



Repair and improvement guide

**for
tenants**





Repair and improvement guide for tenants

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1. Why have I been sent this guide?

This guide has been produced for East Renfrewshire Council Housing Service tenants. The information in this brochure sets out to help you understand why the Council carry out repairs to the communal or mutually owned parts of the property and some detailed information or what type of work we may carry out inside your property.

Some tenants live in properties where there are a mixture of home owners and Council tenants. These properties are known as "mixed tenure" and some of the information in this brochure refers to the examples of external repairs to "communal" areas within your block where we often require the agreement from owners in order to undertake the repair. Liaising with owners, who will have to pay for the repairs, can sometimes delay the process.

This guide:

- outlines how we classify repairs, our approach to the types of repairs we will do, how we will do them and when we will do them and tries to answer all the frequently asked questions you may have
- outlines what our Capital Programme and Planned Work Programmes are and how we deliver them
- explains briefly how properties are chosen to be included in the work programmes and
- provides information about the standards and quality of work you can expect.



This guide does not answer every question although we have tried to cover most of the questions we think you may want to ask us.

If you need further information on anything that we have raised, please go to page 13 where you will find a list of useful contacts.

2. How do I report a repair?

As a tenant you can report when you think a repair is required to either a communal or mutual area, or an internal repair, in the following ways:

- In person at East Renfrewshire Council Headquarters in Giffnock or Main Street, Barrhead
- Telephone Customer First on 0141 577 3700
- In writing – address your letter to Ms Fiona Campbell, Property Services Manager, Housing Services, 211 Main Street, Barrhead G78 1SY
- By e-mail to housing_repairs@eastrenfrewshire.gov.uk

3. What type of repairs do the Council do?

There are many different types of repairs but we have categorised them into two main types – “necessary” repairs which have to be undertaken to protect/preserve or improve the property/building and repairs which are “not necessary” but which are desirable and may include maintenance and improvement.

Some repairs specifically to your home may incur a charge but you will always be informed of any charge before the repair is undertaken.

If you wish to report any repair please contact Customer First on 0141 577 3700.

Emergency repairs

Some necessary repairs need to be undertaken immediately because if we don't deal with the repair it would cause a danger to health and safety or serious damage to the building or other structure. These are usually referred to as “emergency repairs”.

A follow up repair or other work is likely to be required in most instances and will take place as quickly as possible. Depending on the type of repair, the follow up work may not be undertaken immediately if it requires scaffolding or other specialist equipment.

Examples of external emergency repairs include:

- a piece of guttering hanging down which could fall off and hit someone;
- a dangerous step which someone could trip on and hurt themselves;
- a roof tile which has broken and is dangerous or letting in water;
- all close lighting not working and the close in complete darkness;
- burst pipes in communal areas;
- blocked communal drainage and
- an existing door entry system which is jammed or where the door will not open.

Necessary repairs which need to be undertaken but are non-urgent

Some repairs are classified by the Council as necessary but they don't present a danger to health and safety and can safely be undertaken as part of the Council's work to ensure that the houses in East Renfrewshire are free from serious damage and do not pose a danger to health and safety.

Examples of necessary repairs which are non-urgent include:

- re roofing a property
- replacing roughcast
- replacing a broken or damaged existing close entrance door
- replacing broken gutters and/or downpipes

Repairs which are not necessary including maintenance and improvement

Some repairs reported to the Council, are not considered by the Council to be necessary. These repairs may be undertaken as part of a programme of work by the Council or contractor. If you live in a mixed tenure block, the Council requires the agreement of any owners in your block before progressing with this type of work.

Examples of repairs which are not necessary but which are desirable include:

- repair or replace fencing
- external painting of the property
- painting the close
- installing an additional handrail

Case Study - Necessary repair which is “urgent” (emergency repair)

A report of a damaged front step is received by the Council. In this instance the step was considered to be dangerous and posing a trip hazard. The emergency trades person was sent out to inspect the step. As this was an emergency response, the step was cordoned off to stop people from using it. Owners/tenants were advised to use the other close entrance.

Following this emergency response which only made the step safe, an assessment was undertaken of the damage to the step. It was decided that the step needed to be completely replaced. The Council carried out the work and owners living in the block were recharged their share of the total cost.

Case Study –Repair which is “not necessary”

A report of a broken fence was received by the Council. This was not considered a necessary repair as the fence was not causing a health and safety risk or damaging the property in any way. A Technical Officer from the Council inspected the fence and concluded that the fence did need to be repaired. The Council contacted the owners in the block to let them know that the fence needed repaired and sent each owner a “mandate” seeking agreement from the owner to carry out the repair and to pay for their share of the cost. As this was not a necessary repair, the Council only went ahead and carried out the repair once all the owners had returned a signed mandate, agreeing to pay for their share of the cost.

Rechargeable repairs for tenants

Some repairs, including those below, incur a charge.

- Change of locks due to lost keys (any door to property)
- Any costs associated with gaining access to locked property
- Re-glazing of broken windows caused by wilful/accidental damage
- Broken/leaking sanitary ware caused by wilful/accidental damage and
- Leaking/burst radiator caused by wilful/accidental damage

When you report such a repair, you will be given an estimated cost of the repair. Please be aware that the final cost will depend on a number of factors such as the time of day, weekend or if the work has to be undertaken as an emergency.

After the repair has been carried out, you will be sent an invoice to cover the cost of this repair. You may be able to claim back the cost of the rechargeable repair from your insurance company and we would recommend that you check with your insurance provider.

As a tenant, you are liable and will be recharged for any internal damage caused by vandalism and accidental or malicious damage.

4. Do the Council have service standards when doing this type of work?

Yes we do. East Renfrewshire Council aims to provide a repair and maintenance service for tenants that:

- meets the high standards expected by and agreed tenants
- ensure that the properties are maintained to a good standard and safeguards the integrity and future of the property; and
- provides good value for money.

To achieve this we will:

- 1 try to ensure that all common areas in blocks and flats are well maintained and kept in a good state of repair and
- 2 listen to and, where required, address any problems you may have about all the repairs work we do.

5. How do I know that the work is required? How does the Council know?

Sometimes we know because the work is reported to us by somebody who lives in the affected building.

Sometimes, we know because we have identified the need for the work during a routine inspection. In many cases our own records tell us the condition of a property and this may lead us to inspect it.

We asked an independent company to carry out a complete Stock Condition Survey in 2011 to establish the state of repair of each property we own. As a result of this, we are in a better position to decide what work requires to be done and when.

In some cases you may not be aware that a repair or a replacement is required and it may seem unnecessary to you. However, often if the work is not done it will be more expensive to repair in the long run. Remember that it is not in the Council's interests to do unnecessary work as we have to pay to cover the costs associated with the Council owned properties within the block.

6. How is work to improve my property funded?

The Capital Programme funds the improvements to your property. This plan sets out our investment in our housing properties over the next three years. We usually spend around £3 – 4 million pounds per year on improving our 3,000 council properties.

The money to fund this work comes from the sale of council houses and land but the majority of it is borrowed by the Council. The level of borrowing is agreed with the Council's Department of Finance and we can only borrow what we can reasonably afford.



Re-roofing

7. Why does the Housing Service have this programme?

As a landlord we need to ensure all our properties meet a legally set standard called the **Scottish Housing Quality Standard (SHQS)**.

The SHQS was introduced in February 2004 and is the Scottish Government's principal measure of housing quality in Scotland.

The SHQS is a set of five broad housing criteria which must all be met if the property is to pass the SHQS standard.

Each of the five criteria in turn consist of 55 separate elements and nine sub-elements against which properties need to be measured.

The purpose of the SHQS is to ensure that our properties do not fall below this minimum housing standard. For local authority landlords, such as the Council, and Registered Social Landlords (Barrhead Housing Association and Arklet in East Renfrewshire) the Scottish Government expects that every property will meet every element of the SHQS (where applicable) by April 2015.

8. How does the Housing Service decide which properties need work to meet the SHQS?

In 2010 the Housing Service commissioned housing research consultants JMP to undertake a Housing Stock Condition Survey within East Renfrewshire. This survey was designed to provide us with information on:

- the overall housing stock condition profile
- an assessment of the energy efficiency of housing stock
- an assessment of funding required to achieve the SHQS.

The resulting Stock Condition Survey provided us with up to date information on the condition of our properties now. This will enable us to target our limited resources more effectively at specific areas or groups of houses to ensure that, if possible, every property in East Renfrewshire meets the SHQS by April 2015.

9. How will you let me know what's happening?

It will depend on the type or category of repair. The answer to this question is quite detailed. We have tried to give as much information and detail as possible in this brochure in order that you can be clear of the processes that we work to but if you wish any further information please contact Customer First on 0141 577 3700.

(a) Necessary repairs which are urgent ("Emergency repairs")

Where a necessary repair which the Council considers must be undertaken urgently for health and safety reasons or to prevent further damage to the property is identified (or reported to us), we will go ahead and carry out the work required to make the property wind and water tight or safe.

(b) Necessary repairs which are non-urgent and can be undertaken as part of the Council's Capital Programme (or planned programme of work).

If it is what we have classified as a major necessary repair which will be undertaken as part of our long term planned programme of work (Capital Programme) (e.g. major repairs such as replacing a roof and roughcast renewal) we will try to give you between 12 and 24 months notice of the work.

We aim to provide information relating to the works through a series of letters that are issued as set out below.

Initial letter

We will issue our first letter which contains general information about any work we consider necessary in order to maintain the property to the required standard and which we have planned for the common part of your property/block over the next 12 to 24 months. We try to give as much notice of planned work as possible. These letters can be sent out at any point in the year.

Second letter

We will issue a **second letter** informing you about the scope of work relating to the necessary repair to the common area and will include details of the approved contractor where we have this information available.

This letter will only be sent out when we know the work will be carried out within the next 12 months (i.e. this financial year).

Additional letters

We will try to keep you informed of progress on the work and will send you an additional letter if we find that the work has been delayed or new information relevant to the work being carried out on your property comes to light.

Completion of work

When the work has been completed, staff from the Council's Property and Technical Services will carry out an inspection to ensure that it has been done to a suitable standard and to our satisfaction.

c) Repairs which may not be necessary including maintenance and improvements

For repairs/maintenance or improvements which are we do not classify as "necessary", such as close painting, external painting and renewal or repair of fencing paths or walls we need to write to owners in your block if you live in a mixed tenure block to obtain their agreement to undertake this work.

Where an owner does not agree to have repairs/maintenance or improvement carried out, the Council is unlikely to be able to undertake this work and your property will not be included in the maintenance programme. This is due to legal restrictions placed on the Council and we are unable to alter these.



New roughcast

10. My property hasn't been included in the Capital Programme. Why not?

It may be that your home will be planned for work in the future. Please remember that the Capital Programme is a list of things we *need* to do in order to meet the SHQS and not as list of things we would *like* to do.

If you would like further information on this please contact us to discuss.

11. My neighbour's home is getting work done on it but my property hasn't. Why can't you do the whole street together?

When we decide which properties are included first in the Capital Programme, our overriding principle is to tackle the "worst" first and to ensure that all our properties continue to meet the SHQS which is why sometimes one property has work undertaken but the one adjacent to it does not.

Complicated decisions are made when deciding when each property is upgraded depending both on the amount of funding available each year to fund the work and an assessment based on the following criteria:

- Windows – based on a condition survey
- Boiler replacements - based upon annual gas servicing inspection and condition survey information
- Central heating – those properties currently without any form of central heating are prioritised
- Chimney replacements - based on a condition survey
- Rewiring / electrical testing – based upon the age of the installation
- Kitchen and bathroom - based on a condition survey
- Re-roofing – based on a condition survey
- Structural works – based on a condition survey

12. Will there be any change to the order properties are upgraded as part of the Capital Programme?

In all likelihood yes. We try to keep changes to a minimum but sometimes there are factors outwith our control.

- Some works may be brought forward a year or put back a year depending upon the available finance
- Other work may be added as a result of a change in the condition of a property, for example, if a door breaks and is beyond repair.

13. Will you let me know if/when my house is to have work undertaken on it?

We write to everyone who lives in a property which is due to be included in the Capital Programme between 12 and 24 months before the work is scheduled to take place.

If you live in a block which has a mixture of owners and Council tenants then owners are liable for their share of the total cost associated with the Capital Programme work. Sometimes, if owners do not agree to the work being undertaken by the Council, we need to use alternative legal powers to get the necessary repairs undertaken but is nothing for you to worry about. This can delay work being carried out but we will try to keep you informed.

14. Does the Capital Programme include all the repairs the Council undertake?

No. In addition to the Capital Programme work, we undertake a wide range of internal repairs to our properties, often as a result of a tenant contacting us to report an issue or fault. These repairs are faults like leaking taps, loose sockets, faulty window catches and broken kitchen unit door hinges. You can report any repair like this to us in any of the ways listed on page 1.

Where our budget permits, we also undertake a range of maintenance and improvement work such as fence renewal, slabbing communal areas and close painting.

If you live in a block with a mixture of owners and tenants, we need to get agreement and permission from owners before we undertake this type of maintenance or improvement work as the owners will need to pay for their share of the total cost.

15. What work might I have done to my property and what does this involve?

A wide range of work is covered by the Capital Programme - examples of what is included within each programme area are given below:

Bathroom replacement programme

Tenants receiving a new bathroom will be given a white 3 piece suite consisting of a wash hand basin, toilet and bath and tiles or waterproof boards on splashback areas.

Installing a new bathroom should take around 3 working days, although it may take longer if special shower units are fitted (after an assessment by an Occupational Therapist).

Sometimes problems uncovered when the old suite is removed can mean that the work takes longer, for example, floorboards may need to be replaced or re-plastering may be required after the removal of old wall tiles.

Extractor fans are fitted where necessary. This is important as it helps to reduce problems of condensation and dampness.

Further detailed information will be sent out to you if your property is to be included in this programme.

Kitchen replacement programme

Replacing kitchens involves a lot of planning to ensure that your existing appliances can be fitted into the plan and that the design is suitable for your room. You will be consulted on the layout proposed for the new kitchen. To make it easier for you to visualise your new kitchen layout, three dimensional computer drawings showing the new kitchen are being developed.

The work to replace your kitchen should take around 3 working days, although this may have to be extended if, for example, there are ladders to be removed or major plumbing or electrical work is required.

As part of the Council's policy to improve safety within tenants' homes, your new kitchen will have a fire blanket installed. A hard wired smoke detector will be fitted if your home does not already have one installed.

Further detailed information will be sent out to you if your property is to be included in this programme.

Gas Central Heating Programme

The Housing Service has identified a number of properties with old and less reliable and less efficient heating systems. A new gas heating system, which will be more energy efficient and may help to reduce your heating bills will be installed as part of our Gas Central Heating Programme. This work will be carried out by our designated contractor.

Whilst we will try to keep the level of disruption to a minimum it is unavoidable to carry out this type of work without disruption and dust. Most of the disruptive work will be take place on the first day of work and the trades person will be in more than one room at a time.

We expect work to take no more than 2 working days. The contractor will ensure you are kept informed of any delays.

Further detailed information will be sent out to you if your property is to be included in this programme.

Rewiring Programme

The Housing Service has carried out a range of electrical testing of tenanted properties. Properties identified as having old wiring and accessories were placed on our Rewiring Programme which will be carried out by our designated contractor.

Whilst we will try to ensure a minimum level of disruption it is not possible to carry out this type of work without disruption and dust. For Health and Safety reasons you and your family (and any pets you may have) are required to vacate your property for the day while the disruptive work is being carried out. This is because of the noise and dust as well as the potential danger to you of wires and cables lying around.

We expect work to take no more than 2 to 3 working days.

Re-decoration allowance following rewiring

A re-decoration allowance of £15.00 per damaged wall, up to a maximum of 4 walls per room may be paid to you. Please be aware that if you have any arrears such as rent arrears/rechargeable repairs or council tax arrears the re-decoration allowance will be offset against the arrears.

Further detailed information will be sent out to you if your property is to be included in this programme.

Window Replacement Programme

Old style windows are being replaced with double glazed windows in white or brown UPVC surround as part of our Window Replacement Programme. This is a phased programme being carried out over a number of years.

The installation of the windows is carried out by our Housing Maintenance Team and will usually take about 2 days (including any plasterwork that may be required following the window installation).

The Council's Technical Officer in charge of the window programme will contact you directly to make arrangements to survey and measure your windows. Once your windows have been manufactured and delivered to us, we will contact you to give you 7 days notice of when we would like to install your new windows.

Housing Adaptations

Housing Adaptations are carried out to the homes of tenants who are frail, elderly or disabled. The work is identified and recommended by the Council's Occupational Therapists who are trained to assess people's needs and make recommendations to help people cope with physical difficulties.

The extent of adaptations varies from fitting grab rails and ramps, to the installation of specialised bathroom facilities and low level kitchens. The budget available for this type of work is limited and therefore priority is given to those in greatest need, as assessed by the Council's Occupational Therapists.

If you think you might benefit from discussing housing adaptations please contact Customer First on 0141 577 3700 in the first instance.



Re roofing

Energy Efficiency

As part of its commitment to reduce heating costs for tenants, as well as reducing the harmful impact on the environment, the Council has been working hard to improve the energy efficiency of houses.

Insulation projects help with this by reducing the amount of heat that is lost from a building - through the walls, doors, windows and roof. Many houses have already benefited from better insulation and, over the next few years, it is intended to increase the number of insulation projects - these will include:

- putting in loft insulation
- adding to existing loft insulation to make it thicker
- cavity wall insulation, where the gap between inner and outer brick walls is filled
- fitting an external insulating layer where houses do not have a cavity

16. Does the Council do the work or are contractors used?

This will depend on the nature and type of work. To carry out major repairs work such as re-roofing and roughcast replacement we largely use external contractors managed by the Council's in house technical services team. All our contractors are both professionally trained and insured and you can be assured of good quality workmanship and legal protection in the unlikely but unfortunate case of something going wrong.

To carry out day to day minor repairs work we mostly use our own trained and professional maintenance team of trades people.

17. How do I know I will get value for money?

East Renfrewshire Council understand the importance of securing value for money, whether we use our own in house team or external contractors.

We aim to deliver a good standard of repairs service at a competitive price if we do the work ourselves and aim to secure a similar quality service if we use external contractors.

For some planned repairs we put in place set contracts with suitably qualified, professional and insured contractors. This is done in line with the Council's tendering process to ensure that all contracts awarded are fair, open and transparent and that the Council's standards and procurement legislation obligations are met. The tender process can be quite long but a summary is outlined below. If you would like more information on our tendering process please go to East Renfrewshire Council's website (www.eastrenfrewshire.gov.uk)

18. How do I know the Council provide good quality workmanship?

We appreciate that, whenever people are paying to have work undertaken to their homes, quality of workmanship is essential.

All of our in house maintenance repair team are well qualified and have the necessary skills and experience to carry out the work.

We carry out regular quality checks on all our work and in addition to routine inspections, randomly select a number of properties every month which are then checked to ensure that all work was completed to our satisfaction.

If we use external contractors we chose carefully and we carry out the necessary checks prior to appointing a contractor to ensure that the contractor meets our requirements and the standard of work we expect. The process of selecting contractors is always done in accordance with the Council's Procurement Guidelines.



After and before improvement

19. Do I get a chance to let you what I think of the work undertaken?

Your comments and feedback are important to us and we are always looking to improve our service.

A Customer Satisfaction Survey will be sent out to you when the work has been completed and we would appreciate it if you would complete and return this to us once the work has been undertaken.

You may also like to know that every customer satisfaction survey returned to us is entered into a quarterly free prize draw to win £100.00 worth of vouchers.

If you are not completely satisfied with the quality of work or/and services, please let us know as soon as possible by contacting us in any of the ways listed at the end of this brochure or via the Council's complaint procedure "Let us Know".

We will investigate any complaints received in line with the Council's Complaint Procedure ensuring you are kept informed at every stage of the process. Where lessons can be learnt, we will ensure that corrective action is taken.

20. Further information and useful contacts

Contacting the Housing Service directly

- In person at East Renfrewshire Council Headquarters in Giffnock or Main Street, Barrhead
- Telephone Customer First on 0141 577 3700
- In writing – address your letter to Ms Fiona Campbell, Property Services Manager, Housing Services, 211 Main Street, Barrhead G78 1SY
- By e-mail to housing_repairs@eastrenfrewshire.gov.uk

Area	Contact phone number
Citizens Advice Bureau	216 Main Street, Barrhead G78 1SN Tel: 0141 881 2032
	27 Dougrie Drive, Glasgow G45 9AD Tel: 0141 634 0338
Customer First	General enquiries: 0141 577 3001 Housing repairs: 0141 577 3700



Old slate roof



Rerendering

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

آپ کے لیے اس دستاویز کی دیگر زبانوں میں وضاحت کی جاسکتی ہے اور یہ دیگر مختلف صورتوں میں جیسا کہ بڑے حروف کی لکھائی اور بریل (ناپیدا افراد کے لیے) ایچ جے ہونے حروف کی لکھائی) میں فراہم کی جاسکتی ہے۔ مزید معلومات کے لیے براہ مہربانی ٹیلیفون نمبر 0141 577 3001 پر کسٹمر فرسٹ سے رابطہ کریں یا customerservices@eastrenfrewshire.gov.uk کے پتے پر ای میل بھیجیں۔

এই পত্র অন্যান্য ভাষায় বর্ণনা ছাড়া নানা বিকল্প আকারেও দেয়া যেতে পারে যথা – বড় ছাপান অক্ষরে এবং উঁচু গঠিত বর্ণমালায়ও (Braille) দেয়া যেতে পারে। এ বিষয়ে আরও খবরাখবরের জন্যে যোগাযোগ করুন কাৰ্ষ্টোমার ফাৰ্ষ্ট টেলিফোন: ০১৪১-৫৭৭ ৩০০১ অথবা ইমেইল : customerservices@eastrenfrewshire.gov.uk

आप के लिए इस दस्तावेज़ की व्याख्या अन्य भाषाओं में की जा सकती है और बदलवें रूपों जैसे बड़े अक्षरों और ब्रेल पर भी प्रदान की जा सकती है। कृपया अतिरिक्त जानकारी के लिए कस्टमर फर्स्ट वालों से इस फोन नंबर पर संपर्क करें: 0141 577 3001 व इस पते पर ईमेल करें: customerservices@eastrenfrewshire.gov.uk

ਤੁਹਾਡੇ ਲਈ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਵਿਆਖਿਆ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਬਦਲਵੇਂ ਰੂਪਾਂ ਵਿਚ ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬਰੇਲ ਤੇ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ ਕਸਟਮਰ ਫਸਟ ਵਾਲਿਆਂ ਨਾਲ ਇਸ ਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰੋ: 0141 577 3001 ਜਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਕਰੋ: customerservices@eastrenfrewshire.gov.uk

這份文件可以使用其他的語言解釋,亦可以提供其他形色的版本,例如大字和凸字。請聯絡客服務 (Customer First) 索取進一步的資料。
電話: 0141 577 3001 或電郵

customerservices@eastrenfrewshire.gov.uk