



Hjaltland

Housing Association





Contents

Section 1	Welcome to Hjaltland
Section 2	General Information
Section 3	Moving into your new home
Section 4	Understanding your tenancy
Section 5	What you can expect from us
Section 6	Rent and other charges
Section 7	Repairs and maintenance
Section 8	Housing Support
Section 9	Complaints, Comments or Compliments
Section 10	Get involved and have your say
Section 11	Ending your tenancy
Section 12	Useful information

We can produce this information on request in large print, Braille, on tape and it is also available in other languages (中文, Polski, русский, ไทย, Español, Magyar, اردو). If you need information in any of these formats please telephone us on 01595 694986 or e-mail mail@hjalmland.org.uk.

Chinese - 中文

我們可以生產磁帶盲文，大型列印請求的資訊，它也是在其他語言中可用。如果您需要在任何這些格式的資訊請打電話給我們 01595 694986 或電子郵件 mail@hjalmland.org.uk。

Polish - Polski

Na życzenie możemy udostępnić Państwu te informacje Braillem, dużym drukiem, w formacie audio, lub w innym języku. Jeśli potrzebujesz informacji w jakimkolwiek z tych formatów prosimy zadzwonić do nas na numer telefonu 01595 694986 lub wysłać e-mail na mail@hjalmland.org.uk.

Russian - русский

Мы можем производить эту информацию по запросу в крупным шрифтом Брайля, на ленте, и это также доступна на других языках. Если вам нужна информация в любом из этих форматов, пожалуйста, позвоните нам по телефону на 01595 694986 или e-mail mail@hjalmland.org.uk.

Thai - ไทย

เราสามารถสร้างข้อมูลนี้ในคำขอในการพิมพ์ขนาดใหญ่อักษรเบรลล์บนเทปและนอกจากนี้ยังมีให้บริการในภาษาอื่น ๆ ได้ หากคุณจำเป็นต้องใช้ข้อมูลในรูปแบบเหล่านี้โปรดโทรศัพท์ติดต่อ 01595 694986 หรืออีเมล mail@hjalmland.org.uk.

Spanish - Español

Podemos producir esta información previa solicitud en letra grande, Braille, en cinta y también está disponible en otros idiomas. Si usted necesita información en cualquiera de estos formatos por favor llámenos en 01595 694986 o e-mail mail@hjalmland.org.uk.

Hungarian - Magyar

Tudunk előállítani ezt az információt kérésre, nagy, Braille, szalagon, és más nyelveken. Ha ezek közül bármelyik formátumok az információra van szüksége kérjük telefonon minket a 01595 694986, vagy e-mail mail@hjalmland.org.uk.

Urdu - اردو

ہم ٹیپ پر بڑے پرنٹ، بریل، میں درخواست پر اس کی معلومات پیدا کر سکتے ہیں اور یہ بھی دیگر زبانوں میں دستیاب ہے۔ آپ کو ان فارمیٹس میں پر ہمیں فون کریں mail@hjalmland.org.uk سے کسی کے بارے میں معلومات کی ضرورت ہو تو 01595 694986 یا ای میل

Welcome to Hjaltland

We would like to welcome you to your new home.

We have designed this handbook with input from our tenants to:

- Give you information to help you enjoy your home
- Make you aware of the services we provide
- Make you aware of your responsibilities as a tenant.

The handbook has been split into easy to read sections and covers all areas of our service. If you would like more information, or something is not clear please contact us on 01595 694986. We are happy to help.

You can also find useful information on our website at www.hjaltland.org.uk

We hope you find the handbook useful and if you have any suggestions on how we can improve our service please let us know.



General Information

About Hjalmland

Hjalmland Housing Association Ltd was formed in 1980 from a merger of two organisations, Scottish Airports Ltd and Hjalmland Housing Association. Scottish Airports Ltd formed in 1974 with Hjalmland coming into existence the following year in 1975. Both organisations had the aim of assisting the Shetland Islands Council in providing housing for incoming workers at that time.

Hjalmland Housing Association Ltd now provides housing across Shetland for those in housing need. Our mission is to provide high quality affordable homes and services in communities where people are proud to live and work.

We will work with others, including the government, local authority, and communities throughout Shetland to ensure individuals and families succeed and reach their full potential.

Working closely with the Shetland Islands Council and the Scottish Government, the Association continues to build properties to assist in meeting Shetland's housing need in line with the Local Housing Strategy.

The Association is a registered Scottish Charity (No. SC031954) and is registered with the Scottish Housing Regulator as a social landlord. The Association's Housing Support services are also registered with the Care Inspectorate.

Office details

6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Tel: 01595 694986

Email: mail@hjalmland.org

Opening Hours: 9am to 5pm, Monday to Friday

Office closed: The office closes on 24th December and will re-open after New Year public holidays (dates will vary year to year)
Last Wednesday in January
Easter Monday

Please do not hesitate to contact us or visit us if you need any assistance and staff will be happy to help you.

Committee

Hjaltland is run by a Management Committee, comprising of up to 15 voluntary members. The Committee Members come from a variety of backgrounds, skills and experience to help manage the Association. They meet monthly to discuss and decide on the future direction of the Association, agree policies and ensure the effective management of the Association.

Details of Hjaltland's Committee Members and minutes of the Committee meetings are available on our website at www.hjaltland.org.uk or on request at the office. Copies of our policies are also available on our website or at the office.

Types of Housing

General Needs Housing

The vast majority of our properties are general needs units. These properties are located in areas through-out Shetland. As part of our development programme we build houses which can accommodate varying needs.

Adapted properties

The Association has a number of properties that have been adapted. This can include adaptations such as making the unit wheelchair accessible or installing a wet floor shower etc.

Where appropriate and possible, the Association will adapt a property to meet the needs of an existing tenant. Existing tenant – this is detailed in the Association's 'Aids and Adaptations Policy'.

Housing with Support

Sheltered Housing

The Association has 13 sheltered properties in Lerwick. This accommodation is available to provide for varying levels of dependency based on the tenant's personal and housing needs. A Housing Support Worker is employed to provide a 'good neighbour' service, supporting tenants to live as independently as possible. As sheltered tenants' needs increase the Housing Support Worker will help the tenant and their families to access appropriate services from other agencies.

Supported Living

The Association has a number of supported properties where the occupant is the tenant of the Association but the support package is provided by the Council's supported living team. These units are located in Lerwick and if you would like more information please contact the office.

Types of Service

Repairs & Maintenance

The Association use both in-house maintenance staff as well as local contractors to undertake our day-to-day repairs and planned maintenance. Section 8 of the handbook provides more detail of this service.

Housing Management Services

These services include the allocation of properties, along with ongoing support and assistance for the duration of each tenancy. . The Association also aims to resolve any neighbour complaints, and works hard to support any tenant who may fall into arrears, or experience financial hardship. There are a number of sections within the handbook which apply to these areas of work.

Financial Inclusion Service

The Association provides a financial inclusion service to support tenants with budgeting and managing their money to ensure that rent payments are prioritised. Section 7 and 9 provides more information about this.

One Stop Shop

Hjaltland Trading in partnership with the Shetland Islands Council provide a scheme of assistance through the One Stop Shop. This provides a range of

services and assistance to improve, repair and adapt private sector housing. This includes

- Advice and information for all homeowners
- Grants for disabled adaptations
- Handyperson Service
- Grants/Loans in specific limited circumstances

For more information please contact the One Stop Shop on 01595 741368 or visit our website at www.hjaltland.org.uk

Factoring

The Association provides a factoring service to a number of sharing owners and owners on our schemes. The services provided include grass cutting, estate maintenance and maintenance to communal areas etc.

The Association is registered with the Scottish Government and our factoring registration number is PF000360. The Association adheres to Property Factors (Scotland) Act 2011 and the Code of Conduct for Property Factors. A copy of the Factors Code of conduct is available on the Scottish Governments website at www.scotland.gov.uk/Topics/Built-Environment/Housing/privateowners/propertyfactors/2011Act

Low Cost Homeownership

Shared Ownership

Shared ownership properties are units where a sharing owner owns either 25, 50 or 75% share in the unit, paying a mortgage on this element. A payment is then made to Hjaltland for the remaining percentage. Sharing owners are responsible for all the repairs and maintenance on their properties, with the exception of where they pay a service charge for some services such as communal stair cleaning etc. This varies from scheme to scheme.

Sharing owners can either purchase more shares in their property until they own the unit outright or they can maintain their existing share. If sharing owners wish to move on, they sell their share with support and assistance from the Association, identifying a potential owner via the Association's Allocation policy.

New Build Shared Equity

As part of a new build development, The Association will occasionally build properties under this scheme, which assists first time buyers to purchase a property with help from the Scottish Government. If you would like to know whether we are currently developing any units under this scheme, please visit our website at www.hjaltland.org.

Please do not hesitate to contact us if you would like to know more about the services we provide.

Protecting Your Personal Information

You have a right to confidentiality and we will hold any information we hold on you securely.

You have the right under the Data Protection Act to access the personal information we hold about you on our housing files – this is known as a Subject Access Request. If you are interested in accessing your information please write to the Association and we will outline the information you are allowed to access.

Please note that as part of our tenancy sign up procedures we inform the following agencies; SIC Council Tax, Benefits section, Housing and the Electoral Register Office.

Regulation

Hjaltland is registered as a social landlord with the Scottish Housing Regulator. This means that the services we provide and the work we do is regulated. We provide annual returns to the Regulator detailing our performance and these are measured against the performance of other social landlords in Scotland.

In addition to this we are registered with the Care Inspectorate as we provide a number of housing support services. This means that we complete annual performance reports to the Inspectorate and are inspected by them on a regular basis.

Performance and inspection reports are circulated to tenants but are also available at the office.

Financial Regulation

The Association is also registered with the Financial Conduct Authority as a Co-operative and Community Benefit Society and The Scottish Charities Regulator (OSCR) as a charity. Our Scottish Charity Number is 031954. The Annual Financial Statements are audited by a firm of external auditors prior to being approved by the members of the Association at the AGM. The accounts are then filed with the various regulatory bodies and are available to tenants on request.

FOISA - Freedom of Information

The Freedom of Information (Scotland) Act 2002 gives everyone the right to ask for any information held by a Scottish public authority. Registered Housing Associations including Hjaltland do not fall within the remit of this legislation. However, the Association works within the spirit of the legislation and where possible will provide the information requested.

Moving into your property

We hope that you settle well into your new home. Here are a few things that we think may help you with your move.

Keys

We will provide you with two sets of keys for your property when you sign your tenancy. It is important that you keep these safe as you will have to return all keys to the Association when you terminate your tenancy. You will be charged if all keys are not returned and we have to change the locks.

If you lose your keys, you will be charged by the Association for replacements. If you would like extra keys for your property, you can request this in writing and we will arrange for the keys to be supplied. You will have to pay for these new keys.

Rent Payments

It is vital that you pay your rent, as failure to do so can put your tenancy at risk. The importance of paying rent will be discussed as part of your pre-tenancy discussions with the area Housing Officer, including a discussion on setting up a method of payment and looking into potential entitlement to welfare support. Full details on how to pay rent can be found in section 6 of this booklet.

Council Tax

Please remember to advise the Council Tax section that you have moved to your new address, as you will be responsible for the Council Tax on this property from the date the tenancy starts. They can be contacted on 01595 744683.

Electricity

It is your responsibility to take over the electricity supply for the property. You should take and note down meter readings as soon as you take on the tenancy and make contact with your preferred energy provider to set up an account with them. This will ensure that you receive an electricity supply, and are only charged for electricity usage you are responsible for. To ensure you are on the best tariff for your circumstances, you may wish to seek advice from Shetland Islands Citizens Advice Bureau.

District Heating (Shetland Heat Energy & Power - SHEAP)

Some of our properties have heating and hot water provided by the Lerwick District Heating scheme. When you sign your tenancy with us you will be advised if this applies to your property. We will assist you to

complete the relevant District Heating forms when you sign for your tenancy. You should make contact with SHEAP (Shetland Heat Energy and Power) on 01595 697111. Please note that you will be billed separately by SHEAP for this supply, in addition to your electricity supply.

Tv Licence

You should ensure that you have advised the television licence company of a change in your address. If you do not currently have a television licence, we would advise you to apply for one immediately. Remember you can be fined for not having a TV licence. Please contact them via their website at www.tvlicensing.co.uk

Forwarding Mail And Change Of Address

You should advise any relevant organisations of your change of address. This may include your banks/building societies, your doctor, DWP and job centre etc.

The post office can re-direct mail from your old address, and you should contact them to complete the necessary forms. There may be a charge for doing this. Forms are available online at www.postoffice.co.uk or at local post offices.

Insurance

The Association insures the property for the full cost of re-building, but we do not insure your household contents. You are responsible for this, and we would encourage you to take out appropriate insurance cover. Insurance cover can be relatively inexpensive and gives you peace of mind that if damage occurs to your belongings, you will be covered by your contents insurance. The Scottish Federation of Housing Associations offers an insurance service but there are also other insurers. We would recommend that you shop around for the insurance cover that suits you.

Being A Good Neighbour

We want everyone on our schemes to live in a safe, secure and pleasant environment. It is important that all tenants treat their neighbours with respect, look out for each other and show consideration in the things that you do. Following a few dos and don'ts can make life more enjoyable for you and your neighbours.

Do:

- Keep your pets under control at all times and make sure that you clean up after them at the time
- Close gates and doors behind you, especially if you live in a block with a door entry system
- Ensure your children are not causing a nuisance
- Make sure all visitors enter and leave your property quietly. You are responsible for their behaviour
- Put your rubbish in the bins provided or put out rubbish on the day it is to be collected
- Keep your neighbourhood tidy e.g. do not drop litter such as cigarette ends
- Where there are door entry systems in operation, please ensure call buttons are used appropriately, and communal doors are not propped open

Don't:

- If you live in a flat with a neighbour below, do not lay laminate flooring
- Play music or TVs etc. at a loud volume, especially late at night
- Do not allow visitors to your property to cause a disturbance
Remember that late at night noise travels further and even if you are speaking this can cause a disturbance to neighbours
- Leave rubbish or bulky items in communal stairwells or on the scheme
- Where there is a door entry system do not let anyone into the property if you do not know them
- Use household appliances such as hoovers or washing machines late at night or very early in the morning
- Participate in or allow illegal activity in the property as the Association will take action to evict you.

Anti-Social Behaviour And Neighbour Disputes

We hope that whilst you are our tenant that you do not experience these problems. However, if you do please make contact with the Association so that we can help to resolve the problems you are experiencing.

The vast majority of our tenants act in a reasonable and responsible way towards each other. However, inevitably, there are times when disputes arise and Hjalmland Housing Association works in partnership with various agencies, such as the Council, the Police and Shetland Mediation to tackle incidences of anti-social behaviour.

We must remind all tenants that any nuisance caused by you or your visitors is a breach of your tenancy agreement and all cases of anti-social behaviour will be taken seriously by the Association.

Harassment

The Association is an equal opportunities organisation. It therefore treats all instances of harassment on the basis of age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation extremely seriously. People who harass others or allow their visitors to do so, may lose their home as a consequence.

Pets

The Association will permit pets to be kept where it is reasonable and where prior written permission has been sought by the tenant.

Your pet must not cause a nuisance or damage to the property or communal areas. If your pet fouls you must clean it up immediately. If you fail to do this, consent to keep a pet will be withdrawn and you will be required to rehome your pet.

Gardens

If you have use of a garden, you must keep it neat and tidy. If you have sole use of a garden, you are responsible for cutting the grass and maintaining the garden. If you have access to a shared garden, then the Association will arrange to cut the grass and you will pay a service charge. If you share a garden, please be considerate towards other tenants who have to use the garden and shared washing lines too.

Refuse Collection

Refuse is collected by the Shetland Islands Council and rubbish is collected from different areas of Shetland on different days. Please put out your rubbish on the day the collection is due or into the communal bin stores where provided.

Monday	Breiwick Road, Lerwick Browns Road, Lerwick Colonial Place, Scatness Excelsior Place, Lerwick Lyndhurst Place, Lerwick Glenfarquhar, Lerwick Harbour Street, Lerwick Hillock, Boddam John Jamieson Closs, Lerwick Mid Gard, North Roe Sanblister Place, Dunrossness Scalloway Road, Lerwick Setters Hill Estate, Unst Sinclair Thomson House, Lerwick Stackhoull, Sullom Stucca, Hillswick Saand View, Eshaness Thistle Court, Virkie Water Lane, Lerwick
Tuesday	Brough View, Yell Haldane Burgess Crescent, Lerwick Nordavatn, Lerwick Observatory, Lerwick North Heathery Park, Gulberwick North Lochside, Lerwick Millgaet, Lerwick
Wednesday	Brae Brind, Cunningsburgh Cairnfield Road, Lerwick Goodlad Crescent, Lerwick Russell Crescent, Lerwick Sandwick

	Scalloway, excl. East Voe Upper Glebe, Bressay
Thursday	Burra Da Vadill, Lerwick Sandness Gremmasgaet, Lerwick Grostane, Lerwick Hill Grind/Burnbank, Lerwick Wista, Lerwick Hjaltland Place, Lerwick Lingaro, Bixter Norgaet, Lerwick Norrendal, Whalsay Scalloway, East Voe only Stanegarth, Lerwick Staneyhill, Lerwick Stocketgaet, Lerwick Vagaland, Walls
Friday	Aith Arheim, Lerwick Grodians, Lerwick Kalliness, Weisdale Nederdale, Lerwick Quoys, Lerwick Sundhamar, Lerwick Tingwall

Bulky Goods

Please contact the Council on 01595 744891 if you have any bulky items to be removed. They will remove up to 6 items for a charge of £38.

Do not leave items in garden or communal areas or outside your front door as this is a breach of your tenancy agreement and you will be charged for the removal of these items. The charge is likely to be higher than the £30 charged by the Council.

Lerwick Dump

The Shetland Islands Council have a waste disposal facility at Gremista. Members of the public can take items to the dump for disposal free of charge. For opening times please see the Council's website. www.shetland.gov.uk

If you need any help or advice, please do not hesitate to contact us on 01595 694986 and we will do our best to assist you.

Recycling

For recycling, your household will either be provided with communal bins or two individual bins to separate your waste and recyclables:

- The blue-lidded bin is for paper, card and cardboard.
- The grey-lidded bin is for cans, cartons and plastic bottles
- The purple reusable bag is for taking glass bottles and jars to your recycling point.

Your non-recyclable rubbish will be collected every two weeks. On the weeks you do not receive a non-recyclable rubbish collection one of your recycling bins will be emptied. For example a property may receive the following collection cycle:

- Week 1: Card & Paper (blue-lidded bin)
- Week 2: Non-Recyclable
- Week 3: Cans, Cartons & Plastic (grey-lidded bin)
- Week 4: Non-Recyclable

If you are unsure what day your rubbish is collected please consult your collection calendar using the link below.

<https://www.shetland.gov.uk/rubbish-recycling/collection-calendar.asp>



Understanding Your Tenancy

A summary of your rights and responsibilities as a Scottish Secure Tenant are detailed below. If you are a joint tenant with another person, you both have equal rights and responsibilities.

Your Tenancy Agreement

Your rights and responsibilities are defined by housing legislation as outlined in your Scottish Secure Tenancy Agreement. The Tenancy Agreement is a legal contract between you and Hjalmland Housing Association, and you will be given a copy of the agreement to keep.

If you need further information on any aspect of your tenancy, please contact the office on 01595 694986.

Your Rights as A Scottish Secure Tenant

Security Of Tenure

As a Scottish Secure Tenant, you have security of tenure. This means that you cannot be evicted from your home without a Court Order.

The Right To A Joint Tenancy

The tenant and a person who is not a tenant but who occupies the house as their only and principal home can apply in writing for a joint tenancy.

Hjalmland Housing Association will consider this request. Certain criteria must be met before the Association will agree to the joint tenancy.

For further information please contact the office.

Subletting

There may be some situations when you may need to be away from your home for a long period of time. You may wish to sublet your home to another person whilst you are not staying there. .

You must apply in writing to us to seek permission to do this. Certain criteria must be met before the Association will agree to the sublet. For further information please contact the office.

Renting Out a Room to a Lodger

You can only rent out a room to a lodger if you have obtained our written permission first.

We will not agree to a lodger where this will result in the property being overcrowded.

If you receive Housing Benefit, it is important to check with the benefit section whether taking in a lodger will affect your benefit payments.

Transferring Your Tenancy to Another Person

This is known as assigning your tenancy. We will consider written requests from a tenant to transfer a tenancy to another person. Certain criteria must be met before the Association will agree to assign the tenancy.

For further information please contact the office.

Mutual Exchanges

We will consider a written request for you to mutually exchange your property with another tenant. You can exchange with tenants from any other social landlord.

Certain criteria must be met before the Association will agree to a mutual exchange, and under no circumstances should any move be planned before official approval is received.

For further information please contact the office.

The Right of Succession

If a tenant dies, certain people living with in the household may have rights to take over the tenancy. A request would need to be received in writing from the remaining occupants of the property and the Association will consider this request. Certain criteria must be met before the Association will agree to a succession.

For further information please contact the office.

Decoration

You are free to decorate internally without notifying us, but please do not use textured paint as you will be recharged for its removal.

Compensation Payable for Improvements

When you end your tenancy, you may be entitled to compensation if you have carried out certain improvements to the property. This only applies where you have obtained prior permission to undertake the work by the Association.

For more information, please contact the office on 01595 694986

Ending the Tenancy

Your tenancy can only be ended in one of the following ways

- By you giving at least 28 days written notice
- By written agreement between you and Hjaltland
- By us obtaining a court order to recover possession of the property
- By us taking action because you have abandoned the house
- By your death
- Where due to Anti-social behaviour your tenancy is converted to a Short Scottish Secure Tenancy.

The Right to Buy Your Home

The Right to buy does not apply to Hjaltland properties.

Your Responsibilities as a Tenant

The Tenancy Agreement sets out in detail the responsibilities you have as a tenant. The key elements are:

- You ensure that you occupy the property as your sole and principal home
- You have a legal duty to pay your rent and ensure that you do not go into arrears
- You maintain the property and garden in a clean and tidy condition
- You or your visitors do not cause a nuisance or disturbance to others
- You will treat staff and contractors in a polite and respectful manner.

Online Tenancy Management Portal - 'My Tenancy'

"My Tenancy" is an online portal where you can access information relating to your tenancy 24 hours a day, 7 days a week.

This includes being able to view your rent balance and check recent transactions. You can also order repairs, upload photos and make sure all of your contact details are accurate.

To sign up, you will need your tenancy reference code (which we can supply you), whilst we will also need to make sure we have your correct email address registered on our system.

To find out more, please call our office on 01595 694986.



What you can expect from us

Our Responsibilities as A Housing Association

Hjaltland has certain responsibilities towards you and your home. Some of these responsibilities are detailed below.

Repairs And Maintenance

We are required to keep your house in good repair (see section 7 of the handbook for more detail).

Please advise us of any repairs required and we will arrange to send a contractor to undertake the repair.

Where we identify that work is required to a property, we will normally give you 24 hours' notice that we are to undertake a repair. In the event of an emergency, we may need to gain immediate access to the property.

Changing The Conditions of Your Scottish Secure Tenancy

Your Tenancy Agreement can only be changed if:

- You and Hjaltland agree in writing to change it
- We tell you in writing that there will be a change to your rent or service charge at least 4 weeks before the change is to start

Rent And Service Charges

The Scottish Secure Tenancy Agreement permits us to make changes to your rent and service charges.

We will consult you about any proposed changes in your rent and service charge and will take account of your opinions before we make our decision.

We will tell you in writing, giving at least four weeks notice of any changes. We will not normally change the rent or service charge more than once every 12 months.

A copy of Hjaltland's rent policy is available from our office or on our website.

Service Standards

We are committed to great customer service and want to ensure that we provide this to you.

In consultation with customers and staff, we have completed a Customer Service Charter, setting out expected standards for every interaction:

- We will deliver our services in a friendly, professional manner and treat everyone with courtesy and respect
- We will treat all customers without discrimination and will make reasonable adjustments to ensure our services are accessible to all
- We will deal with requests, enquiries and concerns fairly and promptly
- We will communicate using clear and simple language
- We will provide clear reasons for any decisions we make and will provide accurate and relevant advice at all times
- We will provide an efficient, adaptable service that is flexible to meet the needs of our customers
- Where we make a mistake or our service fails to meet our standards, we will apologise and do what we can to put things right
- We will learn from our mistakes and promote a culture of continuous improvement
- We will seek customers feedback and use this to improve our services
- We will keep customers informed and use a variety of channels to do so
- We will be solution focused and take a positive approach to any challenges
- We will train, develop, and support our staff with the skills they need to provide an excellent customer experience



Rent And Other Charges

We set rents on an annual basis and consider a number of factors before any increase is finalised. Our rent policy, national inflation figures and the outcome of any tenant consultation are all important elements considered as part of any rent increase.

Your Monthly Payment

The total monthly payment for your home is made up of some or all of the following:

Rent

This covers the cost to us of providing your home. The income from your rent covers the maintenance of your home, including major repairs and also covers loans and management costs associated with the houses and services Hjaltland provides. It is therefore vital that tenants pay their rent as this is our only source of income for the ongoing running of the Association.

Service Charge

This is the charge for services provided to you on your scheme. The type and costs of services vary from scheme to scheme,

A copy of the services you receive, and their cost is detailed in your Tenancy Agreement. You will also receive an annual statement, detailing the cost-of-service provision, the income generated through charges and the overall balance.

Paying Your Rent and Service Charges

Rent and Services are charged monthly, and you must ensure that you pay your rent in full each month.

There are a number of different ways that you can do this:

- By Direct Debit

A direct debit form is attached at the back of the handbook, or you can collect one from the Hjaltland Office. Please complete and return it to our office.

Payments then come out of your bank account automatically. Direct debits can be taken monthly either on the 3rd or the 18th of the month.

They can also be set up to come out of your account weekly. It is important that you ensure that you have funds in the bank when the direct debit is taken, or your bank may charge you for any direct debits that fail.

- Standing Orders

You can ask your bank to set up a standing order from your account to cover your monthly rent. If you have internet banking, you can do this online. Please contact us on 01595 694986 for your unique tenant code which you will need to set up your standing order. Our bank details are

Hjaltland Housing Association Ltd

Bank: Bank of Scotland

Sort Code: 80-08-82

Account number: 00360064

- By Debit Card at the Office Or Over The Phone

We have the facilities to take card payments.

- Cheque or Cash payments at our office at 6 North Ness Business Park, Lerwick

- Housing Benefit or Universal Credit

If you are unable to work or are on a low income you may be entitled to assistance to cover the cost of your rent. It is important that you make immediate contact with the Housing Benefit section to complete the relevant forms. Any delay in doing this or providing the information they require can result in you losing housing benefit. If you need assistance with this, the Association has a Financial Inclusion Officer who can help you.

The Housing Benefit section is located in the Shetland Islands Council headquarters at 8 North Ness Business Park. Benefit Officers can be contacted on 01595 744 682 or benefits@shetland.gov.uk, and will be able to provide support on your potential eligibility.

If you are a new claimant of working age, you will need to apply for Universal Credit online. To do this, you can visit www.gov.uk/universalcredit. If you need

assistance with a claim, you can get support from Jobcentre plus at Charlotte House (01595 732 053), CAB or from Hjaltland.

Difficulty Paying Your Rent

We appreciate that you may at times have difficulty paying your rent. Please contact the Hjaltland office as soon as you are aware that you are having problems. The earlier we know about any problem, the easier it will be for us to help you solve it.

The Association has Housing Officers and a Financial Inclusion Officer who can assist you with your rent account, budgeting, benefit claims and setting up an affordable payment plan.

In addition to the Association, there are other organisations that can assist with debt and benefit advice, including, for example, Shetland Citizens Advice Bureau.

Failure To Pay Your Rent

Please remember that non-payment of rent can lead to you losing your tenancy. The Association can support you to ensure that this does not happen.

We will contact you if your rent account falls into arrears and will work with you to ensure that you make regular payments. If you don't talk to us, or you don't keep to the payment arrangement, we will serve a Notice of Proceedings for Recovery of Possession of your property.

We will continue to try to contact you and emphasise the importance of us receiving regular payments from you but where this fails, we will, as a last resort, seek to evict you. Once the Sheriff grants decree to evict, we will take action to remove you from the property.

What Else Will Happen If I Don't Pay My Rent?

Deducting Payments from Benefits Or Wages

If you do not make regular rent payments, we may also consider:

- Taking action to arrest your wages so that a deduction from your wages is taken by your employer to pay to the Association.

- Seeking a deduction in your benefits for a payment to come direct to the Association

Request For a Mutual Exchange Or Transfer To Another Property

If you are applying for a mutual exchange or a transfer, you will not be considered until you have resolved your arrears and continue to make regular payments.

It can also affect your chances of being rehoused by other organisations or landlords as they will seek a tenancy reference from the Association, and we will be required to advise them of your arrears.

If You Are Evicted You May Be Classified as Intentionally Homeless

If the Association evicts you and you approach the Council as Homeless, the Council may deem you to be intentionally homeless and will not have a duty to rehouse you.

We Will Continue to Seek Payment Of Your Debt Even If You Are No Longer A Tenant Of The Association.

We will seek payments towards any outstanding debt you have with the Association through a variety of means including through a debt collector, a small claim through the courts, an arrestment of your wages etc.

Rent Statement

All charges made and income received for each tenancy is held on our computer system and a rent statement is available on request from the Association's office.

**Please remember, paying your rent is not a matter of choice.
If you don't pay, you could lose your home.
It is important that you prioritise your rent payments.**



Repairs and Maintenance

The need for repairs to your home will arise from time to time. If you find that a repair is needed, please report it to us as soon as possible. You can telephone us on 01595 694986, or you can use the form on the 'request a repair' page of our website www.hjaltland.org.uk

If you need an emergency repair (see below) outside of office hours, you should call **01595 692387**. This call will be handled by a response centre on behalf of the Association, meaning you will only need to make one phone call. For emergency repairs during office hours please telephone us on 01595 694986.

Emergency Repairs – 6 hours completion target

An emergency arises where there is danger to someone or serious damage to property. We aim to undertake emergency repairs within 6 hours. The following are examples of what is considered an emergency:

- A failure in the mains electrical supply, other than a power cut
- A dangerous electrical fault
- A burst water pipe or water tank
- Uncontainable leak
- A blocked drain, or if it's backing up
- A blocked or totally unusable WC, if there is only one in the house
- A property that is insecure, with a broken window or a damaged door, following an event such as a break-in or possibly storm damage
- An emergency also arises if someone is locked in / locked out, if they are or have elderly, disabled, children or other vulnerable people living at the property (all other tenants, being locked out due to a loss of keys or a broken lock is not an emergency and the repair, or the replacement of keys, will need to wait until our office is open.)

Emergency Repairs – Total loss of heating – 24 hours completion target

Where there is a total loss of heating with no alternative, reported over a weekend or public holiday, we will complete this repair within 24 hours. Where the issue is complex and can't be resolved within the timescales, an alternative heat source (plug-in heater) will be supplied.

This does not include loss of hot water, which will be dealt with as a Right to Repair 1, as shown below.

Other Repairs

Most repairs are not emergencies. We classify non-emergency repairs in the following ways:

Urgent

These are repairs which could become emergencies if not done quickly. Urgent repairs to be completed within 3 days include:

- Roof leaks to the property.
- Repair of minor water leaks on central heating and hot water installations.
- Broken bathroom fittings.
- Slow drainage of toilets, wash hand basin, bath or shower
- Overflows which are causing a hazard etc.

Routine

These are non-urgent.

Routine repairs to be completed within 10 working days include:

- Door and window repairs, such as repairs to handles, seals etc.
- Gutter repairs
- Minor roof repairs, such as broken tiles
- Repairs to boundaries
- Dripping taps/washer replacement
- Damp and mould issues, etc.

Right to Repair

Under the Housing (Scotland) Act 2001, we must carry out some repairs within a given timescale under the 'Right to Repair' scheme. We'll tell you, in writing, whether or not the repair you have reported is covered by the scheme.

There are 3 repair categories:

- Right to Repair 1 (To be completed within one working day)
Examples include a toilet not flushing (where there is only one toilet in the property), total loss of heating or hot water, unsafe electrics.
- Right to Repair 3 (To be completed within 3 working days)
An example would be a loose bannister.
- Right to Repair 7 (To be completed within 7 working days)
An example would be the failure of an internal extractor fan in a bathroom or kitchen (where there is no external window or door).

If we don't start these repairs within these timescales, or our nominated contractor doesn't do so, you can instruct an alternative contractor from our list of authorised contractors to carry out the repair. You can claim £15 compensation from us for inconvenience.

If the alternative contractor fails to complete the work within the timescale, further compensation may be claimed at the rate of £3 per day until the repair is complete. The maximum that can be paid is £100 for any one repair. It is your responsibility to make a claim for compensation. If you do make a claim, we'll normally make the payment to you within 28 days of receiving the claim, unless we agree otherwise with you.

You can pick up a leaflet with further details on the Right to Repair scheme from our office or read it on our website, www.hjaltland.org.uk

Responsibilities

We are legally obliged to maintain your home in a fit and safe condition. You have the responsibility for reporting any fault or repair to us. However, the Association is not responsible for all repairs.

The repairs you, as tenant, are responsible for are detailed in the table on the next page. In addition, you are responsible for keeping the interior of the property in a reasonable state of cleanliness and for carrying out internal decoration. Where a tenant has exclusive use of a garden, the tenant must maintain it.

Where damage has been caused by the tenant, their family, guests or a pet, you will also be responsible for this repair and will be recharged for the Association undertaking this repair.

You will also be responsible for any item you have installed or have signed to take on responsibility for from the previous tenant.

Item	Tenant Responsibility	Exceptions
Abandoned / unlicensed vehicles	√	
Charcoal filters for cooker hoods	√	
Chimney sweeping	√	
Clothes lines & rotary lines	√	Communal drying areas
Fences-erected by tenant	√	
Domestic waste disposal	√	
Fire baskets and grates	√	
Fireplace tiles	√	
Floor tiles	√	
Garden sheds & foundations	√	
Light bulbs (including for outside lights & cook hoods)	√	
Sky & TV connections	√	Communal TV/SKY Dishes
Vermin control	√	
Waste plug, chain to basin/bath sink	√	

For more information, please contact the office on 01595 694986.

Re-Charges

When repairs are required because of damage caused to the property by you, your family, guests or pets you will have to pay the bill for the work carried out and any materials used. You will also be sent a bill if you call a contractor out of office hours to do work, which we do not consider an emergency.

Access

When you report a repair, we will ask you about the access to your home to carry out the work. With your agreement, we can use the pass key we hold for the property to access your home. However, if you wish to be present while the work is being carried out, the contractor will arrange a time that is convenient for you.

In an emergency we have a right to enter your home without giving you notice.

Tenant Satisfaction

We welcome feedback on repairs, whether positive or negative. For each repair reported we will send you a Tenant Repair Satisfaction Questionnaire and a free post envelope to return it. By completing the questionnaire, you will help us to understand how satisfied tenants are with our repairs service.

Alternatively, you can complete the satisfaction form on line:

<https://www.hjaltland.org.uk/repairs/request/satisfaction-form>

We follow up all negative feedback and use it to improve the way we do things.

Help to understand your home

We can help you to understand how the heating and ventilation systems, hot water, TV aerial or satellite etc. work in your home. We offer all tenants a Technical Induction when they sign up for a property. If you would like to book a Technical Induction or just need some advice, please contact our

technical team on 01595 694986. Even if you have been a tenant for a long time, but feel you would still benefit from a visit, give us a call and a member of our team will be happy to help. We also have a lot of technical advice on our website, under the *repairs* section.

Dealing with condensation and mould

Condensation is caused when moist air condenses on cool surfaces, such as windows. Moist air is produced by cooking, bathing and showering, drying washing and even breathing.

To prevent excess moisture:

- Use the extraction and ventilation systems in your home
- Use trickle vents or open windows to provide ventilation
- Do not block air vents
- Dry washing outside, or in a well-ventilated room

To prevent mould growth:

- Wipe down any condensation from windows
- Keep a gap between furniture and the walls
- Do not over-fill cupboards to allow air to circulate
- Wipe down surfaces where mould appears with a mild bleach solution
- If re-decorating use an anti-fungicidal paint

Re-setting a trip switch

A trip switch in the fuse box may go off if: a light bulb blows, a circuit is overloaded, or an appliance is faulty. You can re-set the switch yourself by following the procedure below:

- Check the fuse box and identify which circuit has tripped.
- Put this switch back to the 'on' position.
- If the RCD (large red switch) is also 'off', turn all switches to off position, switch RCD on, turn all the other switches on one at a time.
- If any switch trips again, unplug all appliances on the tripped circuit.

- Re-set again as above and plug appliances in one at a time, if the circuit trips again that appliance is faulty and should not be used until it has been checked by an electrician.
- Re-set trip switch as above.

Adaptations

We provide minor adaptations for tenants without an assessment from the Occupational Therapy Service. Aids that can be provided include:

- Visual Impairment needs: Painting edges of external steps.
- Hearing Impairment needs: smoke alarm alerts.
- Rails: main entrance support rail, wall mounted grab-rails, stair handrails.
- Internal mobility; internal door threshold ramps.
- Kitchens and bathrooms: Kitchen and Bathroom level taps
- General; key safe

If you feel that you need more major adaptations to your home, we will need an Occupational Therapist's assessment before we can carry out the work.

You can request an Occupational Therapy assessment by calling 01595 744319.

Alterations

You must ask us for permission before you make any alterations to your home, this includes fitting a satellite dish, erecting a shed, fitting additional electrical sockets, or installing a shower. Permission will normally be granted as long as we are satisfied that the alteration will meet relevant planning regulations and safety standards and that the alteration will not adversely affect the future letting of the property.

Under the Housing (Scotland) Act 2001 tenants can claim compensation from their landlord for some improvements which they have made to their home on or after 30 September 2002. To qualify you must have obtained written

permission, from the Association to carry out the alteration before the works started and your tenancy must have ended. Leaflets on the Right to Compensation for Improvements are available at our office.

Fire / safety

All Association properties are fully compliant with the new tolerable standard for fire protection. We recommend you test alarms regularly, at least once a month. To carry out a test all you have to do is press the test button on the detector for 10 seconds and the alarm should sound. Please contact the Association immediately if your detectors are not working.

Common areas such as stairs and corridors provide an essential means of escape in the event of fire and must be kept clear at all times. More information on fire and electrical safety is available on our website.

New Build Defects

If you move into a newly built property, any repairs during the first year are the responsibility of the original building contractor. However, any repairs should continue to be reported to the Association, and we will arrange for the works to be completed by the contractor.

Decoration

You are responsible for the decoration of the walls and ceilings in your home. Any holes in the walls should be filled and sanded when you end your tenancy, including where you have had pictures and shelves.

Home and Garden

As a condition of your tenancy, you are required to take reasonable care of your home and garden. This includes keeping it clean and tidy to prevent damage being caused to the property, the fixtures and fittings and any common areas or neighbouring properties.



Housing Support

This section outlines the Housing Support services provided by the Association.

Sheltered Housing

The Association has 13 sheltered properties in Lerwick. Our Housing Support Worker provides a low-level support service to tenants in these properties, with a focus on increasing social interaction and increasing tenancy sustainment.

The Housing Support Worker will also accept referrals to support new tenants settle into their tenancy. This will be focused on short-term intervention and will target first-time tenants who may benefit from some additional support in setting up their home.

Financial Inclusion Officer

Our Financial Inclusion Officer assists tenants who need assistance in managing their finances to ensure that they can meet their rent payments. This support will include assistance with budgeting, support to access benefit entitlement and agreeing affordable payment plans.

The Financial Inclusion Officer will also sign post tenants to other agencies who can assist with debt and other financial advice. If you feel you need the support of the Financial Inclusion Officer, please phone the Hjaltland office on 01595 694986.

The Care Inspectorate

The Care Inspectorate is a national independent body responsible for regulating care and support services throughout Scotland. The role of the Care Inspectorate is to ensure that people who receive care and support services are protected and receive a high standard of care.

Our Sheltered Housing service is registered with the Care Inspectorate. As part of their regulation, the Care Inspectorate will routinely complete unannounced audit inspections. Following this, the service will receive a report detailing what is good about the housing support service and anything that might need improving.

These reports are made available to those receiving the service and a copy can be obtained at our office.

The Scottish Social Services Council (SSSC)

The SSSC is a national independent body responsible for regulating the social service workforce and its education and training.

Staff providing housing support need to be registered with the SSSC.

We will ensure that all staff who require qualifications will have access to appropriate training courses in order to meet the registration requirements.

The SSSC also issue Codes of Practice for employers and employees who work in Social Services. These detail the standards of conduct and performance that are expected, and our staff are committed to meeting these standards.

General Support

Please do not hesitate to contact Hjaltland if you need assistance, and we will be happy to assist you and if we are unable to help, we will signpost you to someone who can.



Complaints, Comments and Compliments

We are committed to providing high-quality customer services. We value complaints and comments and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our service, please tell us.

How Do I Complain?

You can complain in person at our office, by phone, in writing or email. Our complaints procedure has two stages.

Stage 1 - Frontline Resolution

We aim to resolve complaints quickly and within 5 working days from the date you have made the complaint unless there are exceptional circumstances.

This could mean that we make an on-the-spot apology and explanation if something has clearly gone wrong and take immediate action to resolve the problem.

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

Stage 2 - Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- Acknowledge receipt of your complaint within three working days.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation takes more than 20 days, we will tell you.

What If You Remain Dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

You can contact the SPSO in the following ways

In Person:

SPSO
4 Melville Street
Edinburgh
EH3 7 NS

By Post

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us Website: www.spsso.org.uk

Complaints About Factoring

The First Tier Tribunal will try to resolve complaints and disputes between homeowners and property factors. So, if your complaint is about a factoring service, and you are still dissatisfied after our investigation stage, you are able to go to the First Tier Tribunal.

Contact details:

First-tier Tribunal for Scotland (Housing and Chamber)
Glasgow Tribunals Centre
20 York Street
GLASGOW
G2 8GT

Tel: 0141 302 5900

Email: HPCAdmin@scotcourtribunals.gov.uk

Care Complaints

If your complaint relates to a housing support service, you can choose whether to complain to us or the Care Inspectorate. If you remain dissatisfied after our investigation stage, you are able to go to the Care Inspectorate.

- Call on 0345 600 9527

- Email at concerns@careinspectorate.gov.scot
- Complete their online form;
<https://www.careinspectorate.com/index.php/online-complaint-form>

Independent Advice and Support

You may want to get independent advice and support when making a complaint. Locally, there are a number of voluntary agencies who can support you such as Shetland Citizens Advice Bureau and Advocacy Shetland.

There are also a number of national agencies who can assist you, such as Shelter or TPAS Scotland. See section 12 for their contact details.

Compliments

We would also appreciate any positive feedback about our services as this helps us to recognise what is working well and to plan for the future.



Tenant Participation and Consultation

Tenant Participation is about giving choices and encouraging tenants to have a say in the management and development of their housing service.

Participation can take place either individually or as part of a group.

We are always keen to hear from you and we want to involve you in the decisions we make. Getting involved is easy and can be done in a number of ways:

Consultations and Focus Groups

From time to time, we revise our policies and consider our future programme of work. In doing so, we are keen to ensure that we make the best use of the knowledge and experience of our tenants and service users.

We, therefore, undertake consultations in order to find out the views of anyone who wishes to get involved in influencing the way the Association provides its services. Please complete the form at the back of the handbook or contact us should you wish to become involved.

Our Tenant Focus Group meet on a quarterly basis, and help us to agree policy, consider items for our newsletters, and provide an excellent tool to feedback on new ideas or initiatives. This is a very friendly, welcoming group who are always keen to see new members join in.

Satisfaction Surveys

We carry out satisfaction surveys on a regular basis to find out your views so we can continue to improve our services to you. If you are asked to take part in a survey, we would appreciate your feedback as your views are important to us. Your views can change the way we work.

Form a Tenant Group

Hjaltland will give support and encouragement to you should you wish to form an official tenants' group – we have published a new guidance document, informing tenants all things to consider when exploring this option.

We recognise that such groups can be an effective means of expressing tenant's opinions and of helping tenants and the Association to consult.

Members of staff will be happy to attend tenant's group meetings when invited. The Association may also be able to help out with the costs involved in setting up the group for items such as stationery and photocopying.

The Tenant Participation Advisory Service (TPAS) is the housing agency in Scotland which works for both landlords and tenants. They provide independent expertise and development for tenant groups in initiatives with landlords and other outside agencies.

TPAS can be contacted at:

74-78 Saltmarket
Glasgow
G1 5LD
Telephone 0141 5523633

Become a Member

Whether you're a tenant of the Association or simply live in Shetland and have an interest in housing, you can become a member of Hjalmland Housing Association. Members can attend Annual General Meetings and can be elected on to the Management Committee, which controls the running of the Association.

Membership costs just £1. To apply for membership, please complete the form at the back of the handbook and return to us. Alternatively, you can collect a copy from the office or have one sent out to you.

Become a Committee Member

The Association's Committee of Management is made up of Association Members voted in by the membership at the Annual General Meeting (AGM). The Committee of Management makes important decisions in the running of the Association (at monthly meetings) between AGMs.

If you would like to stand for election to the Management Committee, you can do so at the Annual General Meeting.

Regular Scheme Visits

At certain times of the year, our staff visit our properties all over Shetland. This is an ideal way for our staff to meet our tenants and find out how they are

getting on in their homes. We write to tenants in advance to advise them when we shall be visiting their area.

Tenant Newsletter

We produce a tenant newsletter four times a year. The aim of the newsletter is to keep you up to date with what's happening at Hjaltland and also to inform you about wider housing issues.

We invite your ideas and suggestions of what you would like to see in your newsletter.

Make a Suggestion

Do you know of a way in which we could improve our service? Have you a proposal to make our information clearer? Is there a way in which we can make our website a better source of advice?

If you wish to make any suggestions about any aspect of Hjaltland, please contact us, either by phone on 01595 694986, email mail@hjaltland.org, popping into the office or visit our website and go to the heading 'Getting Involved' and make a suggestion there.



Ending your tenancy

A tenancy can be ended by you or, in certain circumstances, by Hjalmland. The various ways a tenancy might end are detailed below.

Giving Notice

If you decide to end your tenancy you must give us 28 days' notice in writing. If you are a joint tenant both tenants must sign the termination letter.

We will write to confirm the date your tenancy will end, along with an appointment for one of our Technical Officers to inspect your property. This will also include a check list of the things you will need to do prior to handing back your keys e.g. make good any damage, leave the property and garden in a clean and tidy condition.

It is important that you repair any damage, leave the property and garden in a clean and tidy condition as you will be recharged if you do not.

If you need any advice please contact the office on 01595 694986.

Moving within Hjalmland

You may find that, as a result of changing circumstances, your current home is no longer suitable. In this case you can apply for a transfer to other accommodation by submitting a housing application to the Association.

If you apply for a transfer, you will be assessed on the same basis as a new applicant and you will need to put your name forward for any properties, we advertise through our choice based letting scheme.

If you have not maintained your tenancy appropriately, or have rent arrears, we will not consider you for a transfer to another property.

If you are successful, you will need to give us notice that you are terminating your tenancy as outlined above.

Mutual Exchanges

If a mutual exchange is agreed, you will need to terminate your tenancy with us. If you are moving to another Hjalmland property, you will sign a new

tenancy with us, and if it is to another landlord, you will sign a tenancy with them.

Death of a Tenant

When a tenant dies, the tenancy is terminated on the date of death (unless there is a qualifying occupant for succession – see section 4). If the tenant has been in receipt of housing benefit then these payments will also stop on this date.

We are aware that this will be a difficult time for relatives, and we will work with them to arrange for the property to be cleared and re-let as soon possible. We have produced an information leaflet to help Next of Kin with this process.

Eviction

Under certain circumstances we can obtain a court order to evict a tenant. We will only take action as a last resort. We would write to a tenant to advise them of their breach of tenancy and what they need to do to rectify this.

Court action would be taken when all other attempts to resolve the situation had failed. You would be provided with written notice that we were taking court action and we would recommend that you seek independent advice in such circumstances.



Useful numbers – Hjaltland Housing Association

Hjaltland Housing Association

Association offices

6 North Ness Business Park, Lerwick, Shetland. ZE1 0LZ

Tel: 01595 694986

E-mail: mail@hjaltland.org.

Web: www.hjaltland.org.uk

Out of hours emergency repairs: 01595 692387

One Stop Shop

Hjaltland One Stop Shop

6 North Ness Business Park, Lerwick, Shetland, ZE1 0LZ

Tel: 01595 741368

Mobile: 07500 843630 / 07887 755540

Email: avril@hjaltland.org

Adult Learning

3 North Ness, Lerwick, ZE1 0LZ
Tel: 01595 743888
www.learnshetland.com

Benefits office

8 North Ness Business Park, Lerwick, Shetland.
Tel: 01595 744682

BT 0800 800 150

Citizens Advice Bureau 01595 694696

Community Alcohol & Drugs Service Shetland (CADSS)

44 Commercial St, Lerwick, Shetland ZE1 0AB
Tel: 01595 695363
Email: admin@cadss.org.uk

Community Mediation

Market House, Market Street, Lerwick, Shetland, ZE1 0JP
Tel: 01595 743934

The Compass Centre, 11 Hill Lane, Lerwick, ZE1 0HA

Tel: 01595 747 174

www.compasscentre.org

Dental Clinics

Brae Dental Clinic	01595 522461
Dentist, 90 St Olaf Street	01595 695769
Montfield Dental Clinic	01595 743160
Yell Dental Clinic	01957 702031
Whalsay Dental Clinic	01806 566469

District Heating

SHEAP, Marina Business Park, Lerwick, Shetland
Tel: 01595 697111

Doctors

Contact main surgery for area surgeries

Lerwick Health Centre	01595 693201
Brae Health Centre	01806 522543
Hillswick	01806 503277
Scalloway	01595 880219
Levenwick	01950 461222
Bixter	01595 810202
Unst	01957 711318
Whalsay	01806 566219
Yell	01957 702127

Fire brigade In an emergency call 999 and ask for "Fire"

Hospital

Gilbert Bain Hospital
Tel: (General) 01595 743000

Scottish and Southern Energy

Emergencies: 0800 300 999
Enquiries: 0800 300 000 /01738 456000

Job Centre

Charlotte House, Commercial Road, Lerwick, Shetland ZE1 0LQ.
Tel: 0345 604 3719

Mind Your Head

Market House, 14 Market Street, Lerwick, Shetland ZE1 0JP
Tel: 01595 745035
Email: mindyourhead@shetland.org

Moving On Employment Project

Market House, Market Street, Lerwick, Shetland ZE1 0JP
Tel: 01595 743926

NHS 24

08454 24 24 24

Police

In emergency call the Operator (Dial 999 or 100 as indicated on the dial) and ask for "Police"

For non-emergencies dial – 101

Samaritans

Linda Rose Cottage, Charlotte Street, Lerwick, Shetland ZE1 0AB
01595 694449

Scottish Water

Mains water drainage
Scottish Water
PO Box 11660,
Lerwick, Shetland
Customer helpline: 0800 0778778

Shelter Scotland

Free housing advice helpline
Tel: 0808 800 4444
(Calls are free from UK landlines and main mobile networks)

Shetland Foodbank

Tel: 01595 741263
www.shetland.foodbank.org.uk

SIC Environmental Health

Shetland Islands Council, Infrastructure Services Department,
Environmental Health and Trading Standards, Charlotte House,
Commercial Road, Lerwick, Shetland, ZE1 0LX
Tel: 01595 744347
Email: nsws@shetland.gov.uk

SIC Homelessness Contact

Housing Service, Development Services, Shetland Islands Council
6 North Ness, Lerwick, Shetland.
ZE1 0LZ
Tel: 01595 744360
Freephone: 0800 212829
Fax: 01595 744395

Email: housing@shetland.gov.uk

Out of Office hours (between 5.00pm and 9.00am and public holidays)
telephone: Duty Social Worker on 01595 695611

Tenant Participation Advisory Service

74-78 Saltmarket, Glasgow, G1 5LD

Tel: 0141 552 3633

email: enquiries@tpasscotland.org.uk

TV Licensing 0300 7906086

Victim Support

www.victimsupport.scot

Tel: 0800 160 1985

Shetland Women's Aid

www.shetlandwa.org

Tel: 01595 692070



Your Home Emergency Plan

Get Prepared

Emergencies such as disruption to essential services that we rely upon, for example emergency services, electricity, and water, can affect our everyday lives.

A Home Emergency Plan can be used as a vital tool in your household (or to help another family member who does not live with you) to be prepared in an emergency, like a power cut.

Important Telephone Numbers

Having a Home Emergency Plan mean all the important contact information, help, advice, and action to take all in one place, making life easier in an emergency, allowing you to respond safely and quickly.

Contact Services	Contact Telephone Numbers
Emergency Services	999
Police Non-Emergency	101
Floodline	0345 988 1188
NHS 24	111
Doctor	
Network Provider - SSEN	105
Energy Supplier	
Water Supplier	0800 0778 778
LPG Supplier	
Local Authority Shetland Island Council	01595 693535
Landlord Hjaltland Housing Association	01595 694986
School / College	
Carers / Childminder	
Vet	Bixter Surgery - 01595 810456 Scalloway Surgery - 01595 880000 Lerwick Surgery - 01595 690999
Work Contact	

Insurance Company

Nearest Community Hall

Next Community Hall

Planning Ahead

If a major emergency happens it may be some time before help arrives. It's very important that you and your family get together to prepare.

- Agree a plan in advance with those in your home.
- Complete this plan together and keep it safe in case you need it to use it.

If the emergency means it's not safe to go out, the advice is to:

- Go inside and close all windows and doors
- Stay indoors and take time to check your emergency kit
- Tune in to local radio, TV or the internet where public information and advice from emergency responders will be broadcast

My Local Radio Stations - BBC Radio Shetland 92.7FM and Shetland Island BC 96.2FM

If you have to leave your home, get out, stay out, and take others with you. If you have any neighbours or family, you feel are vulnerable, check in with them to make sure they are ok.

Think of two meeting places: one near home and one further away in case you can't get home.

Nearest Community Hall

Next Community Hall

Be Prepared - Pack an Emergency Kit

Whether you have to stay in or get out, packing a small emergency kit will help you get through.

Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag if possible, and the top recommended items to include are:

Essential

- Bottled water and non-perishable foods (inc. Baby food/pet food)
- First aid kit (include prescription medicines, check dates regularly, including contact lenses)
- Radio and Torch (spare batteries or wind-up equivalent)
- Identity documents (passports/driving licence)
- Change of clothes (inc. warm jumpers and blankets)
- Mobile phone charger (ideally a portable charger)
- If you are in a more rural area, consider storing a small stove with propane cylinder

In Addition

- Money (change, cash and card)
- Spare keys for house and car
- Copies of insurance policies
- Notebook, pen/pencil

Hjaltland Housing Association

6 North Ness Business Park
Lerwick
Shetland
ZE1 0LR

Tel: 01595 694986

Email: mail@hjaltland.org

Web: www.hjaltland.org.uk

Handbook Version: TD142 September 2023

Registered Scottish Charity 031954

