

Stirling Tenants Project

Review of New Build Policy and Procedure

Spring 2015

1.0 Introduction

1.1 This report has been written for Stirling Council Housing and Environment Service. This report was a review of past new build processes and procedures, which was carried out from spring 2014 till spring 2015. The reason for this review was that existing Tenant Inspectors and new Inspectors were keen to look at the new build process as the Service were actually building new build properties themselves, so this created great interest to the Tenant Inspectors.

2.0 Background

- 2.1 Tenant Led Inspections are a way of getting tenants involved in the review and development of the service. Small groups of tenants (inspection teams) select an area of service and inspect that service to find out what works well and what could be done better. West Lothian, Edinburgh, Aberdeen and Falkirk have undertaken similar tenant inspections.
- 2.2 The purpose of the inspection is to see whether the service is running as intended. Inspections aim to identify whether practice reflects policy and also to identify where aspects of the service could be improved. Findings are fed back to housing management staff as part of the formal consultation.
- 2.3 Tenant Inspectors were recruited on the back of the April Open day in 2011 and from an advert for Inspectors in autumn 2011 edition of the Open Door. Further recruitment campaigns have been run in past editions of Open Door Jan 2014, September 2013 and via social media, such as Facebook. Along with targeted marketing to the services younger tenants. Unfortunately there has been no more interest from existing tenants.

3.0 Structure of the report

3.1 The report outlines the inspection methods used by the tenant inspector teams and sets out their findings. The report establishes whether the new build developments, policies and procedures are working well. It identifies areas for improvement, makes recommendations and highlights further information that Tenant Inspectors feel they would like.

3.2 All comments have been treated in the strictest confidence. Feedback is not attributable to individual tenants or staff members. Instead the information gained from this review will demonstrate whether practice relates to actual policies and procedures. All Inspectors have signed a code of conduct and confidentiality agreement and have undergone training sessions on the background of past inspections

4.0 Methods used in this inspection

The methods used in this inspection were as follows:

- Information sharing sessions with specific staff members with question and answer sessions
- Sessions on explanation of current policy and procedures
- Visits to various new build properties
- Tenant satisfaction questionnaires

In preparation for carrying out the inspection, tenant inspectors also:

- Reviewed relevant new build policy and procedures such as – Sustainability policy, Housing for Varying Needs, legal documents used in the development process, housing specifications and funding criteria.

5. Methods and Results of Inspection

5.1 Information Sharing Sessions

Sandra McGinley, the Development Officer attended a meeting where she provided an overview of the development process, funding avenues, general property specification, housing for varying needs new build programme plus other useful information relating to the new build process.

The group had an opportunity to ask any questions relating to any of the topics that Sandra discussed.

Overall the Inspectors were very impressed with Sandra knowledge and understanding of the development process and took a lot away from the information sharing session that took place.

5.2 Review of Current policy and procedures

As mentioned earlier the group spend 2 x 2 hour meetings reviewing current policy, procedure and paperwork. There was lengthy discussion relating to the sustainability policy and the Inspectors were of the opinion that most tenants would not be bothered if the service followed a sustainability policy, as long as people were getting housed. The Inspectors had no real issues with any of the paper work, however they did express a concern over some of the wording used in some of the legal documentation which is issued at various stages throughout the new build process. However it was explained that solicitors are used at this stage to ensure that all parties are adhering to the due process.

5.2.1 Off the Shelf purchases

One meeting focused on off the shelf purchases, it was explained was this process is and what developments had been bought via this model. The Inspectors thought that purchasing housing in this manner was a great idea, however their main concern was that of quality and they wanted to ensure that any development bought via this method was fully inspected by a qualified council officer prior to any monies changing hands. Their concern had arisen from comments passed to them and to the TP Officer by various tenants who had moved into off the shelf properties who had faced significant defects shortly after moving into the property; defects that should have been picked up prior to any hand over being made.

5.2.2 Review of Stirling Council tenancy handover pack

The Inspectors were happy with the content of the pack, however some of the photocopying of the leaflets were poor and unreadable, so would want to see good quality pamphlets included in the pack. Also the packs were lacking the Stirling Tenant Projects' getting involved leaflet', this has to be included in all future packs.

5.2.3 Review of handover information

The group revised the general handbook provided and they have plain englished some of it and inserted pictures in order to make it easier for tenants to read. Overall though the Inspectors were very happy with the Ogilvy handbook that was provide for their review (Appendice 3)

5.3 Visits to various new build properties

Visits were arranged to Murray Court, Fallin and St Modans, Cultenhove. Inspectors went out to Fallin, where the off the shelf purchase was predominantly made up of 1 and 2 bed room flats. The Inspectors met with the Developer who showed them round the various properties. The development was well liked by all the Inspectors. They were impressed with the size of the flats, storage provided and views given. However they shared concerns about the car parking (i.e. not numbered spaces), the garden/communal areas and location of drying greens. There major concern was the open space lay out of the kitchen/living space, however the Developer explained that this was the preferred layout of many.

The Inspectors then went onto St Modans, which were predominantly houses, 2 and 3 bed room houses. The inspectors got the opportunity to walk round with the developer Ogilvy who was able to answer any questions that they had. They again were very impressed with the overall size and quality of all the various homes. They were very impressed with the storage internal and the size of the gardens (the size of garden was deemed manageable by the Inspectors). However as with the Fallin properties there was mixed reviews of the open plan living space, but as the developer explained this was what people wanted these days, particularly if they had families.

5.4 Tenant Satisfaction Questionnaires

5.4.1. The Tenant Inspectors decided upon the questionnaire that would be issued to tenants who had moved into new build properties (see appendice 1).

5.4.2 Data was collated from Northgate, which provided a list of all tenants who had moved into a property in the last 12 months, which gave a list of 61 tenants.

The group decided that we would go out for 3 x 2 hour sessions

5.4.3 The first session the Inspectors went out to Killin(June 2014) A letter was sent out to all the tenants explaining that tenant inspectors would be in their area and highlighted if this time was not suitable then to get in touch(see appendice 2) . The visit was arranged and 5 Inspectors visited the flats up in Killin. However only 1 tenant answered the door, which we found very disappointing considering we had written and advised the date and time of inspection (along with proving them with an opportunity to choose an alternative date if required)

However this gave the Inspectors an opportunity to have a good look at the externals of the building and surrounding landscaped areas and car parking facilities. On the back of this they were very impressed with the external facade of the building, in particular the balconies. However they were very

disappointed with the quality of the landscaped area, particularly as the development is on a busy tourist route within the village of Killin. It was decided after this visit that a postal survey would be sent out by the STP worker, in order to obtain a true picture of satisfaction.

5.4.4 Killin postal Survey results

Summary of results

- 5 tenants responded to the postal survey(6 out of 11 tenants responded)
- the majority of tenants were either very or fairly satisfied with the general layout/design within their homes, with 2 tenant complaining about the sound insulation
- 3 out of 6 tenants were unhappy with the heating system, most complaining about the cost, not being able to work the system correctly and the system being faulty
- 4 out of 6 tenants were very/fairly unhappy with the quality of the landscaping provided
- Ultimately 5 were very satisfied with the design and layout of home and 1 was fairly satisfied
- 5 out of the 6 had reported repairs with 4 of them being very dissatisfied with the outcome of repair/process involved with getting the repair carried out

General Comments

- Heating system not working
- Poor workmanship throughout
- Not enough storage
- Landscaping terrible and is an eyesore

5.4.5 Further satisfaction surveys

It was decided after the low turnout of the Killin inspection that the best use of time and resource was for the STP worker to post out surveys; with a pre-paid envelope, to the remainder of tenants who had moved into new build properties since March 2013. 51 letters were sent out and 22 responses had been received (as of date of writing this report 28th of April)

- the majority of tenants were either very or fairly satisfied with the general layout/design within their homes
- 11 tenant complained about the sound insulation
- 3 out of 22 tenants were unhappy with the heating system, most complaining about the cost, not being able to work the system correctly and the system being faulty
- 10 out of 22 tenants were very/fairly unhappy with the quality of the landscaping provided
- Ultimately 11 were very satisfied with the design and layout of home and 8 was fairly satisfied, 2 very dis satisfied and 1 very dissatisfied
- 17 out of the 22(77%) had reported repairs with 4 of them being very satisfied with the repairs process and outcome, 7 fairly satisfied, 5 very dissatisfied and 4 fairly dissatisfied(41%)

General Comments

- Delay in getting repairs done
- Paint all over floor and tiles
- Not enough information given about heating system
- Not enough storage space
- Dampness in hall(mentioned in 4 St Modans houses)
- Heating system not explained to me

5.6 Summary of activities

The group agreed that this part of the inspection process is vital and that this part of the inspection is the part that is most enjoyed by all Inspectors. However it was noted by the group that is hard to get tenants actually in the house, even with options highlighted on the invitation letter (i.e. asking them to get in touch, if they were not going to be in) We discussed if using the chance of winning a voucher ; however the group was undecided if this option would generate a better response. Going forward postal surveys would be the best use of time and resource.

6. Analysis and reflection

On completion of the inspection, the inspection team met to discuss findings and recommendations. The Tenant Inspectors considered that:

- Overall the quality and design of new build homes was very good
- Buying off the shelf is a good idea and created new social housing; however the Council needs to ensure the houses are quality checked by a qualified Council Officer prior to purchase.
- Tenants are having issues with sound insulation, heating systems and outdoor areas.
- The council build developments seem to have taken much longer to build than anticipated and there was concern that this has had a negative impact on cost to the HRA. The Tenant Inspectors would like more information on the costing of council built developments.
- There needs to be ongoing satisfaction surveys carried out in order to monitor ongoing service

7. Conclusions

Overall the Inspectors are very satisfied with the new build service that Housing provides. The design and layout of properties are good, with tenants having high satisfaction relation to many factors that are part of a new build. However it was noted that there are issues with sound insulation, car parking and communal/garden areas and these problems need to be addressed. It was also recognised that a high proportion of tenants (77%) reported a repair after moving in and 41% were fairly or very dissatisfied with the service they received. Again this is an issue that needs to be rectified; these figures show that a closer eye needs to be taken prior to handover so as to minimise repairs going forward and a formal repairs process needs to be established.

Recommendations

The list of recommendations have been made on the back of a review of all the activities carried out within this Inspection and we would hope that the majority of them will be taken on board.

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|---|
| 1. Flatted developments to have external cycle space for storing bikes or prams |
| 2. Boilers to be set correctly and follow up visits to ensure tenants know how to work boilers |
| 3. TPAS Officer to letter all new tenants 3 months after they move into the new build to introduce herself and to encourage informal groups |
| 4. Laminate flooring should be prohibited from being laid in flatted developments |
| 5. Tenants and residents to always be consulted on any new build developments |
| 6. Information of new developments to be put onto web site |
| 7. Car parking spaces should be numbered so as to stop neighbourhood disputes |
| 8. Sound testing to be carried out by Council prior to hand over if in flatted |

| |
|--|
| development |
| 9. A formal process of reporting repairs within the 1 st year must be designed as most responses have indicated medium to low satisfaction with repairs process |
| 10. Garden areas and communal areas must be shown to tenants prior to them moving in, so as to avoid tenant disputes over land. All handover packs should contain land drawings with properties allocated land highlighted clearly |
| 11. If communal close within development; a rota of close cleaning must be drawn up and adhered to. Rota to be monitored by community wardens/estate warden regularly, again so as to minimise future disputes. |
| 12. All landscaping must be completed prior to the development being handed over; unless handed over in the colder months where seeding/planting etc. would not be productive |
| 13. All flats to have numbers clearly visible on external security door, so as to allow correct delivery of mail |
| 14. Tenant satisfaction surveys to be sent out by the STP worker 6 months after moving in date. |

Thanks

The Tenant Inspectors would like to record their thanks to all tenants and staff that gave their time and were open and welcoming for assisted with this the inspection, to Stirling Tenants Assembly, to the Tenant Participation Advisory Service (TPAS) and to Stirling Council.

Appendice 1

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| <p>STIRLING COUNCIL TENANT'S SATISFACTION SURVEY DEVELOPMENT</p> |
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INTRODUCTION

The purpose of this short questionnaire is to assess the level of tenant satisfaction with new build properties. It would be appreciated if you could take a few moments to complete this questionnaire. This will help us identify any issues with the design of the properties and take any necessary steps to resolve these.

1. DESIGN AND LAYOUT OF YOUR HOME

A) How satisfied or dissatisfied are you with the following aspects of the INSIDE of your home?

| | | |
|--|-----------|--------------|
| | SATISFIED | DISSATISFIED |
|--|-----------|--------------|

| | VERY | FAIRLY | VERY | FAIRLY |
|---|------|--------|------|--------|
| General layout of rooms | | | | |
| Living room size | | | | |
| Bedroom size(s) | | | | |
| Kitchen size | | | | |
| Number of kitchen units | | | | |
| Space for appliances | | | | |
| Kitchen layout | | | | |
| Bathroom layout | | | | |
| Sound insulation between neighbours | | | | |
| Sound insulation to outside | | | | |
| Amount of storage space | | | | |
| Security | | | | |
| Heating system | | | | |
| Number & position of electrical sockets | | | | |
| Location of radiators | | | | |
| Windows – design & ease of use | | | | |
| Location of windows | | | | |

B) How satisfied or dissatisfied are you with the following aspects OUTSIDE your home?

| | SATISFIED | | DISSATISFIED | |
|--|-----------|--------|--------------|--------|
| | VERY | FAIRLY | VERY | FAIRLY |
| Overall layout of the development | | | | |
| Provision or location of drying area | | | | |
| Location & size of bin stores | | | | |
| Type of landscaping treatment | | | | |
| Condition of landscaped areas when moving in | | | | |
| Amount of common space | | | | |
| Availability of car parking spaces | | | | |
| Street lighting/Security lighting | | | | |
| Access to flats from footpaths/roads | | | | |
| Children's play areas | | | | |
| Security | | | | |

C) How satisfied or dissatisfied are you with the STANDARD AND QUALITY of work and finishes both INSIDE AND OUTSIDE your home?

| | SATISFIED | | DISSATISFIED | |
|----------------------------|-----------|--------|--------------|--------|
| | VERY | FAIRLY | VERY | FAIRLY |
| Cleanliness of house | | | | |
| General workmanship | | | | |
| Kitchen units | | | | |
| Bathroom fittings | | | | |
| Paintwork | | | | |
| Plasterwork/Tiling | | | | |
| Woodwork | | | | |
| Doors | | | | |
| Windows | | | | |
| Plumbing | | | | |
| Electrical work | | | | |
| Landscaping (common areas) | | | | |

2.OVERALL HOW SATISFIED ARE YOU WITH THE DESIGN AND LAYOUT OF YOUR HOME?

| | |
|---------------------|--|
| Very satisfied | |
| Fairly satisfied | |
| Very Dissatisfied | |
| Fairly Dissatisfied | |
| Don't Know | |

3. REPAIRS

A) Have you reported and defects/repairs for your home?

Yes

No

If so what repairs have you reported?

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| |
| |
| |
| |

B) How satisfied were you with how quickly this was dealt with and the action undertaken to carry out the repair?

| | |
|---------------------|--|
| Very satisfied | |
| Fairly satisfied | |
| Very dissatisfied | |
| Fairly dissatisfied | |
| Don't know | |

4) ANY OTHER COMMENTS ABOUT YOUR PROPERTY AND MOVING IN PROCESS

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5) WERE YOU AWARE OF ALL THE LOCAL SERVICES AVAILABLE BEFORE YOU MOVED INTO THE PROPERTY?

YES NO

6) WHAT SERVICES DOES YOUR LOCAL AREA LACK?

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.....
.....

THANK YOU FOR COMPLETING THIS FORM

Appendice 2



**Stirling Tenants Project
Housing Services**
Stirling Council
Viewforth, Stirling, FK8 2ET

Emma Meldrum
TPAS Development Officer

Tel. 01786 443129/07810 304 50

Email: meldrume@stirling.gov.uk

Ref: Survey

Date: 22.06.14

Dear

Tenant Led Inspections

I am writing to let you know that my group of Tenant Inspectors are looking to come and speak to you on the 6th of June 2014. Our inspection this year is reviewing the Councils new build process and programme and part of this review is speaking to council tenants who have recently moved into new build properties to see if they are satisfied with their new home.

The inspectors will be in your street at approximately 11am, so if you are in that day, I would really appreciate it if you would speak to our Inspectors when they knock on your door.

I have also enclosed a flyer highlighting what a Tenant Inspection is, in order that you have an understanding of their importance in improving the housing service.

I look forward to seeing you then (please contact me if you will not be in so that I can either call or email you to ask about your satisfaction regarding your property)

Yours sincerely

Emma Meldrum
TPAS Tenant Participation Development Officer



Tenant Inspectors

The Stirling Tenants Project has been carrying out Tenant Inspections since 2005, supported by Stirling Council and the Scottish Government. The team comprises of tenants from across Stirling, who identify an area of the service that they want to inspect, in order to see that the service is working effectively and is ultimately proving value for money.

These Inspections to date have been on estate management, voids (empty properties), cyclical maintenance (planned external

maintenance), homeless service, responsive repair process and currently the new build process and programme.

The Inspectors present a report to the Head of Service and relevant managers, along with elected members. Within this report they highlight recommendations that if taken on board, would help provide a better service. So far these inspections have led to;

- A new IT system
- The Valley- provides recycled furniture at a low price
- A repairs appointment system
- Reduction in use of bed and breakfast accommodation

Appendice 3 St Modans Handbook

Section 1

Procedures & Contacts for Repairs

During normal office hours

All repairs to Stirling Council Customer Service Centre on **0845 277 7000**

Out of hours

Stirling Council Customer Service Centre on 0845 277 7000

Alternatively contact Ogilvie on 01786 811811.

In the event of an emergency involving mains supply of Gas , Electricity or Water the following emergency numbers should be used.

| | |
|--------------|----------------------|
| Gas | 0800 111 999 |
| Water | 0845 600 8855 |

Electricity 0845 272 7999

Other useful numbers

British Telecom – 151

Street Lighting 0800 373 635

Section 2

Moving In – Points to Remember

Decoration

The walls and ceilings are decorated with emulsion paint. This allows any moisture in the walls of the property to dry out over the first few months. Emulsion paint can normally be cleaned with a damp cloth. **It is important that the emulsion painted surfaces are not covered during the first year so that any defects that appear can be seen and remedied.** Some staining or discolouration can be removed using a weak solution of bleach and water (use rubber gloves if you do this).

The internal doors are pre-varnished and should not be painted. Scratches are best repaired with coloured wax sticks for furniture restoration.

Floor Finishes

Within the first year of your tenancy, Stirling Council will only permit the use of carpets or vinyl you must contact Stirling Council to request permission to fit any type of laminate flooring. This is because after one year the contractor will call to remedy defects which may occur over the first year and no responsibility will be borne by Stirling Council or Ogilvie Homes for the uplifting and relaying of any other flooring type. You should note that after one year when laying floor covering of any kind, take particular note of where lifting boards are provided to give access to pipes and controls, valves etc. These are identifiable because they have been screwed rather than nailed into position.

We recommend the use of carpet grippers to hold carpets down. If you do use tacks or nails, avoid the use of any that are longer than 18mm (3/4") because they could pierce pipework or electric cables located under the timber flooring.

Fixings

Ceilings are sheeted with plasterboard and care should be taken not to fix additional fittings such as pulleys without first consulting Stirling Council, as they could weaken the ceiling or damage the soundproofing above it.

The walls are finished with plasterboard and any fixings should be plasterboard plug or toggle type. Do not attempt to fix into the wall above or below light switches or sockets. The cables are installed either above or below light switches or sockets. Always leave a space of 450mm (18") horizontally from the light switch to avoid damage to cables.

Television/Telephone

In number 15,17,19,21,23,25,27,29,35 & 41 Modan Road and 87,89,91 & 93 Erskine Street there are telephone points in the lounge and main bedroom only. 31 & 33 Modan Road have points in the lounge and in two bedrooms. All houses also have an additional master phone point and individual aerials. Cottage flats have communal aerials.

You must seek permission from Stirling Council before a satellite dish or aerial can be fitted to any part of the building. When the engineer is fitting the aerial you must first speak with the Ogilvie Site Agent to confirm the location of the dish/aerial, to ensure it does not affect the structure of the building.

Alterations

Please note that it is unlikely that Council will approve any request to carry out alterations to your new home within the first 12 months as these could affect the guarantee from the Builder.

If after 12 months you wish to make improvements to your home you must seek Council's permission as there may be health and safety issues at stake. Your request must be submitted in writing and will be considered and as long as certain requirements are met, permission will normally be granted.

Typical Alterations or improvements that can be requested from Council:

- Ceramic tiling to kitchen
- Fitting a hob and oven
- Additional shelving

Home Safety Advice

Before carrying out any home improvement projects in your home please consider the following:

- Do not tackle a job yourself unless you really have the ability.
- Always employ a qualified person when altering gas, water or electricity installations.
- Keep any tools in clean and good repair
- Wear appropriate clothing for the job to be undertaken.
- Keep children and pets away when carrying out any home improvement works.

Section 3

Defects and Repairs

Report all defects in the first instance to: Stirling Council

Dedicated Repairs Telephone Line: Stirling Council Customer Service Centre – 0845 277 7000

Office opening hours: Monday to Friday 9am to 5pm.

Outwith the service centres opening hours call 0845 277 7000 in an emergency only. If you cannot get through to Stirling Councils out of hours service you may contact the Builder's out of hours service on 01786 811811 during the first year of your occupancy only.

Always advise Stirling Council if you have had to call out an emergency trade.

If a genuine emergency occurs and you have been unable to contact the Council or the Council's own maintenance contractor you may contact the Builder. If you call out the Council's maintenance contractor after working hours to attend to repairs that are not genuine emergency defects, the Council reserves the right to recharge you for the cost.

For about one year after your move in to your new home it is the Builder's responsibility to correct any building defects that arise. Near the end of the year, the Council's Clerk of Works and the Architect will inspect the building. They will list all the defects and pass these to the Builder so that they can make the repairs required. It is a good idea to make a note of the defects as you think of them (write them at the back of this manual, if you like) so that you can tell the Clerk of Works and Architect when they call.

Some examples of defects that may occur are:

- Plasterwork cracking around doors: this is caused by the normal drying out process.
- Windows sticking.
- Fixtures and fittings which fail in some way.
- Doors not closing properly.

Please note that while these are normal defects, we do not anticipate that they will be experienced widely. Some other repairs may be necessary because of tenant damage, wear and tear and accidental breakages, but the responsibility for these is not the Builders, even though a repair may be required.

You must report all faults or defects you find to Stirling Council and not directly to the Builder. When you report them to the Council you will normally be told whether an inspection is necessary and how long it may take to complete the repair.

If an emergency repair occurs, you must notify the Council immediately.

Examples of emergency repairs are:

- Burst pipes
- Complete power failure
- Blocked or broken WC
- No heating

If an emergency happens when the Council's office is closed you follow the procedures set out at the start of this section but still advise the Council as soon as the office re-opens.

If you experience any problems during this process, do not discuss the matter with the tradesmen, but report to the Council's office. Stirling Council need to know if you are experiencing problems.

Stirling Council will carry out regular maintenance to your home and for this reason they will need to gain occasional access for maintenance inspections. You can help by reporting any defects to the office. Whatever you think the cause may be please inform Stirling Council and if required an inspection will be arranged at which the appropriate action will be decided. For this reason you should also explain how you might be contacted to arrange access. You should also note that you would be expected to make reasonable effort to provide access to those whose job it will be to repair the defect.

Section 4

Health & Safety



An overall document containing operation and maintenance procedures for the entire development, known as the Health & Safety File has been produced for this project. Should any maintenance/defect problems arise that are not covered in your Tenant Handbook please contact Stirling Council who are responsible for the safe storage and upkeep of this document.

Fire

On moving into your new home you should familiarise yourself with the layout of the rooms, and investigate your possible options for escape should there be a fire or fire alarm in your home.

The construction of your home means that it is safe from fire spreading from one property to another through the walls, floors or roof-space. If there is a fire, the greatest hazard is from smoke spread. Keeping doors closed within your home will reduce the spread of smoke. We recommend having a simple fire blanket in the kitchen ready to put out cooking fires such as chip pans. All fire incidents should be reported to Council however small.

Make sure the whole family knows the procedure to follow if a fire alarm sounds.

1. Rouse all occupants and exit the property if safe to do so without stopping to collect any personal possessions.
2. You should organise a safe place to assemble with other members of your family should you become separated.
3. Upon reaching a place of safety, you should raise the alarm with the Fire Brigade.

Further advice can often be given by your local Fire Brigade.

There are smoke detectors in your home, which you should test regularly (see user instructions supplied in Appendix A). Note that these are linked to the power supply and also have a back up battery. If the smoke detector is faulty, it is your responsibility to report the fault to Council as soon as possible, do not attempt any repairs yourself.

The smoke detector is there for your safety and should not be disconnected, or the battery removed in any circumstances.

WARNING: IF THERE IS ANY QUESTION AS TO THE CAUSE OF AN ALARM ALWAYS ASSUME THAT THIS IS DUE TO AN ACTUAL FIRE AND FOLLOW YOUR FIRE EMERGENCY PLAN.

Do not assume that the alarm is a nuisance and press the reset button to activate the alarm pause.

Dust can lead to increased sensitivity. Vacuum as recommended in the maintenance section below:

Maintenance of Safety Equipment

In order to keep these safety devices in good working order, you must

- Test the detector weekly
- Vacuum every six months to help keep the unit working efficiently. To do this:
 - Switch power to alarm OFF.
 - Gently vacuum through vents of alarm using soft brush attachment
 - Keep vacuum nozzle from touching unit
 - Switch power to alarm ON and test

Problems are indicated by three events:

1. Alarm does not sound upon pressing the test button
2. Green operating light is not illuminated when mains power is on.
3. Red operating light remains steadily on or off (i.e. does not flash approximately every 45 seconds when the unit is not in alarm)

If any problems occur, try the following:

1. Check circuit breaker for alarm in consumer unit
2. Gently vacuum as detailed above
3. If these procedures do not eliminate the problem, contact Stirling Council.

DO NOT ATTEMPT REPAIRS

If the detector fails to test properly, contact Stirling Council.

Loft Access & Safety

Note: All Units. The attic space in your new home is NOT designed for storage purposes but for maintenance access only and tenants should not access the attic.

Access is by Stirling Council or their appointed tradesmen only.

Section 5

Services

Electricity



The electricity meters in 15,17,19,21,23,25,27,29,35,37,39 & 41 Modan Road are located in the hall cupboard

The electricity meter in 31 & 33 Modan Road is located in the store below the stairs.

The electricity meter in 87,89,91 & 93 Erskine Street is located in the cupboard in the kitchen.

Each home has an electrical consumer unit similar to the one shown in the picture.

Within the consumer unit are various switches. There are three important points to note:

1. The Main Switch (large Red switch) this switch will turn all of the electric circuits on or off.
2. The Miniature Circuit Breakers (MCBs, smallest switches with the circuit name listed below). Each switch carries a different circuit, the name of which is written above or below the switch. These replace the old fuses. If a fault occurs in a circuit (i.e. because of a faulty appliance), the switch will 'trip' or shut off automatically.

Follow this procedure should this happen:

- A Reset the main switch and individual circuit switches as necessary.
 - B If the supply is cut off again turn off all the appliances on the affected circuits that were in operation at the time and switch them on again one by one.
 - C If switching an appliance back on cuts off the supply try the appliance in a different socket preferably on another circuit. If the supply cuts off again the appliance is likely to be faulty and will require repair or replacement. If the circuit is not cut off this may mean a faulty circuit and should be reported to Council
3. The Earth Leakage Circuit Breaker (ELCB or RCB large switch with blue test button) This will switch off the power circuits if an earth fault develops. This device protects anyone from being seriously electrocuted should they accidentally come into contact with a bare live or neutral wire. To check that it is working you should occasionally (say once every three months) press the blue 'test' button, which results in the electricity being switched off in the property (it can be restored at the Main Switch).

Water



Each property is fitted with a mains stop valve that cuts off the water supply to each home individually.

In numbers 15,21,23,29,31 & 33 Modan Road and 87, 89, 91 & 93 Erskine Street the stop cock is below the kitchen sink.

In number 17,19,25,27,35 & 41 Modan Road the stop sock is in the lower hall.

Should you discover a leak turn the valve clockwise to shut off the water.

Report the leak immediately using the emergency numbers listed under Section 1.

The main water supply is controlled from a stop valve or 'Toby' located in the pavement to the front of the property. A special 'key' is needed to turn off the supply from this point and only Scottish Water should undertake this work.

Gas



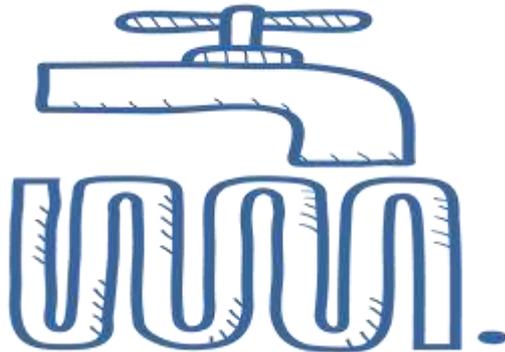
IF YOU SMELL GAS

- Do not switch electrical appliances or even light switches on or off (switching causes tiny sparks) and of course do not smoke, strike a match or lighter.
- Turn off the gas at the meter by giving the large lever beside the meter a quarter turn.
- Ventilate your home by opening doors and windows.
- Call Gas Emergency number.

Please note that once the gas has been turned off this way, only a qualified Gas Engineer can restore it again. Do not attempt to switch the gas back on again until you have been told that it is safe to do so.

Section 6

Heating and Hot Water



Boiler

The installers have provided a Users Guide (Appendix B), which describes in detail the way you can control the heating and hot water within your home.

Your boiler is a Vokera boiler and has been mounted on the wall within the kitchen, except for 37 & 39 Modan Road where the boiler is in the kitchen store and 31 & 33 Modan Road where the boiler is in the utility room.

The boiler will supply hot water on demand whenever you turn on a hot tap and whenever the thermostat calls for more heat.

The roomstat for the heating system is in the Hall and a 24hr timer is fitted to the boiler (see your operation guide in Appendix B).

Make sure you read the guides supplied to you and you will discover show to control the water temperature, room temperature and the times that the central heating comes on and goes off. Your home is very well insulated and you will find that running central heating throughout the winter months need not be expensive. If you have difficulty setting the programmer/thermostat contact Stirling Council and ask for the energy advisor for help.

Please note that Stirling Council will arrange an annual service of the heating installation.

Radiators



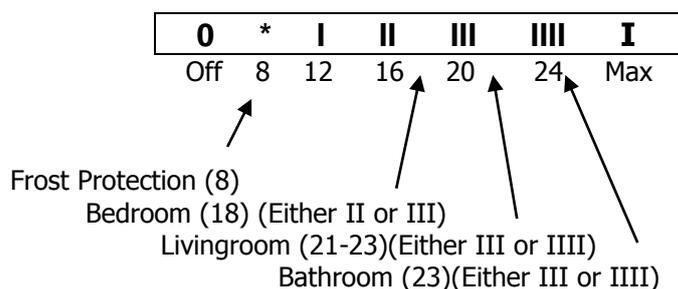
There are radiators in every room with Thermostatic Radiator Valves fitted to them, with the exception of the hall.

These valves allow you to fine tune the heating to a comfortable temperature in each room.

The head of the valve can be turned, the higher the number the more heat will be emitted.

If you are not using a room you can turn off the heating altogether although we would recommend that you only turn it down to the lowest setting in case the weather turns frosty. A small amount of background heat will help protect the system from freezing.

On the thermostatic radiator valves (TRV) you will see the symbols below and the ideal temperature for each room within your home. See the diagram below for temperature settings.



Section 7

Windows and Doors



Windows

Your home has been fitted with Sidey UPVC windows and external doors. The windows are designed to ventilate the room effectively and allow for safe cleaning of both sides of the glass from inside the home. They are double glazed to provide good insulation and are weather sealed on all edges and the lower panes of any windows that start off near the floor level are glazed with safety glass to avoid accidents. Care and maintenance instructions are included within Appendix E.

Internal Bathroom Door Lock

The bathroom door has a small turn key, beneath the handle on the inside. This allows you to lock the door for privacy. If someone gets locked in the bathroom, the lock can be released from the outside by inserting a coin or screwdriver into the slit in the centre of the fitting on the outside of the door, and turning it.

Section 8

Bathroom



Bath

The bath is made from acrylic, like any modern bath it should only be cleaned with a non-scratch cleaner (e.g. Cif) and never with scouring powder such as "Vim". Although the bath is robust it is possible to chip the finish if heavy or metal objects are dropped into it. The bath panel is completely removable but tradesmen only should undertake this work.

WC

This is ceramic and should be cleaned in the same way as the bath. If the cistern is faulty, water may run continually into the pan. As soon as you are aware of this please notify Stirling Council to ensure that water is not wasted unnecessarily.

Wash Basin

The wash basin is also ceramic and may be cleaned like the bath. Please report any leaking taps to Stirling Council.

Showers

All properties have been fitted with a thermostatic bath and shower mixer tap however shower hoses are not provided. If you wish to install a shower you must seek permission from Stirling Council.

Ceramic Tiles

These should be cleaned with a mild detergent (abrasive cleaners must not be used). Rinse with clean water and buff with a clean, dry, soft cloth to

polish. Over a period of time the grout line may discolour. The grout can be refreshed with a proprietary product and used in accordance with the manufacturers instructions. These products are widely available at your local DIY store.

Access Panels

Access to the Soil Vent Pipe (SVP) is from a panel which is located differently in each property. The access panels should not be tiled over so that in case of emergency the tradesmen can inspect and repair problems quickly.

Section 9

Kitchen



Kitchen Units

Your kitchen has been fitted with high quality kitchen units. There are spaces for a cooker, washing machine, fridge/freezer and tumble dryer all provided with the appropriate electric points. A removable worktop has been provided for a tall fridge/freezer. This should be stored and refitted should you ever end your tenancy.

Please read the care and maintenance information for your kitchen units included within Appendix F.

Washing Machine Connections

If you have an automatic washing machine, the facilities are provided to enable you to plumb this in easily. Hot and cold water supply pipes with quarter turn valves and a 'T' connection on the sink waste pipe over which the washing machine flexible waste pipe can be pushed. Do not turn the valves on without connecting them first to the machine or you will be flooded. Stirling Council advises that installation be carried out by a competent person.

Tumble Dryers

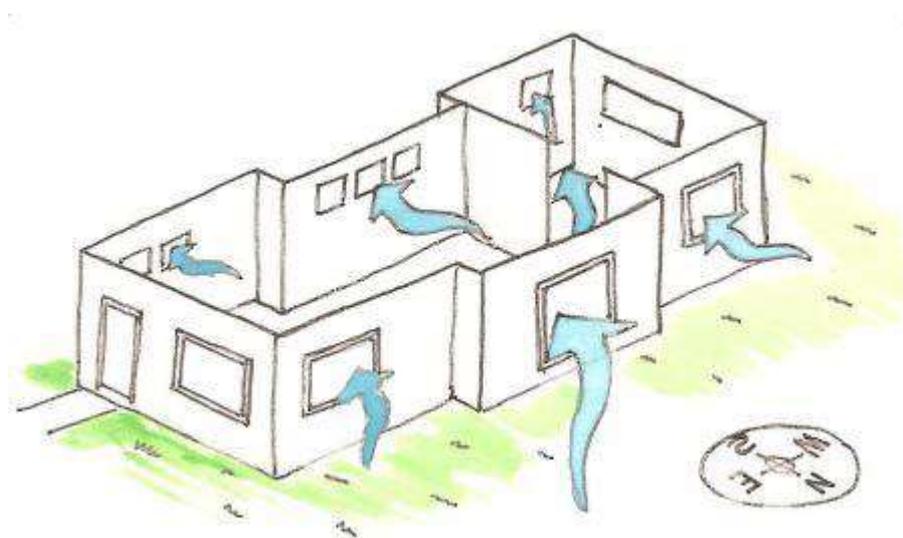
If you have a tumble dryer that has an external wall vent you will have to make arrangements through Stirling Council to have it installed.

Boiler

The gas boiler is as described in Section 6.

Section 10

Ventilation



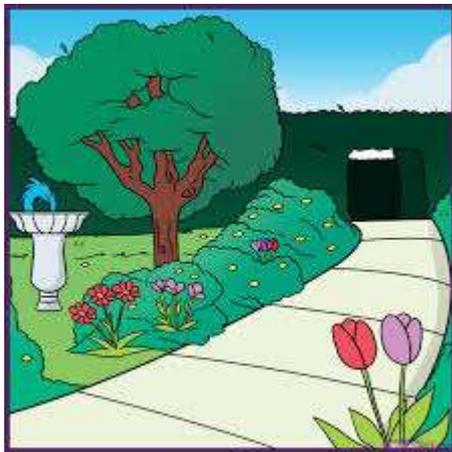
An extract fan has been provided in bathrooms, cloakrooms, kitchens and utility rooms. The fans are vented to the external walls/roof vent tiles.

The extract fans each have a high level switch labelled "fan isolator". These are for isolating the electrical supply during maintenance and should only be changed from the "on" position by tradesmen.

Ventilation is required by Building Regulations and you should not attempt to alter the system.

Section 11

Gardens, Drying Areas and Bins



All gardens have been turfed, as opposed to grass seeded, can you please ensure that your garden is well watered in order that the turf can become established.

Stirling Council offers the majority of its residents a domestic recycling and waste collection service that is based around four receptacles:



- **A Grey 240 litre bin for mixed (non-recyclable) waste** - Grey bins should be used for non-recyclable mixed household waste only. The grey bins are collected on alternate weeks to the brown bin.
- **A Brown 240 litre bin for cardboard and garden waste** - Brown bins are emptied once a fortnight and the contents are composted.
- **A 55 litre blue box for recyclates** - for food and drink cans, glass bottles and jars, paper, textiles and plastic bottles. These boxes are collected weekly and the contents are sorted at the kerbside by material type into the collection vehicle and then recycled.
- **A 7 or 10 litre food waste caddy** to enable recycling of food waste - Please make sure food waste is presented **inside a food waste caddy**, not loose in the recycling box. And please only use compostable liners. Food waste presented in plastic bags cannot be accepted as these cannot be composted.

You must ensure that following collections you return your bin to its storage area.