

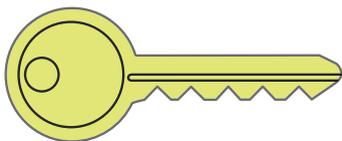
# Your Tenant's Handbook

TENANT  
APPROVED



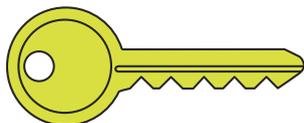
Falkirk Council

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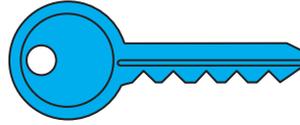
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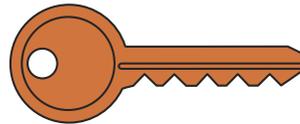
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## **Welcome to your new Falkirk Council home**

We are the biggest landlord in the Council area and own and manage over 16,000 properties. We work with key partners e.g. other social landlords, to create homes and communities we can all be proud of. We provide affordable, secure and well maintained homes.

For more information on how you can get involved with our service, contact Inspector Tenant on 01324 590796, email [inspector.tenant@falkirk.gov.uk](mailto:inspector.tenant@falkirk.gov.uk) or visit us at [www.falkirk.gov.uk/inspectortenant](http://www.falkirk.gov.uk/inspectortenant) for more information.

## **Our commitment to you**

We look to improve every aspect of our services and will work with you and our staff to make sure:

- You and your household live in well managed and well maintained homes.
- You live in a decent, secure, clean and tidy environment.
- You are aware of our responsibilities for providing housing services.
- You and anyone living with you understand your responsibilities in relation to your tenancy.

Our key objectives are to:

- Ensure our services are effective and meet the needs of tenants.
- Ensure that all tenants have access to our services and are treated with respect.

For more information contact your Neighbourhood Officer.

## **What you can expect when you contact us**

We are committed to providing you with excellent customer service.

Our promise - we will:

- Train our staff to give you the help and advice you are looking for.
- Always find someone who can help you or provide you with the information you need.
- Make sure our services are accessible, easy to use and available to everyone.
- Provide information in different languages or formats if needed e.g. Braille or large print.
- Provide timescales for responding to your enquiry if we can't resolve it immediately.
- Apologise if we make a mistake.

When you contact us, we aim to assist you as follows:

### **When you call us**

- We will answer your call quickly. Staff will answer politely, and give their name. If we are unable to resolve your enquiry immediately, we will return your call within one working day.

### **When you write to us - by email, letter or through our website**

- We will respond to you within 5 working days or if we cannot reply fully within that time we will tell you why provide a clear, accurate response.

### **When visiting our offices**

- When you visit one of our area offices, a member of staff will be there to help you.

### **When we visit you**

- When appropriate we will arrange a suitable time with you.
- All staff will carry identification.
- We will leave a calling card with our details and how to contact us if we visit while you are out.

## **Help us to help you**

- By letting us know if you cannot keep an appointment.
- By giving us access to your property to discuss matters with you, inspect the property, or carry out repairs, servicing or safety checks.
- By letting us know when there are any changes to your household e.g. when someone leaves, someone moves in or you have a child .

## **Complaints**

- Anyone can make a complaint to us, including a representative on behalf of someone who is unhappy with our service.
- We aim to resolve complaints quickly and within the timescale set out in our complaints procedure.
- We will tell you how to take your complaint further if you are not satisfied with our response.
- We take complaints seriously and use them to improve our service.

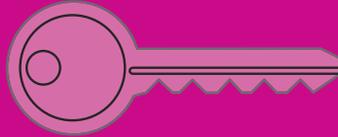
## **What we expect of you**

- Any abusive behaviour e.g. shouting, threats or violence towards staff is a breach of tenancy and will not be accepted.
- We will not accept any correspondence (letters, fax or email) that is abusive to staff.
- We may take action against anyone behaving inappropriately by limiting or stopping all contact with us.
- We will involve the Police if needed.

## **How we keep improving our service**

- By carrying out regular checks to ensure standards are being met.
- By carrying out service satisfaction surveys.
- By encouraging customer feedback.
- By reviewing our policies and standards on a regular basis to ensure we deliver excellent customer service.
- By reporting our performance and progress in meeting our targets.

# Your rights and responsibilities



**Your tenancy rights**

**Your tenancy responsibilities**

**Pets in council tenancies**

**Your garden**

**Paying your rent**

**Complaints and compliments**

**Get involved**

**Sheltered housing**

**Buying your home**

**Mutual exchange**

**Moving to another**

**Falkirk Council home**

**Ending your tenancy**





## **Rights and responsibilities**

Everything you need to know about your rights and responsibilities as a Falkirk Council tenant can be found in your Tenancy Agreement. Your Neighbourhood Officer will be able to help if you don't understand any part of the agreement.

You will have a Scottish Secure Tenancy which is a legal contract between you as the tenant and us as the landlord. It outlines your rights and responsibilities as our tenant.

There may be circumstances in which you will have a Short Scottish Secure Tenancy Agreement. We will advise you if this is the case. This will affect your rights as a tenant.

## **Your tenancy rights**

You have the right to occupy your home without interference from Falkirk Council as long as you comply with your Tenancy Agreement. These are some of the rights your tenancy agreement gives you.

You have a right to have your tenancy in joint names with someone else who lives with you.

We are responsible for ensuring that your house is repaired and to keep it in a reasonable condition at all times.

If you die, other members of your household living with you have the right to succeed to your tenancy. Your tenancy may be inherited by:

- Your husband or wife.
- Your joint tenant.
- Your co-habitee who was living with you for at least 12 months beforehand.
- Another member of your household who has lived with you for at least 12 months beforehand.
- A live-in carer at who has lived with you for at least twelve months beforehand.

You have the right to obtain copies of any of our policies and to find out about any information we hold about you. For further information please contact us.

## **Your tenancy responsibilities**

You must occupy the house as your only or principal home. These are some of the responsibilities your tenancy agreement gives you:

- You must tell us if someone moves in with or out from your home.
- You must take reasonable care to avoid damage to the house and to your neighbours' houses.
- You and anyone living with you should respect other people and must not harass or act in an antisocial or threatening manner towards anyone else.
- You must get written permission from Falkirk Council for any alterations or improvements you wish to make to your home and garden. Permission will be conditional on factors such as the standard of work.
- You must take all reasonable steps to make sure you and anyone living with you or visiting you keeps to the terms and conditions of your Tenancy Agreement

## **Pets in council homes**

You will need to get written permission from us if you would like to keep any animals in your council house. Animals owned by you or someone living with or visiting you are your responsibility when in your home. Pets must be supervised and kept under control at all times.

## **Dogs in multi-storey blocks of flats**

It is a condition of your tenancy agreement that dogs are not allowed in multi-storey blocks of flats. As a tenant in a multi-storey flat you must not bring or keep a dog anywhere within the multi-storey block. There is an exception for registered assistance dogs.

We enforce conditions strictly. Court Action can be taken if needed to make sure these conditions are met.

For further information, please contact your Neighbourhood Officer.

## **Your garden**

If your property has a garden, you are responsible for keeping this and shared drying greens clean and tidy. This is set out in your Tenancy Agreement and Good Neighbour Agreement.

We will ask you to make improvements if we have concerns about your garden. We may take action if there are no improvements made and will charge you if we have to do any work to your garden.

You can also discuss any concerns about your garden with your Neighbourhood Officer.



## **How to pay your rent and council tax**

### **Direct debit**

Direct debit is the easiest way to pay. Call 01324 506999 to set up a direct debit for any day of the week or month. You can also sign up at any area office or Advice and Support Hub, or complete a form online at [www.falkirk.gov.uk/pay](http://www.falkirk.gov.uk/pay).

### **Online**

You can pay by direct debt or credit card through Falkirk Council's website at [www.falkirk.gov.uk/pay](http://www.falkirk.gov.uk/pay). Please have your account number (as shown on your bill, invoice, or reminder) to hand.

### **At our area offices**

You can pay by cash, cheque, postal order and by debit or credit card at any of our area offices or Advice and Support Hub.

### **By telephone**

You can pay by debit or credit card by telephoning the following number (8.00am - 9.00pm Mon to Fri, except bank holidays):  
01324 508585

### **By post**

Send a cheque or postal order payable to 'Falkirk Council' to the following address:  
Falkirk Council,  
Callendar Square,  
Falkirk  
FK1 1UJ

Please write your account number, name and address on the back of your cheque.

### **By bankers standing order**

You should contact your area office or Advice and Support Hub if you wish to pay by this method.

### **At any Post Office**

You can pay by cash, cheque, or postal order at any Post Office in the UK.

### **At a Paypoint outlet**

You can pay in cash at any Paypoint outlet.

## **Money and Benefit Advice**

We understand there are many reasons why people fall behind with their rent but there are also lots of ways we can help you.

If you are worried about paying your rent, please call us on 01324 506735 in confidence - we are here to help.

We may be able to help you pay your rent with Housing Benefit. Our Welfare Benefits service can help make sure you are receiving all the benefits you are entitled to.

More information on benefits can be found on page 24.

***You must pay your rent or you could lose your home.***

## **Complaints and compliments**

We provide high quality services to our community. Sometimes things go wrong and we will act quickly to resolve the situation when this happens.

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

Further information on the Council's complaints procedure is available on the Council's website at [www.falkirk.gov.uk](http://www.falkirk.gov.uk).

Please give us positive feedback when we do things well to help us improve our services.

To make a complaint or compliment, you can:

- Complete the online form at [www.falkirk.gov.uk/complaints](http://www.falkirk.gov.uk/complaints)
- Telephone us on 01324 506070
- Email [contactcentre@falkirk.gov.uk](mailto:contactcentre@falkirk.gov.uk)
- Visit in person at any Council office
- Write to the relevant office or service

## How you can get involved

We want your views to help us improve our services and performance.

You can tell us what you think about our services, suggest how we can improve them and check out how we are performing.

There are a number of ways you can get involved including:

- Tenants' & Residents' Forum
- Open Days
- Questionnaires & Surveys
- Exhibitions
- Comment Cards
- Emails
- Letters
- Consultation Register
- Customer Led Inspection
- Project Award Panel
- Registered Tenants' & Residents' Organisations
- Editorial Panel
- Estate Walkabouts
- Tenant Magazine

For more information on how you can get involved, contact Inspector Tenant on 01324 590796, email [inspectortenant@falkirk.gov.uk](mailto:inspectortenant@falkirk.gov.uk), or visit the website at [www.falkirk.gov.uk/inspectortenant](http://www.falkirk.gov.uk/inspectortenant).

## Our performance

The Scottish Housing Regulator regulates registered social landlords (RSLs) and local authority housing and homelessness services to protect the interests of:

- Tenants and their families.
- People who are homeless.
- Owners who receive services from social landlords.
- Gypsy travellers who use official sites.

Copies of inspection reports, and guides to regulations can be found on the Scottish Housing Regulator website.

The Regulator also collects performance information through the Scottish Social Housing Charter, which we provide to them each year. This is then published by the Housing Regulator annually, and allows tenants to compare our performance against other similar landlords and local authorities. You can do this by visiting their website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

We also publish how we perform in the Scottish Social Housing Charter in our Landlord's Report once a year. Contact your local Neighbourhood Office for a copy of the most recent report.

## Housing with Care

If you are over 60 and need care and support at home, you may wish to consider moving to a Housing with Care property. These homes will allow you to live with extra support and with other people with similar needs around you.

We have a number of Housing with Care properties. Some local Housing Associations have similar schemes.

Housing with Care is sometimes known as sheltered housing. There are three levels of Housing with Care:

- **Level 3** - Individual flats or houses, with extra safety and security features such as the Mobile Emergency Care Service (MECS) available to those who wish to use this service.
- **Level 2** - Individual flats or houses, with additional features such as a communal lounge and laundry facilities, lifts and CCTV.
- **Level 1** - This has the same facilities as Level 2 complexes but meals are prepared for service users on site and served in a communal dining room.

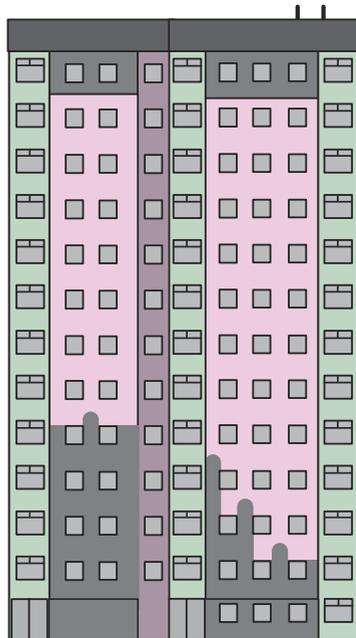
To apply for sheltered housing or to find out more, please contact us.

## Mutual exchange

You can move to a different home by carrying out a mutual exchange with another tenant.

You may be able to swap your home with another housing association or council tenant anywhere in the UK provided the landlords agree. We have joined HomeSwapper UK to make it easier for you to find a mutual exchange.

For more information please contact your Neighbourhood Officer or visit [www.homeswapper.co.uk](http://www.homeswapper.co.uk).



## **Moving to another Falkirk Council house**

If you want to move to another Falkirk Council house, please contact your Neighbourhood Officer. More information on how to apply to move house and our Allocations Policy is available at [www.falkirk.gov.uk/homespot](http://www.falkirk.gov.uk/homespot).

## **Ending your tenancy**

You must give us 28 days' notice in writing if you want to end your tenancy.

You must leave the property clean, empty and in a reasonable condition.

You must repair or replace any broken fixtures and fittings you are responsible for before you leave the property.

We may have to charge you if we need to clean the property, arrange for items to be moved or carry out repairs that you are responsible for.

You must also tell your gas and electricity suppliers you are leaving the property and supply the final readings.

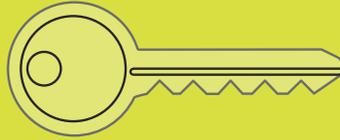
You may also need to tell:

- Your bank or building society
- Your children's school or nursery
- The Housing Benefit and council tax offices
- Your doctor
- Your dentist
- The Jobcentre
- The Driver and Vehicle Licensing Authority (DVLA)
- You may also need to redirect your mail to your new address you can get an application form from a Post Office (there is a small charge payable for this).

You must return your keys to us by noon on the day your tenancy ends. We may continue to charge you rent if you do not.



# How we can help you



**Housing support**

**Scottish welfare fund**

**Disabled adaptations**

**Small repairs and  
handyperson service**

**Mobile Emergency Care  
Service (MECS)**

**Garden aid**

**Quickstart furniture packages  
for Homeseekers**

**Homelessness**

**Help paying your rent**

**Help paying your council tax**

**Welfare benefits advice**

**Debt advice**





## Housing support

The outreach Housing Support Service is available to anyone living in the Falkirk Council area.

They help people to stay in their own homes, prevent homelessness and advise people on their housing options.

The Housing Support Service can:

- Support first time tenants, homeless clients and people leaving supported accommodation to prepare for a permanent home.
- Offer advice and assistance to those setting up home.
- Help people to maintain their tenancies and prevent homelessness.

The types of support they provide include:

- Re-housing options and resettlement.
- Maximizing income and budgeting skills.
- Addressing rent arrears.
- Arranging minor repairs.
- Preparation for independent living.
- Referral to specialist services to meet health, financial or social needs.
- Managing correspondence, accessing furniture and applying for additional funds.
- Accessing services in the local community.

Contact your Neighbourhood Officer for more information if you think you may need more support. An assessment will be made of your needs, and a support plan will be made in agreement with you.

### **Scottish Welfare Fund**

If you are struggling with money, the Scottish Welfare Fund (SWF) may be able to help. This is run by Falkirk Council, and replaced parts of the Social Fund scheme previously run by the Government's Department for Work and Pensions (DWP).

You can apply directly to the Council for one of the following two types of grants, both of which do not need to be paid back:

#### **Crisis Grants**

These grants are to meet an urgent need that poses an immediate and substantial risk to health and safety.

These grants can help provide access to essential items such as food and energy supply (electricity or gas).

### **Community Care Grants**

These grants are to help people remain in the community, move back into the community or to help ease exceptional pressure. These grants can help provide access to a wide range of basic household items.

Depending on the type of grant required, we may use vouchers or ask our nominated suppliers to provide items on our behalf.

We will not make awards in cash.

You can apply if you:

- Live in the Falkirk Council area.
- Are legally resident in the UK.
- Are aged 16 and over.
- Are on a qualifying benefit e.g. Income Support or a low income.
- Do not have any access to other appropriate sources of financial support.
- Are subject to a sanction or disallowance by the DWP and have had your benefit reduced as a result. You may be considered for a Crisis Grant until you can arrange a hardship payment.

All applications for grants will be considered as the SWF is a discretionary scheme. You may receive an award if there is a risk to your health.

Further information, including how to apply online, is available on our website [www.falkirk.gov.uk/scottishwellfarefund](http://www.falkirk.gov.uk/scottishwellfarefund). The SWF Team can be contacted by telephoning 01324 506070 or by emailing [ScottishWelfareFund@falkirk.gov.uk](mailto:ScottishWelfareFund@falkirk.gov.uk).

### **Disabled adaptations**

If you are having difficulty getting around your house because of health or mobility problems, we may be able to help with alterations to your home or special equipment.

Council tenants can request simple adaptations from Housing Services to make their home safer. This can include:

#### **Grab rails:**

If you tend to use your radiator or towel rail to pull yourself up or steady yourself at the toilet, a grab rail can be fitted to make this safer for you.

#### **Internal banister rails:**

If you need extra support to go up or down stairs within your home, a banister can be fitted. If needed, banister rails can be fitted on both sides of the stairs.

#### **External handrails:**

Handrails can be fitted at your steps if you need extra support outside the house. Handrails can be fixed to a wall or freestanding, so they can be fitted at most steps.

#### **External lights:**

A light can be fitted at your front door if you have difficulty getting around outside, or have poor sight, and the access to your house is not well lit.

#### **Taps:**

Lever taps can be fitted to your kitchen sink, bath, and wash hand basin if you find it difficult to turn ordinary taps on and off. A different handle can also be fitted to the toilet to make it easier to flush.

#### **Electric sockets:**

If you use a wheelchair or have difficulty bending, light switches and sockets can be moved to a height you can reach. An extra socket for charging a wheelchair or for medical equipment can also be fitted.

#### **Gas fires:**

If you cannot bend down to turn the controls on your gas fire, it may be possible to change the fire to a different model with controls at the top, or fit an electric fire.

We will try to complete your adaptations as soon as possible, usually within four weeks. Outside rails may take longer because they are individually made to fit your steps. Please contact your Neighbourhood Office for more information.

For more complicated adaptations, you will need to request an assessment of your needs through Social Work Services. More information on how to contact them is available in the Useful Contacts section.

### **Small Repairs & Handyperson Service**

We can assist you with small jobs in and around your home. As a Council tenant you can use the handyperson part of this service. This covers health and safety related repairs that take no more than one hour to complete.

Examples of the type of work we can carry out include:

- Replace fluorescent bulbs and light fittings.
- Change security light bulbs (height restricted).
- Re-taping carpets to prevent a tripping hazard
- Fit client supplied roller blind

- Fit client supplied curtain rail/pole(s).
- Install security works e.g. door chain, spy hole (if appropriate).
- Install client supplied bathroom cabinets, towel rails, toilet roll holders, hat/coat hooks.
- Install vent covers.
- Re-roping rotary dryer.

If you have any other small jobs that you think we might be able to help you with please contact us:

Tel: 01324 590797 (Option 1)

By emailing  
smallrepairservice@  
falkirk.gov.uk

The service can be accessed up to eight times a year. A year runs from 1 April to 31 March.

An hourly rate per hour per tradesperson is charged along with the cost of materials used.

*Please note that this service is am/pm appointment only on a Wednesday and not an emergency service.*

## **Mobile Emergency Care Service (MECS)**

You, or someone you care for, may be able to use our MECS to help live independently at home.

We can install an alarm in your home that connects through your telephone line to our control centre. When you set off the alarm it will ring in our control centre, which is open 24 hours a day.

This service is available if you have:

- Confusion or dementia
- A physical disability or are frail
- A sensory impairment
- Are prone to falls or other accidents at home
- Been in a violent or abusive relationship

Alarm calls are made to the control centre through:

- A pull-cord system
- An alarm unit with a trigger device
- Telecare equipment - such as door sensors or pressure mats

This means you can call for emergency help when you need it e.g. if you have fallen and can't get up.

We also offer specialist services which are detailed on our website at: [www.falkirk.gov.uk/mecs](http://www.falkirk.gov.uk/mecs)

If you think you may benefit from a MECS alarm, please speak to your Neighbourhood Officer who can complete a referral form for you.

Alternatively, the Contact Details for the MECS team are in the Useful Contacts section.

## **Quickstart furniture scheme for Homeseekers**

We can offer good quality second hand furniture to homeless households who are moving into a permanent tenancy.

To qualify for the scheme, you must be:

- Assessed as homeless (Homeseeker) by our Access to Housing Service.
- Allocated a permanent tenancy.
- In financial need by being on a qualifying benefit or a low income. We may need to determine this with a financial assessment.
- Able to prove you do not have the essential household items you have requested.

We can offer a range of essential items at no cost, the scheme relies on donations and so we cannot control the type or colour of items we have in stock.

We aim to provide the items within 48 hours of completing the referral process.

You can also apply for assistance from the Scottish Welfare Fund, who consider Community Care Grants. Do not apply for both schemes as it is considered fraudulent to do so.

For information on the items available for the scheme, and how to make an application, please contact our Housing Needs Service on 01324 503600.

If you need other items for your home, the Falkirk Homeless Project offers second hand furniture for sale at a discounted rate. They can be contacted at their shop: 4 York Parade, La Porte Precinct Grangemouth 01324 622900

## **Help paying your rent**

You may be able to get Housing Benefit if you are receiving benefits or are in low income or are worried about paying your rent. Please call us on 01324 506735 in confidence - we are here to help.

You don't usually get Housing Benefit if:

- You have capital or savings of over £16,000, unless you are of pension age and get the 'guarantee credit' of Pension Credit.
- You are a full-time student (unless you're disabled or have children).
- You are an asylum seeker or are sponsored to be in the UK.

If you live with a partner or civil partner you should make one claim as a couple.

You must apply for Housing Benefit in writing. You can complete an application form on our website or request a form by calling 01324 506999 or visiting your local area office. Revenues & Benefits staff can help you complete the form.

Your claim can normally only be paid from the date you apply so make sure you do this as soon as possible.

When you submit an application, you will have to provide information to support your claim. This may include:

- Proof of identity and National Insurance numbers for you and your partner.
- Details of Child Benefit for any children who live with you.
- Income details for any other people living with you.
- Pay slips for the past five weeks, three fortnights, or two months/four-week periods, as appropriate, if you work.
- Your audited accounts, or evidence of income and expenditure if you are self-employed and have been trading for less than a year.
- Providing an up to date award letter if you receive any benefits.

We will write to you and let you know if we need any information from you.

Once you have applied and provided all the information, we aim to assess your claim within 14 days. You will receive a letter advising of the outcome of your claim and the amount of rent you still have to pay. Any Housing Benefit awarded will be paid directly to your rent account. Details of how you can appeal a decision you don't agree with will be included in the award letter.

If you are in receipt of Housing Benefit, you must advise us of any changes to your income or people living with you as soon as possible. This may affect your award.

Housing Benefit award doesn't pay all of your weekly rent charge, you may be able to get a Discretionary Housing Payment (DHP) to give you short-term help. You should contact our Finance section for more information on this. Contact details for your local office are in the Useful Contacts section of this book.

## Help paying your Council Tax

You may get help to pay your council tax (but not your water and waste water charges) depending on your household income and circumstances.

- Council Tax Reduction is help towards the council tax bill for your home.
- Second Adult Reduction is help if you have someone else living with you, not a partner, who is responsible for paying council tax and is based on their income and circumstances.

If you claim Council Tax Reduction and Second Adult Reduction, we will pay the higher of the two available reductions.

You must complete an application in writing. You can request a form on our website, by calling 01324 506999 or by visiting your local area office.

Any reduction you get will be shown on your council tax bill. A reduction in your bill will normally start from the Monday following the date you contacted us to apply, or the Monday following the date we received your application, whichever is earlier.

In most cases we are unable to backdate reductions, so the sooner you contact us the sooner you can get help to pay your council tax.

You must tell us immediately if there is a change in your circumstances, such as if you start work or someone moves in or out of your home.

When you apply, you will need to give us:

- Details of all the people living with you.
- Details of all income, savings and state benefit you, your partner (if you have one) and any non-dependants living with you get.

In some circumstances, you may be eligible for an exemption or discount on your Council Tax. Further information on this is available on our website [www.falkirk.gov.uk/counciltax](http://www.falkirk.gov.uk/counciltax), or by contacting your local area office.

## Welfare Benefits advice

The Council's Welfare Benefit Advice Service can assist you if you need help to claim benefits or if you are turned down for a claim. Our service is free, confidential, impartial and independent. We can answer most questions over the phone but we can arrange a meeting if you would prefer.

We'll help you:

- Decide on which benefits you can claim.
- Claim the right benefits so you are getting all the money you can.
- Sort out problems with your claim.
- Appeal against a decision that we think is wrong.

You may be able to claim from a wide range of benefits. We can help you find which is right for you, for example:

- Attendance Allowance
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Council Tax Reduction Scheme
- Employment and Support Allowance
- Housing Benefit
- Income Support
- Industrial Injuries Benefit
- Jobseeker's Allowance
- Pension Credit
- Personal Independence Payments
- Universal Credit
- Working Tax Credit

For advice or assistance please call our Welfare Benefits Helpline on 01324 501404.

We can also be contacted by emailing [cas@falkirk.gov.uk](mailto:cas@falkirk.gov.uk) or at the following address:

Welfare Benefits Advice Service  
Suite 5.0  
The Forum  
Callendar Business Park  
Falkirk  
FK1 1XR

### **Universal Credit**

A new benefit called Universal Credit has been introduced, which aims to replace the following six benefits and tax credits with one monthly payment:

- Income based Job Seeker's Allowance
- Income Support
- Income related Employment and Support Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit

If you receive Universal Credit, you have to pay your full rent to Falkirk Council. This is because you will no longer receive Housing Benefit. If you have difficulties in keeping your rent payments up to date, let us know as soon as possible so we can help.

## **Debt advice**

You may benefit from money advice if you're worried about debt or are struggling to manage your money.

Our Debt Advice Team can give you help and advice on all types of debt including rent and mortgage arrears, council tax, personal loans, hire purchase agreements, credit cards, store cards, payday loans and catalogues.

We can help you:

- Deal with your debts
- Review the money you have coming in and going out
- Understand what the people you owe money to, known as creditors, can and can't do to recover it
- Advice is free, confidential and impartial and is available to anyone who lives or works in the Falkirk Council area.

You can contact us on:

Debt Advice Team  
Suite 5.0  
The Forum,  
Callendar Business Park,  
Falkirk FK1 1XR  
debtadvice@falkirk.gov.uk  
The Debt Helpline:  
01324 506735

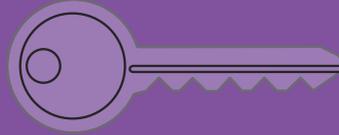
## **Citizens Advice Bureau**

Citizens Advice Bureau are local, independent charities that provide free and confidential advice and information. They can help you:

- Manage your debts
- Improve your financial situation
- Make sure that you're getting all the benefits you're entitled to

Contact details for your local CAB are available in our Useful Contacts section.

# Home safety advice



**Repairs**

**Home Safety /  
Home Contents Insurance**

**Gas Safety Checks**

**Annual Gas Safety Checks**

**Gas Safe Register**

**Fire Safety**

**TV Licence**

**Energy Advice**

**Keeping Warm**

**Asbestos**

**Bogus Callers**

**Our Staff**

**Water Tank Safety**





## Repairs

We will carry out repairs to your home when you report them to us.

You can report and find out more information about repairs on our website at [www.falkirk.gov.uk/repairs](http://www.falkirk.gov.uk/repairs), by calling us on 01324 506070 during normal working hours, or contacting your area office.

We will let you know how quickly we can carry out a repair. Some repairs are your responsibility as a tenant.

Emergency repairs can be reported to us after 5.00pm on 01324 506070. If you are not sure if your repair is an emergency, please check the information on our website.

## Home safety advice

As a tenant you must take all reasonable precautions to prevent risks to yourself and to others. These risks include fire and explosions from the use or storage of any flammable or dangerous substances in and around your house.

For example:

- Heaters fuelled by liquid petroleum gas (LPG) are not permitted in multi-storey flats.
- Bicycles and motorcycles must never be stored on stairwells.

- Rubbish should always be disposed of properly, using, communal or individual wheelie bins where provided and never left on landings or within closes.
- Unattended rubbish can be a health hazard and may attract rodents, or could be a fire hazard if set alight by vandals.

### **Home contents insurance**

You will need to arrange your own contents insurance to cover furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes.

You should shop around to find the insurance product that best meets your needs. We provide a special home contents insurance scheme for Council tenants only.

The cost of insurance is charged weekly and you can pay it along with your rent. The scheme offers optional extras to cover:

- Personal belongings
- Hearing aids
- Mobility
- Mobility scooters/ wheel chairs
- Pedal cycles

You can download an application form from our website, pick up an application pack from area offices, or call us on 01324 506350.

### **Gas safety**

Everyone in your home should know what natural gas smells like. If you smell gas in your home you should call Transco free on 0800 111 999. You should also:

- Make sure all gas appliances and the burners on your cooker are turned completely off.
- Put out any cigarettes.
- Open all doors and windows to ventilate the property
- Do not use matches or naked flames.
- Turn the gas off at the meter.
- Do not operate any electrical switches or appliances, including door entry systems.

## **Annual gas safety checks**

We take the safety of you and anyone you live with very seriously. As a landlord, we have a legal obligation to ensure our gas appliances (Falkirk Council installed gas fires or central heating) and flues are maintained in a safe manner.

By law we must carry out a safety check of your gas heating appliances every year. Unsafe systems are dangerous and can have potentially fatal consequences. We will write to you in advance, advising you the date we will come to carry out your gas safety check. If you won't be at home on the specific date or can't arrange for someone else to be there then please call us as soon as possible to rearrange.

If you do not make an arranged access with our service provider or keep the appointment:

- We will take action to enter your home to make the appliances safe.
- You will be charged the cost of us having to force entry and change the locks.

If you need further information on gas safety, please contact your Neighbourhood Officer.

## **Gas Safe Register**

The Gas Safe Register is the official gas safety body.

Always check the identification of every gas engineer that comes to do work at your property. The main details to check are: the licence number, the start date, expiry date and the security hologram. Our engineers will carry an identification card with these details on them.

You can call 0800 408 5500 or check [www.gassaferegister.co.uk/](http://www.gassaferegister.co.uk/) to confirm the engineer is Gas Safe registered.

## Fire safety

It's important that your home, your family and your property is safe from fire. As your landlord we have to meet certain safety obligations under the law.

This includes:

- Making sure all gas installations are in good working order and inspected annually.
- Providing fire detection equipment for your home, such as a smoke alarm.
- A general duty to keep your home fit to live in.

There should be at least one smoke detector on each floor of the property and it will give you a few minutes warning in the event of a fire.

If you want to know more or need a smoke alarm fitted give us a call. It is your responsibility to check the smoke alarm weekly, and also to clean it. If it has a battery, then you are responsible for changing this.

If your smoke alarm does not work, then please report this as soon as possible by calling our repair line on 01324 506070 or by contacting your Neighbourhood Officer.

To arrange a Home Fire Safety Visit with Scottish Fire and Rescue Service you can:

- Tel 0800 0731 999
- Text "Fire" to 80800 on your mobile

Visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)  
Your local fire station will then contact you to arrange a time and date that suits you.

## TV Licence

You need a valid TV Licence, by law, to receive or record television programmes as they are being broadcast.

This is the case whether you are receiving the programmes via TV or any other device, such as a mobile phone or a PC.

In some cases you may be entitled to a reduced fee TV Licence. If you would like more information, or want to buy a TV Licence, please call 0300 790 6165 or visit [www.tvlicencing.co.uk](http://www.tvlicencing.co.uk)

## Energy Advice

We are always improving our homes by updating the heating systems, replacing windows and doors and installing insulation. We will let you know if there is work planned to your property.

For any queries about your property, please contact your Neighbourhood Officer in the first instance.

Making simple changes will help to keep your home warm during winter, improve your health and may also save you money.

Here are some tips to try:

- Turn your room thermostat down by one degree and you will save 10% on heating costs without feeling a difference in comfort.
  - Close your curtains when it gets dark.
  - Do not put furniture in front of your radiator as it absorbs heat instead of spreading it around the room.
  - Shower instead of bathing as you can have five showers for the cost of one bath.
  - Hang washing outside instead of using a tumble dryer or drying on radiators.
- Only fill your kettle with as much water as you need.
  - You can get advice about heating, energy tariffs/ discounts and saving energy in your home by calling Home Energy Scotland on 0808 808 2282, free from landlines and mobiles.
  - You can get advice about heating, energy tariffs/ discounts and saving energy in your home by calling Home Energy Scotland on 0808 808 2282, free from landlines and mobiles.

You can get more advice and information from the websites below:

- Greener Scotland can give advice on saving energy and reducing your fuel bills [www.greenerScotland.org/warm-homes](http://www.greenerScotland.org/warm-homes).
- Energy Saving Trust can also offer tips on saving energy at home. Visit [www.energysavingtrust.org.uk/](http://www.energysavingtrust.org.uk/) or call 0808 808 2282.

## Keeping Warm

Set your heating to 21°C (70°F) during the day and 18°C (64°F) at night.

If it's really cold, set your heating to come on earlier and turn off later rather than turning up the thermostat.

Get your heating checked regularly and always keep your home well ventilated.

Bad weather conditions can affect the safety of your home and its contents. Here are some tips to keep things running smoothly:

- Lofts can be kept warm by leaving the access door open a little.
- Check dripping taps and overflows.

Report repairs immediately.

These actions help to prevent freezing of waste pipes and flooding. You should have contents insurance to protect your belongings. Give us a call if you need more information.

## Asbestos

Asbestos is a material made up of strong fibres which are resistant to both heat and chemicals. These qualities made asbestos a common material in building products and it is likely to be found in homes built between the 1950s and early 1980s.

Properties built since the mid-1980s are very unlikely to contain asbestos in the fabric of the building but there may be traces in other areas. It is extremely unlikely there will be any asbestos in properties built after 1990. Asbestos has now been banned.

As long as it is not disturbed or broken, asbestos is not a danger. Asbestos fibres can only be seen under a microscope. These fibres can penetrate deep into the lung and stay there. This can cause respiratory disease.

It is very unlikely that the levels of asbestos fibres found in buildings will be harmful. If you have damaged asbestos materials in your home please contact us for advice.

## **Bogus callers**

Bogus callers can cause serious emotional and financial distress. To avoid this, please follow some simple rules:

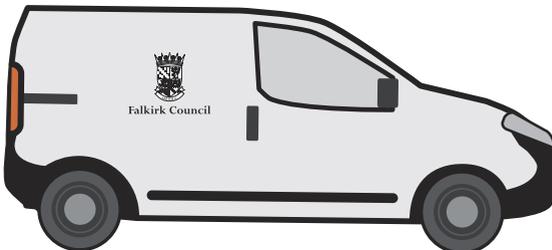
- Always ask for proof of identification and check it carefully.
- You may wish to change your locks if you think anyone else may have a key to your property.
- Never give keys to workmen or tradesmen unless you are certain you can trust them - copy keys are easily made.
- Do not let anyone who does not have identification into your home.

## **Our staff**

All Council staff calling at your home will identify themselves by wearing an identification badge with their photograph on it. They may also be wearing our uniforms and tradesmen will usually visit in a Falkirk Council vehicle.

Our staff will always conduct themselves in a professional, quiet and orderly manner and try to minimise disruption to your routine at home.

If you are unsure about someone claiming to be a Council employee requesting access to your home, please contact us before allowing them into your property.



## Water tank safety

The instructions below can help you to keep your water tank safe.

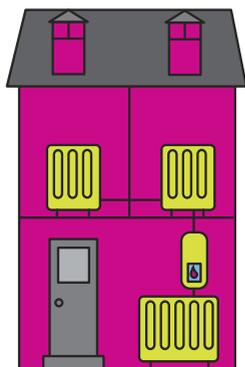
### Hot water

Call our repairs line on 01324 506070 if you have any of the following problems with your hot water:

- Extremely hot water (much hotter than normal) coming out the hot water tap.
- A large amount of noise or bubbling from the hot water cylinder.
- Hot water coming out of the cold water taps.
- Steam or moisture in your roof space.

The above may mean that the thermostat on your hot water system has failed.

This could cause your hot water to overheat and become dangerous.



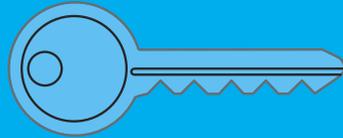
### Cold water

Cold water storage tanks can easily become infected by naturally occurring bacteria. To avoid this happening please do the following:

- When you return from holiday flush the toilet and run the water slowly from the cold taps for a few minutes.
- If you have a shower in your property you should clean the shower head often with a mild disinfectant and lightly scrub it with something like a nail brush.

The risk of bacteria growing in the tank is very low as the water being stored is in constant use. The temperature the water is kept at also reduces this risk.

# Your neighbourhood



**Your Neighbourhood  
Environment**

**Antisocial Behaviour**

**Bins & Recycling**





## **Your neighbourhood environment**

We want our residents to live in a pleasant, decent, safe and secure environment. You can report any concerns about your local area to your Neighbourhood Officer.

The following are examples of where the Council can help to resolve issues in your neighbourhood and sometimes in your own home. If you need further information on these, please visit our website or contact your Neighbourhood Officer.

### **Close cleaning**

It is the responsibility of all residents sharing a communal close to make sure it is kept clean. The only exception is where we provide a close cleaning service. We charge for this service and you will be told if this applies to you.

Your Neighbourhood Officer will take action if there are any close cleaning problems.

## Community Safety Team

The Community Safety Team patrol the Falkirk Council area between the hours of 7am and 10pm, Monday to Saturday. You can recognise the team by their distinctively marked vehicles and black uniform. They wear personal CCTV cameras, have access to vehicles and mountain bikes and can be approached by any member of the public looking for help.

The Community Safety Team's main duties involve developing close links between communities and dealing with antisocial behaviour. They can offer advice on local services, housing and environmental issues.

Community Safety Officers have responsibility for control of dogs, dog fouling, litter and fly tipping. They can issue Dog Control Notices, Warning Letters and Fixed Penalty Notices.

## Pest control

If you are having problems with rats, mice inside the home, wasps or some insects, our Pest Control Service may be able to help.

There is a charge for this service. You must pay this before any work is carried out. The charge covers our initial visit and any treatment required.

There are some jobs which may be too large or specialised for our officers to deal with. If this is the case it is your responsibility to arrange a private pest control company to deal with the problem.

We do not offer treatment for the following types of animals:

- Ants
- Bats (All species of Bat found in the UK are protected by law. More information can be found on the National Trust for Scotland website.)
- Birds (including gulls, pigeons, seagulls)
- Booklice (woodworm)
- Cats (including feral cats)
- Earwigs
- Flies (including bluebottles)
- Foxes, Moles, Moths, Snails/Slugs, Squirrels
- Woodlice (aka Slaters)

To report a pest problem or for more information please contact us:  
01324 506070  
Email  
contactcentre@falkirk.gov.uk

### **Dog fouling**

It is an offence for a person not to clean up immediately after a dog in their care fouls in a public or communal place. We enforce this under the Dog Fouling (Scotland) Act 2003.

We have a zero tolerance policy against dog fouling. Where this is witnessed by an authorised officer, we will take action against you if you are in charge of the dog. This will either be the issue of a Fixed Penalty Notice or you can be reported to the Procurator Fiscal.

If you are concerned about dog fouling in your area please contact either your Neighbourhood Officer or the Community Safety Team.

### **Stray Dogs**

You should report a stray dog to us to allow us to take action. We are available Monday to Friday between the hours 9.00am and 5.00pm. Any reports of stray dogs outside of these hours should be made to Police Scotland by calling their non-emergency number 101.

It is an offence to allow your dog to stray. If your dog does stray, it will be collected by our Pest Control Officer who will either:

- Return the dog to you if we know you're the owner.
- Take it to Banded Stray Dog Shelter.

For further information:  
Banded Stray Dog Shelter  
Unit 70  
Banded Industrial Estate  
Throsk FK7 7NP  
Tel: 01786 812908

To report a stray dog:  
Tel: 01324 506070  
Email  
contactcentre@falkirk.gov.uk

### **Graffiti**

We aim to remove any offensive graffiti within 24 hours of it being reported to us.

We offer a free removal service however we do not remove graffiti from business premises.

We may ask you to sign a disclaimer form before carrying out any work.

To report graffiti:  
Tel: 01324 506070  
Email  
contactcentre@falkirk.gov.uk

## **Landscape and backcourt maintenance**

Our Grounds Maintenance teams look after all parks and open spaces we own. This can involve:

- Cutting grass (three weekly between April and October).
- Weeding shrubs and other planted areas.
- Pruning and hedge cutting  
Trimming and removing trees (if needed to improve public safety).
- Planting floral displays and bedding plants.
- Repairing damage to path edges, walls, and fences.
- Maintaining cemeteries.

Some of this work is weather-dependant and is only carried out at certain times of the year.

Please contact your Neighbourhood Officer if you have concerns about maintenance in your local area.

## **Litter**

We are responsible for cleaning public areas. We clean streets, drains, car parks, public toilets and other public areas to remove litter, build-up of leaves or any other items which could be a risk to public health and safety.

There are around 1,450 litter bins across the Falkirk Council area. Where they are and how popular they are will affect how often they are emptied.

If a litter bin is full please find another one or take your rubbish home. Your litter is your responsibility. Leaving litter in a public place can result in a fine of up to £2,500.

You can help us tackle litter in your local area, either by organising or taking part in a litter pick, getting involved in a community projects and by disposing of your litter properly. To find out more about getting involved visit our website or contact the Litter Strategy Team.

Tel: 01324 506070

Email [litterzone@falkirk.gov.uk](mailto:litterzone@falkirk.gov.uk)

## **Flytipping**

Flytipping is the illegal dumping of waste. It is not only illegal, but unattractive and can be dangerous especially to children and wildlife. Flytipped waste includes:

- old furniture
- garden waste
- construction debris

To report flytipping please contact the Community Safety Team:

Tel: 01324 506070

Email

[contactcentre@falkirk.gov.uk](mailto:contactcentre@falkirk.gov.uk)

We will need a location and description of what has been dumped. It is helpful if you can provide us with a description of the people or vehicles involved. To dispose of any large waste of your own you can request a Bulky Uplift or use one of our Recycling Centres.

### **Syringes**

If you come across any discarded syringes or needles do not touch them or pick them up.

Cover the syringe or needle up if you can and make sure children and pets are kept away.

You should report discarded syringes or needles as soon as possible.

We can remove syringes from public land. However we are not responsible for removing them from inside private property.

Please call us during office hours or on our Out of Hours Emergency Service on 01324 506070.

We aim to deal with any reports within 24 hours.

### **Street lighting**

We are responsible for maintaining street lighting in the area and we carry out regular inspections of our street lights.

To report a faulty street light, you can do so on our website, at [www.falkirk.gov.uk/ofr/](http://www.falkirk.gov.uk/ofr/)

You can also contact us during normal working hours by calling us on 01324 506070 or email [contact.centre@falkirk.gov.uk](mailto:contact.centre@falkirk.gov.uk)

In case of an emergency outside of normal hours, such as a dangerous street light or exposed wiring, call us on 01324 506070.

## **Antisocial behaviour**

Everyone should feel safe in their community and in their home.

We work with our partner agencies, such as Police Scotland, Central Scotland Fire & Rescue and the NHS, to resolve any antisocial behaviour issues. The Information Sharing Protocol for community safety lets partners share information to prevent, reduce and resolve antisocial behaviour.

It is best to report problems early so we can deal with them as quickly as possible.

We will look at and assess each situation on an individual basis. If you would like to report an issue or get advice please contact us.

You can report antisocial behaviour 24 hours a day by filling in our online form at [www.falkirk.gov.uk/antisocialbehaviour](http://www.falkirk.gov.uk/antisocialbehaviour) or by calling the antisocial behaviour helpline on 01324 506070.

You can also contact your local area office to report antisocial behaviour.

Most cases will be investigated by your local office but we have additional services available to help tenants.

Details are available at [www.falkirk.gov.uk/antisocialbehaviour](http://www.falkirk.gov.uk/antisocialbehaviour)

Your Good Neighbour Agreement gives more information on how we expect our tenants to act. You can help us and your neighbours by:

- Always acting considerately and showing respect to others.
- Reporting concerns to us early to allow us to deal with them.
- Keeping a Neighbour Nuisance Diary if we supply you with one.
- Considering talking calmly to your neighbours about any issues as they may not be aware they are causing a disturbance. If you do feel unsafe you should contact.

We have a specialist Conflict Resolution Service that can help you in the following ways:

### **Mediation**

Our Mediation Service gives people the opportunity to resolve issues about neighbour nuisance and disputes with the help of professionally trained mediators.

This service is free and voluntary. Everyone involved must be willing to resolve the situation for mediation to work.

For more information please visit our website at [www.falkirk.gov.uk/conflictresolution](http://www.falkirk.gov.uk/conflictresolution) or call us on 01324 503700 or visit your area office.

We also offer a family mediation service for young people to help prevent them becoming homeless.

### **Conflict Resolution Officers**

Our specially trained officers can help residents by investigating antisocial behaviour and improve the quality of life of those affected by it.

This includes:

- Preventing negative behaviour escalating by using acceptable behaviour agreements.
- Working with SACRO, the youth justice mediation service, to prevent youth antisocial behaviour.
- Supporting non-council residents by managing cases in the same way as Neighbourhood Offices do for council tenants.

### **F.I.R.S.T. (Falkirk Investigation Response and Support Team)**

Our specially trained officers from Falkirk Investigation Response and Support Team (F.I.R.S.T.) can deal with serious antisocial behaviour. They work with Police Scotland, voluntary agencies and other council services.

F.I.R.S.T. can:

- Investigate antisocial behaviour
- Identify and act on the appropriate course of action to resolve the situation
- Gather any evidence needed to take legal action
- Act as professional witnesses
- Apply for Antisocial Behaviour Order.
- Work with other agencies to support tenants
- Provide support for people who are acting as witnesses through the Victim Support Service and the Witness Service.

We also work closely with other parts of the Council, including the Community Safety Team, Noise Control Team and Detached Youth Work Services.

If you are experiencing any form of neighbour nuisance or antisocial behaviour please contact us as soon as possible.

## Homelessness

If you or someone you know is homeless, or at risk of becoming homeless in the next two months, then you should contact our Access to Housing Team straight away for advice and assistance.

More information on our Housing Needs Service is available at [www.falkirk.gov.uk/homeless](http://www.falkirk.gov.uk/homeless) or by calling 01324 503600 or emailing [ath@falkirk.gov.uk](mailto:ath@falkirk.gov.uk)

Outwith normal working hours you can call on 08005 874440 (freephone)

If you are in rent arrears and are not maintaining a regular payment arrangement, this may lead to action being taken against your tenancy. You should contact your Neighbourhood Officer as soon as possible, as we will be able to provide you with help and assistance.

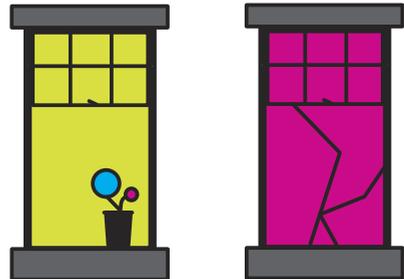
## Domestic abuse

We will help you if you are experiencing abuse or are threatened with violence from someone you live with or used to live with. Abuse can be physical, sexual, psychological, emotional or financial.

If you need to leave urgently, you should contact our Housing Needs Service by calling 01324 503600 or in an emergency outwith office hours, please call 08005 874440 (freephone).

You can also contact Committed to Ending Abuse (CEA), formerly Falkirk and District Women's Aid. Further information is available on their website, [www.cea.uk.com](http://www.cea.uk.com), or by calling 01324 635661.

In an emergency situation, always contact 999.



## **Bins and Recycling Recycling and Waste Collection Service**

You must recycle the right materials in the right containers right now. People living in Falkirk can recycle a wide range of items using the kerbside collection services which will reduce the amount of waste in your green bin. Your green bin is only to be used for materials that cannot be recycled.

### **Why is recycling important?**

The recycling and waste collection service collects material from the kerbside every week. Householders are required to use the whole collection service which includes the weekly food waste collection.

Scotland has ambitious targets to recycle 60% of the waste we generate by 2020 and, with your help, we can achieve this.

It costs around £10,000 per day to send household green bin material to landfill. Sending waste to landfill that can be recycled impacts on the environment and costs money.

That's why we need you to help recycle as much as possible and reduce the amount of waste in your green bin.

Analysis of an average green bin has shown that it is still contains material that should have been recycled. Your green bin should only be used for material that cannot be recycled.

### **How can I find out what can be recycled?**

The Council's website clearly explains what to place in each bin, box or caddy. There are also information booklets available, please email [zerowaste@falkirk.gov.uk](mailto:zerowaste@falkirk.gov.uk) to request one.

### **How do I request recycling containers?**

If you have just moved into the property and there are no recycling containers, contact us to request these by emailing [zerowaste@falkirk.gov.uk](mailto:zerowaste@falkirk.gov.uk) or 01324 504444.

To help you recycle more, you can request replacement or additional containers such as larger blue bins, food caddies, black boxes and textile bags, all free of charge.

### **How do I find out when my bins and containers are emptied?**

You can use the bin collection day finder on the Council's website: [www.falkirk.gov.uk/recycling](http://www.falkirk.gov.uk/recycling) or call 01324 504444 or visit your local area office.

### **Where should I place my containers for collection?**

Containers must be presented at the kerbside or your agreed location by 6:30am on the collection day. If you live in a flat you maybe share bulk bins. Collection crews will collect these from the bin store.

### **How do I contact the Council about the recycling and waste services?**

For all recycling and waste enquiries, please contact us through our website [www.falkirk.gov.uk/recycling](http://www.falkirk.gov.uk/recycling) or by email at [zerowaste@falkirk.gov.uk](mailto:zerowaste@falkirk.gov.uk)

### **Bulky Household Waste Collections**

Before putting any bulky items outside, please leave them in the house and consider whether they can be reused.

### **National Re-use Phone Line**

The National Re-Use Phone Line is a service that easily allows you to pass on household items to be used again. It works with community based re-use organisations and local authorities across Scotland to provide the public with a free collection service for unwanted items.

For more information or to donate unwanted items, please call the National re-use phone line: 0800 0665 820.

### **Falkirk Council Bulky Uplifts**

We offer a service to collect bulky household items that are too big to fit into a wheeled bin, black box, cannot be transported to one of our recycling centres or donated through the National re-use phone line. For more information visit [www.falkirk.gov.uk/recycling](http://www.falkirk.gov.uk/recycling) or call 01324 506070.

### **Recycling Centres**

There are two recycling centres located in the Falkirk Council area, Kinneil Kerse near Bo'ness and Roughmute near Bonnybridge. Both sites accept a wide range of materials to help you recycle more of your household waste. By using our recycling facilities you are helping us reduce the amount of waste that goes to landfill.

Our recycling centres are open every day of the year, excluding Christmas and New Year's Day.

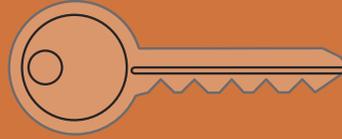
### **Opening hours**

8.00am - 8.00pm  
April to September  
9.00am - 6.00pm  
October to March.

**Kinneil Kerse Recycling**  
Centre Grangemouth Road  
(A904) Bo'ness EH51 0PU

**Roughmute Recycling Centre**  
Bogton Road  
(off M876 junction 1)  
Bonnybridge FK5 0NP

# Useful contacts



**Housing**

**Advice and Support Hubs**

**Social Work Services**

**Development Services**

**Other useful contacts**





## **Housing Contacts**

Open Monday - Friday  
9.00am - 5.00pm

### **Housing**

housing.camelon@falkirk.gov.uk

housing.dawson@falkirk.gov.uk

housing.denny@falkirk.gov.uk

housing.falkirk@falkirk.gov.uk

housing.Grangemouth@falkirk.gov.uk (covers Bo'ness)

housing.stenhousemuir@falkirk.gov.uk

01324 506070

### **Repairs**

Monday to Friday  
9.00am - 5.00pm

[www.falkirk.gov.uk/repairs](http://www.falkirk.gov.uk/repairs)

### **Emergency Repairs 24/7**

01324 506070

### **Conflict Resolution**

Antisocial behaviour  
reporting line

01324 506070

(Option 4, option 3)

[conflictresolution@falkirk.gov.uk](mailto:conflictresolution@falkirk.gov.uk)

01324 508826

[mediation@falkirk.gov.uk](mailto:mediation@falkirk.gov.uk)

01324 503700

### **Housing Needs Service**

Unit MSUI, Callendar Square,  
Falkirk FK1 1UJ

ath@falkirk.gov.uk

Monday to Friday  
9.00am - 5.00pm  
01324 503600

### **Emergency Outwith Office Hours**

08005 874440

### **Advice and Support Hubs**

Open Monday - Friday  
9.00am - 5.00pm

### **West Advice and Support Hubs**

Carronbank House  
Carronbank Crescent  
Denny  
FK6 6GB

### **East Advice and Support Hub**

5 York Lane  
Grangemouth  
FK3 9BD

### **Central Advice and Support Hub**

Unit MSUI,  
Callendar Square  
Falkirk  
FK1 1UJ

01324 506070

### **Social Work Services**

#### **Mobile Emergency Care Service (MECS)/Telecare Services**

Unit 1, St Johns Sawmill  
Etna Road  
Falkirk FK2 9EG  
24/7 Service

#### **Social Work Offices**

Open Monday - Friday  
9.00am - 5.00pm

Bo'ness Office  
Kinglass Centre, Gauze Road  
Bo'ness EH51 9UE  
boness.swk@falkirk.gov.uk

Brockville Office  
Hope Street, Falkirk FK1 5RW

Camelon Office  
108B Glasgow Road  
Camelon FK1 4HS  
camelon.swk@falkirk.gov.uk

Denny Office  
Carronbank House  
Carronbank Crescent  
Denny FK6 6GA  
denny.swk@falkirk.gov.uk

Grangemouth Office  
Oxgang Road  
Grangemouth FK3 9EF  
grangemouth.swk@  
falkirk.gov.uk

Laurieston Office  
1 James Street  
Laurieston FK2 9PZ  
laurieston.swk@falkirk.gov.uk

Meadowbank Office  
1 Salmon Inn Road  
Polmont FK2 0XF  
meadowbank.swk@  
falkirk.gov.uk

Stenhousemuir Office  
130 King Street  
Stenhousemuir FK5 4HS  
larbert.swk@falkirk.gov.uk  
  
01324 506070

**Emergency Duty Team**  
01786 470500

**Criminal Justice Team**  
01324 506464

### **Financial support**

Monday to Friday  
9.00am - 5.00pm

**Welfare Benefits Advice  
Service**  
cas@falkirk.gov.uk

**Debt Advice Team**  
debtadvice@falkirk.gov.uk  
01324 506070

**Scottish Welfare Fund  
Helpline**  
ScottishWelfareFund@  
falkirk.gov.uk  
01324 503603

**Development Services**  
**Community Safety Team**  
community.safety@  
falkirk.gov.uk

**Pest Control**  
contact.centre@falkirk.gov.uk

**Waste Management**  
contact.centre@falkirk.gov.uk  
01324 506070

**Contact Centre**  
Monday to Friday  
9.00am - 5.00pm  
contact.centre@falkirk.gov.uk  
01324 506070

## Other useful contacts

### **Falkirk CAB**

27-29 Vicar Street,  
Falkirk FK1 1LL  
01324 626070  
bureau@falkirkcab.  
casonline.org.uk

### **Grangemouth and Bo'ness CAB**

1 Kerse Road,  
Grangemouth FK3 8HW  
01324 483467  
bureau@grangemouthcab.  
casonline.org.uk

### **Denny and Dunipace CAB**

24 Duke Street,  
Denny FK6 6DD  
01324 823118  
bureau@dennycab.  
casonline.org.uk

### **Falkirk Homeless Project**

4 York Parade, La Porte  
Precinct, Grangemouth  
01324 622900

### **National Grid**

(previously Transco)  
Gas Emergency Service,  
for when you smell gas:  
0800 111 999  
www.nationalgrid.com/uk

### **SP Energy Networks**

Electricity emergencies:  
0800 092 9290 or 0330 1010  
222 (from a mobile phone)  
www.spenergynetworks.co.uk

### **Scottish Public Services**

Ombudsman (SPSO)  
4 Melville Street,  
Edinburgh EH3 7NS  
0800 377 7330  
www.spsso.org.uk

### **Scottish Water**

0800 0778 778  
www.scottishwater.co.uk

### **Committed to Ending Abuse** (*Formally known as Falkirk and District Women's Aid*)

21 Wellside Place,  
Falkirk FK1 5RL  
01324 635661  
info@cea.org.uk  
www.cea.org.uk

### **National Debt Line**

0808 808 4000  
www.nationaldebtline.org  
/S/Pages/default.aspx

### **Energy Watch**

energyhelpline.com  
0800 074 0745

### **Job Centre Plus**

10B Wellside Place,  
Falkirk FK1 5SE  
0845 604 3719  
www.gov.uk/contact-  
jobcentre-plus

### **Pension Service**

The Pension Service 3,  
Mail Handling Site A,  
Wolverhampton WV98 1AF  
0845 606 0265  
www.gov.uk/  
contact-pension-service

**Tax Credits**

0345 300 3900

[www.gov.uk/benefits-credits/tax-credits](http://www.gov.uk/benefits-credits/tax-credits)

**Police**

In an emergency - 999

Other - 101

**NHS24**

111

**HOSPITALS****Forth Valley Royal Hospital**

Stirling Road,

Larbert FK5 4WR

Switchboard - 01324 566000

**Falkirk Community Hospital**

Westburn Avenue,

Falkirk FK1 5QE

Switchboard - 01324 624000

**Stirling Community  
Hospital**

Livilands, Stirling FK8 2AU

Switchboard - 01786 434000





# My Falkirk

**Apply for:**

Housing benefit,  
Council Tax reduction,  
discount or exemption

**Pay online:**

Set up a direct debit,  
Pay by debit or credit card

**View your:**

Rent account,  
Council tax account,  
Transaction history

**Tell us about:**

Change of address,  
Change in your  
circumstances



Falkirk Council

[falkirk.gov.uk/myfalkirk](http://falkirk.gov.uk/myfalkirk)

The Council must comply with Data Protection Legislation as defined by the Data Protection Act 2018. If you supply personal information to us you can find out how we handle personal data at [www.falkirk.gov.uk/privacy](http://www.falkirk.gov.uk/privacy)

Have your say on how your Housing Service is run, or how it could be improved. To find out more, contact Inspector Tenant on 01324 590796, email [inspector.tenant@falkirk.gov.uk](mailto:inspector.tenant@falkirk.gov.uk) or visit us at [www.falkirk.gov.uk/inspectortenant](http://www.falkirk.gov.uk/inspectortenant) for more information.

If you would like this information in another language, Braille, large print or audio tape please contact Housing Needs Service.



**Falkirk Council**

[www.falkirk.gov.uk/housing](http://www.falkirk.gov.uk/housing)

**December 2018**