

# The People's News

Renfrewshire's magazine for council tenants

Autumn 2023

## Tenants move into new Ferguslie Park homes



Tenants have moved into new housing built by Renfrewshire Council as part of the ongoing community-led regeneration of Paisley's Ferguslie Park area.

The 101 modern new-build energy-efficient homes are being built on the site of the former St Fergus Primary School.

Tenants have been setting up home since January, with 94 properties now handed over.

Work on the new development is due to be completed by July.

Most of the new tenants have moved across from the nearby Tannahill area, next to St Mirren's SMiSA Stadium, where the outdated blocks are being demolished. This area will then be redeveloped over the next few years as part of a wider community-led masterplan.

Most of the new homes are council-owned, with a small number being sold to owners within the Tannahill regeneration area through the Scottish Government's New Supply Shared-Equity scheme.

Councillor Marie McGurk, Convenor of the Council's Communities and Housing Policy Board, said: "I was delighted to meet some of the residents in the Tannahill area and to hear how they've settled into their new homes.

"Our officers have worked closely with the Ferguslie community over the past few years to allow residents to lead the regeneration of the area and to make

sure the new homes were designed around their feedback.

"It's an area with a tight-knit sense of community—and with many residents moving into the new-builds from the old Tannahill estate, we hope that community spirit will stay intact.

"This is just one part of the much wider investment we are making in modern energy-efficient housing across the area as we deliver on our wider ambitions to make Renfrewshire a more attractive and sustainable place to live."

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Councillor Marie McGurk

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“These are stunning houses. I’ve not stopped smiling My favourite thing to do is sit with a cup of tea at the dining table, which I couldn’t do before – and we’ve got a utility room as well! It’s like night and day from what we had before.”

New resident Anne Erskine



Throughout the project to rehouse tenants, Council housing officers based themselves at the nearby Tannahill Centre so they could be available to help residents.

Tenants moving into new-builds also had the chance to influence the design of their homes, including choosing the set-up of their kitchens.

New resident Anne Erskine is one of many moving across from the old Tannahill estate – and she feels the new homes are a big improvement on what they had before.

She said: “These are stunning houses. I’ve not stopped smiling.

“My favourite thing to do is sit with a cup of tea at the dining table, which I couldn’t do before – and we’ve got a utility room as well! It’s like night and day from what we had before.”

Her sister, Sandra McGhee, has moved into the house next door and added: “My friend who lives in England said it’s very similar to hers, which is a bought house—it’s the same kind of layout up the stairs.

“If you look at some of the new houses for sale in the area, these are just as nice as them.”

Terry McTernan, chairperson of Ferguslie Community Council, added: “I am delighted to see the eventual realisation of this much-needed housing development in Ferguslie Park. The tenants that have moved in so far speak highly of the properties.

“The tenants and residents of the Tannahill area truly deserve the new start ahead of them, having demonstrated real patience when the project was delayed throughout the pandemic.”

The main contractor on the building project is Glasgow-based housebuilder AS Homes.

Commercial director Kieran Sexton said: “Within the current housing market, there is a need for high quality, energy-efficient homes now more than ever.

“Working in partnership with Renfrewshire Council, we’re thrilled to help fulfil this need within the local community by delivering a mix of house types and sizes to meet current and future housing needs within this area.

“This new and exciting development has brought fantastic benefits to the local area, with engagement from schools and the creation of new jobs and apprenticeship opportunities.”

The development is part of a much wider investment by the council, and is a finalist in the CiH Awards, Excellence in development for affordable housing category, which includes 39 new council homes at Auchengreoch Road in Johnstone which were handed over last year and completed projects at Bishopton and Johnstone Castle.

The council is also delivering a £100million housing-led regeneration and renewal programme which will transform the quality of housing and the areas around it in eight locations across Paisley, Johnstone and Renfrew over the next decade.

## More Homes Officer helping owners to transform vacant properties

Is there an empty private property in your street or do you know an owner who is looking for advice and assistance on bringing a vacant property back into use?

Privately-owned properties can become empty for several reasons and this can affect not only the owners, but also the community and surrounding properties.

Our More Homes Officer can help owners of vacant private properties bring them back in to use by signposting them to a range of services, including advice and options from letting agencies and merchants.

With a shortage of affordable housing, and long waiting lists, empty properties can offer a solution to this, as well as helping owners with an income.

### Did you know?

The average empty home owner in Scotland is losing **£14306.31** per year in lost rent, council tax payments, insurance and security costs.

If you know of an empty private house in your area, call our More Homes Officer on 07811 055016.

We also operate a buy back scheme, subject to qualifying criteria, to increase the supply of Council housing in areas. We do this where we have existing stock and it represents good value for money.

**The acquisition policy is available on the Council’s website and enquiries can be made by email to regeneration.hps@renfrewshire.gov.uk or by calling our More Homes Officer on 07811 055016.**

# Scottish Social Housing Charter Report to Tenants 2022–2023

## 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 August 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 the report on their website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

However, we have produced a report for you which 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. In 2022, we asked an independent market research firm to carry out our latest survey. The results are shown over the next few pages.

**SHN** – Scotland’s Housing Network figures relate to 26 local authority housing services.

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

## Tenant satisfaction



INDICATOR 1

**82%**

of you were satisfied with the overall service provided by your landlord.

82% SHN

86.7% SHR



INDICATOR 2

**91%**

of you feel your landlord is good at keeping you informed about its services and decisions.

85% SHN

89.7% SHR



INDICATOR 5

**99%**

of you were satisfied with the opportunities given to you to participate in your landlord’s decision making processes.

81% SHN

85.86% SHR



INDICATOR 7

**79.9%**

of you were satisfied with the quality of your home.

81% SHN

84.2% SHR



INDICATOR 13

**87%**

of you were satisfied with your landlord’s contribution to the management of the neighbourhood you live in.

82% SHN

84.3% SHR



INDICATOR 25

**83%**

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

81% SHN

81.8% SHR

## Complaints

When you are not happy about something, you can complain to us so that we can do something about it.

There were 1,050 stage 1 complaints received—1,028 were responded to in full, in an average of 5.76 days.

There were 26 stage 2 complaints received—22 were responded to in full, in an average of 14.5 days.

Our response times responded to in full were better than average against local authorities.

INDICATOR 3

**97.9%**

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

**5.76 days**

92.4%/7.95 days SHN

95.34%/5.75 days SHR

INDICATOR 4

**84.6%**

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

**14.5 days**

92.1%/24 days SHN

92.53%/19.34 days SHR

## Getting good value from rents and service charges

Last year £48,250,667 of rent was collected from a total of £48,238,167 rent due. If the amount of arrears (excluding former tenant arrears) is reduced, this has the net effect of our collecting more than 100% of rents and service charges due.

There has been a slight increase in the level of gross rent arrears over the past year but we remain below the local authority average. This is as a result of an increase in former tenant arrears.



INDICATOR 26

**100.03%**

of rent due collected in the last year, 2022/23.

98.8% SHN 99.03% SHR



INDICATOR 27

**8.6%**

is the percentage of gross rent arrears we had at 31 March for the year 2022/23

9.6% SHN 6.9% SHR



INDICATOR 28

**£108**

is the average annual management fee per factored property.

£58.43 SHN £107.59 SHR



INDICATOR 29

**71.2%**

of property owners satisfied with the factoring service they receive.

51.2% SHN 61.8% SHR



INDICATOR 30

**60.6 days**

was the average time taken to relet properties during the last year.

66.9 days SHN 55.6 days SHR



INDICATOR 18

**1.86%**

of rent due lost through properties being empty during the last year.

1.7% SHN 1.4% SHR

## Neighbourhood and community

From 1,490 formal tenancy offers there were 585 refusals. The main reasons for refusal were disliking the area offered and wanting a different property. At the housing options stage of the allocation process the housing officer will go through these issues with you to minimise these refusal reasons.

390 of the 398 anti-social behaviour cases were resolved.



INDICATOR 14

**39.3%**

of tenancy offers refused during the year.

38.6% SHN 30.9% SHR



INDICATOR 15

**98%**

of anti-social behaviour cases reported in the last year were resolved.

91.4% SHN 94.2% SHR

## Paying your rent

It is important that you pay your rent on time. Your rent pays for the services we provide.

Please get in touch with us if you are having problems paying your rent. We can help by:

- Providing advice on the best way to pay your rent to suit your circumstances
- Referring you to specialist advisors who can assist with a range of services, including money advice, employment advice or energy advice, to make sure you maximise any income or entitlements due to you.
- You can ask for a private interview or home visit.

**Call 0800 085 9126 for more information.**

## Repairs, maintenance and improvement

The Council completed just over 16,500 emergency repairs (around 2,000 fewer than last year). The average time to complete increased from 7 hours to 9.8 hours.

Just over 24,400 non-emergency repairs were completed in an average of 6 days. This is a significant improvement on the previous year of 14.6 days.

Renfrewshire Council has at all times followed the Scottish Government guidance and the more detailed guidance from GasSafe and HSE. As of 31st March 2023 there were 58 occasions where a service had not been completed by the 12-month anniversary date. Since then, all outstanding services have been completed.

Our performance in relation to this indicator is monitored monthly and if a failure is identified, action is taken to investigate the cause and processes reviewed / amended where required to address this.



INDICATOR 8

**9.8 hours**

Average length of time taken to complete emergency repairs.

4.7 hours SHN 4.2 hours SHR



INDICATOR 10

**90%**

of reactive repairs carried out in the last year completed right first time.

88.2% SHN 87.8% SHR



INDICATOR 12

**73.3%**

of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

88.5% SHN 88% SHR



INDICATOR 9

**6.1 days**

Average length of time taken to complete non-emergency repairs.

9.7 days SHN 8.7 days SHR



INDICATOR 11

**58**

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

## Scottish Housing Regulator Engagement Plan

Each year the Scottish Housing Regulator provides an engagement plan to all council housing services and registered social landlords. The most recent plan from the SHR outlines how they will engage with Renfrewshire about our services for people who are homeless.

To assist we will continue to provide the regulator with information on our homelessness service; and notify them of any issues that would prevent us from fulfilling our statutory duty to provide temporary accommodation.

**A full copy of the Engagement Plan can be found on the Scottish Housing Regulators website.**

## Don't forget to book your gas safety check

Have you booked your gas safety check with us yet?

Gas safety checks are important for the safety of you, your family and your neighbours and, as your landlord, we have a legal duty to make sure one is carried out a your home each year.

We will write to you and ask you to make an appointment with us before your check is due. Once you've received your letter, please make sure you do this as soon as you can.

If we don't hear from you, we can force entry into your home to carry out this important safety check and you will be recharged for any associated costs.

You can also book your annual gas service on MyAccount, our online platform for accessing Council services. MyAccount is quick, simple, secure and available 24/7.

MyAccount can also be used to report non-emergency repairs.

Register via <https://myaccount.renfrewshire.gov.uk/> and select the 'Report a Housing Repair' form.

To book your annual gas service with us, use MyAccount, email [repairs@renfrewshire.gov.uk](mailto:repairs@renfrewshire.gov.uk) or call the Housing Repairline on **0300 300 0300**.

## Housing options and access to housing



INDICATOR 19

**177**

households currently waiting for adaptations to their home.



INDICATOR 20

**£769,216**

cost of adaptations completed in the year 22/23



INDICATOR 21

**96 days**

Average time to complete adaptations.

46.9 days SHN

46.8 days SHR



INDICATOR 22

**5%**

Percentage of court actions initiated which resulted in eviction.

13.5% SHN

17.2% SHR

**4.4%**

Non-payment of rent.

11.2% SHN

13.9% SHR

**0.6%**

Anti-social behaviour.

2.1% SHN

2.9% SHR

**0%**

Other.

0.2% SHN

0.4% SHR

## Tenancy sustainment and tenancy turnover

There were 868 re-lets in 2022/23.

Overall sustainment levels have improved. There was continued improvement in the proportion of tenancies sustained for more than 12 months by tenants who were previously homeless (up from 89.4% to 91.6%).

Over the year, 828 lettable houses became vacant in the year.



INDICATOR 16

**93.5%**

of new tenancies sustained for more than a year, by source of let.

91.4% SHN

91.2% SHR



INDICATOR 17

**7.2%**

of lettable houses that became vacant in the last year.

7.4% SHN

7.4% SHR

## Homelessness

We want to help homeless people, by giving them prompt and easy access to help and advice. Every effort is made to make sure people have access to suitable, good quality accommodation and are supported to remain in their homes. Last year, 28.2% of homeless households were referred to RSLs under section 5 and through other referral routes, which is higher than the SHN average of 10.68%.



INDICATOR 24

**28.2%**

of homeless households referred to RSLs under section 5 and through other referral routes.

26.7% SHN

26.4% SHR

## Housing Quality

Our Scottish Housing Quality Standard (SHQS) compliance was lower than projected for 2022/23. This was mainly due to difficulties gaining access to complete smoke detector upgrades and carry out Electrical tests. We have a comprehensive programme in place to complete these works and would encourage all tenants to allow our workers access to complete the required work. We have, on occasion, forced entry to complete works.



INDICATOR 6

**67.9%**

of our properties meet the Scottish Housing Quality Standard (SHQS).

70.9% SHN

79.0% SHR

## Creative programme is helping tenants sustain tenancies

Make It Your Own (MIYO) is a creative programme to help people sustain their tenancies.



Oksana Kartavenko, a Ukrainian Displaced Person, arrived in Scotland last year and has been settled into a tenancy in Renfrewshire.



A project participant learning shadow painting

Tenants are referred to the programme, which is delivered by Impact Arts in partnership with Renfrewshire Council, by housing support staff.

Once they have met the Impact Arts team they will attend once a week which are taken by two qualified creative members of staff.

During the first stage of the creative process tenants will create mood boards to plan out what they would like and need for their new tenancy. This lets them create a more homely, personalised and comfortable living environment. Tenants also produce shopping lists to buy items for their new home and are supported to go on shopping trips, as well as being given the opportunity to attend group creative inspirational trips.

Anne was referred to the Renfrewshire MIYO project after she moved into her property following a break-up with her partner. She had also been diagnosed with fibromyalgia and was feeling very low after recently losing her Mum.

Anne had to give up work as a carer, a job she had done for many years, due to her health condition.

The housing support worker thought the project would give Anne a focus and help motivate her to turn her new flat into a comfortable home and create items that reflected her personality.

Anne enjoyed her time at the workshop and said it had given her back her creative flair. It also motivated her to continue to decorate the rest of her home and she said she was going to continue being creative after taking part in the workshop.

*“My daughters have even said to me what a difference in you Mum, now you are getting out to your project and enjoying yourself.”*

## Damp, mould and condensation



As the weather changes over the Autumn and Winter months it is common to see an increase in levels of condensation within the home.

This is usually caused by;

- Too much moisture being produced in your home
- Not enough ventilation
- Cold surfaces (external walls)
- The temperature within your home

Condensation happens mostly on the colder parts of external walls, particularly where there is not much air movement, for example in corners of rooms, behind wardrobes and beds or even inside wardrobes. It can occur in any room but it is more likely to occur in a room that is colder, such as a bedroom.

**How to prevent condensation:**

- Hang your washing outside to dry if at all possible or hang it in the bathroom with the door closed and the window slightly open or the extractor fan on. Don't put washing on radiators
- Always cook with the pan lids on and turn the heat down once the water has boiled. Only use the minimum amount of water in the pot
- When filling your bath run the cold water first and then the hot, it reduces steam (which leads to condensation) by up to 90%
- If you use a tumble drier, make sure it is vented to the outside or it is a new condensing type
- Don't use your gas cooker to heat up your kitchen as burning gas produces moisture
- Make sure your home is adequately heated

If you have taken these measures but still have problems with condensation, dampness or mould then please get in touch to arrange an inspection. We will check whether your extractor fans, heating and window vents are in good working order and will also arrange an appointment for an inspector to attend.

- Our Repairs and Maintenance Officers will carry out a thorough inspection of your property using specialised dampness monitoring equipment where required and will arrange any follow up repairs.
- Severe cases will be referred to our specialist contractor who will carry out a more in depth survey to determine the cause and provide recommendations for a resolution.
- We may also arrange to install specialised monitoring equipment that will constantly monitor temperature and humidity levels within the property to provide a more detailed insight into what may be causing dampness or mould.
- If you require advice on energy, our Energy advisors will be able to help.

**Do not leave any signs of mould or dampness unreported.**



## Net-zero housing project recognised at UK awards ceremony

Our Net Zero housing innovation project has been recognised at a prestigious UK wide awards ceremony.

The project carried out with Strathclyde University and John Gilbert Architects was a finalist in the Innovation in Delivering Sustainability and Social Value category of the Municipal Journal Awards.

The project investigated the most suitable approach for new build housing to reduce carbon in new homes. It found affordable and feasible ways of reducing space and water heating demands for our tenants and the carbon impact of materials and construction.

Although the project did not win the award on the night, it was one of just seven UK finalists.

At the time of the study new build social housing in Scotland was facing:

- The removal of gas boilers from all new build homes from 2024
- All new homes to have Zero emissions heating systems by 2024
- All new homes delivered by RSLs and Local Authorities to be zero emissions by 2026

Our project will allow us to make small, incremental changes which recognise the challenges currently facing the construction industry as it adapts to new technologies, systems and methods of construction.

These changes will benefit tenants by creating homes which have a low energy demand, meaning lower energy bills.

Since we completed our study, the Scottish Government has announced it will implement new standards within the next two years which requires all new homes to meet the Passivhaus standards.

Our study means we are prepared for this and understand the requirements ahead of the implementation of these new standards.

The proposed new Passivhaus homes, once completed, will create new affordable housing in Renfrewshire which will significantly reduce space and water heating costs for our tenants whilst also removing the carbon impact on the environment normally associated with a construction project.

It will also create a more sustainable, value for money approach to social housing in Renfrewshire.



## Housing team win net-zero award

Our Housing Investment Team won the Net Zero in Housing Award at the CIH Scotland Awards 2022 for their Blackstoun Oval Retrofit Project.

The award celebrates organisations which have shown they can overcome some of the significant challenges faced in cutting carbon emissions.

Nominees for the award can include new developments, retrofit projects and other initiatives designed to help reduce carbon emissions.

Congratulations to the team who, through their commitment, professionalism and knowledge, have excelled in delivering a project that provides great homes for our tenants.

**This fantastic achievement will help us reach our goal of making Renfrewshire net-zero by 2030.**



## New build update

Our project at Auchengreoch Circle in Spateston was shortlisted in the Small Affordable Development of the Year category at the Scottish Home Awards 2023. The development, which was completed in October 2022, consists of 39 new homes. It has also been given a gold award for 'Secure by Design'.

The homes were designed to Housing for Varying Needs Standards with barrier-free design, good space standards and flexible room layouts, designed to meet the needs of a range of tenants.

All bedrooms within the homes can accommodate a double bed or two single beds.

It was also important to us that the new homes included dining-sized kitchens with sufficient space to enable families to eat meals together at a table which could be utilised by children for homework and other activities.

We worked in partnership with Concern for Swifts (Scotland) to assist with the conservation of Swifts in the Renfrewshire area. As part of this partnership, the development features four swift bricks, hollow bricks sized to hold a nest, which provide opportunities for swifts to nest. This is the first time McTaggart Construction has incorporated these into new build housing and we have committed to incorporating swift bricks into every new build development going forward.

The homes have also been designed to incorporate all the 'desirable' criteria of HfVN with an additional toilet provided in 4, 6 and 8 person houses as well as the 4-person wheelchair lower cottage wheelchair flat.

A designated space within the houses has also been found for the incorporation of a future through floor lift if required.

“This is just one part of the much wider investment we are making in modern energy-efficient housing across the area as we deliver on our wider ambitions to make Renfrewshire a more attractive and more sustainable place to live.”

Councillor Marie McGurk



## New homes survey launched for tenants in Ferguslie Park, Johnstone Castle and Auchengreoch

Do you live in a new build property in Ferguslie Park, Johnstone Castle or Auchengreoch? Take part in our online survey and let us know your thoughts and experiences of living there.

The survey questions are designed to help us understand your experience of living in one of our new build homes. We want to know what you like about your home, how you find your heating system and running costs, how you are using the new technology in your home and what you think about the design of the area around it.

We want to know your views so we can improve the housing we build, making sure we keep doing the things that work well and changing the things that don't.

Your feedback will have a real influence on what we do in our future developments.

Take part is voluntary and the survey is completely confidential.

To take part, copy the link at the end of this article into your PC, Mac or mobile device. The link will also be available through the Council's Twitter account and on our website.

If you wish to find out more about why we are doing this research, email [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk).

To take part in the survey, visit [www.newbuildsurvey2023](http://www.newbuildsurvey2023)

# Tenant Participation—Getting Involved

We want tenants to become more involved in how services are brought to them.

We have a variety of groups that tenants can join to participate in to help shape our services.

We introduced our new tenant Participation Strategy in October 2022 which recognises that, as times change, we must continue to improve how we engage with our stakeholders.

We are always looking to widen our customer engagement approach to reach a diverse range of tenants and do this in a variety of ways including in-person and online meetings, newsletters and social media.

You can get involved as little or as much as you like, with different ways and levels of involvement to suit most needs.

There are many benefits to getting involved, such as meeting new people, having your say, gaining new skills, confidence building and making a difference in your community.

Some of our tenant participation group which have proven popular and you may find interesting are:

## Quality Circles

Our quality circles are a small groups of volunteer tenants who carry out inspections of Renfrewshire Council's multi-storey blocks, sheltered housing complexes and council housing estates to ensure a quality standard is being achieved and maintained in every block, complex and estate. The volunteers also help to identify any matters that could be changed, repaired or upgraded.

The volunteers carry out 4 inspections a year (normally taking a couple of hours) and meet after the inspections to discuss the outcome of any issues raised.

Volunteers only commit as much or as little time as they can. There are no committees, paperwork or evening meetings to attend, and disability accessible transport is provided.

All we ask is that each volunteer is a resident within either a Renfrewshire Council multi-storey block, sheltered housing complex or are a Renfrewshire Council tenant.



## Tenants' Scrutiny Panel

The Tenants Scrutiny Panel is made up of a group of volunteer Council Tenants who are involved in assessing and influencing the performance, service delivery, plans and activities of Renfrewshire Council as their landlord.

New panel members must be Renfrewshire Council tenants and are provided with training and support.

## New Estate Management Quality Circle

We have started a new Quality Circle for Estate Management. This will look at how our estates and neighbourhoods are managed.

To get involved in any of these groups or for more information, email [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk) or call our Development Officer within our Environment, Housing and Infrastructure Service on **0141 478 2176**.



## New electric van helps team support families settling in Renfrewshire

The Refugee Resettlement team have secured a new electric van to support families moving into tenancies across Renfrewshire.

Our team will be able to help transport furniture, as well as support with decorating and setting up utilities. If you see our team out and about, make sure to give us a wave!

Earlier this year, the Refugee Resettlement team celebrated World Refugee Day with local refugees who they had supported to re-settle in Renfrewshire.

This year's theme was compassion and people enjoyed coming together to commemorate the strengths, courage, and perseverance of refugees. We shared stories, sang songs and had a celebrated compassion for one another.

## MyLife Ahead helps 39 people across Renfrewshire in first year

Thirty-nine people across Renfrewshire have received help and support from My Life Ahead (MyLA) since its launch in May 2022.

The service, which was launched by Housing Support, helps people whose daily lives are impacted by alcohol and/or drug use and who need and would benefit from support to sustain/access settled housing.

The service provides enhanced housing support and people can be visited several times a week, with support continuing until their outcomes have been met, or they feel they no longer require it.

We asked clients what they thought about the support they had received:

"I know within myself if it wasn't for the MYLA service I wouldn't be where I am, my house would still be a riot, and I could literally be on the streets."

"The reason I've come off the drink and stayed off and got my flat sorted is due to the support from the guys at MYLA. Without support I would have done nothing and went back to the drink. I'm not killing myself anymore and I'm positive about my future for once."

"I was nearly 3 years into a relapse on alcohol, drugs, anything to make me feel better than I did. I'm now two months clean and sober and working with the addiction services and looking forward to the future. All the staff are brilliant, they treat me with dignity and like a human being. They are genuinely interested in my recovery and my future. I feel I can ask them about anything, and they'll point me in the right direction. I don't know how I could have done it without the MYLA service".

## Fire safety warning for mobility scooter and e-bike users

E-scooters, e-bikes and mobility scooters are a useful and sometimes essential way of travelling for many people.

However, there has been a dramatic increase in the number of fires in the UK due to e-scooters, e-bikes, and mobility scooters and occasions when batteries have exploded.

The following article will help you identify potential hazards and prevent a fire.



### Charging

- Always follow the manufacturer's guidelines when charging your e-scooters, e-bikes, and mobility scooters. You should always unplug your charger when charging is complete.
- Never charge batteries through the night whilst asleep or away from home. Batteries should be charged during the day whilst you are in the house so you respond quickly should a fire occur.
- Never charge your e-scooters, e-bikes, and mobility scooters while under the influence of drugs or alcohol
- Always use the manufacturer-approved charger for the e-scooters, e-bikes, and mobility scooters
- Check the charger regularly. If you see any signs of wear and tear or damage to cable, replace it with an official charger from a reputable supplier.
- If you need a new lithium-ion (Li-ion) battery, always use the manufacturer's approved battery.
- Never cover chargers or battery packs whilst charging. This could result in the charger or battery pack overheating which could result in a fire.
- Never charge batteries or store your e-bike, e-scooter, or mobility scooter near combustible or flammable materials.
- Avoid overcharging your battery. Check the manufacturer's instructions for charge times and remove the battery from charging as soon as it's fully charged.
- Do not overload socket outlets. It is advised to plug the charger directly into the wall socket. Avoid the use of multi plug extension leads or block adapters.

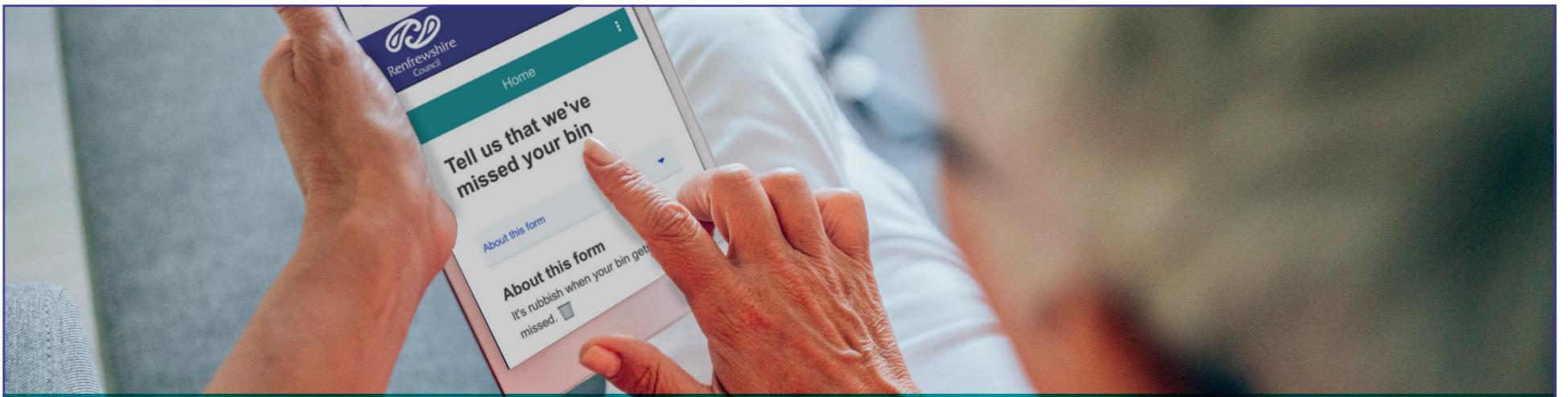
### Storage

- Never store or charge e-bikes, e-scooters, or mobility scooters on escape routes or in communal areas of a multi occupied building. If there was a fire, it may affect people's ability to escape.
- You should store e-bikes, e-scooters, mobility scooters and their batteries in a cool dry place. Avoid storing them in excessively hot or cold areas.
- Always follow the manufacturer's guidelines for the storage and maintenance of lithium-ion batteries if they are not going to be used for extended periods of time.
- In the event of a fire involving an e-bike, e-scooter, mobility scooter or lithium-ion (Li-ion) battery, never attempt to tackle it yourself.
- Never put water on a fire involving a lithium-ion (Li-ion) battery. Water will make the fire worse.
- Remember, get out and stay out. Dial 999 and ask for the Fire Rescue Service.
- Please remember, you can't dispose of lithium batteries in your household waste. They must be taken to a household refuse and recycling plant.

Renfrewshire Council conduct an **Electrical Installation Condition Report (EICR)** every 5 years. This is when your electrical installations are tested by a skilled person to ensure they are safe, and they will not cause any fire risks or electric shocks.

If your house has not been inspected in the past 5 years, please contact us to arrange an appointment on **0300 300 0300**.

**For more information, visit [batteryfiresafety.co.uk](http://batteryfiresafety.co.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](https://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 contacts

**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

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

**Social Work Area Office**  
0300 300 1199

**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 stand by service (24hrs)**  
0800 121 4466

**Performance Information and Tenant Consultation Team**  
e mail: [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)

## 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 ਜਾਣਕਾਰੀ 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.

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