

# IN

The South Ayrshire  
Council Newsletter  
for Landlords

# house

AUTUMN / WINTER 2022

## *Condition standards in the Private Rented Sector*

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*South*  
**AYRSHIRE**  
COUNCIL  
Comhairle Siorrachd Air a Deas



## How To Contact Your Elected Representatives



### Find out who your local MSP'S are ...

If you want to find out who your local MSP'S are for your area click on this link below and enter your postcode.

[www.parliament.scot/msps](http://www.parliament.scot/msps)

### How to contact your local Councillors ...

Click on the link below and enter your postcode and it give you all the information you need.

[www.writetothem.com/](http://www.writetothem.com/)

## Welcome ...

Welcome to the Autumn / Winter 2022 edition of our South Ayrshire Council Newsletter for Landlords.

We hope you will find this edition full of the latest news and updates which are of interest to you all.

We have some really good information on the new smoke alarm requirements for homeowners and Landlords alike, the new updated rules for giving notice, an update on Your Choice Lettings and Property Management, information about the new I'M IN Project, Homes for

Ukraine and an Empty homes article as well as an exciting article about the good work being done by our Waste Management team in the community as well as adverts from SAL & LAS.

South Ayrshire Council recognises the importance of Private Rented properties and their Landlords in providing good quality safe accommodation.

**The Private Sector Team can offer advice and support on a number of issues. Call them on 0300 123 0900 or email them on [landlord.registration@south-ayrshire.gov.uk](mailto:landlord.registration@south-ayrshire.gov.uk)**

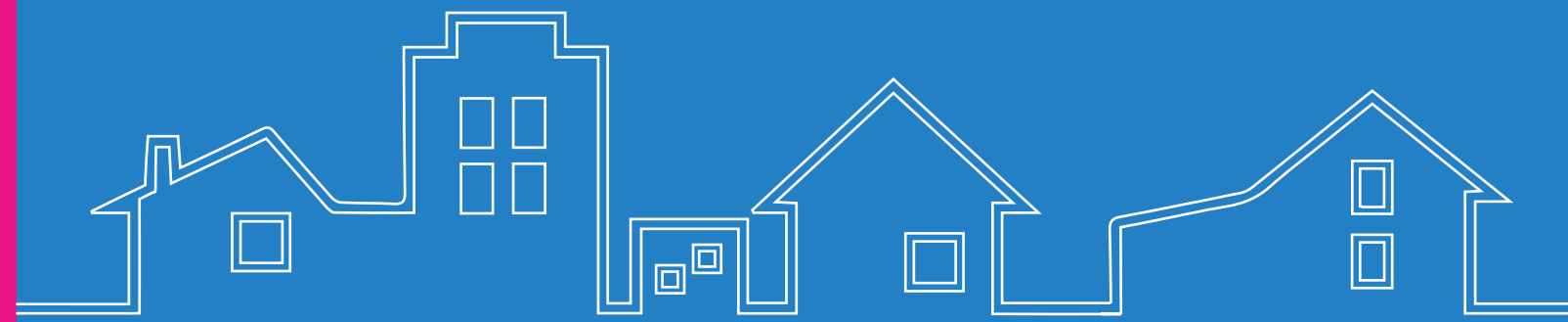
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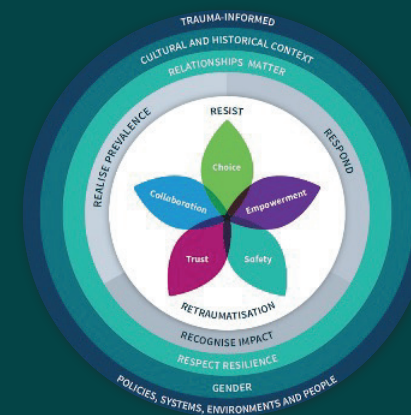
SOUTH AYRSHIRE COUNCIL'S

# New Social Letting Agency

*Your Choice Lettings and Property Management* is very proud to have welcomed its first tenant at the start of the year, they have settled in well and have added their own finishing touches to turn a very nice flat into a bright welcoming home and are thriving in their new environment. This is lovely for us to see!



## TRAUMA INFORMED ORGANISATIONS



Psychological trauma can result from a one off, unexpected incident like a car crash or assault, or can be ongoing and interpersonal episodes of abuse or violence. Various research has highlighted that trauma is at the root of much adult adversity and can impact on emotional regulation, educational attainment, and interpersonal relationships. Moreover, those who have experienced trauma are at an increased risk of negative housing outcomes and homelessness. However, with the right systems and supports in place, adversity is not a destiny.

Trauma informed practice is a strengths-based approach that focuses on early intervention and prevention; providing a system-wide response to challenges that may arise; and supports tenants and landlords before crisis occurs. This results in more settled and sustainable tenancies that are more cost effective. With around 60% of adults in Scotland reporting living with the impacts of trauma, it is easy to understand why trauma is everyone's business.

**If you would like to know more on becoming trauma informed, or are interested in attending our trauma network then please email Angi Pinkerton at [angela.pinkerton@south-ayrshire.gov.uk](mailto:angela.pinkerton@south-ayrshire.gov.uk)**

MAKE SURE YOUR HOME IS FIRE SAFE

# FIRE SAFETY

FOR HOME OWNERS & LANDLORDS



The law in Scotland has changed and as of 1 February 2022 every home now needs to have interlinked fire alarms. Being interlinked means if one alarm goes off, they all go off. You may not always hear the alarm closest to the fire, especially if you're somewhere else in the house. An interlinked system will alert you immediately and can help save lives. If you're a homeowner, it's your responsibility to make sure your home meets the new fire alarms standard as soon as possible. If you are worried about what the new legislation means for your home insurance, please speak to your insurance company directly.

## WHAT YOU NEED TO KNOW!

Every home must now have:

- 1 smoke alarm in the room you spend most of the day, usually your living room.
- 1 smoke alarm in every circulation space on each storey, such as hallways and landings.
- 1 heat alarm in the kitchen

All smoke and heat alarms should be mounted on the ceiling and be interlinked. Check the manufacturers guidance on each alarm for instructions on where the alarm should be placed.

If you have a carbon-fuelled appliance, like a boiler, fire, non-electric heater or flue you must also have a carbon monoxide detector. This does not need to be linked to the fire alarms. Gas cookers and hobs do not need a carbon monoxide detector.

## EXAMPLES

If you live in a 3 bedroom, 2 storey house you need 3 smoke alarms and one heat alarm.

You may also need carbon monoxide alarms.

- 3 linked smoke alarms:
  - On the upstairs landing
  - In the downstairs hall
  - In the living room
- 1 linked heat alarm in the kitchen
- 1 carbon monoxide alarm in any room where you have a carbon-fuelled appliance like a boiler or wood-burning fire place. This does not need to be linked to the other alarms.

If you live in a 1 bedroom flat, you need 2 smoke alarms and 1 heat alarm. You may also need carbon monoxide alarms.

- 2 linked smoke alarms:
  - In the hall
  - In the living room
- 1 linked heat alarm in the kitchen
- 1 carbon monoxide alarm in any room where you have a carbon-fuelled appliance like a boiler or wood-burning fire place. This does not need to be linked to the other alarms.

If you have an open plan living room and kitchen you only need to have 1 alarm in this space and it should be a heat alarm.

There are 2 types of interlinked fire alarms you'll need that meet the new rules:

- Sealed battery alarms - which should be tamper-proof long-life (which can be up to 10 years) batteries. You can fit these alarms yourself.
- Mains-wired alarms - these are cheaper than tamper proof long-life battery alarms but should be installed by a qualified electrician. These should be replaced every 10 years.

Both types of alarm are interlinked by radio frequency without the need for WiFi. If the carbon monoxide alarm is battery operated, it must have a sealed battery for the duration of its lifespan, which may be up to 10 years.

## SMOKE ALARMS & HEAT ALARMS

Smoke alarms work by detecting particles of smoke. Heat alarms work by detecting very high temperature. Heat alarms are less sensitive than smoke alarms and are recommended where there is a risk of false alarms from smoke due to open fireplaces or cooking accidents, for example where you might burn food.

Check that each alarm complies with the following standards:

- Smoke alarms: BS EN14604:2005
- Heat alarms: BS 5446-2:2003
- Carbon Monoxide detectors: British Kitemark EN 50291-1

## WILL YOUR HOME INSURANCE BE AFFECTED?

It is unlikely that an existing policy will be affected but this depends on the terms and conditions of your home insurance policy. If you are worried about what the new legislation means for your home insurance you should speak to your insurance company.

**CARAVANS** - The new legislation does not apply to caravans or mobile homes.

**GARAGES** - You only need a fire alarm in a garage if you use it as a living area. If your garage is connected to your home and your boiler is stored there then you will need a carbon monoxide detector.

You can get more information on the new fire alarms legislation, including answers to the most commonly asked questions on the [Scottish Government website](#).

For advice on fire safety or to request a Home Fire Safety Visit, contact The Scottish Fire and Rescue Service on 0800 0731 999 or visit the [Scottish Fire and Rescue service website](#)

If you are concerned about a cold caller or about what a tradesperson is telling you, please call Trading Standards Scotland on 0808 164 6000

If you have more questions on the fire, heat or carbon monoxide alarms and what you need for your home contact [newfirealarmstandard@gov.scot](mailto:newfirealarmstandard@gov.scot)

## TRADESPeOPLE

Get help finding a tradesperson by searching the Approved Trader Directory.





## We are here to help every step of the way

*Your Choice* is a lettings agency with a difference. We are run by South Ayrshire Council and we would like to lead by example within the industry to increase access to good quality homes for people who have experienced homelessness or on low incomes as we are passionate about the impact homes have on people's lives. We offer a full management service and we believe that by working with our tenants we not only improve their welfare, but also promote tenancy sustainment.

**Getting it right can change someone's life.**

**Contact Norma McGlone or Chris Carroll on:**  
✉ [prs@south-ayrshire.gov.uk](mailto:prs@south-ayrshire.gov.uk) ☎ 01292 473477

The Your Choice team is made up of a select group of experienced, enthusiastic people who are friendly, approachable and accessible to our customers. You will always be treated with kindness and without judgement.

### What we do for our Tenants

We are here to build trusting relationships between ourselves and our tenants and help with any issues they may have in sustaining their tenancy.

- ✔ **Help to secure first months deposit.**
- ✔ **Help to apply for Housing benefit, Council Tax.**
- ✔ **Assistance with Utility Bills.**  
Help with obtaining furniture.
- ✔ **Providing access to local services eg Training or Job Opportunities.**
- ✔ **Helping tenants with their well-being.**

### What we do for our Landlords

*Your Choice* can offer you peace of mind when it comes to managing your tenancy. We look after tenants and Landlords alike, so you can expect the same level of service we offer our tenants, hassle free full management service where we will take care of all areas of the letting process.

- ✔ **Provide first 3 months rent guarantee if tenant falls into difficulty.**
- ✔ **Tenant matching service by marketing on Social media and South Ayrshire Council Website.**
- ✔ **Lodge deposit with safe deposit Scotland on your behalf.**
- ✔ **Prepare all your lease documents and ensure your tenant understands their obligations.**
- ✔ **Continued support throughout tenancy.**



**Contact Norma McGlone  
Or Chris Carroll:**

✉ [prs@south-ayrshire.gov.uk](mailto:prs@south-ayrshire.gov.uk)  
☎ 01292 473477





The I'M IN! project aims to increase the number of positive homelessness prevention outcomes in South Ayrshire, by encouraging upstream early referrals through partnership collaboration across all sectors.



Earlier identification of those at risk of homelessness



Working collaboratively across sectors and encouraging joined up working with partners; ensuring earlier identification and referral of those at risk to specialist services.

To learn more about the project or become a partner please contact:

Leica Malkin

Early Intervention Development Officer: I'M IN! Project

Email: [leica@seascapeayr.co.uk](mailto:leica@seascapeayr.co.uk)

Mobile: 07501 466913



# LANDLORD REGISTRATION

## fee changes

**THE NEW FEE AMOUNTS TOOK EFFECT FROM FRIDAY 1ST APRIL 2022**

Please note that fees for a registration application are made up of: principle fees for each lead owner applying and a property fee for each property listed.

Landlords are responsible for ensuring that the registration is kept up to date with the correct contact detail's. A late fee is added to the registration once it has expired. To avoid the late payment fee of £137 please check your registration and renew prior to the expiry date.

You can check you current registration status at the following website:  
[www.landlordregistrationscotland.gov.uk](http://www.landlordregistrationscotland.gov.uk)

Landlords may also be asked to provide information to support their registration as part of enhanced scrutiny activities supported by the Scottish Government. You will be contacted by the team should we wish further information when you renew, such as:

- Current Gas Safety Certificate Current
- E.I.C.R (Electrical Safety Certificate)
- Current valid EPC (Energy Performance Certificate)

Financial Year	FEE TO BE CHARGED (Rounded Value of Fee)		
	Principal	Property	Late Application
2021-22	£67.00	£15.00	£133.00
2022-23	£68.00	£16.00	£137.00

# Condition standards in the Private Rented Sector



## The Repairing Standard, contained in the Housing (Scotland) Act 2006, covers the legal and contractual obligations of private landlords to ensure that a property meets a minimum physical standard.

Landlords also have a duty to repair and maintain their property from the tenancy start date and throughout the tenancy. This includes a duty to make good any damage caused by doing this work. On becoming aware of a defect, landlords must complete the work within a reasonable time.

### Properties let in the private rented sector must comply with two condition standards:

- 1. The Tolerable Standard** – this applies to all properties in Scotland, regardless of tenure.
- 2. The Repairing Standard** – this applies to properties let in the PRS only.

A privately rented property must meet the repairing standard as follows:

- The property must be wind and water tight and in all other respects reasonably fit for people to live in.
- The structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order.
- Installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order.
- Any fixtures, fittings and appliances that the landlord provides under the tenancy must be in a reasonable state of repair and in proper working order.
- Any furnishings that the landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed.
- The property must have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire.
- The property must have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.
- The property must meet the statutory [Tolerable Standard](#).

Tenancies of less than 31 days for the purpose of a holiday will not be subject to the repairing standard. A house in a flat in a tenement does not fail the repairing standard if work cannot be undertaken due to the majority of owners refusing consent.

To comply with the repairing standard, private landlords must have regard to the guidance issued by Scottish Ministers on:

- [Satisfactory provision for detecting and warning of fires.](#)
- [Electrical installations and appliances in private rented property.](#)
- [The provision of carbon monoxide alarms in the private rented sector.](#)

If, after a landlord has been notified of any problem, it is not attended to satisfactorily or if there is disagreement about whether or not there is a problem, then tenants have the right to refer the matter to the [Housing and Property Chamber First Tier Tribunal for Scotland](#).

The tribunal has power to require a landlord to carry out work necessary to meet the standard.

## Rights of Access to a Property

The landlord is entitled to enter the property to inspect any repairs required or to carry out repairs. The tenant is required to give the landlord reasonable access to do this.

The landlord should normally arrange a suitable time with the tenant, but can enter the property, at a reasonable time of day, provided they have given the tenant 24 hours' notice in writing. (If an emergency repair is required, the landlord can claim immediate access).

## The Tolerable Standard

This is a basic level of repair your property must meet to make it fit for a person to live in. The local council can force you to carry out work to bring your home up to the tolerable standard.

A home may not be fit to live in if:

- It has problems with rising or penetrating damp.
- It's not structurally stable (for example, it might be subsiding).
- It does not have enough ventilation, natural and artificial light or heating
- It's not insulated well enough.
- It does not have an acceptable fresh water supply, or a sink with hot and cold water.
- It does not have an indoor toilet, a fixed bath or shower, and a wash basin with hot and cold water.
- It does not have a good drainage and sewerage system.
- The electric supply does not meet safety regulations.
- It does not have a proper entrance
- There are no cooking facilities – this does not mean the landlord has to provide a cooker, but there must be somewhere suitable for a tenant to install their own.



# Waste Management CLEAN UP

**Waste Management Section operate with locality hit squads who cover all South Ayrshire.** We have been working closely with our colleagues in Community Safety and Housing Teams within the Wallacetown Area with a vision to improve the outdoor space for not only our South Ayrshire Tenants but the private tenants and owners who reside in the area.

A 3-man team, Nathan, Jimmy and Joe routinely cover all areas of Wallacetown. The images below are from Elba Street and Content Street show some of the issues in the area before the work was commenced.

Nathan, Jimmy and Joe, carried out litter picking and removing weeds before power washing footpaths and drying green areas. Below shows some images taken on completion of the work which shows a massive improvement.



## Fly-Tipping

While the majority of South Ayrshire Residents dispose of their waste responsibly, we have occasions of fly-tipping from both Council Tenants and privately owned properties as you will see from the photos below.

Our Hit Squads report any fly-tipping to our Enforcement Team who then work alongside our colleagues in Community Safety and Housing to identify the culprits to issue a Fixed Penalty Notice of £200 to residents. Once the area has been investigated

the Hit Squad will remove items to keep areas clean and tidy.

Any owners or tenants that require to dispose of any bulky or excess waste should arrange this by either booking online or by calling our Customer Services Team.

Online Bookings: [Request an uplift of bulky waste - South Ayrshire Council \(www.south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

Phone: 0300 123 0900

We have been posting pictures of the work our hit squads have been carrying out on social media which has been receiving positive feedback from our residents. After a difficult couple of years due to the Covid-19 pandemic the improvements made has boosted the morale of the residents who are now able to use the outdoor space during the year to improve their health and wellbeing.



# The Rising Cost of Living

**The Scottish Government have introduced the Cost of Living (Tenant Protection) (Scotland) Bill ('the Bill') to the Scottish Parliament. The Scottish Parliament considered the bill earlier this month.**

## REASONS FOR THESE EMERGENCY TEMPORARY MEASURES

The purpose of the Bill is to respond to the emergency situation caused by the impact of the cost crisis on people who rent their home in Scotland.

The intended measures within the bill are that they will:

- Protect tenants by stabilising their housing costs.
- Avoid tenants being evicted from the rented sector by a landlord wanting to raise rents between tenancies during the temporary measures, and reduce unlawful evictions.
- Where possible prevent negative impacts on the health and wellbeing of tenants which might be caused by being evicted or being made homeless at a time when they are already struggling because of the cost crisis.

In order to do this, the Bill will put in place:

- A temporary cap on rent increases.
- A temporary moratorium on evictions (a pause on enforcement of an eviction order or decree, similar to what was in place in response to the Covid-19 pandemic) except in a limited number of circumstances.
- An increase to the damages which can be awarded in cases where a landlord carries out an unlawful eviction.

The Scottish Government intend these measures will be in place until at least 31 March 2023, but the Bill includes a duty for the Scottish Ministers to review the measures regularly to check that there is still a need for these measures.

The Bill also includes a power to extend these measures for two further six month periods, if it is necessary and proportionate to do so. The Scottish Ministers would need the agreement of the Scottish Parliament in order to do this.

No decision has been taken yet about the use of these emergency measures after 31 March 2023. Any decision will consider the cost of living situation as it develops, and will be also be informed by our engagement with tenants, landlords and other stakeholders.

**Further information can be found here:**  
<https://www.gov.scot/publications/cost-of-living-rent-and-eviction/>





# Empty Homes Initiative

**The best way to keep a home safe and secure is to keep it occupied and South Ayrshire Council recognises that bringing long term empty properties back into use offers benefits to owners, the Council and the environment.**

Local authorities are facing an increasing challenge to meet housing need as a result of key issues such as an ageing population, lack of affordability and homelessness.

In an attempt to alleviate these issues South Ayrshire Council introduced the Empty Homes Initiative in 2011.

The initiative also provides owners of empty properties with helpful advice and assistance to facilitate and motivate each individual to work in partnership to breathe life back into their empty

home. Practical assistance including organising VAT discounts and concessions with builders' merchants is also available as well as problem solving and signposting to other council services.

We are also working closely with our Social Letting Service - Your Choice. Where we will take on the management of your empty home if your intention is to rent your property out.

There are currently around 700 empty properties in South Ayrshire and in April 2019 the Council introduced a 100% levy on the Council Tax accounts of every empty property which is unoccupied for more than a year. This has provided an incentive for owners to engage with the Empty Homes Officer to reach their objectives for their properties and remove this financial burden. Since introducing the Initiative in 2011 the National profile of empty

homes work has increased. This is largely down to the work of the Scottish Empty Homes Partnership. The partnership is administered by Shelter Scotland who know the importance of raising awareness of the scale of the empty home issue and work to identify barriers to bringing private sector empty homes back into use.

In 2018 a five year Empty Homes Strategy was approved by elected members which contains an action plan and a five year target to bring 20% of empty properties back into use during the term of the plan. The interest in our Initiatives continues to grow by word of mouth as well as promoting our successes in the local and national press. Our social media sites are also used to promote some of the services available and we continue to use marketing websites to source and identify empty properties to bring back into use as affordable housing.

If you know of an empty property in your area, please contact the **Empty Homes Officer** on **01292-473469** or by emailing **emptyhomes@south-ayrshire.gov.uk**



# How can SAL help you?

Everything you need for letting in Scotland

SAL is a membership organisation supporting Scotland's landlords and letting agents. We provide a unique Scottish specific lettings helpline, downloadable member resources and templates, regular email updates, magazine subscription, events and training throughout the year.

Whatever information you require on residential letting to ensure you're getting it right, we can provide it. Please get in touch and ask us how we can help you.

FIND OUT MORE OR JOIN AT [WWW.SCOTTISHLANDLORDS.COM](http://WWW.SCOTTISHLANDLORDS.COM) OR CALL 0131 564 0100

- ▶ The voice of Scottish landlords & agents
- ▶ Unlimited access to our unique Scottish letting helpline
- ▶ Member-only website resources
- ▶ Free factsheets & letting documents
- ▶ Local branch meetings & events
- ▶ Campaigning locally & nationally on your behalf
- ▶ Member deals on goods & services
- ▶ Regular email updates
- ▶ Landlord Focus magazine subscription
- ▶ Add your voice to our Holyrood & Westminster lobbying
- ▶ Discounted training from Landlord Accreditation Scotland
- ▶ Market yourself as a member using our logos

0131 564 0100 | [www.scottishlandlords.com](http://www.scottishlandlords.com) |



# LAS

LANDLORD ACCREDITATION SCOTLAND



**Accreditation with LAS and regular training will equip you to conduct your lettings business to the highest standards.**

## WHAT WE OFFER



### LANDLORDS

We offer a range of webinar topics specific to lettings in Scotland. Webinars usually last one hour and occur every week at convenient time periods making them extremely accessible and user friendly



### LETTING AGENTS

We offer Bespoke agent CPD packages can be built to help your team meet compliance. We also have a full calendar of training programmes designed specifically with Scottish letting in mind.

## CONTACT US

**0131 553 2211**

[www.landlordaccreditationscotland.com](http://www.landlordaccreditationscotland.com)  
[info@landlordaccreditationscotland.com](mailto:info@landlordaccreditationscotland.com)



# HOMES FOR UKRAINE

**Further information is now available on how landlords and tenants in the Scottish private rented sector can offer homes to those escaping conflict in Ukraine.**

**You can find all the information about what you do and what is involved on the Government page here [www.gov.uk/register-interest-homes-ukraine](http://www.gov.uk/register-interest-homes-ukraine)**

## Useful Contacts

### **Landlord Registration Team**

01292 612940  
landlord.registration@south-ayrshire.gov.uk

### **Seascope**

Top Floor, Boswell House, 10-12  
Arthur Street, Ayr, KA7 1QJ  
[www.seascopeayr.org.uk](http://www.seascopeayr.org.uk)  
01292 285424

### **Housing Aid Centre**

7 York Street, Ayr, KA8 8AN  
info@ayrhousingaidcentre.com

### **Anti Social Behaviour Team**

River Terrace, Ayr, KA7 0AU  
0300 123 0900

### **Housing Options & Advice**

80-88 Kyle Street, Ayr, KA7 1RZ  
0300 123 0900

