WILLIAMSBURGH
HOUSING ASSOCIATION LTD

TENANT HANDBOOK

If you would like this information in another language, large print, Braille, Easy Read, or alternative format please contact us.

Ralston House
Cyril Street
Paisley
PA1 1RW
www.williamsburghha.co.uk

WELCOME TO YOUR TENANT HANDBOOK

Welcome to your new home.

This handbook is here to help you throughout your tenancy with Williamsburgh Housing Association.

Inside, you'll find useful information about your home, including paying your rent, reporting repairs, staying safe and looking after your tenancy. It also explains what you can expect from us and how to get in touch when you need help.

Keep this handbook somewhere handy so you can refer back to it whenever you need it.

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ABOUT WILLIAMSBURGH

Williamsburgh Housing Association has been part of the Paisley community for more than 40 years.

We began with a simple aim: to improve homes in Paisley's East End. Today, we provide more than **1,700 homes** and continue to invest in our homes, services and communities.

As a registered Scottish charity, any money we make is reinvested in providing and improving homes and services for our tenants.

Our vision

Improving homes and lives in our communities.

Our priorities

- More and better homes
- Engaged customers and communities
- Skilled and supported staff
- Better services and compliance
- Good value for money and affordable rents



CONTACT US

There are several ways to get in touch with Williamsburgh Housing Association. Choose the option that works best for you.

Call us
0141 887 8613

Email us
admin@williamsburghha.co.uk

Visit our website
www.williamsburghha.co.uk
Find information about your home and tenancy, report repairs and access our online services.

Visit us
Ralston House
Cyril Street
Paisley PA1 1RW

Emergency repairs
If you have an emergency repair when our office is closed, please use our out-of-hours emergency repairs service. **0141 887 8613** and **select option 1**.

Routine Repairs
Repairs can be reported via our website, the WHA app or by calling 0141 887 8613

Office Hours

Monday - Wednesday 9am -12:30pm & 1:30pm-5pm
Thursday 9am-5pm Appointment only
Friday 9am- 4pm Appointment only

MOVING IN

Moving into a new home can be exciting, but there can also be a lot to remember.
Use this checklist to help you get settled. If you have any questions or need support, please get in touch. We're here to help.

Your moving in checklist	
Pay your rent	
Find a safe place for your spare set of keys	
Re-direct mail via The Post Office	
Register for Council Tax	
Install cooker - Using a qualified electrician or gas engineer	
Contents Insurance	
Tv, phone and broadband installation	
Tv Licence	
Know your bin dates	
Know how to find - Stopcok / surestop switch, fuses and trip swich	
Take meter readings as well as note your meter serial number and type	

SETTLING IN

We will visit you shortly after your tenancy begins to see how you are settling in and to answer any questions you may have.

You don't need to wait until this visit if you need help. **You can contact your Housing Team at any time.**

YOUR HOUSING OFFICER

We're Here to Help

Your Housing Team is here to help you get the most from your tenancy and support you when issues arise. Whether you have a question about your tenancy, need help with your rent account, are experiencing problems in your neighbourhood, or would like advice and support, your Housing Officer can help or point you in the right direction. Each home is allocated to a dedicated Housing Team, making it easy to access the support and services you need.

What Can My Housing Team Help With?

Your Housing Officer and Assistant Housing Officer can assist with:

✅ Tenancy advice and support
✅ Rent account enquiries
✅ Rent arrears support
✅ New tenancy sign-ups
✅ Changes to your tenancy
✅ Mutual exchanges
✅ Estate and neighbourhood issues
✅ Anti-social behaviour and neighbour disputes
✅ Tenancy sustainment support
✅ Referrals to specialist support services
✅ Financial wellbeing support

Find Your Housing Officer

Williamsburgh operates a neighbourhood patch system, with each property allocated to a dedicated Housing Team. Use the search tool on the link below to find the Housing Officer and Assistant Housing Officer responsible for your address.

https://williamsburghha.co.uk/your-housing-officer/

Browse Housing Teams

If you'd like to learn more about our Housing Teams, browse the profiles below. You'll find contact details, information about the areas they cover and the support they provide.

Select a Housing Team to view their profile.

Patch 1 Patch 2 Patch 3 Patch 5 Patch 6

YOUR TENANCY AGREEMENT

When you become a tenant, you'll sign a Scottish Secure Tenancy Agreement. This is an important legal document that sets out your rights and responsibilities, as well as ours.
If you are a joint tenant, you and the other tenant have equal rights and responsibilities. We'll give you a copy of your tenancy agreement to keep.

Your Responsibilities

As a tenant, you should:

- Pay your rent and any service charges on time
- Live in the property as your main home
- Look after the property and keep it in a clean and in good condition
- Report repairs to us
- Be considerate and respectful of your neighbours
- Ask our permission before making changes where permission is required
- Allow access for essential safety checks and servicing
- Give us at least **28 day's written notice if you want to end your tenancy. Visit our website for information on ending your tenancy and returning your home.**

Our Responsibilities

We will:

- Provide a windtight, watertight and habitable home
- Keep your home in good repair and proper working order
- Carry out repairs within our agreed timescales
- Consult with you about changes to rents, service charges and our services

Ending your tenancy

Your Scottish Secure Tenancy can end in certain circumstances, including if:

- You give us the required notice
- You and Williamsburgh Housing Association agree in writing to end the tenancy
- The tenancy is ended following legal action
- You abandon your home
- You die and there is no one entitled to succeed to the tenancy

CHANGES TO YOUR TENANCY

Your circumstances may change during your tenancy. **It's important to tell us about any changes to who lives in your home as soon as they happen.**

Tell us if someone moves in or out

Please let us know **in writing** whenever someone moves into or leaves your home.
This is important because when you tell us about a change may affect certain tenancy rights in the future.

Changes you may need permission for

Succession	The transfer of a tenancy to someone else following the death of a tenant.
Assignation	Passing your tenancy to another person.
Subletting	Renting your home to someone else.
Joint Tenancy	Adding another person to your tenancy so that you are both joint tenants.

Important

For some tenancy changes, the person involved must have lived in the home for at least 6 months before a request can be considered.

The 6-month period starts from when you tell us in writing that the person is living in your home, so don't wait until you're ready to make an application before telling us.

YOUR RENT

Paying your rent on time is an important part of your tenancy.

Your rent is due on the **28th of each month, in advance**. This means your payment should reach us on or before the 28th for the month ahead.

Ways to pay

Direct Debit
Set up a Direct Debit through our website or call 0141 887 8613.
Rent Card
Pay using your rent card at a Post Office or PayPoint outlet.
Allpay App
Use the Allpay app to make rent payments securely from your phone. If you need a payment card, please contact us.

What your rent pays for

Your rent helps us to:

- Repair and improve your home
- Manage your home and neighbourhood
- Invest in and improve our properties

Service charges

You may also pay a service charge if your home receives additional services, such as:

- Grass cutting and grounds maintenance
- Cleaning of communal stairs and windows
- Lighting in communal areas

Worried about paying your rent?

Please contact us as soon as possible.

If you miss a payment, your rent account will fall into arrears. Getting in touch early gives us the best chance to work with you and help prevent the problem from getting worse.

If you receive **Housing Benefit or Universal Credit,** you are still responsible for making sure your rent is paid.

STRUGGLING TO PAY YOUR RENT?

If you're worried about paying your rent, please contact us as soon as possible.

The earlier you speak to us, the more we can do to help. We can talk through your situation, discuss your rent account and help you look at the support available.

Don't ignore rent arrears

If you miss a rent payment:

- Contact us as soon as you can
- Respond to our letters, calls or messages
- Keep to any repayment arrangement you agree with us
- Let us know if your circumstances change

If rent arrears continue and we're unable to resolve them with you, **legal action may be taken and your home could ultimately be at risk.**

Benefits and financial support

If you're struggling financially, make sure you're receiving all the benefits and support you're entitled to.
Depending on your circumstances, Universal Credit or Housing Benefit may help towards your rent.
Our team can help you understand what support may be available and help you access further advice.

Please talk to us

Don't wait until the problem gets worse.

Contact our team on 0141 887 8613 and we'll work with you to find the best way forward.

TENANCY SUPPORT

Sometimes you may need a little extra help. **Our team is here to support you and help you access the advice, benefits and services you may be entitled to.**

We can help with:

- **Benefits and income** – support with benefit applications and your Universal Credit journal
- **Energy costs** – help with suppliers, bills, online accounts and available fuel support
- **Grants** – help applying for Community Care, Crisis and other available grants
- **Food and essentials** – referrals to Renfrewshire Foodbank and other local support services
- **Families** – help accessing support such as Scottish Child Payment, Best Start Foods, free school meals and clothing grants
- **Employment** – help connecting you with employment and in-work support

Financial wellbeing

Not sure what support you're entitled to? **Talk to us.**

We can help you look at your options and access further advice.

Book an Income Maximisation session with our team or visit our Financial Wellbeing pages for more information.

Financial Wellbeing



REPAIRS AND MAINTENANCE

If something goes wrong in your home, please report it to us as soon as possible.

Report a repair

You can report routine repairs:

- **Through our website**
- **Using the WHA app**
- **By calling 0141 887 8613**

Emergency repairs

An emergency repair is something that poses an **immediate risk to your health, safety, security or home.**

Examples include:

- Complete loss of electricity, water or gas
- A serious water or gas leak
- A major roof leak or serious structural problem
- Loss of heating in winter where someone in the household is particularly vulnerable
- No useable toilet
- A situation where your home needs to be made secure urgently

Emergency repairs must be reported by phone.

📞 0141 887 8613 and select option 1

Rechargeable repairs

Some repairs are the tenant's responsibility. If we carry out work that isn't our responsibility, you may be charged for the cost.
You can find more information about rechargeable repairs on our website.

LOOKING AFTER YOUR HOME

Can I make changes to my home?

You can decorate your home and carry out some minor DIY.

For larger changes or improvements, **you must contact us and get permission before starting any work.**

If you're unsure whether you need permission, please ask us first.

Keeping your home safe

We want you to feel safe in your home. You can find advice on our website about:

- Fire safety
- Gas safety
- Carbon monoxide
- Damp, mould and condensation
- Electrical safety
- Water safety

Know your home

It’s also a good idea to know where to find important things such as your:

- Stopcock or Surestop
- Fuse box
- Smoke and heat alarms
- Carbon monoxide alarm

Visit our Health & Safety at Home pages for more advice.

BEING A GOOD NEIGHBOUR

Everyone has the right to feel safe and enjoy their home peacefully. Being considerate of the people around you helps make your neighbourhood a better place to live.

Be considerate

Please:

- Keep noise to a reasonable level, particularly at **night and early in the morning**
- Remember that noise can travel easily between flats
- Take responsibility for **children, pets and visitors** to your home
- Help keep stairs, closes and shared areas **clean and tidy**
- Close communal doors and gates behind you
- Park and drive considerately
- Treat your neighbours with **respect**

Anti-social behaviour

We take reports of anti-social behaviour seriously.

If you're experiencing persistent noise, harassment or other anti-social behaviour, **please tell us**. We'll explain what we can do and what information we may need from you.

Need to report a problem?

You can report anti-social behaviour through the Williamsburgh Housing Association website or contact us for advice.

COMMUNITIES

We believe that housing is about more than just buildings—it's about **people** and creating **warm, connected communities.** Our goal is to make sure you feel part of something bigger, with plenty of chances to **meet new friends**, **learn exciting skills**, and have your **voice heard.**

Why Get Involved?

Have Your Say – Influence decisions that affect your home and neighbourhood
Make a Difference – Help improve services like repairs, communication, and safety
Build Confidence – Learn new skills, meet new people, and boost your CV
Flexible Options – Get involved in a way that suits your time and interests

Contact Communities Team

Stuart is here to help you get involved, have your say, and make a difference.
Contact via **Email:** stuartm@williamsburghha.co.uk
Phone: 0141 847 6398
Facebook
W**ebsite** section **'Your Community'** and **noticeboard** for events and updates.

For more information on 'Your Community' please visit our website
https://williamsburghha.co.uk/your-community/

COMPLIMENTS, COMPLAINTS & FEEDBACK

We want to hear from you.

Whether you want to tell us what went well, suggest an improvement or make a complaint, your feedback helps us understand what we're doing well and where we can do better.

Give us your feedback

You can find information about compliments and complaints, including our online form, on the Williamsburgh Housing Association website or scan the **QR code above.**

Who Regulates us?

The Association is regulated by the Scottish Housing Regulator **www.scottishhousingregulator.gov.scot** and the Financial Conduct Authority **www.fca.org.uk**

As a charity the Association is regulated by the Office of the Scottish Charity Regulator **www.oscr.org.uk**

The Scottish Social Housing Charter sets out the standards that all Housing Associations must achieve **https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/**

WILLIAMSBURGH
HOUSING ASSOCIATION LTD

Williamsburgh Housing Association Ltd
is a recognised Scottish Charity No. SC035350

Registered Social Landlord HAL207

Williamsburgh Housing Association is a non-profit making community based housing association.

We are members of:

FLAIR Federation of Local Housing Associations Renfrewshire and East Renfrewshire
INVESTORS IN PEOPLE® We invest in people Gold
disability confident EMPLOYER
SFHA
Scottish Housing Regulator