

How to report a repair  
Emergency repairs  
Defects  
Reporting repairs  
Response times  
General guide to repairs and maintenance  
Rechargeable repair work  
Cyclical and planned maintenance  
Improvements and alterations  
Adaptations

## **7 Thinking of moving?**

How to end your tenancy  
What happens next?  
If you have carried out home improvements  
Before you leave remember!  
What do I have to do on the day I move out?  
Abandonment  
Mutual exchange  
Transfers

## **8 Participation**

Our commitment  
Consultation  
How can you get involved?  
Role of the Management Committee  
Membership of the Association

## **9 Useful information**

Office details  
Useful contact numbers  
Application for individual membership of the Association

# How we can provide information



On request we will provide this document in different languages and formats. If English is not your first language we can arrange an interpretation service. We can also provide this document in large print, audio tape, CD or Braille. If you would like any of this handbook explained to you, please let us know.

## Using your handbook

This handbook is intended to give you an outline of our services. We are able to provide more information on many of these services.

It was developed in consultation with our Registered Tenant's group, De Moray Association, and our Tenants View Forum. We have tried to make the handbook easy to use and understand. Useful telephone numbers are all listed under Section 9.

Please keep your handbook in a safe place.

# Data Protection

All tenants receive a “How We Use Your Personal Information” document, which contains details of:

- **What personal information we hold and use about you and why**

We respect your privacy and only hold and use personal information that we need to as your landlord and to help us comply with the law.

- **What our reasons are for holding and using your personal information**

Sometimes, the law says we need to hold and use your personal information and at others, we need it for your tenancy agreement.

- **Who we share your personal information with**

We do not sell your personal information. We only share it with other organisations when we need to, for example, if you need a repair carried out to your property or if you need benefits advice or support.

# Data Protection

- **How long we keep your personal information**

We will not keep your personal information for longer than we need to.

- **What rights you have in relation to your personal information**

We will respect your rights when we hold and use your personal information. These include the right to have access to your personal information or to have it deleted if there is no reason for us to continue holding and using it.

Our Data Protection Officer can be contacted via the office for further information.