



WILLIAMSBURGH  
HOUSING ASSOCIATION LTD

# TENANT **HANDBOOK**

**RALSTON HOUSE  
CYRIL STREET  
PAISLEY  
PA1 1RW**



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HOUSING ASSOCIATION LTD

## Welcome to your Tenant Handbook

We are delighted to have you with us, and this handbook is designed to support you at every stage of your tenancy—from beginning to end.

Inside, you'll find helpful tips on paying your rent, reporting repairs, and understanding your responsibilities as a tenant with Williamsburgh Housing Association. Plus, you'll learn what you can expect from us as your landlord.

Please keep this handbook in a secure spot, so it's always at your fingertips whenever you need it!

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# About Us

Williamsburgh began with a simple aim: To improve poor-quality homes in Paisley's East End. Since then, our role has grown, and we now provide more than 1,700 homes for our community.

Over more than 40 years, we have become a trusted part of local life, creating safe and welcoming places to live, supporting local jobs, and investing millions into the area through our housing, development, and maintenance work.

We work side-by-side with local housing associations such as Paisley Housing Association, Linstone Housing Association, and Bridgewater Housing Association, Barrhead Housing Association and Ferguslie Park Housing Association to share ideas and explore new opportunities.

We also work closely with Renfrewshire Council to care for your homes, shape local plans, and secure funding for new housing. Strong links with local councillors and elected members help us stay connected to the needs of the area.

As a registered Scottish charity, every penny we make goes back into improving homes, services, and building more housing for people who need it most.

## Mission Statement

To provide and develop high quality affordable homes and to maintain our commitment to continuous improvement in service delivery and the regeneration of our communities.

## Vision

Improving homes and lives in our communities

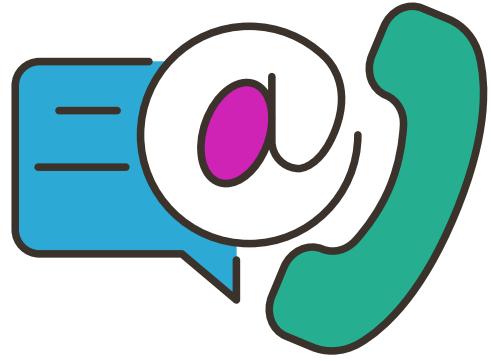
## Our Objectives

1. More and better homes
2. Engaged customers and communities
3. Skilled and supported staff
4. Better services and compliance
5. Good value for money and affordable rents

# Contact Us

## Our Office:

Ralston House  
Cyril Street  
Paisley  
PA1 1RW



Contact details for our staff can be found on our website at [www.williamsburghha.co.uk](http://www.williamsburghha.co.uk)

You can also email us at [admin@williamsburghha.co.uk](mailto:admin@williamsburghha.co.uk)

## Our phone number:

0141 887 8613

## Repairs

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

If you need to report an emergency, out of hours, call our office 0141 887 8613 and select: Option 1

## Office Hours

Monday - Wednesday 09:00 -12:30 & 13:30 - 17:00

Thursday 09:00 - 17:00 Appointment only

Friday 09:00 - 16:00 Appointment only

## Website - Online Forms

Set up a direct debit - Tenants & Owners

Add or remove a name from a tenancy

Apply for a pet

Apply for housing

Order a payment card

Request a Reference

Report anti-social behaviour

Termination of tenancy

Apply to join our board

Compliments and complaints

Make changes to your home and garden

Apply to succeed a tenancy

Apply to assign a tenancy

Mutual Exchange

Benefits mandate

Compliments and complaints



## Moving In

Moving into a new home is incredibly exciting! As you embark on this new chapter, there are many aspects to consider. We hope this guide provides answers to any questions regarding your tenancy and the services we offer. Should you require assistance, please do not hesitate to reach out—we are here to support you!

To Do	
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 - Stopcock / surestop switch, fuses and trip switch	
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. If you need to speak to someone before this visit you can contact a member of the housing team at any time.

# Who is my Housing Officer

Each of our areas have a **Housing Assistant**, overseen by our **Housing Officer**, who deal with any tenancy related issues you may have, including but not limited to; anti-social behaviour issues, changes to your tenancy, mutual exchanges, help with applying for a transfer, and community events.

We also have **Rent Officers** and **Rent Housing Assistants** who deal with all matters relating to rent, including but not limited to; rent arrears, how to make payments, refunding rents, housing benefit and Universal Credit (housing element).

Should you wish to find out about the status of a housing transfer application, you can contact a member of our Customer Services team.

To find out who your Housing Officer is, go to our website and in the search bar type your address.



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



# Your Tenancy Agreement

**This section answers some of the questions you may have about your tenancy with us.**

When you start your tenancy with us, we will ask you to sign a **Scottish Secure Tenancy Agreement**.

It's an important **legal document** which details your rights and responsibilities as a tenant in accordance with current legislation. If you are a joint tenant with another person, you both have equal rights and responsibilities. We will give you a copy of this agreement to keep.

A Scottish Secure Tenancy offers increased security for your tenancy and can **only be ended in one of the following ways**:

- If you give at least 28 days' notice
- If you die and there is no one to succeed your tenancy
- If there is a written agreement between you and Williamsburgh Housing Association to end the tenancy
- If we get a court action to evict you
- If you abandon the property

## Your Responsibilities to Us

- 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 good decorative order
- Report repairs to us
- Show respect to others at all times
- Get permission from us before you make any changes to your tenancy or home
- Allow our engineers access to service your boiler (if applicable)
- Give us 28 day's notice if you want to end your tenancy

## Our Responsibilities to You

- Provide a windtight, watertight and habitable home
- Keep the property in good repair and proper working order
- Carry out repairs within our agreed timescale
- Consult with you before setting new rental or service charges or
- Making changes to our services you can contact your Housing or Maintenance Officer at any time.

# Changes to your Tenancy

## Important Notice Regarding Household Information

Due to the modifications introduced by the Housing (Scotland) Act 2014, it is crucial for you to **keep us informed** with accurate details about who resides in your home.

- Any alterations to your household composition **must be communicated to us in writing at the time of the change.**
- You should also receive a written acknowledgment from us confirming that we have been informed of the change.

Failure to provide accurate information about who lives in your home could impact your rights, as well as the rights of others residing there.

Key Rights Affected by the Housing (Scotland) Act 2014:

<b>Succession</b>	This is the transfer of a tenancy from the tenant to someone else in the household when the tenant dies
<b>Assignment</b>	This is where a tenant wishes to formally pass their tenancy to another person
<b>Subletting</b>	This is where a tenant wants to rent their home to someone else
<b>Joint Tenancies</b>	This is where a tenant wants to add someone else to their tenancy and jointly be tenants with that person

All of these conditions stipulate that either the current tenant or the prospective tenant must have resided in the home for a specified duration of **12 months prior to making the request.**

It is crucial that you inform us of any changes as they occur, since the residence period begins from the moment you provide written notice that the individual is residing in your home.

Please do not delay notifying us of any changes to the household until you are ready to apply—**permission will not be granted unless we receive written notification prior to the start of the qualifying period.**

# Your Rent

## Paying Your Rent: A Crucial Responsibility

Rent is not merely a choice; it stands as the **most significant obligation of your tenancy**.

- Failure to pay your rent will result in rent arrears.
- Should you neglect to communicate with Williamsburgh regarding missed payments or fail to adhere to a repayment agreement for any arrears, we will pursue legal action to recover the owed amount. Ultimately, we may have to evict you from your home and request the court to charge you for legal costs.
- If you are receiving Housing Benefit or Universal Credit, it is your responsibility to ensure timely payments. You can arrange for these payments to be made directly to Williamsburgh. If there are any changes in the future, you must set up an alternative payment method to cover your rent.

## What Your Rent Covers

Rent constitutes the primary source of income for Williamsburgh, funding:

- Repairs and improvements to your home
- Management of your home and neighbourhood
- Repayment of loans taken to construct and enhance our properties.

## Service Charges

A service charge will be added to your basic rent when you benefit from services such as:

- Maintenance of common areas, including grass cutting, shrub pruning, and litter collection
- Cleaning of common stairs and windows
- Lighting in common areas

Rent is due on the **28th of each month in advance**. This means that you must pay on or before the 28th of every month for the upcoming month.

## Payment Options

- **Direct Debit** You can set this up through our **website** or by calling 0141 887 8613.
- **Rent Card** Available at **The Post Office** or any **Pay Point** outlet.
- **Allpay App** This app safely stores your bank details and payment amounts, enabling you to pay anytime, anywhere.

If you need a payment card, please feel free to contact us.



## If you find it difficult to pay your rent

If you're struggling to pay your rent or foresee difficulties in doing so, please reach out to us immediately. The sooner you inform us about your situation, the easier it will be for us to assist you in resolving the issue. Failing to pay your rent can jeopardize your home.

We take rent arrears very seriously. While we are eager to help and understand that tough situations arise, we also have strict procedures in place to address them. We will make an effort to work with you through phone calls or home visits. However, if you do not cooperate in resolving your rent arrears, we will take swift legal action, which may result in eviction.

- Do not ignore the problem.
- Do not disregard our letters or phone calls regarding rent arrears, as this may lead to legal action if you don't contact us.
- Avoid borrowing money from door-to-door or payday lenders, as the high-interest rates can worsen your debt situation.

Our rent team is here to provide the help and support you need. The sooner you communicate with us, the sooner we can assist you.

## If you receive Housing Benefit or UC



If you're struggling to keep up with your rent payments, **it's essential to ensure you're claiming all the benefits you're eligible for**. This could be the key to paying your rent on time.

Benefits can cover all or part of your rent, depending on various factors. To determine how much you could claim, please reach out to our Benefit Adviser.

If you need to submit a new benefit claim to assist with your rent, you will likely need to apply for Universal Credit. This new system has replaced several benefits for most individuals, including housing benefit.

If you are already receiving housing benefit, there's no need for concern – it will continue as usual. However, if you experience a significant life change, such as moving in with a partner or welcoming a baby, you may need to file a new claim for Universal Credit.

For further information or to schedule an appointment, please get in touch with a member of the Rents Team.

# Tenancy Support

Our **Team** are here to help you navigate various support options, including assistance with grant applications and referrals. **Here's what we offer:**

- Help with registering with **gas and electricity suppliers**, including support for online accounts, understanding energy bills, and making payments.
- Applying for **Community Care and Crisis Grants**.
- Assistance with Social Security Scotland\*\* benefit applications, such as the **Scottish Child Payment and Best Start Foods**.
- Support with 'My Account' and applying for **free school meals and clothing grants**.
- Updating and maintaining **Universal Credit journals**.
- Referrals to Renfrewshire **Foodbank** and other local support organisations.
- Accessing grants for **cost-of-living assistance**, including **fuel vouchers** when available.
- Employment Support: There are a number of projects that offer pre-work employment support, followed by one year of in-work support. To qualify, you must be unemployed and seeking a job of 16 hours or more per week.
- Book an **Income Maximisation Session** with our team on the link below.

For more information please visit our **Financial Wellbeing** section on our website;  
<https://williamsburghha.co.uk/financial-wellbeing/>



# Energy Advice



# Repairs and Maintenance

## Reporting Repairs

Repairs can be reported through our [website](#), the [WHA app](#), or by calling **0141 887 8613**

### For Emergency Repairs

If you need to report an emergency outside of regular hours, please call our office at 0141 887 8613 and select option 1

 **Please report all emergency repairs by phone**

 **All other repairs can be submitted online**

 If you're using the online report-a-repair tool and cannot find the appropriate category, it may be classified as an emergency repair. Please note that emergency repairs will not appear in the online tool, so make sure to call us in that case.

### Emergency Repairs

An emergency repair refers to an issue that poses an immediate risk to your health, safety, or security, making it essential to prioritize these tasks.

### What qualifies as an emergency repair?

- Complete loss of electricity, water, or gas
- Partial loss of power, such as having no lights or lack of drinking water
- A significant plumbing or gas leak
- A major roof leak or serious structural failure
- Heating system breakdown during winter, especially if a household member is elderly, disabled, chronically ill, or if there are children under five
- Loss of hot water, particularly if a household member's health depends on regular bathing or if there are children under five
- Inability to use your only toilet
- Need to secure your home after incidents of racial harassment, fire, domestic violence, police activity, or if the property is vacant
- Any other repair that jeopardises your safety or the safety of those around you

## Rechargeable Repairs

If something goes wrong in your home and you need to report a repair, we'll do everything we can to get it sorted as quickly as possible. But if the repair isn't our responsibility then we'll need to ask you to cover the cost. This is known as a rechargeable repair.

Full information can be found on our website;  
<https://williamsburghha.co.uk/rechargeable-repairs/>



## Can I make changes to my home?

In general, we **encourage** you to **paint, decorate, and undertake minor DIY projects** in your home. However, for **larger renovations**, such as installing a new kitchen or bathroom, it's essential to **consult with us beforehand** before commencing any work. Your tenancy agreement will provide guidance on whether home improvements are typically permitted in your property. For comprehensive details on making changes to your home, please visit our website at [\(https://williamsburghha.co.uk/making-changes-to-your-property/\)](https://williamsburghha.co.uk/making-changes-to-your-property/)

## Responsibilities

It can be quite frustrating when something in your home gets damaged. To ensure that your repair is handled promptly and efficiently, it's essential to determine whether it falls under our responsibility or yours.

Some examples of repairs we may be accountable for are on our website: <https://williamsburghha.co.uk/our-and-your-responsibilities/>

## Health & Safety in Your Home

### Ensuring Your Home's Safety

Keeping your home secure is essential, and we are here to assist you. Our website offers straightforward tips on safeguarding yourself, your family, and your property. We cover various topics, including:

- Fire safety
- Gas safety
- Carbon monoxide awareness
- Mould and condensation prevention
- Electrical safety
- Emergency preparedness
- Water safety (legionella)

<https://williamsburghha.co.uk/health-and-safety-at-home/>

# Being a Good Neighbour

Getting along with your neighbours is essential for your happiness at home. Any disturbances caused by you, your family, or visitors can violate your Tenancy Agreement. To prevent issues, consider how your actions may impact those around you. We kindly ask that you:

- **Respect** each other's right to live peacefully
- Avoid engaging in behaviour that may offend or upset others
- **Take responsibility** for your children, pets, and any visitors to your home
- Share the responsibility of **cleaning stairs**, closes, and common areas
- Always close gates and security doors behind you

This will help create a safer environment for all residents and deter crime in the building.

- Be **mindful** of noise, particularly **during nighttime** and **early morning hours**

Try to refrain from using household appliances (such as vacuum cleaners or washing machines) during these times. Tenants in flats should note that noise can travel between properties; those living below may hear footsteps or sounds from your television and other devices.

- Avoid parking or driving in a manner that could endanger or inconvenience others
- If you wish to report a noisy neighbour or any other anti-social behaviour, please submit your complaint via our website; <https://williamsburghha.co.uk/how-to-report-anti-social-behaviour/>

We believe that everybody has the right to a safe place to live, that's why we always take any reports of anti-social behaviour extremely serious.

Please visit our website for full information on anti-social behaviour;  
<https://williamsburghha.co.uk/anti-social-behaviour-/>



# Your Community

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 Tenant Participation Team

Our friendly TP team—**Debs and Amanda**—are here to help you get involved, have your say, and make a difference.

**Contact TP via Email:** [tpteam@williamsburghha.co.uk](mailto:tpteam@williamsburghha.co.uk) **Phone:** [0141 847 6712](tel:01418476712) **Facebook**

<https://www.facebook.com/groups/1698230981055748> and keep an eye on our **website** 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, Service Complaints & Feedback

We genuinely want to **hear your thoughts**. Whether you have positive feedback or suggestions for improvement, **your opinions are invaluable to us**. That's why we're making it as simple as possible for you to share your feedback with us.

Full information can be found on our website including our online form;

<https://williamsburghha.co.uk/compliments-and-complaints/>

## Ending Your Tenancy

If you choose to move out, **please contact us first and complete some necessary paperwork**. This process is known as giving notice.

**The simplest way to do this is by filling out our online form**;

<https://williamsburghha.co.uk/termination-of-tenancy-form-page/>

We will officially acknowledge your notice from the date we receive it.

If you inform us of your intention to move out in person or over the phone, we cannot formally accept it until we have your notice in writing—either through our online form or a letter.

### How much notice is required to end my tenancy?

We require a written notice of **28 days**. The specific notice period needed is detailed in the agreement you signed when you moved in.

### What should I do once I've given notice?

**Here are some steps to follow:**

- Ensure you include your **planned moving-out date**.
- Keep a copy of your notice of termination form and obtain proof of postage, in case it gets lost before reaching us.
- After a couple of days, **verify that we have received** your notice of termination form if you haven't heard from us.
- **Allow us to conduct an inspection of your home early in your notice period**.
- **Avoid mailing your keys**; we will provide instructions on how to return them before you move out.
- Continue paying rent until the end of your notice period, also known as the tenancy end date.

Full information can be found here on our website;

<https://williamsburghha.co.uk/moving-on/>





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