

PEOPLE  
MAKE  
GLASGOW  
HOME



FEBRUARY 2019



PRIVATE

# LANDLORDS & AGENTS

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[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

## Welcome to the Spring 2019 newsletter

The newsletter contains information that you need to be aware of as a landlord or agent. If you have any news or views that you would like included in future editions please let us know!

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# Free Training for Glasgow Landlords



In partnership with **Landlord Accreditation Scotland**, Glasgow City Council is providing free training to support you in your role as a landlord.

## New to Lettings

Training will be held four times per year and dates will be confirmed in future newsletters.

New to Lettings is an excellent course covering the role and responsibilities of a landlord. The course also covers changes in legislation and guidance.

You can register at any time and your name will be added to the next available space. Landlord Accreditation Scotland will manage all aspects of the training and will get in touch to manage your booking.

Three additional courses will be delivered throughout the year and will vary depending on landlord demand. The first is called **'Tenancy Agreements and Notices'** which concentrates on the new Private Residential Tenancy (PRT), but also provides clarification on the differences in operating this new tenancy and Short Assured Tenancies that run on past 1 December 2017.



**REGISTER HERE FOR FREE TRAINING**

### THE NEXT COURSE

**Tenancy Agreement and Notices** being held on Tuesday 26 March 2019.

**REGISTER HERE TO ATTEND**

# Training Feedback



The first training of 2019 was held on 30 January 2019, **New to Lettings** at the City Halls in Merchant City and was fully attended.

Here's some of the feedback from the landlords who attended:

**“Good general coverage of what seemed like all the relevant topics. Being approached and invited to the training course was useful as I wouldn't have been aware”**

**“Really helpful up to date information which has covered everything required”**

**“Excellent course, good grounding”**

**“Dynamic, very knowledgeable presenter and Director. Clearly know what they're doing. Warm and encouraging manner. Felt free to ask silly questions”**

**“I look forward to attending more courses like this in the future as this was very informative”**

**“It was really useful, thank you for offering this”**





## Are you using the correct Tenancy Agreement?

From 1 December 2017 all new tenancies created must use the Private Residential Tenancy agreement.

It is simple to use online and, if your tenants agree, the tenancy agreement can be issued to each party by email.

The Scottish Government has made some changes to the agreement so download the latest versions from the link below:

- [Model Tenancy Agreement](#)
- [Easy Read Notes](#)
- [Statutory Terms Supporting Notes](#)

The downloadable output of the Scottish Government's model tenancy agreement tool has also been updated with these changes.

- [The Model Tenancy Agreement tool](#)





## Smoke and Fire Detection - Changes to Standards

Standards for fire and carbon monoxide detection have been strengthened to ensure that all homes have the highest level of protection.

Private landlords should already be complying, and the new standard extends the fire and carbon monoxide safety elements of the repairing standard which already apply in the Private Rented Sector to housing of all tenures:

- One smoke alarm installed in the room most frequently used for general daytime living purposes
- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen.

All alarms should be ceiling mounted and interlinked. Private landlords were previously required to install mains-operated alarms, however tamper proof long-life lithium battery alarms (i.e. not PP3 type or user-replaceable) as well as mains operated alarms (with battery backup) are now permitted.

Carbon monoxide detectors are also to be fitted where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue.

The current 'Scottish Government guidance for private landlords on satisfactory provision for detecting and warning of fires' will be revised to reflect the changes.

From 1 February 2021, the fire and carbon monoxide elements of the repairing standard will be removed as, at that date, these will be required by amendments to the statutory tolerable standard which applies to all housing in Scotland (including those in the private rented sector).

Further detailed information on the requirements of the standard, including types of alarms, is set out in the Tolerable Standard Guidance.

### YOU MAY ALSO FIND THESE LINKS HELPFUL

- [New Fire Safety Standards for Scottish Homes](#)
- [Fire and Smoke Alarms in Scottish Homes](#)



### PLEASE NOTE

different standards for Fire Detection apply to Houses in Multiple Occupation (HMO). Please contact [Scottish Fire and Rescue](#) for further advice on HMO properties.





## Bulky Waste Collection and Good Practice



Bulk items left abandoned at properties is a problem in some areas of the city at particular times of the year. Land and Environmental Services provides a free bulky waste collection service.

Landlords please remind your tenants that items left outside the property do not automatically get uplifted. It is very easy to make a request to the council to get the items removed.

Do not place general waste in street litterbins nor leave bagged refuse on the streets as this puts additional strain on cleansing services and may also result in a fine for those identified.

Bulky items must always be kept within the back court area for collection, only the items listed on your bulk request shall be removed. Items placed within private communal lanes may impede the access for service vehicles.

Landlords you may wish to include a clause in the tenancy agreement about how your tenants should dispose of refuse and bulky waste items.

## HOW CAN I DISPOSE OF MY BULKY ITEMS?

- Request a bulky waste collection using the [online form](#).
- Download the Glasgow City Council myapp – ([App store](#) [Google Play](#)) easy to use at any time of the day or night.
- Take the items to your nearest recycling centre get more information [here](#).
- Recycle your items – some charities will come and collect the items from your property.

All the information you need to dispose of bulky waste items can be found on the [Glasgow City Council website](#).



## FIND OUT WHAT ELSE IS HAPPENING IN THE PRIVATE RENTED SECTOR



### ENGAGEMENT OFFICER

Natalie Riding  
Phone 0141 406 1830  
or email  
[hello@homesforgood.org.uk](mailto:hello@homesforgood.org.uk)

## Are you in a landlord with property in Bridgeton, Denniston or the Merchant City?



You may be interested in an initiative being run by Homes for Good.

Homes for Good is based in Bridgeton and is Scotland's first social enterprise letting agency. One of our primary aims is to lead by example in the private rented sector and in line with this, we have been granted funding from the Safe Deposits Scotland Trust to run an engagement project with landlords and tenants in the east of the city to provide advice and guidance and to run best practice events.

This engagement project aims to provide informal advice and awareness around legislation, rights and responsibilities of tenants and landlord, as well as signposting to other relevant agencies and services, primarily focussing on landlords with properties in Bridgeton, Dennistoun and the Merchant City due to the high level of private rented sector properties in these areas.

The overall aim of this project is that through engagement and building local relationship we can play a small part in improved tenancy sustainment and quality of life for tenants, and improve the knowledge of landlords in the provision of homes.

We have been and continue to run landlord advice drop-in surgeries every Thursday evening from 5pm–7pm where 1 to 1 informal advice and support can be provided. If you would like to make use of this service or need advice but can't make it along, you can contact our Engagement Officer.

### EVENT THURSDAY 14 MARCH 2019

On Thursday, we will run our very first in a series of free landlord information events from our offices at 123 Main Street, Bridgeton G40 1QD from 6:30pm–8:30pm.

At this event you will have the opportunity to hear from industry professionals including Elspeth Boyle from Landlord Accreditation Scotland and representatives from Glasgow City Council's Private Landlord Support Team, as well as our Director Susan Aktemel who is a landlord herself.





## Information for Landlords



### ALTERNATIVE PAYMENT ARRANGEMENTS: MANAGED PAYMENT TO LANDLORD

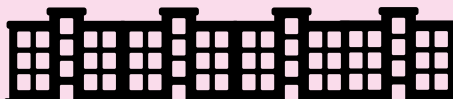
Alternative Payment Arrangements (APAs) exist for paying a claimant's Universal Credit in ways other than the standard methods. One of these APAs is known as a Managed Payment To Landlord (MPTL) where the housing element Universal Credit can be paid directly to the landlord, minimising the risk of claimants failing to pay their rent.

When rent arrears occur a landlord can apply for a MPTL. Although rent arrears are the most common reason for requesting a MPTL, there are other considerations taken into account, with each application considered on a case by case basis.

Click on links to get more information.

[Understanding Universal Credit](#)

[Universal Credit landlord engagement newsletters](#)





## Hello from, The Space!



Last time you heard from us we had just moved into our new building on Belleisle Street. We've now been here for two years, and how things have grown! We are so grateful for the opportunities we've had, and the continued support shown to our families, from so many different places.

We are currently engaging with over 500 families in the area with 306 of these families registered. This means families are engaging with many different activities – from the Community Drop In running on a Monday, Wednesday and Friday (10am–12:30pm) to participating in our Building Better Future's programme.

Moving to the new building has enabled us to develop Building Better Futures – starting classes that the women have indicated they would like, from a sewing class every Monday, to a cooking class in partnership with Locavore, which has produced some wonderful meals!

We also have an English class which we run every Tuesday, although it is currently full, so we are looking at the possibility of expanding it as we have people waiting to join. To add to this, we've also had an IT

programme running in conjunction with The Well. We now have two ladies trained in delivering basic IT skills!

As ever, the core of what we do is supporting families in their own personal growth and wellbeing. Recognising the person at the core and celebrating their individualism, we aim to enable families to transform their own lives and to become part of the growing community of Govanhill. Over the next year, we hope to continue in our 4th stream of work, building relationships amongst the diverse communities in the area and we look forward to seeing what the future brings!

**With best wishes, and gratitude from all at The Space.**

Phone 0141 423 2148 or email [info@spaceglasgow.org.uk](mailto:info@spaceglasgow.org.uk)





# Home Fire Safety Visits (Govanhill)



Scottish Fire and Rescue Services carried out home fire safety visits jointly with officers from Glasgow City Council and Govanhill Housing Association.

The inspections spread across properties in Annette Street, Garturk Street and Allison Street.

On the day officers from SFRS gave information and advice on home fire safety to tenants and owners. Where the officers found no detectors they installed temporary smoke, heat and carbon monoxide detectors. There was a total of 13 properties inspected with 7 passing. The six properties that had temporary detectors installed will have 28 days to install a permanent alternative. Council officers will revisit these properties to make sure landlords have addressed the issue.

During the visits council officers noted that six properties required repairs unrelated to fire safety. Officers will now link in with landlords to make sure these repairs are actioned and properties reach the standard required to be let.

## TO ARRANGE YOUR FREE HOME FIRE SAFETY VISIT

You can either phone 0800 0731 999, text "FIRE" to 80800 from your mobile or you can complete an online form at [Fire Scotland](#).

The screenshot shows the Scottish Fire and Rescue Service website. At the top left is the logo with the text "SCOTTISH FIRE AND RESCUE SERVICE" and "Working together for a safer Scotland". To the right are social media icons for Twitter, Facebook, Instagram, YouTube, and RSS, along with a search bar. The main navigation menu includes "ABOUT US", "YOUR AREA", "YOUR SAFETY" (which is highlighted), "NEWS", "INFORMATION", "WORK WITH US", "CONSULTATIONS", and "TRANSFORMATION". The breadcrumb trail reads "You are here: Home | Your Safety | For Householders | Home Fire Safety Visit". The main content area features a large heading "Home Fire Safety Visit" with a sub-heading "Get your FREE home fire safety visit now!". Below this is a video player showing a fire officer talking to a resident. To the right of the video is a section for "MULTI-STORY BUILDING" with a right-pointing arrow and a photo of a multi-story apartment building. Below the photo is the text "Do you live in a Multi-Storey flat? Follow our fire safety advice. [Read more](#)". At the bottom right, there is another section for "PRODUCT RECALL" with a right-pointing arrow.

