



Tenant's Handbook

Forth Housing Association Ltd

Telephone Numbers Refer to Section 9.3



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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.

section 1

About us - warm welcome



Raploch Riverside Walkway / Stirling Old Bridge

About us - warm welcome

A warm welcome and introduction to Forth

Welcome to our Tenant's Handbook which contains most of the information that you need to know about renting your home from us and the other services that help to support you in your home.

Who is Forth?

Forth is a non-profit-making local housing provider, which is a registered Social Landlord and a registered Scottish charity.

The Association was formed in 1987 when a steering group called Stirling Single Housing Group was established, with the aim of increasing the provision of housing for people in the Stirling area. Since 1987 the Association has expanded its activities by building new houses and taking on new challenges.

Our aim

Forth aims to develop and maintain quality affordable homes and services.

Area of operation

Forth has housing throughout the Stirling area and in the east of the M9 known as the Eastern Villages.

Office address

Kildean Business & Enterprise Hub
146 Drip Road
Raploch
Stirling
FK8 1RW

Contact details

Tel: 01786 446066
Email: info@forthha.org.uk
Website: www.forthha.org.uk

Opening times

Monday to Thursday

9am-1pm, Closed for lunch (1pm-2pm), 2pm-5pm

Friday

9am - 1pm, Closed for Lunch (1pm-2pm), 2pm-4pm
NB: Closed at 4pm on a Friday

There is a disabled access to our offices and visitor parking.

section 2

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Moving into your new home



Auld School Wynd, Cambusbarron

Moving into your new home

Moving into your new home

Moving home can be stressful. Therefore, to help the move go smoothly, this section covers some of the important things to do.

When you move in, your home will be in good condition, as it will have been inspected by a member of our team.

We can also arrange for a member of our team to visit you in your new home and give demonstrations on operating components of the property, for example the heating system.

Keys - getting into your property

At the start of your tenancy, you will be issued with keys for your property.

You might be able to get extra keys cut at a local key cutting shop.

We can arrange for windows, doors, or locks to be replaced if they have been broken or forced to gain entry or you have lost your keys. However, this work will be at your expense and full payment would need to be made upfront.

At the end of your tenancy you will be expected to return the same number of keys issued at the start of your tenancy. If not you will be recharged for this.

Telephone

If you want to have a landline phone in your new home, you will need to contact the phone company you would like to use. You may be able to take the number with you if you had a phone at your last address.

Here are some other people you need to contact with your new address:

- Forth Housing Association Ltd
- The Post Office - they can re-direct your mail to your new home for a small charge
- TV licensing
- Your bank, building society and credit card companies
- Stirling Council - if you receive Council Tax or Housing Benefit
- The Benefit Agency - if you receive a State Pension or other State Benefit
- Your doctor and dentist
- Home contents insurance
- Utility companies with gas and/or electricity meter readings

Contents insurance

We recommend that all tenants have contents insurance to replace their possessions if they are lost or damaged through fire, water damage or theft.

Buildings insurance

We have a comprehensive buildings insurance which covers all of our properties. This means we insure the structure and all the fittings and fixtures in the property.

Annual gas safety check and gas safety

We are required by law to carry out an annual safety check of all our properties with a gas supply. You will be contacted by the contractor advising you when this will take place. Please note that you are required by your Tenancy Agreement to provide access for such safety checks. **Should you fail to do so we will gain access to your home and any costs which we incur will be recharged to the tenant.**

If you smell gas or fumes you should:

- Turn off the appliance.
- Turn off the gas supply at the meter.
- Do not switch any electrical appliances on.
- Put out cigarettes.
- Do not use matches or naked flames.
- Open doors and windows to allow the gas to disperse and keep them open until the leak has stopped.
- Do not use a mobile phone anywhere near the leak.
- Check to see if a gas tap has been accidentally left on or if a pilot light has gone out.
- Do not switch on lights.

Call the National Gas Emergency Service immediately on 0800 111 999 from a phone outside the property and report the leak. Your call will be attended to and the leak traced. If more extensive work is needed we will be informed and we will arrange to have the necessary repair carried out promptly.

Never attempt to fit, repair or service your gas fire, central heating or cooker yourself. Gas can be extremely dangerous and any work connected with it should only be carried out by suitably qualified individuals who carry the appropriate registrations.

Electrical safety and 5 yearly electrical safety test

Remember that most accidents involving electricity can be avoided if you follow some simple advice such as:

- We will carry out electrical safety checks (EICR) in all our homes on a 5 yearly cycle to ensure the sockets and cabling are in good condition and the property is safe. We are legally required to do this and you must allow access to the contractor to carry out testing.
- If your sockets are faulty or are overheating contact us.
- Never tamper with electricity, get expert help.
- Never overload electrical power points.
- Use electrical socket adaptors as little as possible and use adaptors only for low loaded items such as table lamps, radios, alarm clocks etc.
- Make sure all plugs are wired correctly with the correct fuse fitted.
- Never take electrical appliances into the bathroom.
- Always unplug appliances when they are not in use.

- Check flexes regularly.
- Never use damaged flexes or run them under carpets or rugs.
- Consider buying plug safety covers if you have young children.
- Always use a circuit breaker when using any electrical appliance outside e.g. hedge trimmers, lawn mowers etc.

NEVER TAMPER WITH ELECTRICITY – IT CAN KILL!!

Smoke alarm maintenance

- Do not remove your smoke detectors. They have been installed to LD2 standard, which is the new government standard, meaning all your alarm systems are linked to one and other for additional emergency safety and to keep you safe. All our properties have smoke detectors fitted to LD2 standard which is required by law in Scotland.
- Do not paint or paper over the detectors, or reposition them.
- Your smoke detector has a 10 year rechargeable battery.
- Do test the detector once a week, by holding the test button in for ten seconds and the detector should sound.
- Do clean the detector monthly to remove dust and improve efficiency.
- We will inspect annually all smoke detectors provided by the Association.

Frost damage

You should take reasonable precautions to protect the water supply pipes inside your home from frost damage. You are responsible for ensuring that your home is adequately heated to ensure pipes do not freeze. General precautions you should take to cut down the risk of frost damage include:

- Before winter comes, make sure that you know where your main stop-cock is and that you can turn it off and on.
- Make sure that your home is adequately heated.
- Make sure that you do not leave taps dripping.

If you have a burst pipe

- Call us.
- Turn off the electric power at the main switch box.
- Turn off the water at the main valve.
- Switch off any water heaters.
- Switch off the central heating system.
- Open all taps to sink and bath.
- If possible, collect water in the bath for flushing the wc and washing.
- Warn neighbours who might suffer damage.

If you have a burst pipe telephone the office during office hours.

Outwith office hours, call the emergency repair number (*see section 9.3 for telephone number*).

section 3

Our responsibilities

3



Monument View, Raploch



Our responsibilities

Our responsibilities

Customer care

We believe that providing excellent customer service is the key to a successful Housing Association, which is committed to continuous improvement.

Our Customer Experience Policy sets out the standards of service you can expect:

- We will treat you with respect, understanding and courtesy, fairly and equally. We will consult with you and use your feedback to help improve services.
- We will deliver services focused on customers and providing the best quality for tenants.
- We will provide relevant, accurate and accessible information.
- We will treat all information you give us confidentially.
- We will act on your enquiry quickly and effectively, and will keep you informed of progress.
- We will offer you a home visit when you cannot make it into the office.
- We will deal with enquiries within our response times and provide a variety of communication methods to suit your needs.
- We will set targets in relation to customer care and will monitor progress against these targets.

Equality, Diversity and Inclusion

We believe in promoting equality diversity and inclusion. This means that we embrace people's differences, including their beliefs, abilities, preferences, backgrounds, values, and identities and that all people, without exception, have the right to be included, respected, and appreciated as valuable members of the community.

This means that you should not be discriminated against because of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex or sexual orientation.

We also collect equality information to help us understand our communities and to shape the services we provide. We will therefore ask you at sign up or on an annual basis for all existing tenants, for equality information. We have opted for a pseudo-anonymous collection of the data which means that your equalities data cannot be linked back to you by staff in the office.

Compliments, Complaints and concerns

Compliments

If you have received a service from us or one of our contractors that you are satisfied with, please tell us, this helps us consider what we are doing well and how we can use this to develop or improve in areas where we think we could do better.

If things go wrong

Complaints and concerns

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint.'

How do I complain?

You can complain in person at our office, by phone, in writing, email or by using our complaints form.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

Getting help to make your complaint

We understand that you may be unable, or reluctant to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

Complainants Process

We have two stages to our complaints process.

Stage one is a frontline resolution – for straight forward complaints or concerns where the member of staff who takes your complaint are able to resolve it for you.

A stage 2 complaint is for more complex situations where the complaint needs to be investigated.

Stage one – Frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action taken to resolve the problem.

We will give you our decision at Stage 1 in 5 working days or less, unless there are exceptional circumstances.

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

Stage two – Investigation

Stage 2 deals with complaints that have not been resolved at Stage 1 or complaints which are complex and require detailed investigation. When using Stage 2 we will:

- Record your complaint and pass it to the relevant staff member.
- Write to you confirming our understanding of the complaint and the timescales for the process.
- Fully investigate your complaint.
- Provide you with a response within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

If you are dissatisfied with the way in which your complaint has been handled by Forth, or with the outcome, you may wish to request that the matter is investigated by the Scottish Public Services Ombudsman (SPSO). They can be contacted at:

Freepost SPSO

or

SPSO

4 Melville Street

Edinburgh

EH3 7NS

Phone: 0800 377 7330

Online contact form: www.spsso.org.uk/contact-form

Reporting a significant performance failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures.' A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. Log on to the SHR's website www.scottishhousingregulator.gov.uk or contact the office for a copy of the SHR's Significant Performance Failure leaflet for more information.

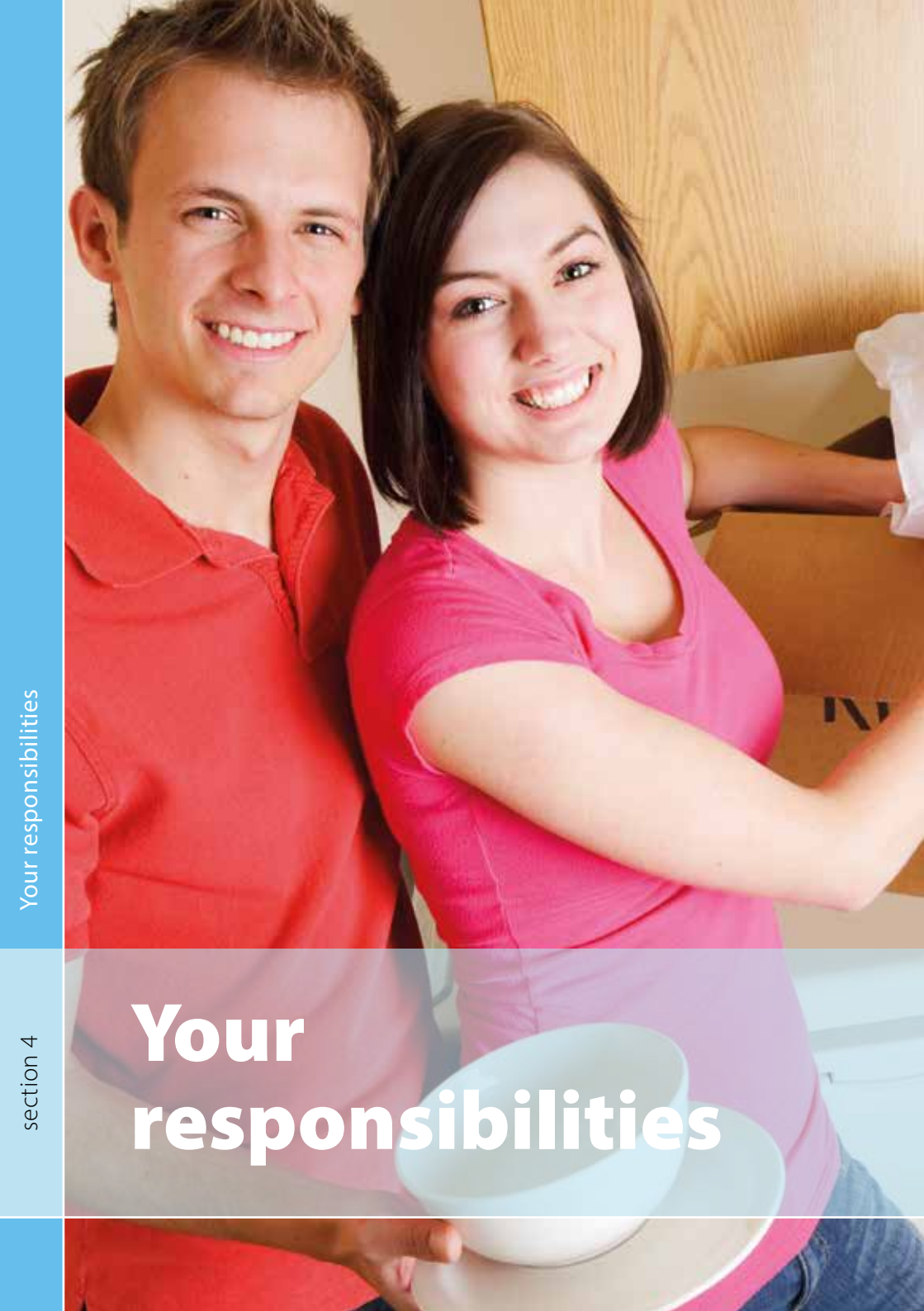
section 4

Your responsibilities

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Your responsibilities

A photograph of a young man and woman smiling at the camera. The man is on the left, wearing a red polo shirt. The woman is on the right, wearing a pink t-shirt and blue jeans, holding a white bowl on a white plate. They are in a kitchen with wooden cabinets in the background.

Living in your home

Your responsibilities

Your responsibilities are outlined in your Scottish Secure Tenancy Agreement. Please take time to read it carefully as it clearly sets out our responsibilities and your responsibilities.

Please also remember that you are responsible for the behaviour of people who live with you and visit you. This responsibility covers behaviour in your home and also in the local area.

You will have your tenancy for as long as you wish unless you break the terms of your tenancy agreement.

When you signed your tenancy agreement you will have received an explanation of the key parts. Please retain your tenancy agreement and this handbook in a safe place in case you need to refer to them in the future.

You are responsible for keeping to the terms of your tenancy in the following ways:

- Paying your rent on time (covered under Money Matters, Section 5)
- Allowing us and our contractors access to carry out repairs, especially annual servicing of gas appliances.
- Reporting faults and repairs to us that are our responsibility to carry out.
- Not causing neighbour nuisance or harassment. (further information available in anti-social policy)

- Keeping your home in a clean condition, including internal decoration and minor repairs.
- Arranging contents insurance to cover your personal belongings and for accidental damage to Forth's fixtures and fittings. We can provide details of a low cost policy through the Scottish Federation of Housing Association's. (SFHA)
- Only operating a business from your home if you have discussed it with us first and obtained our permission.
- Not using your home for illegal or immoral purposes.
- Obtaining permission in writing before making any alterations.
- Obtaining permission to keep a pet (further information available in pets policy, covered under this Section)

Extra responsibilities if you live in a flat

Although we provide cleaning services to some close communal areas it is your responsibility to:

- Keep the outside of your flat clear of rubbish and litter.
- Contact Stirling Council to collect large items. DO NOT leave them in bin store or communal areas.
- Keep the stair area clear of bikes or any other item which might cause fire, trip hazard or a dangerous obstruction.

Your responsibilities to your neighbours

Everyone has the right to live in their home without annoyance or disturbance from neighbours.

Music

Music should be kept at a reasonable level at all times.

It also helps if you place radios, stereo speakers and televisions away from adjoining property.

Music whilst you work is fine but not when the whole street has to share it.

The Police can and do remove equipment which causes noise nuisance to neighbours.

Car repairs

Tuning, repairing and servicing cars near your home should be kept to a minimum. Carrying out car repairs at your home as a business is not permitted.

Estate Management

We will carry out regular estate management visits. The dates of these inspections are advertised in our Tenants' Newsletter.

Pets

Your responsibilities

Tenants are required to receive written consent from Forth Housing Association, prior to taking ownership of any animal. As part of the tenancy agreement, tenants agree to make good any damage caused to the property by their pets.

Animals which are allowed include the following but is not exhaustive:

- Dogs (refer to section 4.1.1, 4.1.2 and 4.1.3)
- Cats
- Birds (eg budgies, canaries, finches, parrots)
- Rabbits
- Guinea pigs
- Ferrets
- Chinchillas
- Small animals (eg rats, mice, hamsters, degus)
- Fish (tropical/cold water providing these are a small breed and not considered dangerous species)
- Exotic pets such as reptiles e.g. snakes, lizards, terrapins, iguanas snails and spiders. (providing these are a small breed and not considered a dangerous species)

Number of pets allowed

The number of animals allowed to be kept in a Forth Housing Association property will be considered subject to the type and size of property in question.

In flats tenants will be permitted to keep:

- a maximum of 2 dogs or 2 cats in a flat (or 1 of each pet), regardless of the size of property. Visitor's pets are not included but 'visiting pets' (pets which are looked after by the tenant on behalf of their owner, whilst at work) are included.
- In addition to 2 dogs or 2 cats, a maximum of 2 smaller animals e.g. birds, hamsters, rabbits, taking into consideration section 5.12 of Forth's Scottish Secure Tenancy Agreement.
- Hutches will not be permitted in communal/shared gardens.
- A maximum of 2 fish tanks will be considered subject to the type and size of the tanks in question.

In houses tenants will be permitted to keep:

- a maximum of 2 dogs or 2 cats (or 1 of each pet) regardless of the size of property. Visitor's pets are not included but 'visiting pets' (pets which are looked after by the tenant on behalf of their owner, whilst at work) are included.
- In addition to 2 dogs or 2 cats, a maximum of 2 smaller animals e.g. birds, hamsters, rabbits, taking into consideration section 5.12 Forth's Scottish Secure Tenancy Agreement
- A maximum of 2 fish tanks will be considered subject to the type and size of the tanks in question.
- Any tenant who exceeds the number of pets permitted which includes 'visiting pets' will have enforcement action taken against them.

Breeding of animals will not be permitted in any circumstances.

Complaints and removal of pets

Where we are in receipt of complaints regarding the keeping and supervision of animals, you may be required to rehome your pet if the complaints are consistent and justifiable.

Where we are in receipt of complaints, you will be given the opportunity to rectify the problem, prior to being required to rehome the animal concerned.

Where the animal or the keeping of the animal is causing a deterioration of the property, you will be required to take appropriate action to rectify the damage and take appropriate steps to prevent further deterioration to the property e.g. pet behaviour classes.

If you keep a pet without permission, you are breaking the terms of your tenancy and this could lead to legal action against you.

Parking

You should not park or drive on communal areas, pathways, traffic calming measures or grassed areas which are not intended for parking. Any un-roadworthy or illegal vehicles parked on our land without permission might be removed.

Caravans, boats and trailers

If you wish to park a caravan, boat, trailer or similar item you must first request our written permission. Permission will not be given to park such items in communal parking bays within a development.

Anti-social behaviour

We recognise that every individual is entitled to live without disturbance or disruption within their neighbourhood, and we are committed to tackling anti-social behaviour promptly, firmly and fairly.

We recognise the importance of taking early and effective action against anti-social behaviour to reduce the likelihood of legal action being needed, and to increase the chances of it being resolved successfully.

In practice anti-social behaviour can mean different things to different people. It can cover a wide range of behaviours from dog fouling to criminal damage to property.

It happens when a person's actions are likely to cause alarm, distress, nuisance or annoyance to another person, or damage to someone's property. It can include speaking threateningly or offensively.

Tenants experiencing anti-social behaviour will be encouraged to play a full part in action taken to deal with this. Their views will be taken into account in reaching decisions on courses of action, and they will be kept informed of progress by their Housing Officer.

If a tenant continues to act in an anti-social manner, or allows others for whom they are responsible to do so, we can request permission from the Court to Evict.

Where it is necessary we will involve other agencies such as Police and Social Work.

(Further information available in Anti-social Policy)

Harassment

We do not tolerate harassment and hate crime of any nature. Tenants, members of their households or their visitors who are subject to such harassment will be dealt with through a separate policy.

Simple rules to follow

Following these few simple do's and don'ts can make life more enjoyable for you and your neighbours:

Do's -

- Keep your garden neat and tidy.
- Keep any pets under control at all times.
- Close gates and doors behind you, particularly doors in flats with controlled entry systems.
- Keep an eye on your children and ensure they are not a nuisance to neighbours.
- Expect to hear some noise from other properties at times and be tolerant of this.
- Make sure friends visiting or leaving your home late at night come and go quietly.
- Put your rubbish into your wheelie bins and ensure they are put out regularly for collection. Please make sure your bin lid is closed and recyclables covered. Items placed inside your wheelie bin will be collected but any excess waste/side waste presented outwith the bin will not be collected. Please take your bin and box(es) back in as soon as possible after they have been emptied.

Don'ts -

- Play music, TV etc at loud volume especially late at night.
- Clutter or block communal stairways.
- Leave rubbish on stairs or garden areas, as this can be a fire and/or health hazard.
- Allow anyone access to common closes if you don't know who they are.
- Use household appliances eg washing machines, vacuum cleaners late at night.
- Do not contaminate your wheelie bin as it will not be uplifted.

section 5

Money matters - your rent

5





Money matters - your rent

Money matters - your rent

The amount that you pay for rent is set out at the beginning of your tenancy and is reviewed annually, in accordance with our rent policy.

Your rent level depends on the size and type of your home and the amenities.

We try to make it easy and convenient for you to make payments towards your rent.

Your rent is due monthly in advance on the 1st of every month.

If you prefer to pay weekly, fortnightly or 4 weekly, you can do so, but please contact your Housing Officer to confirm this arrangement.

Ways to pay

You can pay by either:

Direct Debit

The easiest and most flexible way of paying your rent. Payments can be made weekly, fortnightly or monthly. You can set up a Direct Debit by calling us. We will need at least 7 days notice to set this up.

Post Office & Pay Point

Every tenant is provided with an Allpay payment card at the start of their tenancy. Using your Allpay card, you can make payment by cash or cheque at any UK Post Office. Cheques should be payable to "Post Office Counters Ltd". As with payments at the Post Office, tenants can pay by cash using their Allpay payment card at any shop, petrol station etc displaying the Pay Point logo.

Allpay Phone Payments

An automated telephone system, allowing you to make payments from a landline or mobile telephone whenever you want. All you need is your swipecard and your debit/credit card. Simply dial 0844 557 8321.

The Allpay App

The app is available for Apple iPhone and Android Smartphones. For further information about the Allpay app please visit: <http://www.allpay.net/app>. You can download the app from the Apple App store or Google Play.

Housing Benefit

From the Local Authority direct to the Association.

Allpay Internet Payments

You can pay rent online at www.allpayments.net. Internet Payments from allpay is a secure online payment service. This service is quick and easy and available whenever you want. All you need is an internet connection, your swipecard and your debit/credit card.

How do we set your rent?

We have a rent policy and procedure that sets out the rent levels we charge.

We aim to:

- Charge rents that our tenants and people who apply to us for housing can afford to pay.
- Have enough money to pay for the maintenance and repair of our houses, now and in the future.
- Pay for a high quality management service.
- Pay back loans that we have borrowed to pay for part of the costs of building our houses.

Each year we review the rents we charge.

We will advise you in writing at least 4 weeks prior to the increase.

Only one increase each year is allowed, unless it is linked to improvements we have made to your home. (Further information available in rent policy).

Help with your rent – housing benefit/universal credit

If you are unemployed, long term sick, have disabilities or your earnings are low, you may be entitled to claim Housing Benefit or the Housing Element paid by Universal Credit, to help pay your rent. Your claim will be based upon your income, the benefits you receive and the number of people in your household.

It is your responsibility to update your relevant claim, should your circumstances change either with the Council or the Department of Works and Pensions (DWP).

Money problems

If you have money problems and you need answers to questions like:

- Am I claiming all the benefits I can?
- What other financial help can I get?
- Which debts are the most important?
- What can I afford to pay to clear the debts?

Income Maximisation Service

Our Income Maximisation Officer can provide advice in the following areas:

- Universal Credit
- Maximising your income, by claiming all benefits.
- Basic debt counselling.
- Information in relation to sources of affordable credit and household contents insurance.
- Budgeting skills.

Please contact the office for more information.

Where to get advice

Where you go to get advice depends on your circumstances: whether you want to talk to people face to face or by telephone, whether you have access to the internet and what exactly you want to know.

All our Housing Management staff will try to give you general advice to help you decide what to do and if we can't provide the answers, we will put you in touch with someone who can. There are plenty of places where you can get advice. All you have to do is take the first step and make contact. Whatever you do, **don't bury your head in the sand. Problems don't go away! Let us try to help.**

section 6

Repairs and maintenance

6



Bogend Road, Bannockburn

Repairs and maintenance

Milnepark Road, Bannockburn

Repairs and maintenance

This section helps you understand how your home is maintained and kept in good repair for your comfort and safety.

It also provides you with the information you might need regarding repairs.

How to report a repair

By phone

During office hours telephone our office.

By Letter

Write to us with details of your repair request giving suitable times for access and if possible, a contact telephone number.

By E-mail - info@forthha.org.uk

E-mail us details of a repair request, giving suitable times for access and if possible, a contact telephone number.

On-line

If you would like to report a routine repair on-line then you should log onto **www.forthha.org.uk** and click on Report a Repair on the home page.

Emergency repairs

Only use this number to report **emergency repairs** which cannot wait until the next working day.

If you call our main switchboard you can select the appropriate option to be put straight through to our emergency contractors.

These are repairs which are considered necessary to prevent serious damage to the building, danger to health, risk to safety, risk of serious loss or damage, or serious inconvenience to the occupier or occupier's property.

These repair requests should be attended to by the contractor within 4 hours of notification, 24 hours a day, 7 days a week, to make safe the hazard or complete the necessary repair.

Non-emergency or routine repairs should be reported during normal working hours. Do **not** use the website or My Forth to report an emergency repair.

Out-of-office hours emergency service

We operate an Out-of- Office Hours emergency service provided by the Contractor. If you need to use this service (*see section 9.3 for telephone number*) Please give

- Your name and address,
- Telephone number,
- A description of the repair request.

Please follow any instructions given or requests made by the contractor which may assist with your repair request.

Alternatively, telephone the office and listen to the recorded message (*see section 9.3 for telephone number*).

During office hours

Emergency repairs should be reported to the office as normal (*see section 9.3 for telephone number*).

Gas heating and hot water

If you are having problems with your heating/hot water and this is provided by a gas fired combination boiler, please phone the Gas Central Heating/Boiler Repairs service contact. (*see section 9.3 for telephone number*).

During office hours your repair request will be taken by a member of staff.

Outwith office hours your call will be transferred automatically to a call centre. Please give:

- Your name and address
- Telephone number
- A description of the repair request.

Before using the Emergency Repairs Service, please consult the table overleaf to see if your repair is an 'Emergency'. Please note, the Contractor/Association has discretion to attend to the repair/fault which you are experiencing, if the fault does not appear on this list.

If you are in any doubt, please phone and ask!

General guide to emergency repairs

Trade	Repair request	Comment
Electrics	Sparking sockets/ switches/bare wires.	Make safe.
	No electricity (whole property).	Trace and repair fault. Possible Tenant recharge.
	No lighting (whole property).	Trace and repair fault. Possible Tenant recharge.
	No power to sockets (whole property).	Trace and repair fault. Possible Tenant recharge.
	No hot water throughout property.	Trace and repair minor electrical fault.
	No stair lighting to complete close.	Trace and repair minor electrical fault.
Plumbing	Internal burst pipes/ tanks/hot water cylinders.	Make safe.
	No water supply throughout property.	Investigate fault and reinstate supply.
	Blocked wc where there is no other wc in property.	Clear blockage. Possible Tenant recharge.
	Blocked or leaking foul drains or soil stacks.	Clear blockage. Possible Tenant recharge.

Trade	Repair request	Comment
Plumbing	Taps running full bore.	Turn off water supply to tap.
	Unsafe manhole cover.	Make safe.
	Hot water from over flow.	Make safe.
	External burst pipes/ overflows causing icy conditions.	Make safe.
Joiner	Board up of broken window/glass.	Possible Tenant Recharge.
	Gain entry/exit to/from property where no other door exists.	Possible Tenant Recharge.
	Make own property lock fast if insecure (not close doors).	Possible Tenant Recharge.
Gas	Loss/partial loss of gas supply.	Investigate.
	Blocked flue to gas boiler.	Investigate and clear same.
	No heating throughout property.	Investigate and repair same.
	Gas leak/smell of gas.	Isolate gas supply Investigate source of leak.

Trade	Repair request	Comment
Builder	Inspect dangerous chimneys, pots, slates, roof tiles, walls, ceilings, buildings, gutters and rain water pipes.	Make safe.
	Water ingress.	Investigate if weather conditions permit and make temporary repair.

Defects

When a tenant moves into a new-build home, property repairs are dealt with in a different manner. These properties are covered by what is called the Defect Liability Period (DLP) which runs for one year from the time the property is handed over to us by the contractor.

During this period the building contractor **will normally** be responsible for **most** repairs which are required to your home within the Defect Liability Period.

Please contact our Tenant Services Team, should you require to report a defect, within the first year of living in a newbuild.

Reporting repairs

During office hours you should report repairs directly to us, giving as much detail as you can, for instance:

- Your name and address.
- A contact telephone number.

- Where and what the fault is.
- When the contractor can get access to your home to repair the fault.

Response times

As a general rule we expect contractors to keep to the following response times:

Out of hours Emergency repairs

Attendance within **4 hours of reporting defect** which might cause danger to tenants or others, or which might cause damage to the buildings, or tenants' property.

Urgent repairs

Attendance within **2 working days** from the day after reporting the repairs request, or at a time to suit the tenant, for defects which might affect the water supply, drainage, electricity supply, gas supply or security of the house.

Routine repairs

Attendance within **10 days** from the day after reporting the repairs request, or at a time to suit the tenant, for normal day to day repairs such as faulty unit doors.

Defects liability period

We expect contractors to attend to minor items on a monthly basis for the first six months of the defects liability period and on a quarterly basis for the second six months. Some Minor items such as plaster shrinkage may be held until the end of the defects liability period.

Emergency repair requests

Please remember that if you report a repair as an emergency and it is found that the repair is either not an emergency or it is your responsibility, **you may be charged for the cost of the repair.**

General guide to repairs and maintenance

Please note that we are responsible for some repairs and maintenance to your home. However, you as the tenant also have responsibilities for some repairs and maintenance. This guide highlights the most common repairs and who is responsible for these. There might be occasions when we will carry out a repair on your behalf and recharge you any cost that we incur in completing the repair.

- * Where you see this asterisk, it means Forth may carry out the repair on your behalf but you will be recharged the cost of the work.
- ** Where you see these asterisks, it means that Forth will only carry out these repairs on the items:
 - when a property is vacated for a new tenant,
 - as part of a planned maintenance programme,

Otherwise the repair is your responsibility.

- *** Where you see these asterisks, it means Forth will carry out these repairs, but you need to report this to the police first and ask for an incident number. Should you fail to do so, you will be recharged for the repair.

Bathroom

ITEM	Forth Housing	Tenant
Blocked drain/waste pipe	✓*	
Water supply pipes	✓	
Bath	✓	
Shower (belonging to FHA)	✓	
Shower (belonging to Tenant)		✓
Wash Hand Basin (WHB)	✓	
WC Bowl	✓	
WC Cistern	✓	
WC seat & lid		✓**
Clos-o-mat	✓	
Taps	✓	
Tap washers	✓	
Plug & chains		✓**
Non-slip flooring (Installed by FHA)	✓	
Towel rails & toilet roll holders		✓

* ** *** (full asterisk explanation on page 6.8)

Kitchen

ITEM	Forth Housing	Tenant
Blocked drain/waste pipe	✓*	
Water supply pipes	✓	
Taps	✓	
Tap washers	✓	
Sink bowl and drainer	✓	
Plug & chains		✓**
Non-slip flooring (Installed by FHA)	✓	
Kitchen units & work tops	✓	
White goods and fittings (Installed by FHA)	✓	
• Cooker • Oven • Washer/drier		
White goods and fittings/plumbing belonging to Tenant		✓
• Cooker • Oven • Washing machine • Tumble drier • Fridge/freezer		
Gas supply pipe	✓	
Gas bayonet fitting and supply hose to cooker		✓
Supply and fitting bayonet fitting where none exists within property		✓*

* ** *** (full asterisk explanation on page 6.8)

Electrical

ITEM	Forth Housing	Tenant
Sockets	✓	
Pendants, lamp holder and ceiling rose	✓	
Extractor fans/mechanical fans	✓	
Plugs and fuses		✓
Mains operated smoke detector	✓	
Battery operated smoke detector	✓	
Battery for smoke detector		✓**
Light switches	✓	
Water immersion heater	✓	
Electric fires		✓
Storage heaters	✓	
Wiring and circuits	✓	
Consumer unit (but not resetting MCBs/RCDs)	✓	
External light fittings to front/rear of property (not bulbs)	✓	
Common stair lights	✓	
Fluorescent tubes		✓**
Starters		✓**
Diffusers		✓**
Bulbs		✓
TV aerial, cable and coaxial		✓
Shared TV aerial/satellite dish – only within a close	✓	

* ** *** (full asterisk explanation on page 6.8)

In the house

ITEM	Forth Housing	Tenant
Water pipes, stop cocks, valves and drains	✓	
Ceilings	✓	
Walls	✓	
Plasterwork	✓	
Floors	✓	
Loft hatch	✓	
Skirting	✓	
Facings	✓	
Stairs	✓	
Bannister/handrail	✓	
Cupboards	✓	
Decoration		✓**
Floor coverings carpets, vinyl, laminate, etc.		✓

* ** *** (full asterisk explanation on page 6.8)

Heating

ITEM	Forth Housing	Tenant
Electric storage heaters	✓	
Panel heaters & fan heaters	✓	
Gas central heating system	✓	
Gas water heating system	✓	
Radiators, thermostats, timers, boilers & pumps	✓	
Gas pipes, hot & cold water tanks	✓	

External structure area

ITEM	Forth Housing	Tenant
Gutters	✓	
Down pipes (rain & soil)	✓	
Overflow	✓	
Roof tiles/slates	✓	
Roof timbers	✓	
Fascia boards, soffit, barge boards and over hangs	✓	

* ** *** (full asterisk explanation on page 6.8)

External structure area

ITEM	Forth Housing	Tenant
Car ports & garages	✓	
Lean to roofs and porches	✓	
Walls	✓	
Roughcast, render & external brick work	✓	
Foundations & damp proof course/membrane	✓	
Chimney	✓	
Chimney flue	✓	
Steps to entrance	✓	
Stairs, bannister, handrail	✓	
Communal paths	✓	
Communal slabs	✓	
Communal stairs & entrances: floor & wall finishes	✓	
Fences & gates erected by FHA	✓	
Communal parking areas	✓	
Bin stores and drying areas	✓	
Clothes poles	✓	
Clothes pole rope		✓
Rotary driers	✓	
Garden shed/greenhouse		✓
External decoration	✓	

Windows

ITEM	Forth Housing	Tenant
Glass in windows	✓***	
Window frames	✓	
Window fittings, catches, ropes & handles	✓	
Window locks	✓	
Window sills	✓	
Trickle Vents	✓	

Doors

ITEM	Forth Housing	Tenant
Letterbox	✓	
Door bell batteries		✓
Door bell on electric circuit	✓	
Outside (front or main) door, hinges frames & handles	✓	
Internal doors, handles, latches, hinges & door stops	✓	
Stair entry door	✓	
Door chain		✓**
Door name plate		✓
Keys & replacement locks		✓**
Locks repair	✓	
Glass in doors & screens	✓***	

* ** *** (full asterisk explanation on page 6.8)

Services

ITEM	Forth Housing	Tenant
Communal grounds maintenance	✓	
Garden maintenance (front garden of property)	✓	
Individual rear garden maintenance		✓
Furnishings & equipment (where provided by FHA)	✓	
Internal window cleaning (individual property)		✓
External window cleaning (individual property)		✓
Internal window cleaning (communal stairs)	✓	
External window cleaning (communal stairs)	✓	
Stair cleaning (communal stairs)	✓	
Annual service of Clos-o-Mat	✓	
Communal TV aerials installed by FHA (closes only)	✓	

Rechargeable repair work

We do not undertake repairs/work which are the tenants responsibility unless in an emergency e.g. access to/securing a property or, work which a tenant was instructed to carry out, but failed to do so. Before we undertake work on a tenants behalf, the tenant will be required to pay for the repair up front.

Cyclical and planned maintenance

In order to maintain our stock, certain works/inspections are carried out at regular intervals e.g. painter work or kitchen replacements. Where such work has to be undertaken tenants will be informed in advance.

Improvements and alterations

Tenants have the right to carry out certain alterations and improvements to their homes which they may receive compensation for when they end their tenancy. However, should you wish to carry out such work you must first receive written permission. We will not refuse permission without good reason. Moreover, approval may be given but certain conditions might apply i.e. materials to be used or standard of work. An application form and guidance note can be obtained from our office by anyone wishing to carry out alterations or improvements to their home. It is important to read this information before proceeding with any work. Please contact the office for a copy.

Adaptations

We offer a self-referral option should you require an adaptation. Please contact your Housing Officer with your request and they will assess your request and if it is considered a minor adaptation, they will can instruct this work to be carried out. If the adaptation required is more substantial, the Housing Officer may advise you to contact your Occupational Therapist for further advice.

Examples of minor adaptations include:

- Provision of stair and grab rails
- Repositioning of electrical sockets
- Fitting of simple ramps
- Wet Floor Shower Area

These adaptations are often needed either to facilitate their discharge from hospital or to safeguard their safety and independence at home. If you wish further information please contact your Housing Officer.

section 7

Thinking of moving?

7



Wordie Road, St. Ninians

Thinking of moving?

Wordie Road, St. Ninians

If you are looking for a new home then this section can help you.

How to end your tenancy

Ending your tenancy? You must give us at least 28 days written notice to end your tenancy.

You can do this by completing an End of Tenancy form, this can be accessed via My Forth which is our online portal, our website or by having us send it out to you. You can also come into our office to complete the form. Every tenant on the household, must sign to show that they agree the tenancy should be ended. Please remember to tell us the date you are moving out, your new address and who supplies your gas and electricity.

What happens next?

We will then write to you to confirm the date your tenancy will end and to make arrangements to visit you before you leave.

You must pay rent up to the end of the 28-day notice period even if you actually move before then.

Two members of staff from our Tenancy Services Team will make an appointment to visit you before you leave, to inspect the condition of your home and advise you of any repairs that are your responsibility, which will have to be rectified before you leave. We will also look at the decoration and if this is not in an acceptable condition, we will ask you to improve it. You must leave your home in a good state of repair and decoration and leave your garden area tidy and clear of any items or you will be recharged for the service.

If you have carried out home improvements

If you have carried out any home improvements with our permission, you may be entitled to compensation.

You should make your claim in writing when you end your tenancy. The leaflet "Right to Compensation for Improvements" will give you further details on this. Please contact the office for a copy.

Before you leave remember!

Before moving out of your house, you must do the following:

- Leave the house in a clean and tidy condition as well as in good decorative order.
- Remove all your belongings, including clearing the loft space and any rubbish from the garden.
- Make sure any lodgers or sub-tenants leave with you.
- Remove any fixtures or fittings you have installed without our permission and put right any damage caused.
- Check with us to make sure you have made all payments due.
- Contact your gas and/or electricity supplier to arrange final meter readings.
- Turn off the water at the stopcock.
- Provide us with a forwarding address where we can contact you.

What do I need to do on the day I move out?

You should call at our office and hand in all keys to the house (including window locks) before 12 noon.

When you hand the keys in you will need to pay any rent and any other monies owed to us. However, you may be entitled to money back if you are in credit, and if so, we will take your bank details and have this credited back to you.

Abandonment

If you leave your home and do not end your tenancy, we can end your tenancy by serving notices on you and giving you fair warning that we plan to do this. We will give you 28 days notice that we believe you have abandoned the house, advising you that your tenancy will end.

If you are going to be away from your home for any good reason for a long period of time - for example, if you will be in hospital, staying with friends or even if you have been sent to prison, you should let us know.

We will clear and dispose of any possessions we find there unless, they would be more valuable than the cost of 6 months storage, and any rent arrears. The value will be the value at auction, and this will be much less than you paid for them. If possessions are worth keeping, we can sell them after 6 months and keep any funds. You will be responsible for paying rent due to the end of your tenancy - and the costs of clearing your home, changing the locks, etc.

You have a right to make an application to the Court against the repossession within 6 months.

Mutual exchange

Mutual exchanges allow you to swap your with another Forth tenant, Housing Association or Council tenant from Stirling, or any other area. There are conditions that you have to comply with in order for a mutual exchange to be approved.

There are conditions that you have to comply with for a mutual exchange to be approved. Before you move, you must write to us to get our written approval for the mutual exchange to take place. Please do not make any arrangements to move until you have that approval.

Transfers

Existing tenants who wish to move can apply for a transfer. They will then be placed on our transfer list. Tenants who wish to move into one of our properties usually only transfer if the accommodation they are living in no longer suits their needs. We operate a separate transfer list to:

- Enable households to move to other housing thereby releasing housing for other applicants.
- Address the preferences of tenants that are a form of housing need.
- Foster a community that is popular and inclusive.

To apply, you must complete a transfer form to allow us to assess your application. We will only offer a percentage of all lettings to transfer applicants. Applications will therefore be prioritised according to housing need.

INCENTIVE

If you do all that is required of you when ending your tenancy, you may be entitled to a small payment from Forth Housing Association as a way of thanking you to adhering to the terms and conditions of your tenancy agreement. The following conditions would have to be adhered to:

- Appropriate notice has been given.
- A pre termination visit has been undertaken.
- A clear rent and rechargeable repair account.
- No damage to the property.
- Only basic checks are required i.e. gas, electrical and EPC.
- A tenanted viewing has taken place.

section 8

Participation



Community Event organised by De Moray Association, Cornton

Participation

Community Event organised by De Moray Association, Cornton

Participation

Our commitment

We are committed to community and tenant participation. We believe that tenant participation is a two-way process, involving the sharing of information and ideas. Tenants are able to influence decisions and take part in matters which affect the quality of their homes, community and the service they receive from us.

By becoming involved you will help us to deliver an excellent service that meets your needs. You can give us your opinion on any aspect of our service or on your home. In our Tenants' Newsletter, Annual report and Performance Report, we will publish information about our performance, the views we have received and how we have taken these views into account.

Consultation

The Housing (Scotland) Act 2001 introduced legal rights for tenants to be consulted on certain issues and to participate.

We must consult you when making or changing:

- Policies on how we manage our houses and repairs and maintenance if the proposal is likely to affect you a lot.
- Decisions about the information to give you on the standard of housing management and performance.
- Performance standards or targets on housing repairs and maintenance.
- Tenant participation strategy.
- Rent increases.

Scottish Social Housing Charter

The Charter sets out the outcomes and standards that all social landlords should achieve for their customers. It includes a set of standards and outcomes that encourages landlords to work closely with their tenants and other customers to deliver high quality services. For a copy of the charter visit the Scottish Government's website <http://housingcharter.scotland.gov.uk>

The Scottish Housing Regulator (SHR) safeguards and promotes the interests of tenants. It monitors, assesses and reports on performance against the Charter. Annually, the SHR will publish reports that assess how well social landlords are achieving the Charter outcomes. Tenant satisfaction is a principal indicator of performance in delivering the Charter outcomes: tenants views require to be incorporated into a landlords assessment of performance. We therefore want our tenants to be involved in analysing our performance. It is this feedback that will help our improve our services to you.

How can you get involved?

Reading - tenants newsletter

Read our newsletter and let us know your views, or send in your ideas for articles and features.

Armchair monitor

Let us know how well we and others are performing in making your area an attractive place to live, simply by looking out your window and letting us have your comments.

Focus group

Usually meets to discuss a specific issue that affects you such as a new building development, parking etc. or a service you receive for example, close cleaning.

Tenant Joint Scrutiny Panel

Facilitated by Tenant Information Service these joint events with Rural Stirling Housing Association will enable tenants to come together to Scrutinise our services and make recommendations.

Tenants' group

You can give your views by becoming part of a tenants' group. This enables tenants to come together to discuss issues which have been raised by you or ourselves. Meetings are generally held within the community or at our offices. Training and funding are also available. Transport and crèche facilities are provided if necessary.

E Group

You can join our E Group by providing your email address. This group provides us with feedback by email on issues affecting Forth.

Tenants' View Forum

Our Tenants' View Forum has agreed to:

- meet at least 3 times per year
- discuss Reporting of Key Charter Indicators
- analyse General Performance Results
- assist in producing the annual Charter Report to Tenants
- discuss other policies that are under review at that time.

For details of the next meeting contact the office. We hope that you will get involved and carefully examine our performance in order that we can improve our service to you. We offer training and skills development as necessary.

Membership of the Association

Any individual aged 18 years or over may apply for membership. Anyone who is already a tenant can apply for membership from the age of 16 years.

The Association particularly encourages applications from:

- Tenants of Forth and members of their household.
- Sharing owners and members of their household.
- Residents in areas where the Association provides housing.
- Individuals with skills and experience in governance, finance, construction, human resources, information technology, housing, social and economic development, regeneration and community development.
- Statutory authorities and voluntary organisations.

Membership costs £1 for life and entitles you to attend the AGM and stand for election to the Management Committee.

Further information is available in the Membership policy.

Please go follow this link if you'd like to complete our Membership Form: <https://www.forthha.org.uk/about-us/membership/>

Role of the Management Committee

We are run by a voluntary Management Committee and members are elected annually from the Association's membership at the Annual General Meeting (AGM). There are 15 places on the Committee. The members have a wide range of experience and knowledge. Staff are responsible for day-to-day business. Committee members do not receive any information about individual tenants.

The Management Committee normally meets monthly to discuss the Association's business and make policy decisions. Serving as a committee member is both interesting and worthwhile. We particularly encourage our tenants to become members of our Management Committee. Please contact our Director at the office if you are interested in this role.

section 9

Useful information



Useful information



Useful information

Office details

Address: Kildean Business & Enterprise Hub
146 Drip Road
Raploch
Stirling
FK8 1RW

Tel: 01786 446066
E-mail: info@forthha.org.uk
Website: www.forthha.org.uk

The office is open to the public Monday to Thursday 9am to 1pm and 2pm to 5pm and Friday 9am to 1pm and 2pm to 4pm.

The office is closed at 4pm on a Friday.

The office is only closed under the following circumstances:

- Public Holidays
- Staff Training
- Monthly staff meetings on the first Wednesday in the month from 9am to 12noon.
- In the event of an emergency or unforeseen disaster.

All planned closures are notified either by newsletter or a notice sent out one week in advance.

Access to appropriate staff is by request at reception and, if unavailable, by appointment. We operate a computerised diary system for appointments. Staff should be able to provide appropriate information and advice. If this is not immediately available, staff will attempt to investigate further sources of information, or signpost the person to the appropriate individual or agency. All staff will be courteous, timeous, be prepared for the meeting and provide information within a reasonable timescale. Staff will not be able to deal with requests made in an **aggressive or abusive** manner.

General

Abandoned Vehicles	01786 404040
Anti -social Noise Team	01786 404040
Council Tax	01786 404040
Dog Warden	01786 404040
Environmental Health	01786 404040
Refuse Collection	01786 404040
Safer Communities Team	01786 233533
Stirling Council 24 Hour Contact Centre	01786 404040

Useful Website Links

Allpay — www.allpayments.net
Stirling Council — www.stirling.gov.uk

Emergencies

Ambulance, Fire Brigade, Police Scotland..... 999

Police Scotland Non-Emergency..... 101

Forth Housing - Emergency Repairs
(Normal office hours)01786 446066

Forth Housing - Emergency Repairs
(Outwith office hours -)01786 446066
- Option 2

Gas Central Heating/Boiler Repairs
(During and outwith office hours - Saltire).....01786 446066
- Option 1

Gas Leak, National Gas Emergency Service 0800 111 999

Scottish Society for the Prevention
of Cruelty to Animals (SSPCA)..... 03000 999 999

Royal Society for the Protection of Birds (RSPB).....01767 693690

Adult & Child Protection (ACP) -
Clackmannanshire and Stirling Health
and Social Care Partnership 01786 470 500

NB – if it is found that either the repair is not an emergency or it is your responsibility, **you may be charged for the cost of the repair.**

If your property is less than a year old please refer to the separate emergency numbers provided in your pack at tenancy sign-up.

For further information please refer to section 6.

Forth Housing Association Limited

Application for individual membership of the association

Name: _____

Address: _____

Please answer all of the following questions:

1. Are you over 18 years (or over 16 years, if you are the tenant)? YES / NO

Note: no person who is a minor shall be admitted to membership

2. Are you seeking to become a member of Forth Housing Association as a representative of an organisation? YES / NO

If your answer is YES you should return your completed application with a covering letter from the nominating organisation

3. I have enclosed the sum of one pound (£1.00) for membership YES / NO

4. What is your connection with the Association? For example are you a tenant, sharing owner, local resident or someone with another connection?

Signed _____ Date _____

Notes

[illegible]

Notes

[illegible]

Notes

[illegible]

Forth Housing Association Ltd
Kildean Business & Enterprise Hub,
146 Drip Road, Stirling FK8 1RW
Tel: 01786 446066
Email: info@forthha.org.uk
Website: www.forthha.org.uk



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