

## Ambitious plans for £100million investment in Council housing in Renfrewshire



### Proposals for an ambitious new programme of investment have been approved by the Council.

The investment programme is central to the Council's economic and social recovery plans for Renfrewshire and will significantly enhance housing and local neighbourhoods.

The programme will involve at least £100 million of new investment in housing over the next 10 years. This is in addition to capital investment already planned as part of the long-term investment programme to ensure Renfrewshire Council's homes are well maintained and compliant with the Scottish Housing Quality Standard (SHQS), the Energy Efficiency Standard for Social Housing (EESH) and meet all other requirements for social housing.

#### Phase One

An initial eight areas will be targeted for additional investment in the first phase of this new housing regeneration and renewal programme.

- Moorpark, Renfrew
- Broomlands, Paisley
- Waverley Road, Foxbar, Paisley
- Auchentorlie/ Seedhill, Paisley
- Thrushcraigs, Paisley
- Howwood Road area, Johnstone
- Howard Street area, Paisley
- Springbank Road area, Paisley

#### What is proposed for these eight areas?

It is expected the regeneration and renewal programme will include a mix of enhanced improvements to existing housing stock, some demolition and some newbuild housing in these areas.

It is anticipated that around 300 new Council homes could be built in this first phase of new investment. This is in addition to more than 400 new Council homes in the existing newbuild programme which includes properties recently completed at Bishopton, nearing completion at Johnstone Castle and where work is due to start on site shortly at Ferguslie Park and South West Johnstone. The pipeline programme also includes plans for Council newbuild homes in Gallowhill and Foxbar.

Where existing properties are to be retained and improved, a detailed schedule of works will be developed which will focus mainly on improvements to the external environment and common areas (including closes, backcourts, bin stores and recycling facilities etc.) as well as a programme of internal works. External Fabric works will include measures to improve energy efficiency and help to reduce energy bills for tenants.

Comprehensive regeneration and renewal plans are being developed and will be tailored to the needs and circumstances of each area and will be subject to consultation with local communities, including tenants, residents, owners and other stakeholders, along with other Council services, including the Renfrewshire Health and Social Care Partnership (HSCP), as part of the consultation process and delivery of this ambitious housing investment programme.

#### What happens next?

Detailed proposals for each area of the 8 areas will be presented to the Communities, Housing and Planning Policy Board in 2021.

Consultation and engagement will take place before any final decisions are made on the future of housing in these areas.

This is a 10-year investment programme and given the scale of the proposals, it is envisaged it will need to be taken forward in several phases.

#### Phase Two

Work will also be taken forward in 2021 to develop proposals for a second phase of housing regeneration and renewal investment within the 10-year timeframe. Further information on this second phase will be available next year.

#### Where can I get further information?

If you would like more information about the housing regeneration and renewal programme, please email [strategyandplace@renfrewshire.gov.uk](mailto:strategyandplace@renfrewshire.gov.uk) or contact your local housing office on 03003000222.

# Council staff are here to help



Digital Participation Officer Ross McNicol helping tenants stay in touch online during lockdown

## The Pandemic has brought about many changes to everyone.

The Council has had to adapt to the changing environment as well. With Council offices closed, staff have adapted to deliver services to you from home.

Since the lock down and subsequent months, staff have been involved with providing local assistance delivering food and medicines to those at most need. Over this time, our staff have contacted elderly tenants to provide support for their health and wellbeing.

During the pandemic the service has focused on people in critical need and preventing homelessness. Our Homeless Services team have ensured that anyone who had nowhere to stay was provided with temporary accommodation.

## Sheltered Housing

During the pandemic our sheltered housing staff will continue to carry out welfare checks on residents to provide support and gain up to date information on health and wellbeing needs.

A broad range of activities have been provided for tenants, including our first ever poetry competition. We had 18 fantastic entries into this competition, judged by Francis Gay, columnist and writer for the Sunday Post.

"Before the lockdown  
it was a must  
To get a ride on Sally's bus  
The walkers had it on  
a Thursday  
And used it to go to parks  
and outside places  
Get fresh air and sun on our  
faces  
We have a lovely carer who  
looks after us and does so  
Without any fuss

It's been a good day but it's  
time to go home  
It's a long time since I walked  
the West Highland Way  
I hoped to do it again  
some day  
I'm 90 now, know it won't be  
So I'll count my blessings  
and have some tea"



Poetry competition winner, May McGee, and the winning poem

"What a surprise I got yesterday  
when you came round with my  
goody bag, I thought I had won  
a prize. I got chocolate, which  
I love, and I also got a book all  
about Tom Jones, my favourite!  
I enjoyed the book that much I  
sat and read it until I finished it."  
May McGee

## Housing Support Services

Over the pandemic the service has continued to provide vital support to vulnerable tenants and will continue to do so over the foreseeable future. Housing support staff have supported new tenants into permanent tenancies through the 'Move On' process. We will continue to work with tenants and help them settle into tenancies.

House moves will still be permitted in accordance with our risk assessments. For safety and peace of mind all our staff will wear appropriate PPE.



Senior Concierge Jim McLean

## Caretaking and Concierge Service

Concierge staff based at high rise flats across Renfrewshire continue to provide a 24/7 service.

To ensure tenants are safe and have peace of mind, we have increased the provision of morning 'welfare' calls which are offered to all tenants who had little or no family support, with each receiving a morning call to check on their health and wellbeing. Tenants who were struggling to get out for basic shopping and supplies were referred for emergency food provision until lockdown measures were lightened, and they ensured clear signs were put up so that tenants knew about physical distancing requirements inside their blocks.

Concierge Co-ordinator, Tommy Wright, said that this has been the most challenging time the service has ever faced, and he and his staff are working many additional shifts just to keep the service operating 24/7.

"It is so reassuring to know the Concierge are there if you ever need them in an emergency. They help with the little things; opening doors, carrying in shopping, organising repairs... but most importantly for the last wee while, keeping everything spotlessly clean to try and keep us all safe."

A tenant at Glencairn Court, Paisley

## Struggling to pay your rent?

We appreciate that these are very difficult times and our staff are here to help with money advice to ensure that people are maximising their benefits if required.

If you are struggling to pay your rent, please let us know on 0300 300 0222. We can provide you with advice and support about benefits and assistance which may be available and can discuss an appropriate payment plan with you.

You may be able to claim benefits, if your employment circumstances have changed, or to access a Crisis Grant. Visit the Council website for more information about Coronavirus benefits, money and debt page for more details of support available.

[www.renfrewshire.gov.uk/coronavirus-money](http://www.renfrewshire.gov.uk/coronavirus-money)

# Scottish Social Housing Charter Report to Tenants 2019–2020

## HOW IS RENFREWSHIRE COUNCIL PERFORMING AS A LANDLORD?

The Scottish Social Housing Charter sets out the standards and outcomes all social landlords should aim to achieve when performing their housing activities.

In October this year the Scottish Housing Regulator (SHR) published a report on our performance as a landlord. It looks at 18 key indicators, such as service satisfaction, repairs performance and rent collection. You can read this at their website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

However we have produced a report for you that provides more detail on how we are performing on a wide range of

measures. We have included comparison figures with last year and where possible, comparative figures against local authority members of Scotland's Housing Network (SHN) and the overall Scottish Averages from the SHR report.

### Satisfaction Indicators

The Charter requires landlords to carry out a satisfaction survey at least every three years. Our latest survey was carried out by an independent market research firm earlier in 2020. Satisfaction for each of the indicators improved. The table below shows these improvements.

**SHN** – Scotland's Housing Network figures relate to 26 local authority housing services and Glasgow Housing Association.

**SHR** – Scottish Housing Regulator figures relate to all Registered Social Landlords (RSLs) and local authority housing services.

## Tenant satisfaction



INDICATOR 1

**89%**

of you were satisfied with the service we provide, over 3% better than the SHN average.

86% SHN

89% SHR



INDICATOR 2

**88%**

of you also said we were good at keeping you informed about services and decisions.

86% SHN

92% SHR



INDICATOR 5

**94%**

of you were satisfied with the opportunities given to participate in our decision making processes. This is better than both the SHN and the SHR averages.

81% SHN

87% SHR



INDICATOR 7

**86%**

of you were satisfied with the quality of your home.

85% SHN

87% SHR



INDICATOR 13

**85%**

of you were satisfied with our contribution to the management of the neighbourhood you live in.

84% SHN

87% SHR



INDICATOR 25

**78%**

of you feel that your rent represents good value for money.

83% SHN

84% SHR

## Complaints

There were 701 Stage 1 complaints lodged in 2019/20, 699 of these were responded to in full in an average of 3.6 days.

There were 17 Stage 2 Complaints, 16 were responded to in full in an average of 14.6 days.

Our response times and the percentage responded to in full were better than both the average against local authorities and the Scottish Average.

INDICATOR 3

**99.7%**

of complaints responded to in full at stage 1 in an average of

**3.6 days**

96%/6.5 days  
SHN

98%/4.8 days  
SHR

INDICATOR 4

**94.1%**

of complaints responded to in full at stage 2 in an average of

**14.6 days**

90%/20.8 days  
SHN

92%/17.9 days  
SHR

## Rent and service charges

Last year, we collected more than £45 million in rent. Our arrears figure has improved slightly since 2018/19 and remains below the average of other local authorities.

The amount of rent lost due to properties being empty has marginally increased by 0.1%. This is due to an increased number of properties remaining empty for longer.

**£45 million+**  
collected in rent last year



INDICATOR 26

**99.5%**

of rent due collected in the last year. Compared with 100% in 2018/19.

99.1% SHN

99.3% SHR



INDICATOR 27

**5.7%**

is the percentage of gross rent arrears we had at 31 March 2020, 1% less than the SHN average. The gross rent figure was 5.8% in 2018/19.

7% SHN

5.8% SHR



INDICATOR 28

**£108**

is the average annual management fee per property. This figure includes VAT.

£113.17 SHN

£101.64 SHR



INDICATOR 29

**60.8%**

of property owners satisfied with the factoring service they receive.

57% SHN

66.8% SHR



INDICATOR 30

**45 days**

was the average time taken to relet a property during 2019/20.

35 days SHN

32 days SHR



INDICATOR 18

**1.5%**

is the amount of rent we lost on empty properties, up 0.1% on last year (1.4%).

1.25% SHN

1.2% SHR

## Repairs, maintenance and improvements

Last year, we carried out more than **51,000** housing repairs.



INDICATOR 8

**5.5 hours**

19,500 emergency repairs were fixed in an average of 5.5 hours, slightly longer than last year (5.1).

4.1 hours SHN

3.6 hours SHR



INDICATOR 9

**7.8 days**

32,000 non-emergency repairs were fixed in an average of 7.8 days, down from last year (6.9 days).

7.1 days SHN

6.4 days SHR



INDICATOR 10

**82.6%**

of reactive repairs were completed 'right first time'. This is a reduction in performance from last year (88.1%).

92.4% SHN

92.4% SHR



INDICATOR 11

**17**

the occasions when we did not meet our statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.

11 times SHN average



INDICATOR 12

**90.8%**

of tenants were satisfied with repairs carried out by us in 2019/20.

91.1% SHN

91.3% SHR

We interviewed nearly **3,500** of you on your satisfaction with repairs.

Over **3,200** told us they were satisfied or very satisfied, with only 133 tenants saying they were dissatisfied with the service.



## Gas safety checks

As your landlord, the Council has a legal duty to make sure a gas safety check is carried out in your home each year. Please do not ignore gas safety letters and tell us if you need to change your appointment.

## Housing Quality

Last year the service brought a further 128 properties up to SHQS. At the end of 2019/20, 11,338 of the Councils stock of 12,066 properties met the SHQS. The Council has 641 properties in abeyance where the current tenant has refused internal works/ the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS. After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target



INDICATOR 6  
**95%**

of our properties meet SQHS, 0.5% more than last year (94.5%).

95% SHN      94% SHR



INDICATOR C10  
**78%**

of our properties meet the Energy Efficiency Standard for Social Housing (EESH). 9,345 properties meet the EESH Standard.

## Neighbourhood and community



INDICATOR 14

**40.2%**

of tenancy offers were refused, an decrease of almost 6% on last year (46.5%).

37.6% SHN      34.2% SHR



INDICATOR 15

**99.4%**

of anti-social behaviour cases reported were resolved, an improvement on last year (96%).

94.1% SHN      94.1% SHR

## Adaptations



INDICATOR 19

**46**

households were waiting for adaptations to their homes.



INDICATOR 20

**£402,000**

was spent on completed adaptations last year.



INDICATOR 21

**36.2 days**

is the average number of days we take to complete applications for medical adaptations, an improvement of around 20 days on last year (56.8 days).

36 days SHN      41.5 days SHR

## Re-let properties

Last year we re-let 1083 houses in an average of 45 days. This is longer than last year (38 days). This can be attributed to time taken to carry out necessary repairs and re-letting properties that have been empty for a long time.

Overall sustainment has remained stable. However, there has been a slight increase in the number of homeless households who have not sustained their tenancy.



INDICATOR 16

**88.5%**

of new tenants across Renfrewshire remained in their property for more than a year, this is similar to last year (88.5%)

89.3% SHN      89.1% SHR



INDICATOR 17

**9.5%**

of our properties became vacant in the last year, down from last year (9.7%). There was a small reduction in the number of lettable houses that became vacant in the year, with 1,108 this year compared to 1,128 last year.

8.2% SHN      8.4% SHR

## Homelessness

We want to help homeless people, by giving them prompt and easy access to help and advice. Every effort is made to see that people have access to suitable good quality accommodation and are supported to remain in their home. Last year the Council housed over 350 homeless applicants, this is around 33% of the total lets.



INDICATOR 24

**33.7%**

of homeless households were also referred to Housing Associations in 2019/20. This is higher than the SHN average of 26%.

26.8% SHN      27.9% SHR

## Evictions

**20%**

INDICATOR 22

of the 245 cases presented to court in 2019/20, saw the property being returned to the Council. This 20% represents 49 properties.

16.3% SHN      18.4% SHR



# The Council delivers on New Homes promise at Johnstone Castle

The first handovers of newbuild Council houses in Johnstone Castle have taken place.

The existing tenants who were originally displaced as part of the regeneration of the area have shared their delight after receiving the keys to their new energy efficient spacious and modern new homes a few weeks ago.

About half of the 95 new homes have now been handed over to tenants, with the remaining 50 properties expected to be given over by our contractor ENGIE on a regular basis throughout the rest of this financial year.

These new homes mark the realisation of an important opportunity for the Council in its efforts to meet the needs and aspirations of our housing applicants. The modern, spacious, energy efficient homes are a mix of one, two, three and four bedroom homes and have been delivered within established communities which are well located near local shops and other services.

The delivery of this programme has been a very challenging from the outset. Following extensive community consultation in 2014, the challenge of rehousing around 200 tenants began, along with the acquisition of privately owned properties and the demolition of unpopular tenement flats to clear the way for these fabulous new homes.

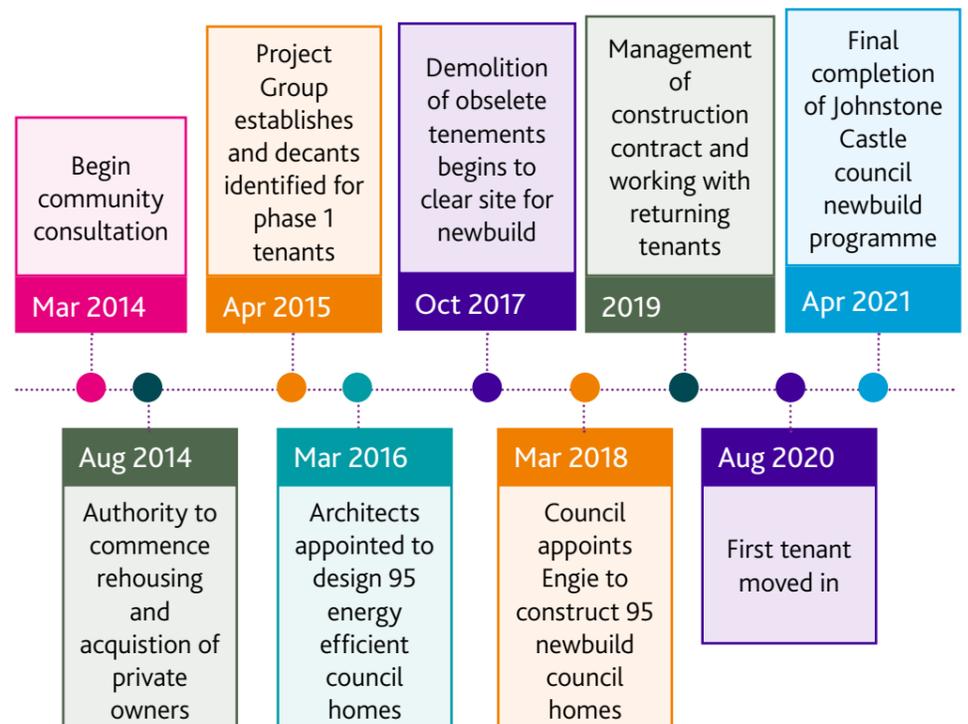
The Council's Regeneration Officer said: "With the Johnstone Castle Regeneration project covering various sites all at various stages, it has been challenging yet rewarding and has required careful consideration and management through each phase of the programme. It has been an exciting project that has allowed us to work with our tenants and take them along on a journey with us. It is lovely to see them happy and settling into their new homes".



"It's easy to not understand and not fully appreciate the difficulty of delivering a project like this. You have all done an amazing job, logistically it must have been a nightmare rehousing all of those tenants and I appreciate all of your efforts, I am delighted to have the keys to my new home."

Mr Conisbee, who was a tenant in the former tenement flats that were demolished to make way for the new homes.

## Johnstone Castle newbuild timeline



Johnstone Castle resident Mr Cosgrove outside his new home

## New Homes at Bishopton Complete

Construction of 80 new build Council homes at Dargavel Village is now complete with the final nine residents receiving the keys to their new homes.

The project, completed on behalf of the Council by Lovell construction, was shortlisted as a finalist for the Affordable Housing Development of the Year (Large, social rent) Award at the 2020 Scottish Homes Awards which demonstrates the quality and standard of the completed project.

The new homes are ideally located near the new retail development and the train station. Consisting of a mix of mainly two and three bedroom houses as well as some one and two bedroom flats, these homes have been developed to meet current and future housing needs and include nine amenity properties specifically designed for tenants with mobility needs.



## Ferguslie Park

Residents will soon see the development of 101 new homes for the Tannahill area of Ferguslie Park take a step forward.

Following a successful online consultation process on the design and layout of the development, contractor AS Homes (Scotland) Ltd is preparing to start construction work on the site of the former St Fergus Primary School. It is anticipated the first set of handovers will take place in late 2021 and will continue into 2022 until the tenants and residents within the Tannahill regeneration area have been rehoused.

We would like to take this opportunity to thank everyone in the local community and the community groups for their contribution to the design process for this development. The comments and feedback received were very encouraging and positive and where possible we have incorporated this into the final designs.



Artist Impression of Tannahill Newbuild Homes



## Upcoming Development: Auchengreoch Road, Spateston

Work to build 39 new Council homes in Spateston will begin on site shortly.

McTaggart have been appointed to construct 39 new Council homes for rent on Auchengreoch Road, Spateston. Consultation with the local community took place earlier in the year to help shape the site layout and designs. They will be a mix of one and two bedroom cottage flats with ground floor accommodation suitable for wheelchair users and two, three and four bedroom family homes.

It is anticipated these homes will be ready for occupation in early 2022 and will be let in accordance with the Council's Common Housing Allocation Policy. More information on our allocation policy is available on the Council website [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

# Get involved

## Tenant Participation Strategy

We are carrying out a review of tenant participation and we want to know what you think.

The current Customer Engagement Strategy has been in place for a number of years. Whilst the Council's approach to tenant participation meets all the requirements of the current Regulatory Framework and legislation, a new draft tenant participation strategy is being developed to improve the way tenants can be involved.

The current approach to tenant participation includes a range of consultative measures that work to a varying degree of success and over time the numbers of tenants participating has been declining.

We are keen to modernise our approach to tenant participation and have already started talking to tenant representatives to kick start the review of our Participation Strategy.

The key observations from tenants following the discussions were:

- The current approach to tenant participation needs refreshed
- The Neighbourhood Housing Forums are not well attended, with the exception of Johnstone and Villages
- Tenants liked the Peoples News
- Tenants saw a great deal of benefit from meeting with tenants from other groups and committees and were keen for more opportunities for
- The new strategy will enable tenants to take part in decision making and have influence over service improvement and could include:
  - Increasing the number of Council Wide Forums held per year and expanding the role of the Council Wide Forum to take on responsibilities previously reserved for the Neighbourhood Housing Forums.
  - An expansion of the role of the Tenants Scrutiny Panel.
  - Continue to support the Quality Circles for High Rise properties and Sheltered accommodation. We will continue to support these groups and intend to introduce a quality circle to look at estate management matters.



### Tenants get online for consultation

During the pandemic we have all had to adapt to different ways of working. This is no different for tenant representatives. Over the past few months tenants and staff have met online to discuss a range of matters about services. This includes meetings with the Tenants Scrutiny Panel, discussions on the proposed Tenant Participation Strategy and a review on how Council is performing against the Scottish Social Housing Charter.

For the foreseeable future we will continue to meet with tenants online and will look at other ways to keep tenants informed during this difficult time.

# Tenants give service the thumbs up

Last spring the Council asked Research Resource to carry out the 2020 Tenant Satisfaction Survey. The aim of the research was to seek tenants' views on the services that Renfrewshire Council provides as a landlord, how well it performs these services and to help identify areas where the service can be improved.

Over 1,300 tenants were surveyed on a range of issues that affect the service, we would like to thank those who took part. This is what you told us:

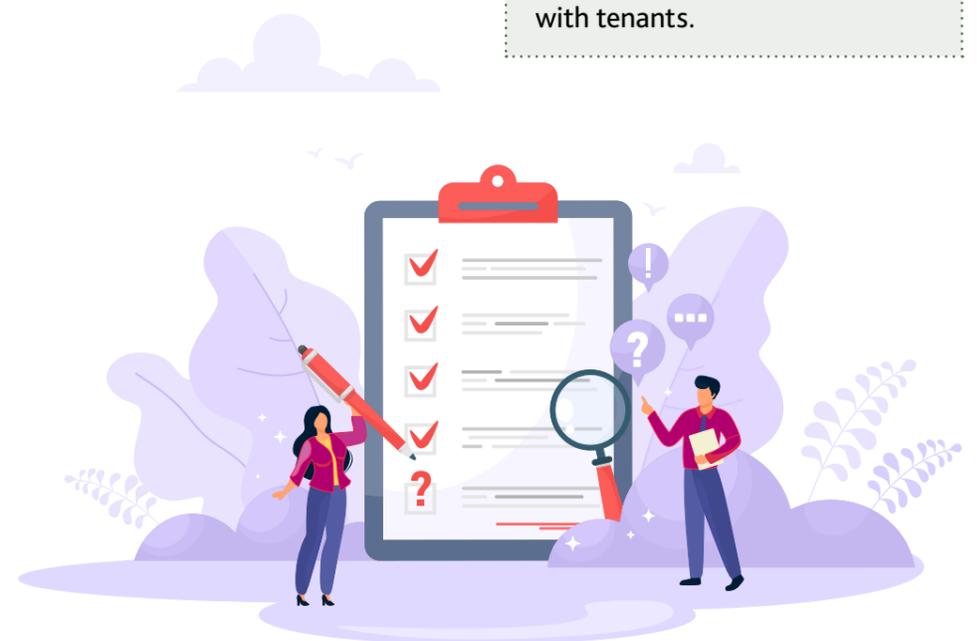
The majority of respondents (**89%**) were very or fairly satisfied with the overall service provided by Renfrewshire Council as a landlord.

Just under **9 in 10 tenants (88%)** felt their landlord was very or fairly good at keeping them informed about their services and decisions.

All respondents were then asked if they were happy with the type of house they currently have. The majority of respondents stated yes (**87%**).

Tenants were most likely to say they would prefer to be consulted by letter (**76%**), telephone call (**69%**) or magazines, newsletters or People's News (**43%**).

Tenants were most likely to be aware that Renfrewshire Council use letters (**83%**), telephone calls (**79%**) and magazines, newsletters or People's News (**66%**) to contact and consult with tenants.



A full copy of the survey is available on the Council website at [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)



## 2021/22 Rent Consultation We want your views

The Council's Housing Service is funded from the rents paid by tenants. Rent levels are reviewed each year to make sure that sufficient income is collected to cover all the costs involved in running the service for the coming year.

We have commissioned an independent research company (Research Resource) to ask a representative sample of tenants for their views on service priorities and our proposed rent increase for 2021/22.

Tenants will also be able to provide us with their views by taking part in an online survey about the services provided and the proposed increase once it goes live on the Council's website in January, at [renfrewshire.gov.uk](http://renfrewshire.gov.uk)

### Service and Investment Priorities

Renfrewshire Council is committed to delivering efficient services and keeping rents as low as possible to make sure they are affordable to tenants.

Feedback from tenants shows that there is a high level of satisfaction with housing services and performance has been improving in key areas over the last few years. In the most recent survey (2020), almost 80% of Council tenants said their rent represents good value for money.

Renfrewshire Council rents increased by 2% in 2020/21. This was below the average rent increases for local authorities across Scotland.

When we consulted with tenants on rents for 2020/21, most (75%) agreed with the 2% increase and stated the priorities for investment should be:

- Delivery of high-quality services, including repairs and maintenance
- Invest to improve existing housing and environmental standards
- Invest in energy efficiency to reduce heating costs, tackle fuel poverty and reduce carbon emissions
- Invest in building new Council houses

### Rent Increase 2021/22

In February, Councillors will take a decision on rent levels for Renfrewshire Council tenants for 2021/22. In preparation for this, the Council would like to know your views.

It is considered that a rent increase of around 1.5% is required for 2021/22. While keeping rent increases as low as possible, the Council also needs to ensure that sufficient funding is available to meet service priorities including the cost of running the service while continuing to invest in and maintain the housing stock and address longer term challenges such as climate change and the impact of Universal Credit.

Just under 6 in 10 respondents (58%) had been in contact with the Council about a housing or housing related matter in the last 12 months with a query other than to pay their rent.

The vast majority of respondents (94%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes.

All respondents were asked generally, how satisfied they are with the way Renfrewshire Council as their landlord deals with repairs and maintenance. The majority of respondents (86%) were very or fairly satisfied in this respect.

Of tenants who had contact with the Council within the last 12 months:  
82% said it was easy to get hold of the right person and 86% found staff to be helpful,

The majority of tenants (91%) were very or fairly satisfied with their neighbourhood as a place to live.

Tenants were asked to rate how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. 85% of tenants were very or fairly satisfied in this respect.

Just over three quarters of tenants (78%) were of the opinion their rent represents very or fairly good value for money.

The majority of tenants (86%) were very or fairly satisfied with the quality of their home.

# Look after your home this winter

There are many ways you can stop cold weather from causing damage to your home and belongings.



## Get to know your home

Make sure you know where the main stopcock for your water supply is located and check that it turns easily. It is usually near where the water pipe enters the house or under the kitchen sink.

Make sure you know where the isolating valves for the hot and cold supply are and check that you can turn them easily.

For more information call **0300 300 0300**.



## Keep your house warm

To avoid burst pipes and damage to your house this winter keep your home reasonably warm during the day and night.

During cold weather keep the heating on. If you have thermostatic radiator valves with an anti-frost setting, make sure you use them.

Open the hatch to the loft space if you have one. This will provide additional protection if your water tank and pipes are in the loft.

Opening the doors of your kitchen sink unit and allowing the warmer air to circulate around the pipes, will also help stop them freezing.



## If your water supply becomes frozen, what action should you take?

- Turn off the water supply at the main stopcock
- Turn on all cold taps to drain the system
- Flush the toilet
- Do not turn hot water taps on as the hot water cylinder may collapse if the pipes feeding it are frozen
- Switch off the central heating and immersion heater and let any solid fuel fires die down
- Collect water in the bath for washing and flushing the toilet
- Report the problem by telephoning **0300 300 0300**

Frozen pipes must be defrosted slowly. Never use a fierce heat or a naked flame to defrost pipes, as this may cause them to burst.

Once the pipes have thawed, turn the water back on slowly and check for any cracks or leaks. If you find any, turn the water off again and report it as a burst pipe.



## If your pipes burst, what action should you take?

If you have not already done so, follow the steps on how to deal with frozen pipes mentioned above.

If water leaks near your electrics or electrical appliances, switch off the mains immediately. If your mains switch is wet, don't touch it!

Report the burst by telephoning **0300 300 0300**.

If you are getting water in from the flat above, and they are not at home, our plumbers will arrange access to turn the water off. If water is gathering in your ceiling, and it is in danger of collapse, place a bucket or basin under the affected area and carefully puncture the ceiling to let the water drain away.

## Home Contents Insurance

We strongly recommend that you insure your home for damage to furniture and fittings, personal possessions and redecoration. The Council does not insure your belongings and has no responsibility to assist in drying out or replacing items damaged by burst pipes.

However, Renfrewshire Council does operate a Tenants' Contents Insurance Scheme which offers a simple, low cost way for tenants to protect their household items by paying premiums with their rent.

Details are available from our Customer Contact Centre (telephone **0300 300 0222**)

## Other useful telephone numbers

National Grid (for gas leaks) **0800 111 999**

Scottish Water (for burst water mains) **0345 601 8855**



# Renfrewshire Local Housing Strategy

Work has started on developing Renfrewshire's next Local Housing Strategy and we want your views!

## What is a Local Housing Strategy?

Covering all tenures and types of accommodation, the Local Housing Strategy is a key planning document that sets out Renfrewshire's strategic vision and priorities for the delivery of housing and housing related services. It also sets out the outcomes we want to achieve and the range of actions the Council and its partners will take to improve this over the next five years, whilst reflecting both national priorities and local needs.

## What issues will the new Strategy cover?

Our current Local Housing Strategy for 2016–2021, set out seven strategic outcomes that it wanted to achieve:

- The supply of housing is increased
- Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres
- People live in high quality, well managed homes

- Homes are energy efficient and fuel poverty is minimised
- Homelessness is prevented and vulnerable people get the advice and support they need
- People are able to live independently for as long as possible in their own home
- Affordable housing is accessible to people who need it.

These seven outcomes were agreed in 2016 following extensive public consultation. The Local Housing Strategy document sets out lots of detail about how we are achieving these outcomes and the progress that has already been made (for example around 1,000 new affordable homes will have been built by 2022). We are keen to engage with Tenants and residents to update our approach for the new strategy for the next five years and are really keen to here from you.

## How can I be involved?

A short online questionnaire is available on the Council's website at: [www.renfrewshire.gov.uk/newlocalhousingstrategy](http://www.renfrewshire.gov.uk/newlocalhousingstrategy) to gather your views. If you would like to make your response by email, please email: [strategyandplace@renfrewshire.gov.uk](mailto:strategyandplace@renfrewshire.gov.uk)

Or post to **Communities, Housing and Planning Services, Strategy and Place Team, Renfrewshire House, Cotton Street, Paisley. PA1 1JD.**

**All responses should be submitted by Monday 25 January 2021.**

What happens after this? The views that we gather during this consultation will be used to help shape the draft Local Housing Strategy. We hope to have a draft strategy ready by summer 2021 and there will be another opportunity to get involved and comment on the draft at this time.



## Scottish Housing Regulator Engagement Plan

**Each year the Scottish Housing Regulator (SHR) publishes an Engagement Plan for all social landlords. This outlines in what ways, if any, they will work with landlords.**

The most recent Engagement Plan for Renfrewshire Council advised that the SHR don't at this point require any further assurance from Renfrewshire Council other than the annual regulatory returns required from all local authority landlords.

A copy of the Engagement Plan is available at [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)



# MyAccount

Giving you access to a wide range of Renfrewshire Council services with just one username and password

By registering for MyAccount, you can quickly and easily complete online forms to:

- Pay council tax
- Pay your rent
- Tell us that we've missed your bin
- Choose your next council property
- Request an alarm with 24/7 assistance
- Report overgrown grass, trees or hedges
- Tell us about faulty roads, pavements or street lighting

Plus lots more!

How is it easier?

MyAccount allows you to view, apply, report and pay online at a time that suits you.

You can also upload any necessary pictures or files straight from your computer, phone or tablet—easier than sending letters or reading aloud on the phone.

Register online for MyAccount



Go to: [myaccount.renfrewshire.gov.uk](http://myaccount.renfrewshire.gov.uk)

## How do I register?

Creating your account is easy— all you need is an email address.



Create your account



Activate it by clicking an email we send



Login online from your computer, phone or tablet



Get started

## Who do I contact if I need help?

Our friendly team is ready to help with any problems. Just email [myaccount.help@renfrewshire.gov.uk](mailto:myaccount.help@renfrewshire.gov.uk) and they will get back to you ASAP.

**Quick, Simple and Secure.**

## Useful numbers

**Housing Advice & Homeless Services**  
0300 300 0222

**Housing & Council Tax Benefit (Council Tenants)**  
0300 300 0204

**Housing Services**  
0300 300 0222

**Out of hours Emergency Repairs**  
0300 300 0300

**Performance Information**  
0141 618 6264

**Repairs Contact Centre**  
0300 300 0300 (within office hours)

**Social Work Area Office**  
0300 300 1199

**Tenant Consultation Team**  
0141 618 6260

**Adult Protection Renfrewshire**  
0300 300 1199

**Advice Works helpline**  
0300 300 1238 (Mon-Fri, 10am-4pm)

**Antisocial Behaviour Helpline**  
0300 300 0380

**Child Protection**  
0300 300 1199  
0300 343 1505 (evenings & weekends)

**Current Benefit entitlement**  
0300 300 0288 (option 2)

**Energy Saving Scotland Advice Centre**  
0808 808 2282

**Gas Servicing**  
0300 300 0300

**Graffiti Reporting**  
0300 300 0380

**Greener Renfrewshire**  
0300 300 0380

**Homelessness & Social Work stand by service (24hrs)**  
0800 121 4466

## The People's News can be made available in braille, large print or audio.

If you would like information in another language please ask us.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਸਾਠਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਵੋ।

Jeżeli chciałby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

**0141 618 6261**

[tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)

## How do I complain?

We always welcome feedback from customers on the level of service you receive. If you are not happy with aspects of this service, then you should speak with that area of the service first to resolve. However if you are still unhappy, then you can complain by:

**Phone:** 0300 300 0300

**Email:** [complaints@renfrewshire.gov.uk](mailto:complaints@renfrewshire.gov.uk)

**Write:** Complaints Officer, Renfrewshire Council, Renfrewshire House, Cotton Street, Paisley PA1 1WB.

**Online:** Complete the online form on website [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

## Tell us what you think

Tell us what you think of the People's News, both its format and contents.

Email us at [HousingStrategyQuality.hps@renfrewshire.gov.uk](mailto:HousingStrategyQuality.hps@renfrewshire.gov.uk) or call 0141 618 6264.