



# Sheltered Housing Tenants' Handbook



**Larch Court Sheltered Housing Complex, Elgin**

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## Welcome to your new home

This handbook contains important information. If you have been allocated a sheltered housing tenancy, this handbook will help you to enjoy your home. It has been developed especially for tenants in sheltered housing and tells you what you can expect from sheltered housing and our warden service. Reading it, along with our main Tenants' Handbook, will give you all the information you need about your home and our housing services.

You can find a copy of the main Tenants' Handbook on our website at: [www.moray.gov.uk/TenantsHandbook](http://www.moray.gov.uk/TenantsHandbook) or telephone our contact centre on 0300 1234 566 to ask for a copy.

Moving into sheltered housing can make life much easier for you. It lets you live independently but still gives you some housing support when you need it. Sheltered housing can give you the chance to increase your social contact and make new friends. It also respects your right to privacy if you would rather spend time alone. It can mean moving into a smaller, more manageable home, in a comfortable and secure environment which can save you money and help you to feel safe.

Our sheltered housing properties have either one or two bedrooms and are designed to meet the needs of the people who live in them. You can choose to have your property fitted with a Moray Lifeline community alarm system that can be used in emergency situations to call for help. The exception to this is Larch Court sheltered housing complex in Elgin. Because this complex is all under one roof, the alarms are connected to the fire panel, door entry system and onsite warden call. This means it is a condition of your tenancy offer, to accept and pay for the community alarm at Larch Court.

The community alarm costs £3.40 per week and is invoiced quarterly from the Health and Social Care team in the amount of £44.18. To be eligible for a community alarm, you must have at least two (preferably three) named contacts. They should be available from 3.30pm to 11pm as the sheltered housing wardens operate an 'on call' rota from 11pm.

We talked to some of our existing sheltered housing tenants to get their views on what we should include in this handbook. They told us what information would have been helpful to know when they moved into their new home. We listened to their views and have created a handbook that we hope is full of useful topics and advice.

Tenant feedback matters to us and helps us make improvements. If you think there is any information missing from this handbook, please let us know. You can talk to your warden, or telephone our contact centre on 0300 1234 566 and ask to speak with our Supported Accommodation Manager.

## Applying for sheltered housing

You must have a current housing application to be considered for sheltered housing. If you think sheltered housing would meet your housing need and you want to apply, you can do this on our website at: [www.moray.gov.uk/housingonline](http://www.moray.gov.uk/housingonline)

If you would rather speak to someone before you apply, or you need help to apply online, telephone our contact centre on 0300 1234 566.

When you apply, you may be given a functional assessment. This is used to see if more housing points can be awarded to your application so you can move higher up the waiting list. The functional assessment does not look at any specific medical condition or disability, instead it focuses on your ability to perform important tasks around the home. It assesses whether a move to sheltered housing would help to stabilise a medical condition or disability and allow you to function more independently. The functional assessment form is available on our website at: [www.moray.gov.uk/functionassessmentform](http://www.moray.gov.uk/functionassessmentform).

For more information you can read our Housing Functional Assessment leaflet which is available on our website at: [www.moray.gov.uk/functionassessmentleaflet](http://www.moray.gov.uk/functionassessmentleaflet).

You can also telephone our contact centre on 0300 1234 566 and ask for a copy of the leaflet to be posted out to you.

If the functional assessment finds that your health or support needs would be made easier by a move to sheltered accommodation, you may be allocated a home in one of our sheltered housing schemes when one becomes available. Your points and position on the housing list will still be taken into consideration before any offer of housing is made.

## Our sheltered housing schemes

### Larch Court, Elgin, IV30 4JD

Larch Court includes 33 individual flats which are all under one roof within a two-storey building. The building has a large, pleasant entrance area with security doors and a lift to reach the upper floor.

There is a mix of one and two bedroom flats which include mobility and wheelchair standard properties. These are properties which are step-free and have space for a wheelchair to circulate and access all rooms. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is a spacious common room where tenants can meet. The tenants committee organise regular social activities such as a lunch club and evening groups. There is also a communal garden for tenants to enjoy.

There are communal laundry facilities with washing machines and driers available for a small fee. There is also an on-site hairdressing room.

Guest accommodation is provided at Larch Court. This lets friends and relatives from any of the Elgin schemes visit tenants at any time, or when they are unwell and need extra support for a limited time period. The warden can give more information, including how to book and pay.

This scheme is close to amenities with a post office, GP surgery and the town centre all within one mile.



**Larch Court, Elgin**



## Gurness Circle, Elgin, IV30 6GA

Gurness Circle has 19 bungalows which are a mix of one and two bedroom properties. These include mobility and wheelchair standard properties. These are properties which are step-free and have space for a wheelchair to circulate and access all rooms. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is a common room where tenants can meet up. The common room also holds various activity groups throughout the week organised by the tenants. There is also a communal garden maintained by tenants.

There are communal laundry facilities with washing machines and driers available for a small fee.

Guest accommodation is provided at Gurness Circle. This lets friends and relatives from any of the Elgin schemes visit tenants at any time, or when they are unwell and need extra support for a limited time period. The warden can give more information, including how to book and pay.

This scheme is close to amenities with shops and a post office one mile away, and the town centre within three miles.



**Gurness Circle, Elgin**

## Triple Scheme, Elgin

There are three separate areas of sheltered housing included in Triple Scheme. These are:

### 1. South College House, Elgin, IV30 1HQ

South College House has 11 flats which are a mix of one and two bedroom properties. These include mobility and wheelchair standard properties. These are properties which are step-free and have space for a wheelchair to circulate and access all rooms. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is a small common room where tenants can meet up and where they sometimes take part in social activities or events, or just come to relax. There is also a private secluded garden area for tenants to enjoy.

There are communal laundry facilities with washing machines and driers available for a small fee.

Guest accommodation is provided at South College House. This lets friends and relatives from any of the Elgin schemes visit tenants at any time, or when they are unwell and need extra support for a limited time period. The warden can give more information, including how to book and pay.

This scheme is close to amenities with the town centre only half a mile away.



**Common Room at South College House, Elgin**



## 2. Mossend Place, Elgin, IV30 6YB

Mossend Place has 6 bungalows which all have one bedroom. These include mobility and wheelchair standard properties. These are properties which are step-free and have space for a wheelchair to circulate and access all rooms. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is no common room, laundry or guest accommodation at Mossend Place. Where guest accommodation is available at other Elgin schemes, it can be used by friends and family of tenants at Mossend Place.

This scheme is close to amenities with access to a post office and GP surgery within half a mile, and the town centre only one mile away.

## 3. Muirfield Court, Elgin, IV30 6AB

Muirfield Court has 8 bungalows which all have one bedroom. These include mobility and wheelchair standard properties. These are properties which are step-free and have space for a wheelchair to circulate and access all rooms. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is no common room, laundry or guest accommodation at Muirfield Court. Where guest accommodation is available at other Elgin schemes, it can be used by friends and family of tenants at Muirfield Court.

This scheme is close to amenities with access to a post office and shops within half a mile, and the town centre and GP surgery only one mile away.

## Marine Terrace, Lossiemouth, IV31 6RH

This is a small complex of 8 individual bungalows in a coastal setting. The properties all have one bedroom and include mobility and wheelchair standard properties. These are properties which are step-free and have space for a wheelchair to circulate and access all rooms. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is no common room, laundry or guest accommodation at Marine Court.

This scheme is close to amenities with access to a post office, GP surgery, and Lossiemouth town centre only one mile away.

### **The Leys, Forres, IV36 1DS**

This scheme consists of 25 flats which all have one bedroom. There are flats on the ground floor and also on the first floor. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

Upstairs flats have a chair lift. These flats can be allocated to tenants with mobility needs after an occupational therapy assessment.

There is a common room where tenants can meet and socialise. The tenants committee often hold group meetings and games nights in the common room. There are also communal gardens with seating areas for tenants to enjoy.

There are communal laundry facilities with washing machines and driers available for a small fee. There is no guest accommodation at this scheme.

This scheme is close to amenities with access to a post office, shops, and Forres town centre only half a mile away.



### **The Leys, Forres**

## Portgordon schemes (Crown Street, AB56 5RD, Crown Terrace, AB56 5RJ and Craiganroan Corner, AB56 5TL)

Portgordon has three areas of sheltered housing:

- Crown Street, which has 4 bungalows,
- Crown Terrace with 15 bungalows, and
- Craiganroan Corner which has 7 bungalows.

There is a mix of one and two bedroom properties over the three areas. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is no common room, laundry or guest accommodation.



**Crown Terrace, Portgordon**



**Craiganroan Corner, Portgordon**



**Crown Street, Portgordon**

## Wallace Avenue, Buckie, AB56 1NJ

There are 15 bungalows in Wallace Avenue which are a mix of one and two bedroom properties. They usually have a kitchen and bathroom to suit the occupant's needs with fittings that are within reach and easy to use.

There is no common room, laundry or guest accommodation in the Buckie scheme.

It is close to facilities with access to Buckie town centre and GP surgery only half a mile away.



**Wallace Avenue, Buckie**



## Communal areas

When schemes have communal areas, these are available for all tenants to use. If you use the communal facilities such as shared lounges and kitchens, please be considerate to other users and take care that you do not disturb or upset anyone. Everyone has an equal right to use the facilities and should be made to feel welcomed and included.

Communal lounges give tenants the chance to meet up for a chat and mix socially, in a safe quiet environment. The lounge and kitchen areas should be left as you found them so they are clean and tidy for the next people who may come along.

Some schemes have guest accommodation that can be used by the friends and family of residents. If the resident lives in a scheme which does not have guest accommodation, there may be a scheme nearby that offers this service.

## Noticeboards

All our schemes that have a communal area will have a noticeboard displaying general and legal information. The noticeboards may hold insurance information, gas safety certificates and asbestos registers relevant to the scheme.

Noticeboards display relevant leaflets and information that may be of interest. We have a large range of housing leaflets. You can find links to them all on our website at: [www.moray.gov.uk/housingleaflets](http://www.moray.gov.uk/housingleaflets).

If you think there is anything missing that should be on display, ask your warden and they will try and get the information for you.

## Car parking

Free car parking on the street or at a designated parking area, is available at all sheltered housing schemes. Some schemes have 'emergency access' areas and these must be kept clear of any vehicles in case they are needed for the emergency services.

Please ask your visitors to be considerate when driving or parking their vehicles in, or near, a scheme. Most tenants will be elderly or could have a disability which makes it difficult for them to walk far to their



vehicle. Ask people to drive slowly and carefully and think about where they are parking so they don't inconvenience sheltered housing tenants.

## Mobility scooters

We have a limited number of storage areas for the specific use of mobility scooters. These offer tenants a safe and secure space to keep their mobility scooters and charging points are also available. There is a service charge to cover the cost of the storage areas and the electricity used. Please ask your warden for more information.

If you are considering renting or buying a mobility scooter, you should contact your warden in the first instance. They will pass on your request for permission and get back to you with any further information.

## Our warden service

### Aims and objectives

The aim of the Sheltered Housing Warden Service provided by Moray Council is as follows:

- To provide trained, high quality, housing support to tenants who live in Moray Council's sheltered housing.
- To make sure that individuals are treated with respect and dignity.
- To make sure the basic human rights we are all entitled to, are upheld.

### Equality and diversity

The Equality Act 2010 (Section 149), explains the Public Sector Equality Duty, which requires public bodies to understand the need to eliminate discrimination, harassment and victimisation.

As a public body, we must promote equal opportunities and foster good relations between different people when delivering our housing services. We try to recognise different needs. We know that people have different backgrounds, speak different languages, and may have specific needs.

We value the diversity of our communities and want to provide services that are inclusive and accessible. We want to make sure that nobody is treated less favourably because of their religious or political beliefs, colour, ethnicity, sex, sexuality, disability, race, marital status or age.

We aim to deliver housing services that are accessible to everyone and provide equality of opportunity for all. We monitor our services regularly so we can assess how people from different cultures or backgrounds are being treated. We try to identify any trends or barriers to services so we can find ways to improve wherever necessary.

The ultimate aim is for all our customers to be treated fairly and equally and not be discriminated against in any way. By appreciating our differences, we can create a productive environment where everyone feels valued and included.

## The warden role

All our schemes provide a warden service. This service offers a low level of housing support for tenants. All our wardens are registered with the Scottish Social Services Council (SSSC). This means they must follow the SSSC codes of practice which set out clear standards of professional conduct and practice. You can find out more about the SSSC codes of practice on their website at:

[www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/](http://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/)

When you first move into sheltered housing, your warden will visit you and introduce themselves. You may see more than one warden as they work a shift pattern, and duty relief wardens are available to cover periods of absence. Your warden will discuss the type of support available to you, and together you will come up with a support plan that meets your needs and is at a level you are happy with.

Your wardens can help you by:

- Offering general support and advice on housing issues.
- Reporting repairs and contacting the council on your behalf if you are unable to do this yourself.
- Checking on the security of your home and testing your community alarm and fire alarm systems.
- Checking on your well-being. They will contact you in person or by telephone. You will decide how often you want to be contacted and how you want the contact to take place.
- Arranging for any more help you may need to manage your home.
- Referring you to the Occupational Health team if your home needs any adaptations carried out.

Your wardens can not help you with:

- Cooking meals or doing laundry.
- Personal care.
- Giving you medication or carrying out any medical treatments.
- Financial issues such as helping with bank books, pension payments or cash.
- Looking after any pets you may have.
- Guardianship issues such as signatories.
- Being a named contact or key holder for your community alarm.

If you need any services that your warden can't provide, they may still be able to help you by giving you more information or referring you to the relevant agency.

In certain circumstances your warden may be able to help you by collecting shopping or prescriptions. This is not part of their duties and would only be for a limited time when there is an urgent need.

Wardens are available from 8am to 3.30pm every day of the week. They also operate an emergency 'out of hours' service from 11pm to 8am the next morning. This service is for urgent help only where the wardens can be contacted through the Community Care alarm system.

If you need any help with housing related issues, you should telephone our contact centre on 0300 1234 566. Their opening times are:  
Monday to Friday 8.45am to 5pm

If you have an emergency housing situation at the weekend or when the contact centre is closed, you should telephone the 'emergency' helpline number on 03457 565656.

### Warden service charges

The full warden service charge is currently £35.42 per week (for the current financial year 2024/25). The amount you pay will depend on your income. We can look at your financial situation and carry out an assessment with you to see if you are eligible for a discount.

### Management of the warden service

The warden service is managed by the Supported Accommodation Manager. They are the line manager for the sheltered housing wardens and may visit tenants if there are any specific housing related matters to discuss.

They host general meetings with tenants who live at schemes with meeting facilities. This gives tenants the chance to take part and to speak directly to management.

## Your tenancy agreement

All tenants in sheltered housing have a Scottish Secure Tenancy (SST). This is a legal document between you (the tenant) and us (the landlord). Your tenancy agreement sets out your responsibilities as a tenant, and our responsibilities as your landlord.

It sets out the amount of rent you have to pay for your home. You are responsible for the rent payments from the start date of your tenancy. Rent is due each week for the week ahead, or you can pay in advance for a specific period such as a month or six weeks. If you are in receipt of Housing Benefit or Universal Credit you may get help with your rent payments.

It is very important that you pay your rent on time. Most people pay by direct debit but there are many other ways to pay. You can find all the different ways to pay rent on our website at:

[www.moray.gov.uk/rentinformation](http://www.moray.gov.uk/rentinformation).

If you live in sheltered housing, you may have a community alarm. Older and vulnerable tenants will wear a linked pendant or watch, which can send a signal to an alarm monitoring service if they fall or need help at any time of the day or night. This lets the monitoring service know you are in trouble, and they can arrange to get you some help. The community alarm helps with independent living because it allows people to remain in their own home while staying safe and secure.

Details about the warden and community alarm services will be explained to you before you sign your tenancy agreement. You will be able to ask any questions before you make a final decision on whether sheltered housing is right for you.

If you have difficulty paying your rent or warden charges, it is important that you let us know as soon as possible. We may be able to help before you build up arrears. Speak with your housing officer who can set up a repayment agreement with you or refer you for money advice.

## Housing support

Sheltered housing is a valuable part of our housing service. It is regulated by the Care Inspectorate who scrutinise our services to make sure they comply with legislation and good practice. They make sure that services are offering high quality support that meets tenants' needs.



You can find out more about the Care Inspectorate on their website at:  
[www.careinspectorate.com/](http://www.careinspectorate.com/)

The Health and Social Care Standards are a set of principles that set out what you should expect when using health, social care or social work services in Scotland. They aim to provide better outcomes for everyone. Our wardens all work within these standards to make sure you are always treated with dignity, respect and compassion. They provide responsive, high-quality support to suit your needs, and make sure you are fully involved in all decisions about your support needs. Our aim is to provide you with a high-quality warden service and environment so you have confidence in your warden and in the Council.

The law says that we must publish a 'Duty of Candour' report every year for each of our support services. This report makes sure that we take specific steps should a serious event happen. We need to make anyone who is affected by the event aware of what has happened, offer to meet with them, and apologise. It is important that we learn from any mistakes made and make improvements. The 'Duty of Candour' report for sheltered housing is available on our website at:  
[www.moray.gov.uk/downloads/file131224.pdf](http://www.moray.gov.uk/downloads/file131224.pdf).

## Pets

If you keep a pet, or any visitors bring a pet into your home, you are responsible for its behaviour. You should take reasonable steps to supervise your pet and keep it under control. This means it should not cause nuisance, annoyance or danger to your neighbours, including excessive noise.

You must take reasonable care that pets do not foul or cause damage to your home, your neighbour's property or any communal areas. You are responsible for cleaning up after your pet and disposing of any pet foul responsibly and without delay.

You must make sure that keeping your pet is not prohibited by the [Dangerous Dogs Act 1991](#), or any other law. If you are not sure whether your pet is suitable for keeping at home, contact your Area Housing Officer for advice by phoning 0300 1234 566 or emailing [housing@moray.gov.uk](mailto:housing@moray.gov.uk).

Although keeping a pet can reduce stress, ease loneliness and improve both physical and mental health, it is important that you are able to care for your pet effectively.

## Being a good neighbour

Living in sheltered housing can help with feelings of loneliness and isolation. Sheltered housing schemes are often friendly places with a good community spirit and helpful and welcoming neighbours.

Being a good neighbour means respecting the other people who live near you and taking reasonable steps not to cause them any distress. Try to keep any noise in your home, from televisions, electrical equipment or visitors to an acceptable level. If you do have any disagreements with your neighbours, try to discuss things with them in a calm manner and find a solution together.

## Getting involved

We want all our tenants to have a say about their homes and the housing services we deliver. Tenant participation allows you to influence decisions about housing matters that could have an impact on the service you receive. There are many different ways that you can become involved in tenant participation.

- You can get involved at a low level from the comfort of your home by joining our Facebook tenants' group, Moray Council Tenants. We use this private group to share information about housing issues and gather feedback.  
Find our group at:  
[www.facebook.com/groups/MorayCouncilTenants](https://www.facebook.com/groups/MorayCouncilTenants)
- You may want to take part in housing consultations, where we will ask you to fill in a survey or tell us what you think about a proposed change to a housing policy or service. We can add you to our list of interested tenants. This means that we will contact you when there is a consultation, survey or review that may be of interest to you.
- If you would like to get out of the house, meet new friends and have a valued say in housing services, you could join our Moray Tenants Forum. This is a small group of tenants who meet up with us every few months. Meetings are friendly and informal, and the

group often invite speakers along to give a talk and answer questions about various aspects of the housing service. The group help us produce housing information and leaflets for tenants, by giving us their views on the content and lay-out. Together, we aim to improve housing services and make sure that tenant views are at the centre of housing policy and decisions.

- We have another small group called the Service Improvement Panel. They carry out reviews of specific housing services and processes. This can include interviewing staff, visiting empty properties or carrying out a mystery shopping exercise. The group's findings are then discussed, and a report is written up to present to housing managers for their consideration. Training is available on carrying out reviews and writing reports, and we can help with this.
- Up to three tenant representatives can attend our Housing and Community Safety Committee where they sit alongside councillors and officers to represent tenants' views on housing matters.

If you would like to find out more about tenant participation, read our tenant participation leaflet which is available on our website at: [www.moray.gov.uk/downloads/file118351.pdf](http://www.moray.gov.uk/downloads/file118351.pdf).

We are always on the look-out for more tenants to get involved. Joining a group is a great way to meet new friends and we may be able to help with travel costs so you can attend meetings. If you are interested in coming along to one of our meetings or finding out more, get in touch with our tenant participation team on [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk).

## Safety and security

### Gas servicing

We are committed to keeping our tenants safe and secure in their homes. If your home has a gas heating system, we have a legal duty to make sure it is serviced every year. We will contact you when your gas service is due and arrange an appointment time that is convenient for you. It is very important that this safety check is carried out so please make sure that you are home when our gas engineers call.

If you smell gas at any time and think you may have a gas leak, or if you are worried about carbon monoxide escaping, you should phone the National Gas Emergency Service on **0800 111 999**.

### Fire safety

Everybody's home is at risk of fire, so it is important to know how to protect yourself if a fire starts in your home.

You may be able to arrange for a Home Fire Safety Visit from the Scottish Fire and Rescue Service. They can offer to help you with a fire escape plan and give you useful information about smoke alarms and heat and carbon monoxide detectors. They will give you tips on fire safety and the best ways to protect your home from fire. Your warden can contact them on your behalf to arrange a Fire Safety Visit, or you can book a visit yourself by telephoning 0800 0731 999, or by texting "FIRE" to 80800 from your mobile phone.

Each sheltered housing scheme will have its own fire procedures, and these may differ from one scheme to another. Schemes will have dedicated meeting points in case of fire, and some may have specific evacuation plans. When you move into your home, your warden will let you know about the fire procedures for your scheme.

Never use a lift if there is a fire risk, or open doors that feel warm.

**In the event of a fire, follow the procedures for your scheme. If you need to evacuate your home, do not stop to collect any valuables, just get out quickly and safely.**

## Home security

We want you to feel safe in your home at all times. You can help to keep your home secure by following some basic safety tips:

- Always keep your doors locked, even if you are in the house or garden.
- Use a key chain when answering the door and only let in visitors you know or are expecting.
- Lock all doors and windows when you leave the home.
- Use light timers when you are away from your home overnight, so it looks as though the house is occupied.
- Tell a trusted friend or neighbour if you are going to be away from home. If you are going to be away for some time, make sure you let your warden or housing officer know that your home will be empty.
- Make sure you shred letters, bills and other correspondence which includes your personal details.
- Be aware of any scams that may be happening in your neighbourhood. Your warden may share a Scam and Cyber Scotland bulletin with you. This has information about scams that may be happening in your area and who to contact to report any suspicious behaviour.
- Never part with any money or give out your bank details. Remember, if something seems too good to be true, it usually is.



## Complaints and compliments

We try to get things right first time, but we realise that, despite our best efforts, sometimes things go wrong. We want to hear about this so we can put things right and make sure it doesn't happen again. Your feedback is important to us as it gives us an opportunity to engage with you and improve our services. We are always happy to hear about your experiences, whether good or bad.

If you are unhappy about any aspect of our service or our staff, we would like the chance to listen to your concerns and try to make things right. You can talk to your warden about your concerns, and they will try and find a solution for you. If you do not want to talk to your warden for any particular reason, or if the issue is of a sensitive or serious nature, you can telephone our Contact Centre on 0300 1234 566. They will be able to direct your call to the correct person to help you.

If you are still not satisfied and want to take your complaint further, you can contact us in one of the following ways:

- Telephone us on **01343 543451**
- Email us at [complaints@moray.gov.uk](mailto:complaints@moray.gov.uk)
- Send a letter to  
The Complaints Officer  
Moray Council  
High Street  
Elgin  
IV30 1BX

Sheltered housing tenants can also make a complaint to the Care Inspectorate by:

- Filling in their online form at:  
[www.careinspectorate.com/index.php/online-complaint-form-choice](http://www.careinspectorate.com/index.php/online-complaint-form-choice)
- Telephoning **0345 600 9527** between 9am and 4pm Monday to Friday
- Emailing [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

## Data protection

Data protection legislation, including the Data Protection Act 2018 (DPA) and UK General Data Protection Regulation (UK GDPR), provide a framework to make sure personal data is handled properly. Legislation states that we must treat the information we have about you in the correct way, making sure your privacy and rights are respected. You have a right to know how your personal information is collected, used and stored.

We will keep information about you secure and will make sure your confidentiality is protected. Your privacy will always be respected. This includes any conversations you may have with your warden. You should be confident that the warden, or other staff, will not pass on confidential information without your permission.

The only exception to this is when our staff may need to talk to a senior manager or another agency because:

- They are worried you may hurt yourself, or someone else.
- A crime of illegal activity is alleged to have taken place.

You will be informed if this is going to happen and the reasons why, unless there is a good reason not to tell you.

We may ask for your consent to share information about you with other agencies. We will only share information when it is necessary and appropriate. We may ask to share your information with health and social care services, professional bodies such as Police Scotland or for fraud checking purposes.

Our wardens will be sensitive to your social, cultural, sexual, religious, and health needs. They will view these as being important to you and will treat any information in a sensitive and confidential manner. You do not have to discuss any personal matters that you want to stay private.

If you want to see the personal information we hold about you, you should put a request in writing to your warden. You are entitled to see your personal file but please be aware this can take some time to organise. The legislation allows us 40 days from receipt of your request to get this information to you.

## Useful phone numbers

<u>Contact centre (for all housing enquiries)</u>	<u>0300 1234 566</u>
<u>Council house repairs</u>	<u>0300 1234 566</u>
<u>Council house repairs (out of office hours)</u>	<u>03457 565656</u>
<u>Council waste hotline</u>	<u>0300 1234 565</u>
<u>Moray handyperson services</u>	<u>01343 559739</u>
<u>Gas emergency line</u>	<u>0800 111 999</u>
<u>Scottish and Southern Electricity</u>	<u>0800 300 999</u>
<u>Scottish Water</u>	<u>0800 0778 778</u>
<u>SEPA Floodline</u>	<u>0345 988 1188</u>
<u>Community care</u>	<u>01343 563999</u>
<u>Social work team (East)</u>	<u>01542 837236</u>
<u>Social work team (West)</u>	<u>01343 557992</u>
<u>Moray Women's Aid</u>	<u>01343 548549</u>
<u>Victim Support Moray</u>	<u>01343 544607</u>
<u>Citizen's Advice Bureau</u>	<u>01343 550088</u>
<u>Trading standards</u>	<u>0300 1234 561</u>
<u>Money advice services</u>	<u>0300 1234 563</u>
<u>Dr Gray's Hospital, Elgin</u>	<u>0345 456 6000</u>
<u>Stephen Hospital, Dufftown</u>	<u>01340 820215</u>
<u>Turner Memorial, Keith</u>	<u>01542 882526</u>
<u>Seafield Hospital, Buckie</u>	<u>01542 832081</u>
<u>NHS 24</u>	<u>111</u>
<u>NHS Inform</u>	<u>0800 224488</u>
<u>Police Scotland (Non-urgent calls)</u>	<u>101</u>
<u>Police Scotland (Emergency calls)</u>	<u>999</u>