



The Scheme of Assistance
for home owners and private tenants



Section 72 statement





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1. Introduction

The Housing (Scotland) Act 2006 was introduced to tackle issues relating to the quality and condition of housing in the private sector. Under part 2 of the act, local authorities must prepare and publish a 'section 72' statement describing the circumstances in which they will help owner-occupiers and private tenants carrying out work on their homes, and how they will provide that help. Our initial statement was published in April 2010 and was revised in 2015.

We provide help under our 'Scheme of Assistance'. The scheme is based on the principle that owners should take responsibility for maintaining their home, but that help should be available where necessary.

Council and housing association tenants are not included in the scheme of assistance. If you rent your home from the Council or a housing association, you should ask them about the help available to you.





Consultation

When developing this Scheme of Assistance we consulted a wide range of people through a series of events and by publishing a formal consultation document.

We have written our publications in plain English. The 'Seniors Together in South Lanarkshire' readers' panel and the South Lanarkshire Disability Partnership have reviewed our updates to our documents.

Equalities

As part of the consultation process we carried out a full impact assessment on the Scheme of Assistance and published our findings on our website.

Strategic Environmental Assessment

In accordance with the Environmental Assessment (Scotland) Act 2005, the Council prepared and submitted a pre-screening letter and statement to the statutory consultation authorities, setting out the view that the Scheme of Assistance will have no effect in relation to the environment. The Council reached this view because the scheme sits under the hierarchy of the Council Plan and the Local Housing Strategy, both of which have undergone full SEA.

How to comment on the Scheme of Assistance

We welcome comments on our Scheme of Assistance. You can send your comments to:

Repairs Manger
Housing and Technical Resources
Hamilton Business Unit
Pollock Avenue
Hillhouse Industrial Estate
Hamilton
ML3 9SZ

Phone: 0303 123 1015

Email: housing.repairs@southlanarkshire.gov.uk

Website: www.southlanarkshire.gov.uk

If you need this information in another format or language, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: equalities@southlanarkshire.gov.uk

2. Setting the scene, nationally and locally

The National Policy Agenda

The Scottish Government's purpose is

'to focus Government and public services on creating a more successful country with opportunities for all of Scotland to flourish, through increasing sustainable economic growth'.

Their five objectives are designed to make Scotland:

- **'wealthier and fairer:** Enable businesses and people to increase their wealth, and more people to share fairly in that wealth';
- **'healthier:** Help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care';
- **'safer and stronger:** Help local communities to flourish, become stronger, safer places to live, offering improved opportunities and a better quality of life';
- **'smarter:** Expand opportunities for Scots to succeed from nurture through to life long learning ensuring higher and more widely shared achievements'; and
- **'greener:** Improve Scotland's natural and built environment and the sustainable use and enjoyment of it'.

The Legal Framework

Part 2 of the Housing (Scotland) Act, 2006 replaced the system of improvement and repair grants set out in the 1987 and 2001 Housing (Scotland) Acts. The 2006 act gives councils powers to help owners repair, maintain, improve and adapt their homes by providing information, advice and practical help. These are the main ways we can help owners under the Scheme. There are still mandatory grants (those we must provide by law), but these are only for providing 'standard amenities', like a toilet and personal washing facilities in your home, and internal alterations to meet the needs of a person with disabilities. All other grants are discretionary (that is, we do not have to provide them).

In November 2008, The Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008 were approved by the Scottish Parliament. These regulations introduced new duties and powers from 1 April 2009.



The planning framework in South Lanarkshire

In our plan 'Connect' we set out our vision, values, priorities and objectives for South Lanarkshire, all of which contribute to delivering the South Lanarkshire community plan, 'Stronger Together'. Our vision and priorities are also reflected in the South Lanarkshire Single Outcome Agreement.

Our vision is to

'improve the quality of life of everyone in South Lanarkshire'.

Our values are:

- 'fair and open';
- 'people focussed';
- 'working with and respecting others';
- 'excellent employer';
- 'self aware and improving';
- 'accountable, effective and efficient';

Three of the nine priorities set out in 'Connect' are particularly relevant to the Scheme of Assistance. They are:

- 'improve the quality, access and availability of housing';
- 'improve services for older people';
- 'develop a sustainable Council and communities.'

Local Housing Strategy

The Local Housing Strategy is a Council-wide strategy (plan) which sets out how we and the organisations we work with (our partners) will make sure that South Lanarkshire has the right type and size of good-quality housing, for sale or for rent, and in the right locations, so current and future residents get the housing they need and want.

The strategy has the following four themes.

- 'Balanced housing markets'
- 'Investing in housing quality'
- 'Safe and attractive neighbourhoods'
- 'Inclusion: Enabling independent living'

Five of the 12 objectives are directly relevant to the Scheme of Assistance. Those are to:

- 'improve private sector stock conditions';
- 'ensure Council housing achieves the Scottish Housing Quality Standard (SHQS)';
- 'increase accommodation for people with particular needs';
- 'improve housing services for those with housing support needs'; and
- 'improve information and advice services'.





3. The Scheme of Assistance

We have developed the scheme to meet national outcomes and our legal requirements, as well as to take account of local needs and demands. It will do the following.

- Provide information, advice and practical help to encourage all owners to take responsibility for their homes. The information, advice and help are available to all owners and private tenants in South Lanarkshire.
- Continue to help disabled and elderly people live in their own home.
- Aim to provide basic levels of financial help to encourage owners to deal with major problems when their homes do not meet the tolerable standard (a legal standard housing must meet).
- Encourage flat owners who have responsibility for shared areas to take part in 'common works' carried out as part of investment programmes in Council housing, and help us and other social landlords, such as housing associations, achieve the Scottish Housing Quality Standard by 2015.
- Help to prevent privately owned homes falling into serious disrepair by highlighting the benefits of early action towards repairing and maintaining homes.

The HomeImprove Service

The HomeImprove Service plays a leading role in the Scheme of Assistance. Their role is supported by the following agencies.

Housing and Technical Resources

- Surveys Team
- Customer Contact Centre
- Investment Team
- Debtors Service
- Finance Services
- Strategy and Development

Community and Enterprise Resources

- Environmental Health Services
- Consumer and Trading Standards
- Financial Education and Advice Team
- Planning
- Building Standards

Finance and IT Resources

- Corporate Finance

Social Work Resources

- Occupational Therapy
- Money Matters Advisory Service

Care and Repair in South Lanarkshire

Adaptations for people with disabilities

By law we must provide grants (mandatory grants) for specific types of work needed to meet the assessed needs of disabled people. We also have a duty to provide help to make a home suitable for a disabled person, if the home is, or will be, that person's only or main home. And if a rented property has been adapted to meet the needs of a disabled tenant, we also have a duty to help the landlord put the home back to the condition it was in before the adaptation was made. This help can be in the form of information or advice. In limited circumstances, the help we provide will be practical or financial.

If your home no longer meets your family's needs because of a disability or an illness, we can offer you a range of services to help make your home more suitable. You should contact your local social work office (see section 6) to arrange for an occupational therapist (someone who helps you to carry out everyday tasks so you can live independently) to visit your home to discuss your needs with you.

If you are coming out of hospital and need your home to be adapted, the hospital occupational therapist will assess your needs.

If you (or someone who lives with you) are disabled, you can ask for an occupational therapist to visit you at home by:

- phoning or visiting your local social work office (see the contact details in section 6);
- phoning our Customer Contact Centre on 0303 123 10 15;
- sending an email to informationandadvice@southlanarkshire.gov.uk; or
- filling in an online request form on our website at www.southlanarkshire.gov.uk.

The occupational therapist will visit you at home and discuss your needs with you. They will carry out a full 'community care needs assessment' and provide tailored advice and support to help you live more independently. For example, the occupational therapist can teach you new ways to do things you find difficult, and may provide equipment and temporary adaptations such as stair lifts. If we can, we will arrange for these to be fitted and loaned to you free of charge.

If the assessment identifies a need for a permanent adaptation to your home (for example, to widen doorways for a wheelchair, install a shower or re-arrange the layout of the ground floor to provide toilet and washing facilities) you will be able to get a mandatory grant.

If your home needs to be permanently adapted and is assessed as a priority, the occupational therapist will tell the HomeImprove Service. We will then send you an application form for a grant. If you ask us to, we will help you to fill in the form.

If you have assessed community care needs which would be met by providing standard amenities, like a toilet and personal washing facilities in your home, or if your home needs to be adapted inside, or structurally altered, to make it more suitable for your needs, you will qualify for mandatory grant of 80% of the cost of the approved work minus administration fees. You will get this grant, regardless of your financial circumstances, if the occupational therapist decides that you need it to help you continue to live at home. We will give you a grant for the whole cost



of the work minus administration fees if you, your partner or any person who resides or intends to reside with you receives any of the following benefits.

- Income Support
- Income-based Jobseeker's Allowance
- Pension Credit (Guarantee Credit)
- Income-related Employment and Support Allowance

When considering how best to meet your needs, we take account your changing needs over the medium to long term. This is to avoid the need for future applications and disruption to your family. We also take account of how adaptable the property is. We don't provide funding for maintenance costs.

Eligible adaptations

We will not give you grant for extra work you want carried out at the same time as your adaptation. You will need to pay for any extra work that you have not been assessed as needing (for example, if you want to tile more of your bathroom than you need to). Any extra work must not change the suitability of the adaptation.

We do not provide grants for extensions to provide extra living accommodation, such as bedrooms. If an extension for extra living accommodation is an option that could be considered, the occupational therapist will visit you with a building surveyor from the HomeImprove Service to assess your home and the options available to meet your needs. The options which you or your family can look into are as follows.

- Altering the layout of your home (and integral garage) to make it more suitable.
- Finding alternative, more suitable, rented accommodation.
- Helping you with the actual or proposed sale of a house.
- Helping with buying a home which better meets your needs.
- The LIFT Open Market Shared Equity Scheme, if you cannot afford the full cost of buying a more suitable home. (If you qualify for this scheme, you can buy a home on the open market with a housing association or other registered social landlord.)

We can refer you to other organisations that can give you support and specialist help, for example, Housing Options Scotland.

If it is agreed that the best way to meet your assessed needs is to provide extra living accommodation, and the work is not eligible for a mandatory grant, we can give you information, advice and practical support to help you carry out the work. This may include information about options to get funding for the work and practical help to oversee the work.

We will provide information and advice to help you return any adapted property to its original condition.

Help for private tenants

If you rent your home privately, your landlord cannot refuse to give you permission for an adaptation to meet your assessed needs unless there are good reasons for refusing. We may give private landlords practical or financial help to encourage them to give permission for the adaptation. When you receive your landlord's permission you should contact us. We will consider your application in the same way as we consider applications from homeowners.

We will provide information and advice to help your landlord return the property to its original condition if your tenancy ends or you no longer need the adaptation.

Council and housing association tenants are not included within the Scheme of Assistance. **If you rent your home from the council or a housing association, you should ask them about the help available to you.**

Information

Homeowners in South Lanarkshire told us they need more and clearer information about home repairs, maintenance, improvements and adaptations. In response to this we have developed and published the following information leaflets

- Your HomeImprove Service
- Your Care and Repair Service
- Factoring services
- Helping you stay at home
- Employing a contractor
- A guide to financial assistance

The leaflets are available from our website. They are also available from

- The Care and Repair service

We regularly review and update information about the HomeImprove Service and the Scheme of Assistance on our website to make sure it is up to date and relevant. You can download copies of the leaflets from our website and use the links to go to other relevant websites you might find useful.

We continue to look for ways to promote the HomeImprove Service. We give information in local newspapers and through our own corporate newsletter, the South Lanarkshire Reporter.

We can provide further copies of our leaflets to any group or organisation.



Providing information in other languages and formats

We will work with you to provide information in a way that meets your needs and helps you to use and understand our services. This may include translating written items, such as our leaflets, into other languages or producing them in other formats (such as large print or Braille, or on CD). We can also provide an interpreter if you meet us in person.

Advice

There are times when information alone is not enough to meet your needs and you will need more tailored advice. We will give advice to any owner who needs it. Our Customer Contact Centre provides general information and advice on the Scheme of Assistance. If you need more detailed or personalised advice contact the HomeImprove Service. Our HomeImprove staff are trained to meet the Scottish National Standards for Information and Advice Providers, produced by the Scottish Government.

There will be times when we will need to refer you to organisations or agencies that provide specialist advice. These include the following.

- Occupational therapists
- Care and Repair
- Citizens Advice
- Money Matters Advisory Service
- Sundry Debt Recovery Team
- Financial Education and Advice Team
- Welfare Rights officers
- Environmental Health officers
- Planning officers
- Building Standards surveyors
- Surveys Team
- Housing Options Scotland
- Consumer and Trading Standards
- Credit Unions
- Energy Saving Trust
- Energy Action Scotland
- Financial advisors

Practical help

Information and advice can help you to manage the process of arranging necessary work yourself. However, you may need more practical help with carrying out repairs and improvements to your home. HomeImprove staff can help you fill in application forms and can also provide practical help if necessary. If you are an owner taking part in our major investment programmes to achieve the Scottish Housing Quality Standard (SHQS), you will continue to get this practical help from the Investment Team

We also have a technical officer who you can arrange to visit your property free of charge to supply you with any information or advice ranging from minor repairs to the more urgent issues you may have about your home.





Care and Repair in South Lanarkshire

The South Lanarkshire Care and Repair Service is provided by an independent agency funded by us and NHS Lanarkshire. If you are elderly or disabled and you are a homeowner or private tenant you can get information, advice and practical help on repairs, improvements and adaptations.

You can get help from Care and Repair in South Lanarkshire if you or someone who lives with you:

- is or over 65;
- is disabled; or
- has a long-term health problem or illness.

You can contact Care and Repair yourself or your occupational therapist or HomeImprove Service can refer you. Their contact number is 01555 666200.

Care and Repair will:

- talk to you about any concerns you have about looking after your home;
- help you decide what repairs or improvements are needed;
- help you get access to approved or accredited contractors;
- get quotes for the work from qualified and reliable contractors;
- make sure the work is carried out to an acceptable standard;
- help you to fill in forms for any grants or loans you may be entitled to; and
- support those requiring adaptations to their homes.

Small Repair Service

Care and Repair can also carry out small repairs. You must pay for any materials needed or supply them yourself. The labour is free for very small jobs but there may be a modest charge for larger jobs. Should there be any costs involved they will be explained to you in advance. Care and Repair can carry out a range of jobs such as the following.

- Replacing broken window cords
- Replacing putty around the glass in windows
- Renewing rotten window sills
- Fitting locks and handles to windows or doors
- Hanging or repairing internal doors
- Repairing or freeing up windows
- Fitting curtain rails
- Renewing washers to stop dripping taps
- Putting up shelves
- Replacing electrical sockets or switches

- Hanging light fittings
- Fitting draught excluders

Other jobs can also be done so please contact Care and Repair for more information.

Care and Repair cannot help you with painting or decorating, gardening or cleaning your windows.

Safety and Security

Care and Repair run a project called Safe as Houses which is available to over 65s who have concerns about their home security. Through this project you can get security items supplied and fitted free of charge. Items that can be supplied are window alarms, door alarms, door chains, personal alarms, door viewers. A home safety check can also be done. This project is carried out in partnership with us and the Police and Fire services.

We have produced a leaflet about our Care and Repair service. You can also download it from our website. The contact details for Care and Repair are listed in section 6.

Buy with Confidence

Buy with Confidence is an approved trader scheme; all contractors on the list have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way. www.buywithconfidence.gov.uk

Financial help

We need to make sure that the limited funding available is targeted at meeting the strategic priorities set out in our Local Housing Strategy and in section 2. As well as making sure that financial help is targeted towards those in greatest need we also need to encourage owners to improve their home if this is necessary to meet our priorities. There are three categories of work which will receive financial help in the form of a grant. If we do not have enough funding immediately available for this, we may put you on a waiting list. The waiting list will operate on a needs basis, not on a first-come, first-served basis.





1. Adaptations

We provide a mandatory grant of 80% of the cost of adaptations needed to meet the assessed needs of disabled people. In some cases, we will be able to offer a grant for the full cost. The work must be for 'standard amenities' (which include a usable sink within the house, with running hot and cold water, an inside toilet for just the household, and a fixed bath or shower and hand basin with hot and cold running water) or alterations inside your home. You can get more information about this in the section 'Adaptations for people with disabilities' at the beginning of this chapter.

2. The tolerable standard

Following an assessment carried out by an environmental health officer, we will give you a discretionary grant towards the approved cost of work needed to correct certain major problems which prevent your home from meeting the tolerable standard. We will provide a 25% grant for work costing less than £5,000, and 35% grant for work costing £5,000 or more. It is up to you to pay for the remaining cost of the work. We will provide information and advice to help you do this

You will be eligible for this grant in the following circumstances.

- If the structure of your home is unstable, as confirmed in an independent structural report, and there is a risk of all or part of it collapsing. This includes fresh cracking, movement of structural parts and damage, deterioration, rot and timber infestations.
- If there is not, and never has been, a toilet inside your home for just your household.
- There is an inadequate supply of wholesome water.
- If a cesspool needs to be upgraded to a septic tank or to a Scottish Water tank, sewer or septic tank.
- If there is significant rising damp, with visible signs of damp inside the home, and the environmental health officer decides that this causes the property to fall below the tolerable standard.

We have set extra qualifying criteria for getting a grant in these circumstances. We will not provide financial help if:

- the property is not your only or main home;
- you have lived in the home for less than two years;
- you bought the property in that condition with a view to developing it; or
- you removed standard amenities yourself.

3. Owners taking part in programmes of work to Council housing (common works)

For work costing £5,000 or more per property, such as roofing, we provide a discretionary grant of 35% towards your share of the cost of the common works. We provide a discretionary grant of 25% if the cost to an individual property is less than £5,000 (for example, towards the cost of installing a replacement water tank). For work installing or replacing a controlled door-entry system we will provide a discretionary grant of 50%.

We may provide grants at these levels for common works relating to the Scottish Housing Quality Standard that is not being carried out within our normal investment programme, if this is approved by our Finance

Manager. We also provide these discretionary grants to private landlords if the property is registered on the Private Landlord Register and the landlord meets our conditions. This financial help ensures we meet our legal requirement to meet the Scottish Housing Quality Standard by 2015

As a further incentive, if you are taking part in common works, you can get attractive repayment terms to pay the costs you are responsible for. If you need longer to pay your share of the costs, we can extend the repayment term, depending on a financial assessment of your household's income and necessary spending. This is effectively an interest free loan which is administered by our Debtors section. If you are taking part in common works as part of the Investment Programme, we will give you more information about this at specially arranged public meetings and in individual correspondence with you.

Further requirements

To receive a grant to provide an adaptation for a disabled person, or to put right major problems so that your home meets the tolerable standard, you need to provide three estimates of the cost of the work, each from a contractor of your own choice. The contract for any work is between you and the contractor who carries out the work. We will review the estimates to make sure the work needs to be done and that the property will meet the necessary standard when the work is finished. When deciding the approved cost of the work, we will compare the cost against that set out by the Royal Institution of Chartered Surveyors (RICS). We will ask you to provide more estimates if the ones you have provided are not reasonable. You are responsible for making sure that the work is carried out to an acceptable





standard and for getting any necessary permission, such as planning or building warrant consents, before the work starts. The work must be finished within 12 months of the date we approve your application for funding unless we agree, in writing, to extend this period.

If the work is needed to tackle damp, rot, woodworm or other infestation, the contractor must give us a copy of the certificate showing that the work has been carried out and finished to a satisfactory standard. A guarantee, valid for at least ten years, should also be provided for the work. It should be possible for this guarantee to be transferred to any new owner of the home.

If structural work is involved, and a building warrant is needed for the work, the contractor must send us a copy of the certificate to confirm that all the structural work has been finished to a satisfactory standard. If electrical work is involved, we need a copy of the electrical installation certificate.

You must tell us when the work is finished and provide the original invoice showing the full cost of the work. When we receive this our surveyor will inspect the work. When we are satisfied that the work has been carried out to a satisfactory standard, we will release the grant. We aim to send you a cheque for the agreed amount within a month of the surveyor telling us that payment can be made. However, you can arrange for us to make the payment direct to the contractor.

We do not guarantee the quality of any work carried out. By paying a grant we are not confirming that everything has been carried out exactly as needed. You are responsible for making sure that this is the case and for getting any faulty work put right.

Conditions of the grant

To receive financial help, you must agree to keep to the following conditions for **10 years** from the date the work is finished to a satisfactory standard.

- The house must be used as a dwelling house.
- The house must be used as a principal residence.
- The house must be kept in good repair.
- If required by us, the owner must certify that these conditions are being observed.

If you break any of these conditions you may have to repay the grant, with interest. We will make a note of our interest in the home on the title deeds.

It is an offence to knowingly make any false statements in an application for financial help. It is also an offence not to tell us, as soon as possible, if your circumstances change before we give you our decision on your application.

If we approve your application we charge an administration fee (currently £50 or 10% of the grant, whichever is lower). We take this charge off the grant we pay.

Non-priority work

Because we have limited funding available, we cannot provide a grant for general repair and improvement work.

There may be situations that have not been covered in the Scheme of Assistance or special circumstances which we may consider.

Enforcement action

Our Scheme of Assistance aims to encourage and help owners carry out necessary maintenance, repairs and improvements. However, there may be times when we need to issue a 'work notice' for your home because it is in a poor state of repair or it does not meet the tolerable standard. If we issue a work notice for your home, we will provide financial help if the work meets the conditions of the Scheme of Assistance and funding is available. If this is not the case, we will provide information and advice to help you carry out the necessary work.

We may use our enforcement powers if:

- you do not maintain your home to a reasonable standard; or
- we have provided funding for work on your home and we believe that any benefits resulting from work carried out may be at risk because you have not made suitable arrangements for maintaining it properly.

When approved by our Housing Investment Manager, we can serve a 'Maintenance Order' on you. This means that you must prepare and keep to a 'Maintenance Plan' for five years. We can approve, alter or reject the maintenance plan you provide. If we reject your maintenance plan we can replace it with a plan of our own.

There are currently no 'Housing Renewal Areas' in South Lanarkshire. Any future plans for a Housing Renewal Area will be set out in our Local Housing Strategy or any annual review of it.



4. Appeals, complaints, comments and compliments

We are committed to providing quality services and to achieving high standards of customer care.

We have a formal procedure which you can follow to provide suggestions or comments about the service, or if you feel your application has not been dealt with properly or fairly. Your comments, compliments and complaints can:

- help us to improve the quality of our services;
- increase customer satisfaction;
- prevent problems from getting worse; and
- bring us closer to our customers by taking their views on board.

You can ask us to review the share of the costs you have to pay. You must do this within 21 days of receiving our decision on the help we can provide. An appropriate officer who has not been involved in assessing your application will review the decision. They will give you their decision, in writing, within 28 working days.

If you have a complaint about the way the HomeImprove Service is run, this will be considered by Housing and Technical Resources. If your complaint is about the assessment process for adaptations, including the process of assessing your eligibility for help, this will be dealt with by Social Work Resources.

You can provide feedback about the service you have received:

- in person at any Council office;
- by phoning any Council office;
- by sending an email to informationandadvice@southlanarkshire.gov.uk;
- by filling in the form on our website at www.southlanarkshire.gov.uk; or
- by writing to us.

You can also make a complaint through your local councillor, Member of the Scottish Parliament (MSP) or Member of Parliament (MP).

We take complaints about our services seriously and keep them confidential. There are two stages in our complaints procedure.

Stage 1 - We will try to sort out your complaint straight away but, if we can't, we will contact you within five to 10 working days to let you know what we are doing.

Stage 2 - If you are unhappy with our response to your complaint or the way we are dealing with it, you should let us know. We will pass your complaint to a manager who will try to resolve the situation, and let you know what is happening, within twenty working days. If you are unhappy with the response you can appeal, you can ask the Scottish Public Services ombudsman to investigate your complaint. This appeal must be made within 12 months.

We also encourage you to tell us when you have received excellent service from any of our employees.

We can help you to write down your comment, compliment or complaint if you ask us to.

5. Keeping track of progress

It is important for us to have arrangements in place to make sure that the Scheme of Assistance meets our aims and priorities.

Monitoring the scheme

We will regularly monitor the scheme. We record all applications for help in a database which we use to produce a wide range of reports on the scheme. We have developed ways of producing reports based on information held on the databases of our Customer Contact Centre. There are a number of things we regularly monitor, including:

- who is applying for help;
- the type of help needed;
- common problems within the area's private housing;
- the different types of work we are asked to provide funding for; and
- the cost of running the Scheme of Assistance.

We routinely carry out surveys to gather information on our customers' experiences of our service. We regularly review feedback from these surveys to help us assess and improve our customer care.

We also get information from the organisations and agencies we work with, including Care and Repair.

Reporting our performance

We regularly give our senior management team and the Housing and Technical Resources Committee a report on our performance. This includes detailed information on the HomeImprove Service, the Scheme of Assistance and a summary of any recommendations for major changes to the scheme. We give the Local Housing Strategy Internal Monitoring Group statistics regularly, to help them assess our progress in meeting our strategic priorities. We also report our progress to the Private Sector Steering Group.

Reviewing the scheme

If our strategic objectives change, we will review the scheme to make sure any changes are reflected in our section 72 statement.



6. Getting in touch

This section provides contact details for various Council services and the organisations and agencies we work with.

General information

You can get general information about the Scheme of Assistance from our website at www.southlanarkshire.gov.uk. You can also make general enquiries or requests by filling in the appropriate enquiry form on our website or by sending an email to informationandadvice@southlanarkshire.gov.uk.

Customer Contact Centre

You can phone our Customer Contact Centre on **0303 123 1015**. If you are hard of hearing you can use minicom on 0303 123 1017. The Customer Contact Centre is open Monday to Friday.

Specific enquiries

If you have questions about specific aspects of the Scheme of Assistance you can contact the following services and agencies.

The HomeImprove Service

Housing and Technical Resources,
Hamilton Business Unit
Pollock Avenue
Hillhouse Industrial Estate
Hamilton
ML3 9SZ

Social Work

For enquiries about social services and occupational therapy, you can contact via the website or call 0303 123 1008.

Hamilton/Blantyre/Larkhall

Brandon Gate, 1 Leechlee Road,
Hamilton ML3 0XB
Email: swlohamilton@southlanarkshire.gov.uk

Rutherglen and Cambuslang

Royal Burgh House, 380 King Street,
Rutherglen G73 1DQ
Email: swlorutherglen@southlanarkshire.gov.uk

Clydesdale

South Vennel, Lanark ML11 7JT
Email: swloclydesdale@southlanarkshire.gov.uk

East Kilbride

Civic Centre, Andrew Street,
East Kilbride G74 1AB
Email: swloeastkilbride@southlanarkshire.gov.uk

Environmental Health

For enquiries about the tolerable standard.

Fleet and Environmental Services Community and Enterprise Resources

Montrose House,
154 Montrose Crescent,
Hamilton ML3 6LB

Phone: 0303 123 1015

Consumer and Trading Standards

Montrose House,
154 Montrose Crescent,
Hamilton ML3 6LB

Phone: 0303 123 1015

Email: consumer.enquiries@southlanarkshire.gov.uk

Planning and Building Standards

Phone 0303 123 1015 or email:

buildingstandards@southlanarkshire.gov.uk

or planning@southlanarkshire.gov.uk.

You can also call into the following offices:

Clydesdale area

(Lanark, Carluke, Forth, Law, Biggar,
Coalburn, Crossford, Douglas, Leadhills,
Carnwath, Lesmahagow, Carstairs)
South Vennel
Lanark ML11 7JT

Hamilton area

(Hamilton, Larkhall, Stonehouse, Ashgill,
Blantyre, Bothwell, Uddingston, Rosebank)
Council Offices
Montrose House
154 Montrose Crescent
Hamilton ML3 6LB

East Kilbride area

(East Kilbride, Strathaven, Glassford,
Chapelton, Sandford, Drumclog)
Council offices
Andrew Street
East Kilbride G74 1AB

Cambuslang and Rutherglen area

(Cambuslang, Rutherglen, Shawfield,
Newton, Hallside, Halfway)
Council Offices
Andrew Street
East Kilbride
G74 1AB

If you want to report a dangerous building,
phone the emergency contact centre free
on 0800 24 20 24. This service is available
24 hours a day, including at weekends and
on public holidays.

Energy Saving Trust - Home Energy Scotland

You can contact local advice centres for free
by phoning 0808 808 2282.

South Lanarkshire Care and Repair

The contact details for our Care and Repair
service are as follows.

South Lanarkshire Care and Repair

6A Hope Street
Lanark ML11 7LZ

Phone: 01555 666200

Fax: 01555 666101

Email: enquiries@careandrepair-sl.co.uk



Housing Options Scotland

Their main aim is to ensure that disabled people, veterans and older people can access the right home for them. They can advise on social renting, private renting, and home ownership.

Housing Options Scotland

The Melting Pot
5 Rose Street
Edinburgh EH2 2PR

Phone: 0131 247 1400

Email: info@housingoptionsscotland.org.uk

Seniors Together

Council Offices
Floor 7
Almada Street
Hamilton ML3 0AA

Phone: 01698 454105

South Lanarkshire Carers Network

65 Bothwell Road
Hamilton ML3 0DW

Phone: 01698 285163

Email: info@slcn.co.uk

Princess Royal Trust Lanarkshire Carers Centre

46 Campbell Street
Hamilton ML3 6AS

Phone: 01698 428090

Email: info@prtcc.org.uk

LIFT – Open Market shared Equity Scheme

Information is available via the website
www.gov.scot/LIFT

Scottish Public Service Ombudsman SPSO

Freepost EH641
Edinburgh EH3 OBR

Phone: 0800 377 7330

Email: ask@spsso.org.uk

Citizens Advice

Rutherglen and Cambuslang

Kyle Court
17 Main Street
Cambuslang G72 7EX

Phone: 0141 646 3191

Fax: 0141 646 5972

Hamilton

Almada Tower
67 Almada Street
Hamilton ML3 0HQ

Phone: 01698 283477

Fax: 01698 423923

East Kilbride

9 Olympia Way
Town Centre
East Kilbride G74 1JT

Phone: 01355 263698

Fax: 01355 270282

Clydesdale

10-12 Wide Close
Lanark ML11 7LX

Phone: 01555 664301

Fax: 01555 666674

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: **0303 123 1015**

Email: equalities@southlanarkshire.gov.uk

如果您需要本资料的其他语言版本或格式，请使用以下方式与我们取得联系，我们将尽可能满足您的要求。电话 **0303 123 1015**。

电子邮件：

equalities@southlanarkshire.gov.uk

अगर आपको यह जानकारी किसी अन्य भाषा या स्वरूप में चाहिए, तो इस बात पर चर्चा के लिए हमसे संपर्क करें कि हम आपकी ज़रूरतों कैसे सबसे अच्छे रूप में पूरा कर सकते हैं।

फ़ोन **0303 123 1015**

मल: equalities@southlanarkshire.gov.uk

Jeśli potrzebują Państwo otrzymać niniejsze informacje w innej wersji językowej lub formacie, prosimy o skontaktowanie się z nami, aby omówić, jak możemy najlepiej spełnić Państwa potrzeby.

Numer telefonu: **0303 123 1015**. E-mail:

equalities@southlanarkshire.gov.uk

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਤਾਂ ਜੋ ਅਸੀਂ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਪੂਰੀਆਂ ਕਰਨ ਦੇ ਸਭ ਤੋਂ ਚੰਗੇ ਤਰੀਕੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰ ਸਕੀਏ। ਫੋਨ

0303 123 1015.

ਈਮੇਲ: equalities@southlanarkshire.gov.uk

گريه معلومات آپ کو کسی دیگر زبان یا صورت میں مطلوب ہیں تو مہربانی فرما کر ہمارے ساتھ رابطہ کریں کہ ہم اچھی طرح سے آپ کی ضروریات کیسے پوری کرسکتے ہیں۔ فون

0303 123 1015

ای میل: equalities@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk