We encourage you to insure your belongings, and can arrange home contents insurance for you underwritten by Royal & Sun Alliance Insurance plc. The cover is new for old cover, which means your belongings would be replaced as new, except for linen and clothing. They would be replaced at their current cost less an amount for wear and tear.

Prices start from:
- 94p per week for tenants aged under 60, for a £10,000 sum insured OR
- 71p per week for tenants aged 60 and over, for a £7,500 sum insured.

Extras
By paying an additional premium (from as little as 38p per week, depending on age and sum insured), you can also include:
- Extended accidental damage cover within the home (for example, if you were to spill paint whilst decorating, or knock over an ornament)
- Personal possessions cover, including mobiles, anywhere in the UK
- Wheelchairs/Mobility scooters and hearing aids
- Structure cover for garden huts, garages and greenhouses

Benefits
- No excess to pay if you make a claim
- No minimum-security requirement
- Pay weekly along with your rent

Apply
For more information you can request an application pack, which includes an application form and full instructions on how to apply. It also includes a handy checklist that will help you work out how much cover you need.

Contact our Customer Service Centre on 01506 280000 or the Revenues Unit on 01506 282020 (option 4).

Apply for cover and if you are accepted you will be automatically included into a prize draw to win £50 of High Street Shopping Vouchers. The competition closing date will be 21 September 2018. All existing policyholders will automatically be included within the draw.

The draw will take place on 1 October 2018.

West Lothian Council normal competition rules apply which can be obtained from the Council upon request.
Free electrical inspections for council tenants

As your Landlord, West Lothian Council needs access to your home to carry out an electrical safety check (otherwise known as a Periodic Inspection). This is required every 5 years to ensure all electrical wiring, sockets, light fittings etc in your home meet the National Safety Standard. Please note that Section 5.12 of your Tenancy Agreement gives us Right of Access to carry out such essential maintenance work.

Why is an inspection needed?

Electrical hazards are invisible but deadly, causing fires and electrical shocks in homes across the UK each year. These fires can be caused from several sources including appliances, cables, switches and sockets, but can be avoided by having your electrical equipment checked and any necessary replacements or repairs made.

Every electrical installation deteriorates with use and age. As your Landlord, the council is responsible for the maintenance of the fixed wiring and accessories in your home and for ensuring that the equipment is in a safe and serviceable condition.

To avoid the dangers that electricity can create, it is essential that any electrical work is carried out by those with the correct training, knowledge, skills and experience. When your inspection is due our qualified electricians will visit you and carry out an in depth inspection and test the wiring and equipment and arrange for any repairs that need to be done.

The council will let you know by letter that your home is due an inspection and you can give us a call to arrange an appointment at a time that suits you; it should only take half a day, and will provide you with peace of mind knowing that your electrics are safe.

When is a periodic inspection needed?

It is now recommended that periodic inspection and testing is carried out at least every 5 years for rented properties. The periodic inspection will:

1. Reveal if any of your electrical circuits or equipment is overloaded
2. Find any potential electrical shock risks and fire hazards in your electrical installation
3. Identify any defective DIY electrical work
4. Highlight any lack of earthing or bonding
5. Test wiring and associated fixed electrical equipment to ensure it is safe.

During the inspection, the engineer will:

- carry out a visual inspection of your sockets, switches and wiring, including the attic space
- turn the electricity on and off for short periods
- test all electrical circuits
- carry out any minor repairs.

It is possible that the inspection may identify other major work needing attention. If this is the case you will be advised of the extent of the work required and a suitable date for the follow on works will be arranged.

At the end of the inspection, the electrician will create a Periodic Inspection Report (PIR) and this will be kept on record to help us manage and maintain the electrical system in your property in the future.

Please help us keep you safe and keep any appointments that you have made to have this work done.
Recognition for the Homeless Housing Network Sub-Group (HHNSG)

The members of the HHNSG received recognition for their outstanding work over the year at the TPAS Scotland Annual Conference, which took place in St Andrews in November 2017. The group were named as a finalist in the category ‘Best Practice in Involving Customers’ Award.

The group was established in March 2016 as an offshoot of the already established Homeless Housing Network Group. The sub-group works together with staff from the council’s Housing Needs Service to develop and shape future services. The sub-group meets on a monthly basis to look at areas of improvement in the service and develop these to not just improve service standards but to truly shape services around customer’s needs.

Over the last 12 months, the group has been able to successfully achieve a number of reviews within the service. Key areas that they have focused on include:

- Review of Temporary Tenancy packs
- Creation of Customer Surveys
- Creation of informative and plain English service leaflets
- Involvement in the selection and recruitment of five Tenancy Sustainment Officers for the Housing Needs Support Team
- Development of the existing Homeless Housing Network service users group.

Being recognised in this way is a great achievement for the group and highlights the partnership work service users and staff carry out to develop the services the Council provides. Congratulations go to everyone involved in the group.

If you would be interested in being involved in the Homeless Housing Network or the Sub-Group, please contact the Housing Need service:

T: 01506 283733
E: pauline.watson@westlothian.gov.uk

Pictured L to R: Cheryl Drummond, Klayre Hurnn, Laura Harris, Alison Kerr, Cllr George Paul, Derek Reid, Kimberley Norman.
Foodbanks in West Lothian

West Lothian Foodbank is part of a nationwide network of foodbanks supported by The Trussell Trust, working to combat poverty and hunger across the UK. They will provide three days of nutritionally balanced emergency food and support to local people who are referred to them in crisis.

HOW TO GET HELP

If you need help from West Lothian’s foodbank there are a few simple steps to follow.

THE MOST IMPORTANT STEP IS TO GET A FOODBANK VOUCHER.

In order to provide the most appropriate help for the circumstances of your situation the foodbank works with local agencies. If they feel you are struggling to put food on the table, they will issue you with a foodbank voucher.

The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis. Agencies the foodbank works with include: Citizens Advice, Housing Support Officers, Children’s Centres, Health Visitors, Social Services and some local charities.

STEP 1 - Get in touch

If you call or email the foodbank they can talk through your situation and put you in touch with a relevant local agency.

STEP 2 - Arrange a visit to the local agency

The local agency will discuss your situation and supply you with a foodbank voucher where appropriate.

STEP 3 - Bring your foodbank voucher to your nearest foodbank centre

The opening days and times of the 10 distribution centres are shown on the back of each foodbank voucher. However, you can also check for up-to-date information on the website or you can give the Foodbank a call or drop them an email (see contact details below).

When you arrive, they will welcome you with a warm drink and their trained volunteers will chat with you about your situation. They will also discuss any dietary needs you may have and exchange your foodbank voucher for a parcel of three days of emergency food. In addition they will also help to support you in any other ways that they can. Most of their foodbank centres offer a cafe style environment and their aim is to provide non-judgemental support at the point of crisis.

If you have any further questions you can contact the foodbank:

T: 01501 229307     E: info@westlothian.foodbank.org.uk     W: westlothian.foodbank.org.uk
Multi Trade Schools’ Programme

West Lothian Council’s Building Services currently have eight young people from local schools completing work experience every Wednesday. The schools involved are: Bathgate Academy, Deans Community High School, Inveralmond Community High School, West Calder High School and St Kentigern’s Academy.

The young people are working with the Council’s Building Services for eight weeks and they will be involved in various activities over that time, including, one day Health & Safety training, one day Try a Trade and then six weeks Out on Site with Building Services tradespeople.

This programme gives the young people experience in a working environment and will provide a good foundation which will help them if they decide to apply for a Trades Apprenticeship with West Lothian Council.

Grant Taylor, Building Services Manager explained that the experience that these young people receive will be invaluable to them in the future and will give them a taster of the type of work Building Services do in local communities throughout West Lothian.

Association for Public Service Excellence (APSE)

West Lothian Council’s Building Services had two Apprentices shortlisted as finalists for the APSE Scottish Apprentice of the Year Award on the 22 and 23 February 2018.

These prestigious awards are open to every Scottish Council, to give recognition to future tradespersons, but also to the Councils themselves who continue to invest in and provide first class training initiatives.

This year’s event was held at Dunblane Hydro, attended by Henry Lennon, Organisation Development Officer; Grant Taylor, Building Services Manager; Executive Councillor for Services to the Community, George Paul and Head of Service, Alistair Shaw, along with the two apprentices, Grant Stewart (Plasterer) and Alan Webster (Electrician); Alan won his respective category last year.

The award submissions were based on the apprentices previous year’s work, which recognises the effort and dedication that they put into their apprenticeship; this gives each apprentice a chance to display their hard work through their logbooks and interviews.

Alan Webster worked hard and managed to win his category this year (3rd year), so a tremendous accolade for Alan winning it two years in a row.

Grant Stewart worked really hard in his category (2nd year) but was pipped at the post, however the judges took time to emphasise to everyone how close the scoring actually was, so still a fantastic achievement for Grant in getting to the finals.

Congratulations to both apprentices from everyone at Building Services and hopefully this will inspire them and everyone to work hard and get nominated next year.
Girls in Construction

Thirty one young women from across West Lothian’s schools took part in innovative one-day workshops ‘Girls into Construction’ with the aim of encouraging them to apply for Craft Apprenticeships within construction trades.

The students from St Margaret’s Academy, Armadale Academy, Deans Community High School and Inveralmond Community High School took part in two one-day events (approx. eight pupils from each school), during late 2017.

As part of Scottish Apprentice week another 25 girls (five from each school) from Bathgate Academy, Broxburn Academy, James Young High School, Linlithgow Academy and West Calder High School all attended the same ‘Girls into Construction’ event, highlighting the Council’s commitment to reach out to all high schools and engage with under-represented groups.

The events were organised as a partnership between Education Services and Building Services. During the course the participants were given Health and Safety training followed by practical workshops in Bricklaying, Joinery, Plastering, Painting and Decorating, Plumbing and Electrical work.

West Lothian Council’s apprenticeship scheme has helped hundreds of young people gain vital training and employment opportunities within building and construction trades.

While the scheme attracts hundreds of applicants each year, women are greatly under-represented, compared to their male counterparts.

Executive councillor for services for the community, George Paul added: “It is clear that not enough young women are choosing a career in the construction industry. It is important to the council that there is a good balance within each of our service areas. These types of sessions are important as a way to encourage young women to explore the types of work which the council’s Building Services team carry out across West Lothian each and every day.”

The council’s Building Services Manager, Grant Taylor said: “The service has a number of roles for young people and we are keen that more young women apply for apprenticeships.

“We have had fantastic female apprentices in the past and our programme offers first class training and employment opportunities for young people each year. “There is absolutely no reason why a young woman cannot work and thrive as a trade apprentice - but we need more girls to recognise the opportunities that are open to them within this area of work. We would encourage young women to consider construction as a career.”
Housing Scotland Act 2014
How does it affect West Lothian Council Tenants?

The Housing (Scotland) Act 2014 is currently being processed through the Scottish Parliament. There are eight parts to the act covering various topics, one of which introduces changes that will support social landlords to make best use of their available housing stock, while recognising the right to succeed to a Scottish Secure Tenancy and the rights of tenants to pass on their tenancy with their landlords’ consent.

These are significant changes and it is important that tenants are made aware of these in advance of the housing act provisions coming into force.

The proposed changes to the Scottish Secure Tenancy affect the following:

- **Assignations of Tenancy**
  Where a tenant formally hands over the tenancy to another person, who has been living in the tenancy.

- **Joint Tenancy**
  A tenant is entitled to a joint tenancy with one or more individuals, so long as the house is the only or principal home of all the tenants and permission from the landlord has been given. A joint tenancy means that all tenants have exactly the same rights and obligations as each other.

- **Succession**
  This is the transfer of a tenancy from the tenant to someone else (who has been living in the tenancy) when the tenant dies.

- **Sub Letting**
  This is where a tenant, who is renting from a landlord, rents all or part of their home to someone else – the subtenant.

The housing act provisions are also changing the qualifying period for this type of request to 12 months. This means that for any requested changes to be successful, the person concerned must have been registered as being resident in the tenancy for the 12 months period prior to any request being made.

To ensure there are no problems with making any of these types of changes we would ask all tenants to ensure that they have advised their local Housing Office of all persons living in their home; we will need their name and the details of when they moved in.

This information is vital in allowing West Lothian Council to assess any request and make a decision.

If you would like to discuss how any of these changes could affect you and your family members, please get in touch with your local housing office by:

**Telephone:** 01506 280000
**Email:** customer.service@westlothian.gov.uk

A guide as to what is contained within the Housing (Scotland) Act 2014, has been created for tenants and can be found on the council website:

[www.westlothian.gov.uk > Housing > Tenant Participation > Related Documents](http://www.westlothian.gov.uk)
In the autumn edition of Tenants’ News, we asked you to nominate a neighbour you felt deserved recognition for their thoughtfulness and consideration towards others. Each of the nominations received came from neighbours who wanted to say ‘thank you’ for the help, support and friendship they receive from their good neighbours.

The judging was carried out by the members of our Tenants Panel and the winners were invited to attend a special ceremony at the Civic Centre in Livingston, where they were presented with their framed Good Neighbour Certificates and bouquets of flowers by George Paul, Executive Councillor for Services to the Community and Head of Service, Alistair Shaw.

This year’s winners were: Joyce Flannigan Hugh and Nan Campbell Heather Davidson Pat Stenhouse Fiona Hendry Tam Cowan Robert and Nan Graham

“She is the best neighbour ever, nothing is too much trouble” “Their consideration and kindness never ceases to amaze me” “We are very fortunate to have great neighbours”

The Tenants Panel would like to thank all those who took the time to nominate their good neighbours for this award.
The new build programme of council housing for rent is progressing well with the total number of completions in the current phase now totalling 227. A further 698 are under construction.

The new build housing, which is in high demand, has been provided across a wide area of West Lothian - both in the larger towns, such as Bathgate and Livingston, and in smaller communities such as Auldhill and Philpstoun.

**FUTURE PROGRAMME**

The programme of new build developments will continue with planned developments at Deans South, Livingston and Nelson Park, Armadale. Sites for a further 250 new build houses will be identified over the next few months.
New Build Under Inspection

In September 2017 a team of tenants began an inspection of the new build council housing programme.

The inspectors spent three months interviewing staff and visiting properties under construction. The tenants’ inspection focused on three key areas; housing mix, house design and the location of the sites. The inspectors produced a report of their findings which they presented to Alistair Shaw, Head of Housing, Customer and Building Services and Colin Miller, Senior Manager for Housing, Strategy and Development (the team with responsibility for the council’s new build programme). The report produced by the inspectors included recommendations for improvements, as well as highlighting areas of good practice.

An Action Plan was then produced by the Housing, Strategy and Development team, which will be implemented and reviewed by the inspection team after a period of six months.

For more information on the inspectors findings take a look at the New Build TLI report at westlothian.gov.uk > housing > council housing > tenant participation > related documents.

Tell Us What You Think

Our tenants’ views on our new build housing are important. We use this information to help us plan housing design for future new build programmes. With this in mind, we have worked with the members of the Tenant Editorial Panel to produce a questionnaire specifically on the design aspects of new build.

If you are a new build tenant and would like to share your views, you can do so online at westlothian.gov.uk > housing > housing strategy and new build council housing > satisfaction survey. By responding you will be helping us to shape the house designs of the future. You will also be entered into a prize draw for £100 of shopping vouchers. Draw will take place later this year.

Tenant Satisfaction Levels

In 2017 we asked tenants who moved into a new build if their home met their needs and expectations. To date 46 responses have been received, with tenants advising that 97.7% are either very satisfied or satisfied with their home.

A high level of satisfaction with the quality and standard of their new home was also reported with 97.8% of 44 tenant responses rating this as excellent or good.

Where is the Council Building New Housing?

The Council has built a range of house types and sizes, including cottage flats (a 4-in-a-block with individual access); semi-detached; detached family homes and wheelchair accessible bungalows. For more detail on the sites go online at www.westlothian.gov.uk/new-1000-houses

How to Apply for a Council House

West Lothian Council operates a transfer led approach when allocating new build homes for the first time. This means existing West Lothian Council tenants are prioritised when allocating new build.

If you are a West Lothian Council tenant and wish to be considered for a new build property you need to have an active housing application; you can download an application for Housing at: www.westlothian.gov.uk/media/959/ Application-for-Housing/pdf/Housing_application_form.pdf

Alternatively, you can contact us by phone or email:
T: 01506 280000
E: customer service@westlothian.gov.uk
New European personal data regulations are coming!

A new regulation will be put into effect on 25 May this year, with the aim of producing a new and better way of collecting, storing and handling personal customer information. This new Act will replace the previous Data Protection Act (DPA) and will be known as the General Data Protection Regulation (GDPR).

Many of the concepts and principles of the new legislation are similar to the current DPA, however, there are some new elements which the Council needs to consider and some of the existing elements have been expanded. The detail of this new legislation is yet to be finalised, but it may be necessary for organisations, including the council, to contact all their customers to ask them to provide specific written consent to hold certain pieces of personal information. Another part of the new legislation requires organisations to put a ‘privacy notice’ on all documents, media sites etc. that are used to collect personal details, so we may need to update application forms and other documents or communications, whether paper or electronic, to include a privacy statement.

TP Hero

Danny Mullen, Chair of West Lothian Tenants Network sadly passed away on 5 February. Danny was recently recognised by West Lothian Council for his outstanding contribution to Tenant Participation (TP), both locally and nationally for over 20 years.

Danny was also well known and respected for his work with the Scottish Government, Tenant Information Service (TIS), Tenant Participation Advisory Service (TPAS), West Lothian Housing Partnership and the Scottish Government’s Regional Networks.

He was a passionate campaigner who was well known for his iron will and his exceptional ability to challenge and influence decisions to ensure the best outcome for his fellow tenants; he was a true tenants’ hero.

Danny also helped West Lothian Council achieve many awards for TP, from prestigious organisations including Chartermark, EFQM, Chartered Institute of Housing, TIS and TPAS.

Danny himself received accolades both individually and whilst working with other tenant representatives, for involvement in Tenant Led Inspections, Tenants Panel and in 2010 he received the TPAS Tenant of the Year Award.

He was a much valued tenant representative who will be sadly missed by his family, friends and all those who had the privilege to work with him.

Editorial Panel

Our Editorial Panel is made up of interested tenants, who meet once or twice a month to help us design, edit and produce the Tenants News, which is posted out to each of the council’s rented homes.

The Editorial Panel agree the content of the newsletter with the TP Team, they also proof-read each article to ensure they are of interest to tenants and are written in plain language. They also do this for letters and any other publications that are produced for tenants. Once we have their approval, we will stamp each document as ‘Tenant Approved’.

If you would be interested in joining the Editorial Panel, we can offer training and support to enable you to become one of the team. Please phone or email us and we will tell you a bit more about what is involved.

Tel: 01506 281882
Email: TP@westlothian.gov.uk
George Paul, Executive Councillor for Services for the Community, Alistair Shaw, Head of Housing, Customer and Building Services, and members of the Tenant Participation Development Working Group are delighted to officially launch the newly revised Tenant Participation Strategy, ‘Taking Part’.

The revised strategy was developed by a working group of staff, tenants and service users, resulting in a document that is colourful, clear, helpful and written in plain language, which has been ‘Tenant Approved’ by the members of the Editorial Panel.

If you would like to read the new strategy, go online at westlothian.gov.uk > housing > Council Housing > Tenant Participation and click on Tenant Participation Strategy. Alternatively one can be posted to you if you get in touch with us:

T: 01506 280000 or E: TP@westlothian.gov.uk

If you would like to ‘Take Part’ in any of the Council’s Tenant Participation groups or activities, please complete our online form ‘Taking Part’ at westlothian.gov.uk > housing > Council Housing > Tenant Participation > Taking Part.

Alternatively, fill in the form below and return it to:

TP Team, Housing, Customer and Building Services, Howden South Road, Livingston EH54 6FF

I am interested in ‘Taking Part’

Name ...................................................................................................................................................................................................................
Address ..............................................................................................................................................................................................................
Email ...................................................................................................................................................................................................................
Contact Number ....................................................................................................................................................................................................

I am interested in (tick whichever apply):

- Joining a Tenants and Residents Group
- Mystery Shopping
- Completing Surveys
- Local Events
- Facebook Group
- Becoming a Tenant Inspector
- Going to Housing Network Meetings
- Estate Inspections
- Taking part in a Focus Group
Communal Bins in Flatted Properties

The Council has begun a programme of rolling out new communal bins to flatted properties in West Lothian as part of our commitment to reduce landfill waste.

Unfortunately over the last few months there have been issues reported to the Council with regard to the disposal of waste in the new bins. This is causing major problems, as there have been occasions when Waste Operatives have been unable to empty bins due to contamination or restricted access caused by bin bags and fly tipping, as you can see from the pictures taken at East Main Street/Shanks Road in Whitburn.

Our Housing Management Team in this area have had to make extra provision for additional bin uplifts and disposal of waste. This has a financial impact on Housing Services, as these extra collections have to be paid from the Housing Revenue Account (which is funded solely by tenants’ rent payments).

To try to prevent these additional costs being incurred, we ask that all tenants follow the advice shown in this article.

If you are experiencing difficulties with the Communal Bins in your area and you want to discuss these, please contact a member of your local Housing team by calling 01506 280000.

Responsibilities of Tenants and Residents

It is the responsibility of all tenants and residents to make sure they dispose of their waste in the appropriate bins provided. Blue for recycling and Grey for landfill waste. One of the most important things is to separate out recycling from landfill waste and to ensure you put each in the correct bin.

Collection Days

The bins are emptied weekly but each on alternate weeks; grey bin one week and blue bin the following week.

It is really important that all waste is placed in the appropriate waste bin, so that bin areas are kept clear of waste and debris; this will ensure that the Council’s Waste Management Operatives are able to remove and empty the communal bins. If they are unable to do this, the bins will not be lifted for collection.

How to Recycle in your Blue Bin

Your blue bin will be emptied once a fortnight. Here are the types of waste that can be placed in the blue bin:

- card, cardboard and cartons
- paper and envelopes
- empty plastic bags
- plastic bottles and lids
- tins, cans, clean foil and aerosols
- plastic tubs, pots and lids
- plastic trays.

Top Tips for blue bins:

- everything must be clean and dry – wet and dirty materials such as food and drinks waste, nappies and pet waste spread through the whole load and mean it can be rejected and landfilled
- please rinse cans, plastic bottles, trays, containers, packaging and cartons
- please do not place any material inside plastic bags. If your blue bin contains items in black bin bags or bin liners, it will not be collected.

For more detailed information on recycling, take a look at our Recycling and Waste web pages at westlothian.gov.uk.

Fly Tipping

Dumping rubbish is illegal and dangerous and it ruins the appearance of your neighbourhood. If you see anyone fly tipping around the bin store areas, please contact the council and report this. You can do this by contacting:

E: customer.service@westlothian.gov.uk
T: 01506 280000
W: westlothian.gov.uk (Roads, Streets and Parking>Report Illegal Fly Tipping)

If any further information is required or if you want to discuss issues with the Communal Bin Areas please contact a member of the Housing team at your local Housing Office. T: 01506 280000
At its budget meeting in February, the Council were provided with the results of the survey and agreed to increase the rents in accordance with the most popular option chosen by tenants, Option 1. This means that if for example you currently pay the average weekly rent of £68.44, your rent will increase by £2.05, to £70.49 as of April.

As outlined during the consultation, this will ensure investment in our existing houses over the next five years, while also supporting the council to continue to invest in the supply of new council homes for the future.

Included in the survey response card we asked three questions that we wanted your views on. Out of the 1192 responses returned, some had to be discounted either because the questions were left blank or no clear answer was given.

The questions were:

Q 1  Should the council continue to add to the supply of, and build new council houses, even if this means increase to rent?  
Yes 813 (69%)  No 368 (31%)

Q 2  Should the council continue to invest in our existing council houses, even if this means increase to rent?  
Yes 963 (81%)  No 221 (19%)

Q 3  Do you feel your rent is affordable?  
Yes 861 (73%)  No 321 (27%)

As you can see from the responses received, a significant majority of tenants said “Yes” to each question, giving us valuable information that we can use when considering further future plans and developments.

If you returned your survey, we would like to thank you for taking the time to do this. It is important that you have the opportunity to have your say and have real influence in decisions being made that affect you in your council home.
New five year investment plan approved

On 13 February 2018 the council agreed a new Housing Investment Plan to cover the period to 2022/23. In addition to approving a budget of £79.232 million to increase housing supply through further new build and open market acquisitions, £75.646 million was approved to improve and maintain the existing housing stock. The 3% per annum rent increase allows this scale of capital investment.

Housing Capital Programme

Each year Housing, Customer and Building Services set aside money to invest in the Housing Capital Programme, carrying out major improvements both internally and externally to Council homes throughout West Lothian.

In the last year alone over £15 million was invested to improve and maintain the quality of our housing stock with the work primarily split between Major Refurbishment programmes or Major Elemental Upgrades, as well as Planned Programmes, Environmental Upgrading, Compliance with Health and Safety requirements and meeting the security and adaptation needs of tenants. Capital Programme work can include:

- door and window replacement
- electrical rewiring
- installing central heating systems
- major refurbishment programmes, such as roofing and roughcasting, external wall insulation.

One of the main objectives of the Housing Capital Programme was to invest in the existing housing stock to maintain the Scottish Housing Quality Standard (SHQS) which was achieved in 2015. Maintaining the Scottish Housing Quality Standard and Energy efficiency has become the new focus, with the Energy Efficiency Standard for Social Housing (EESSH) to be met by 1 January 2021.

The EESSH target aims to improve the energy efficiency for social housing in Scotland, by reducing energy consumption, fuel poverty and the emission of greenhouse gases.

Major Elemental Upgrades

Over 2017/18 several projects in the areas shown below have been progressing well to improve the external appearance and environment of council homes. The planned expenditure for these projects is estimated to be £2.4 million and mainly includes roof and roughcasting replacement work.

- Lanrigg, Fauldhouse
- Glebe Road, Whitburn
- Jubilee Road, Whitburn
- Auldhill, Bridgend
- Ladeside Drive, Blackburn
Planned Programmes

Expenditure of £7.3 million is expected on planned programme work throughout West Lothian; this is work carried out to maintain the safety of council homes and components.

In addition to the main works listed in the table, a total of 46 one off major repairs will also be done under the Planned Reactive scheme, dealing with any specific issues particular to one house, including failed roofs, chimneys and render. Other issues including paths, doors etc. would be done at the same time if required.

Environmental / External Upgrades

£467,000, is expected to be spent by the end of March 2018 on environmental programmes and external upgrading. This contains a number of environmental projects, street improvement and drainage projects, planned in conjunction with tenants and other council services. Works have been completed at various sites throughout West Lothian with major projects being developed for the Almondell project in Broxburn and for Lower Bathville in Armadale.

Environmental / External Upgrades

<table>
<thead>
<tr>
<th>Element</th>
<th>No. of Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating Replacement</td>
<td>650</td>
</tr>
<tr>
<td>Kitchen and Bathroom Replacements</td>
<td>100</td>
</tr>
<tr>
<td>External Painting and Internal Stair Upgrades</td>
<td>500</td>
</tr>
<tr>
<td>Electrical Testing and Upgrades</td>
<td>2800</td>
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<tr>
<td>Hard Wired Smoke Detectors</td>
<td>590</td>
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<tr>
<td>Gutter Cleaning</td>
<td>1750</td>
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<tr>
<td>New Security Doors</td>
<td>35</td>
</tr>
<tr>
<td>PV Panels</td>
<td>46</td>
</tr>
<tr>
<td>External Wall Insulation</td>
<td>69</td>
</tr>
<tr>
<td>Firewall Upgrades</td>
<td>21</td>
</tr>
</tbody>
</table>

In the last five years major refurbishment programmes in Armadale have seen 307 council homes upgraded, which included environmental upgrading, as well as doors, windows, roofs and roughcasting replacements. This was a substantial investment in our housing stock, totalling nearly £3.5 million. This included work in:

- Mayfield Drive
- Calder Crescent
- Wotherspoon Crescent
- Bathville Cross

Further works are planned at Bathville Cross in 2018/19 and 2019/20.
What is Universal Credit?

Universal Credit (UC) is administered by the Department for Work and Pensions (DWP) and aims to make the Welfare Benefits system simpler by replacing six key benefits and tax credits with one single monthly lump sum payment.

Universal Credit replaces:
- **Housing Benefit***
- **Income Support**
- **Child Tax Credits**
- **Income-related Employment Support Allowance**
- **Working Tax Credits**
- **Income-based Job Seekers Allowance**

*In certain cases some groups of people will continue to claim Housing Benefit. If you have been told that you cannot get your housing costs through UC, please contact the Advice Shop for more information. T: 01506 283000.*

How to Apply for UC

Applications can only be made online using a personal computer (PC), tablet or smartphone. If you do not have access to any of these or do not have access to the internet, you can use one of the Council’s public access PCs available at any library. Sessions are bookable in one hour slots and can be booked up to one week in advance by calling or visiting your local library, or by calling the customer Service Centre on 01506 280000.

Digital Support

For some people, making an application or managing their UC online may not be something they feel able to do. If you do not feel confident enough in your IT or digital skills to do this yourself, you can get support from an IT buddy. Call 01506 282923 to get details of where IT buddies are available.

Other Support

West Lothian Council’s Adult Learning team can offer a wide range of courses for people to help improve confidence in making and managing a UC claim online, such as:

- English as a second or other language
- Digital courses
- Courses to improve reading, writing and numeracy

For more details on the courses they offer Tel: 0800 731 1831
Email: adultlearning@westlothian.gov.uk

Universal Credit Guide

To provide tenants with as much help as possible, the Council has produced a guide to Universal Credit; this can be requested from the Customer Service Centre, the Advice Shop or online at westlothian.gov.uk

Support to make the claim

If you feel that you need advice about claiming UC or do not understand the application form, you can also visit the Advice Shop or call them on 01506 283000.
Help to Budget

The standard way that UC is paid is by a monthly lump sum payment, including housing costs, to one member of the household. For a large number of people, receiving monthly payments and having responsibility for paying rent may be new to them. In Scotland, however, people receiving UC can choose to have their payments made every two weeks instead of monthly, and for their housing costs to be paid directly to their landlord.

West Lothian Council Advice Shop can provide tailored, one to one budgeting support to people receiving UC. This budgeting support can help people to:
- **理解如何 UC 运作以及预期的支付**
- **对比其他支付方式**
- **节省生活费**
- **理解银行声明**
- **还清贷款**
- **对自己金钱更有信心**

如果 UC 受益者有租金欠款，当局可以请求直接从 DWP 支付受益者每月的租金。当局也可以请求额外的租金欠款支付，他们无需您的同意即可这样做。如果您认为正在发生这种情况，请与您的住房官员联系，他们可能在请求此支付之前已经尝试联系您。

如果您在支付租金时遇到困难，请不要忽视这种情况。请与您的住房官员联系以获取支持。工作人员会在那里帮助您。

**T: 01506 283000   E: customer.service@westlothian.gov.uk**

On the next page you will also find a ‘Budget Helper’ to help you make sense of what you have coming in and going out, why not have a go at filling this out, remember to pay off the most important bills first, such as your rent.

To organise budgeting support contact the Advice Shop on:

**01506 283000**

or complete an online enquiry form at **www.westlothian.gov.uk/advice-shop-referral**

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West Lothian Council tenants can pay their rent:

- **直接借记** 通过设置直接借记。您可以在 https://www.westlothian.gov.uk/article/2174/Paying-your-Rent 中填写在线形式。
- **通过电话** 通过 24 小时自动支付链接（01506 282407 - 选项 2）。
- **邮寄** 在当地客户信息服务中心。
- **邮政支票** 通过 Telephone via a 24 hour automated payment link (01506 282407 - option 2).
- **邮政支票** 通过 Postal service office.
- **在线支付** 通过访问 www.westlothian.gov.uk/payrent 的在线支付系统。
- **Payzone** 通过任何 Payzone 转账点使用您的租金支付卡。要在 Payzone 寻找最近的付款点，请访问 www.payzone.co.uk 并点击商店定位器。

对于 UC 受益者每月的租金欠款，当局可以请求直接从 DWP 支付。当局也可以请求额外的支付，对于因租金欠款而产生的租金。如果当局认为这是正在发生的事情，请与您的住房官员联系。工作人员可能会在请求此支付之前已经尝试联系您。

如果您是 UC 受益者每月的租金欠款，请不要忽视这种情况。请与您的住房官员联系以获取支持。工作人员会在那里帮助您。

**T: 01506 283000   E: customer.service@westlothian.gov.uk**

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Paying your rent

Paying rent on time and in full is the most important part of a tenancy agreement. If you get help with your rent, this will be included in your Universal Credit payment and it will be your responsibility to pay the full amount to your landlord directly.

In Scotland however, you can request that your UC payment is split and that the rent payment is paid directly to your landlord; you can do this by selecting this option on your UC journal (this option is only available for the first 60 days once you make your application).

If you do not request this option, then your rent payment will be paid directly to you, and you will be responsible for paying this to your landlord by using one of the Council’s payment options.

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For UC claimants with rent arrears, the Council can request payment directly from the DWP for a claimants monthly rent. The Council can also request an additional payment for any rent arrears accumulated; they do not need your permission to do this. If you think this is happening speak to your Housing Officer, it is likely that they have been trying to contact you before requesting this.

**If you are struggling to make your rent payment, please do not ignore the situation. Speak to your Housing Officer to see what support is available. Staff are there to help you.**

**T: 01506 283000   E: customer.service@westlothian.gov.uk**

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Making your money stretch to cover all your monthly costs can be a real struggle! To help you make sense of what you have coming in and going out, why not fill out the budget helper below. Remember to pay off the most important bills first, such as your rent, council tax, gas and electricity. If you can manage, try to save a small amount each month for any unexpected costs that may occur throughout the year:

### MONTHLY EXPENSES

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<td>Gas</td>
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<tr>
<td>Extras</td>
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<tr>
<td>Savings</td>
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<td><strong>Monthly Total</strong></td>
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### MONTHLY INCOME

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<tr>
<td><strong>Total Income</strong></td>
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</table>

### TOTAL INCOME

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### DEBTS

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<tr>
<td><strong>Total Debt</strong></td>
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</tbody>
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If you would like some one-to-one help, contact the Advice Shop for budgeting support:
e: advice.shop@westlothian.gov.uk
t: 01506 283000

Every penny counts...
Blocked Drains

In 2017, over 1000 council homes were affected by blocked drains and sewers. This can cause flooding that affects you and your neighbours and can pollute rivers and burns in your local area. The cost of unblocking and repairing these to the council was over £108,000.

Around 80% of blockages that clog up the drains are caused by either inappropriate items being put down the toilet, or fat, oil and grease being put down the sink. (It is an offence under the Sewerage (Scotland) Act 1968 to dispose of fat, grease or oil down your sink).

Wipe out blocked drains

The waste water drain which runs from your house to the public sewer is usually about four inches wide, which is less than the diameter of a DVD.

Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours. It’s easy in the bathroom just follow our Three P’s rule and only flush pee, poo and toilet paper.

Everything else should go in the bin, not down your toilet - check out the checklist of ‘never flush’ items below:

Bathroom Checklist:
1. All wipes (baby, personal cleansing, toilet and household cleaning - even if the pack says ‘flushable’)
2. Sanitary items (sanitary towels, tampons, liners, applicators and backing strips)
3. Cotton wool, cotton buds, disposable nappies and nappy liners
4. Condoms, incontinence pads, colostomy bags, used bandages and contact lenses.

Never pour down the sink

Fat, oil and grease in liquid form may not appear to be harmful as they don’t get stuck in the plughole, but as they cool, they congeal, harden and stick to the inside of drains and sewers, which can cause drains to block.

Kitchen Checklist:
1. Fat, oil and grease – leave to cool. If it hardens put it in your food caddy if you have one, but if it’s still liquid put in a container and then put in your grey bin
2. Give plates, pots, utensils and containers a quick scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food before going down the sink; put in your grey bin.
3. Believe it or not soup, stocks and milk products all contain fat, which can also congeal and harden in your drains – leave these to cool. Again hardened material can go in the food caddy; scrape the rest into your grey bin.
4. Peeling – put any waste food and peelings into your food waste caddy.

If you have a blocked external drain, contact the Customer Service Centre for advice on whose responsibility this is, as in certain circumstances it may be Scottish Water who need to come out.

T: 01506 280000
E: customer.service@westlothian.gov.uk

For more information on recycling in West Lothian go online at westlothian.gov.uk and click on ‘Recycling and Waste’.
Some examples of home improvements might be renewing your kitchen or bathroom, installing a driveway, renewing doors and/or skirtings and removing artex.

Depending on the type of work you want to carry out, you may also need Planning, Building or Roads permission and an Asbestos Survey carried out. (Note: If you live in a flat or four in a block property, you will always need permission from Planning).

**Any alterations to gas or electric supplies MUST be carried out by a registered GasSafe or NICEIC contractor.**

**ASBESTOS**

Asbestos is a naturally occurring mineral, which can be found in any buildings constructed prior to 2000; its fibres are strong and resistant to heat and chemicals, which led to its use in a wide range of building materials and products, often as fireproofing. There is the potential for asbestos to be present in surfaces throughout buildings, such as:

- **internal rooms**: ceilings, walls, floors
- **internal fittings**: tanks, pipes, electrics, heating
- **internal attics**: firebreak, insulation, flues
- **external areas/fittings**: roof, windows, guttering

Asbestos is only a potential risk if it becomes disturbed. Therefore, if you wish to carry out work which would involve damage to the fabric of the building (as detailed above) you must arrange to have an asbestos survey carried out by an approved company.

The results of the survey will determine if you need to get a qualified contractor to remove and dispose of the asbestos material safely. Under NO circumstances should you remove or dispose of asbestos material on your own.

The Health and Safety Executive (HSE) provides guidance on what a member of the public should do if they think they have asbestos in their home and are planning home alterations or improvements. If you require more information please refer to the HSE website:

[www.hse.gov.uk/asbestos](http://www.hse.gov.uk/asbestos)

If you need more information or advice, you can also contact your Housing Office through our Customer Service Centre:

**T:** 01506 280000  
**E:** customerservice@westlothian.gov.uk

If you wish to carry out home improvements or alterations, you can download an Alteration and Improvement Application Form and also find additional information and advice at westlothian.gov.uk home page. Just follow the paths shown below, which will take you to the relevant information:

[Housing > Council Housing > Improvements > Planning on Improving your Home > Alteration and Improvement Application](#)

[Housing > Housing Advice > Home safety > Asbestos > What you need to know](#)

[Planning and Building Standards > Planning Applications > Do I need Planning Permission](#)

[Planning and Building Standards > Building Standards > Do I need a building warrant?](#)

[Roads, Streets and Parking > Roads and Pavements > Roads Developments and Improvements > Dropped Kerbs](#)

We would strongly recommend that before starting any alterations or improvements, you contact your Housing Officer to discuss your plans and seek advice on the best way forward. This will help you avoid any unnecessary costs or delays that can occur if the proper steps are not followed, as recently experienced by three of our tenants.
Case Studies

Ms L

A recent inspection of Ms L’s property by her Housing Officer highlighted improvement works being carried out by her; involving removing existing artex from the walls in her living room. The Housing Officer was concerned about the type of work being carried out as this affected the fabric of the building. It was necessary for work to be suspended immediately, pending an asbestos survey and air test being carried out to determine if asbestos was present. In this case, the asbestos results were positive and the tenant had to move out of her home until the property was safe for her to return.

If Ms L had completed an Alteration/Improvement form, her Housing Officer could have offered advice as to the correct course of action needed, which would have saved the tenant considerable costs, as many of her personal belongings were contaminated and had to be disposed of. Unfortunately Ms L did not have Home Contents Insurance which could have helped with replacing her damaged items.

Mr D

Mr D lives in a ground floor flat and contacted his Housing Officer requesting permission to install a driveway for his car in his large front garden. He had already arranged for work to start the following week, however as Mr D lives in a flat, Planning Permission is a necessity, along with permission from Operational Services to drop the kerb and a Road Permit to cross the footpath. This meant that Mr D had to delay the work until the correct permissions were granted.

Mrs B

Mrs B erected a new hut in her rear garden; unfortunately this had been placed partly on land owned by her neighbour. Mrs B had failed to seek permission from her Housing Officer which resulted in the hut having to be dismantled and rebuilt on land that pertained to her own council property. As the hut was of very good quality and solid construction, the process of dismantling and rebuilding added considerable cost to the tenant.

Top Tip

To safeguard yourself from any additional costs, please always contact your Housing Officer for help and advice before embarking on any home improvements; this could save you money in the long run.

Frequently Asked Questions

Here are some FAQs which we hope will help you:

Q1 I have applied to the Council for permission to replace internal doors in my home. How long will the Council take to respond?

A The Council has one month to make a decision once your application has been received. You will receive a letter with our decision.

Q2 I live in a four in a block property but only want to put a hut in my garden. Do I still need planning permission?

A You should always seek advice from Planning if you live in a four in a block property. Go online at westlothian.gov.uk for further information.

Q3 I have already made arrangements for works to start in my home. I have arranged for an asbestos contractor to remove asbestos before I redecorate. Do I still need to contact the Council?

A You must always ask for permission from the Council before you start any alterations or improvements to your home. This is part of your tenancy agreement. You must contact your Housing Officer for further information as soon as possible. Please be aware that a suitably qualified contractor must be appointed and a certificate of cleanliness will be required where asbestos has been removed.

Q4 I want to replace all the skirting’s in my home and a friend has told me I do not need to have an asbestos survey carried out. Is this true?

A As this type of work would involve damaging the fabric of the walls then an asbestos survey would be required. Further advice can be found on the HSE website but you must always ask for permission before you start any work to your home.
In 2015 we introduced the Assisted Decoration Scheme to benefit tenants of West Lothian Council who are either senior citizens or of limited physical capacity and who are unable to decorate their home without assistance. Since introducing this innovative scheme we have successfully completed over 600 projects, and we are now looking for applications for 2018/2019.

**SCHEME QUALIFICATIONS**
To be eligible for the scheme, we have certain criteria that must be met, as shown below:

**RESTRICTIONS**
- Tenants can only apply for one room per household for the duration of the scheme (if you have already had a room decorated since the scheme commenced, you are no longer eligible).
- Your rent account must be up to date; you cannot apply if you have current rent arrears, unless you have made an agreement to repay these and the local area Housing Officer agrees that payments have started and are being maintained.
- Applications will not be accepted for anyone who has an able bodied adult member of the household residing in the property who is aged between 18 and 65.
- If the scheme rules are found to have been breached, e.g. false certification of ‘no able-bodied household members under 65’, then the full costs will be recharged to the applicant.

**OLDER PEOPLE OF PENSIONABLE AGE**
- Proof of age will be requested before acceptance onto the scheme. You must sign the application form and answer Question 3 regarding ‘are there any able bodied members of the household who are aged between 18 and 65’.

**HOUSEHOLDS OF SINGULAR OR MULTIPLE PEOPLE OF REDUCED PHYSICAL CAPACITY**
- An assessment of permanently reduced physical capacity and proof of no capable household members will be needed before acceptance onto the scheme. You must sign the application form and answer Question 3 regarding ‘are there any able bodied members of the household who are aged between 18 and 65’.

**HOW THE SCHEME WORKS**
The current scheme will run up to 31 March 2019, with a limited budget set aside for the financial year; meaning that there is only a certain amount of work that we will be able to carry out. Applications received will be dealt with on a first come first served basis.

Once an application is received we will:
1. contact the tenant to let them know their application is being dealt with
2. assess each application to ensure it meets the eligibility criteria
3. arrange a suitable appointment with the tenant (for all eligible applications) to carry out an inspection to determine the extent of the decoration work required. (If necessary, severe cases may be prioritised by the consideration of an Assessment Panel)
4. contact the tenant to advise whether or not their application has been successful.
WHAT’S AVAILABLE ON THE SCHEME?

- Preparation of the room i.e. stripping, filling, lining paper
- Painting of walls, ceilings and woodwork and/or wallpapering
- Tenants can choose from a wallpaper pattern book supplied by the council at no cost or choose to provide their own at their expense
- Choice of paint colours
- Assistance can be given to clearing out the room prior to work commencing.

HOW TO APPLY

If you are interested, and you think that you would be eligible for this decoration scheme please apply using our online form at westlothian.gov.uk>housing>improvements>Assisted Decoration Scheme.

Alternatively, you can return the form below by post, hand it into your local council office or email it to hio@westlothian.gov.uk

If returning by post or to your local council office, please mark your envelope on the front top left with ‘AD Scheme’, to identify it as an application and send to: Housing Investment Officers, West Lothian Council, Civic Centre, Howden South Rd, Livingston, EH54 6FF

ASSISTED DECORATION SCHEME – APPLICATION FORM

Applicant’s Name (Print) ............................................................................................................................................................................................
Address .............................................................................................................................................................................................................................. Post code ........................................................................................................................................
Contact no. ....................................... Email address ...........................................................................................................................

1. Preferred method of contact (please tick) Post ☐ Telephone ☐ Email ☐ Text ☐

2. Are you an older person of pensionable age? Yes ☐ No ☐

3. Are there any able bodied members of the household aged between 18 and 65? Yes ☐ No ☐

4. Do you have a permanent disability that prevents you from decorating? Yes ☐ No ☐

5. Which room would you like decorated? (please tick one box only)
   Living room ☐ Bedroom ☐ Bathroom ☐ Kitchen ☐ Stairway (paint only) ☐
   Other (please specify) .......................................................................................................................................................................................

6. Any additional information ..................................................................................................................................................................................

Signature (Mandatory) .............................................................................................................................................................................................

The above signature certifies all of the above information and any false information may lead to costs being recharged to the applicant.
Stocky Tiffy Puddings

Quick and tasty! You won’t be able to resist this pudding!

Serves 4

Pudding Ingredients
- 50g sultanas
- 4 large chocolate muffins, broken into crumbs
- Small knob of butter for greasing

Sauce Ingredients
- 50g light brown muscovado sugar
- 50g butter
- 75ml double cream
- Vanilla ice cream

What you do:
- Heat your oven to 200°C/180°C fan/Gas mark 6
- Mix the muffins and sultanas together. You can divide the mixture between four buttered dishes or one larger dish. Cover with foil and bake in the oven for 8 mins until warm
- Melt the butter over a low heat in a small pan. Add in the sugar and double cream, stirring until the sugar has dissolved.
- Pour the sauce over the muffin mixture and serve with vanilla ice cream, Yum!

Easy Peasy Bacon and Sausage Carbonara

A quick and easy tasty pasta dish

Serves 4

What you need:
- 1 onion, chopped finely
- 400g pasta (use whatever you fancy)
- 8 – 10 slices of streaky bacon, chopped
- 3 egg yolks (large)
- 4 sausages
- 60ml single cream
- 85g parmesan cheese, grated finely
- Splash of Olive Oil for cooking
- Salt and pepper to season

What you do:
- Cook the pasta as per pack instructions and drain when ready
- Cut the top of the sausages and squeeze the meat out
- Roll into smallish balls (lightly oil your hands first so the meat doesn’t stick to you)
- Heat a frying pan with a little oil, add the bacon and cook until crispy; remove and keep warm in a low oven.
- Fry the sausage balls until golden and cooked through – put in oven as well.
- Add onion to the frying pan, cook until soft
- In a separate bowl, mix the egg yolks, cream and most of the Parmesan and Parsley. Add black pepper and a pinch of salt.
- Add the pasta into the pan, off the heat. Add in the egg mix, onions, sausage balls and bacon; mix well until the pasta is coated with the sauce
- Tip into bowls and scatter with the remaining Parmesan and top with the crispy bacon

Do you have a favourite recipe that is easy to make and you’d like to share? Why not send it to us at TP@westlothian.gov.uk or post to TP Team, West Lothian Council, Civic Centre, Howden South Road, Livingston EH54 6FF and if it’s chosen by our Editorial Panel, you will win a slow cooker!
The winner of the £25 prize from the winter 2017 edition was Ms J Hunter, Greenrigg. If you would like to be our next £25 winner, please complete and return to:

TP Team, Housing, Customer and Building Services, West Lothian Council, Civic Centre, Howden South Road, Livingston EH54 6FF

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**Spring wordsearch competition**

The winning word is **CHERRYBLOSSOM**

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<th>BLUEBELL</th>
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**Pay your Rent online... it’s quick and easy!**

To check your rent account and pay your rent online all you have to do is register with us at: [www.westlothian.gov.uk/tenants-selfservice](http://www.westlothian.gov.uk/tenants-selfservice)

All you need to register is your rent account reference number. You’ll find this on your Rent Payment Card, or you can give us a call on **01506 280000** and we can supply it for you.

On the Tenants Self-Service portal you can:

- Pay your rent with your debit or credit card
- View your rent account and balance
- Request help and advice
Our customer information service offices
email: customer.service@westlothian.gov.uk

Almondbank Centre
Shiel Walk, Craigshill

Armadale CIS
(Payment Facility available)
1/3 East Main Street
Armadale

Bathgate Partnership Centre
(Payment Facility Available)
Lindsay House, South Bridge St
Bathgate

Strathbrock Partnership Centre
(Payment Facility Available)
189a West Main Street, Broxburn

Blackburn Connected
The Mill Centre, Blackburn

Carmondean Connected
(Payment Facility Available)
Deans, Livingston

Fauldhouse Partnership Centre
Lanrigg Road, Fauldhouse

Linlithgow Partnership Centre
High Street
Linlithgow

Livingston CIS
(Payment Facility Available)
Arrochar House, Civic Square
Almondvale Boulevard
Livingston

West Calder CIS
(within West Calder Library)
Harburn Road,
West Calder

Whitburn CIS
(Payment Facility Available)
5 East Main Street, Whitburn

For all enquiries call our Customer Service Centre on
01506 280000

Social Work Emergency Number:
01506 281028 (Social Work Only)

For all other emergencies call:
01506 280000

If you have used the council’s complaints procedure and you are still unhappy, you can pass your complaint, within a year, to:
The Scottish Public Services Ombudsman,
Freepost EH641, Edinburgh EH3 0BR
Tel: 0800 377 7330
www.spso.org.uk

Customers with special requirements
Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on
01506 280000

Text phones offer the opportunity for people with a hearing problem to access the council. The textphone number is
01506 591 652
A loop system is also available in all offices.

www.westlothian.gov.uk
online 24 hours a day

Log on and you can:
- Pay your council tax, rent, or fines online
- Apply for a house
- Report a repair to your home
- Make an enquiry for information
- Make a comment on any council service

We hope you have enjoyed reading Tenants News. If you would like to get in touch with the editorial panel please contact us by writing to: TP Team, Housing, Customer and Building Services,
West Lothian Council, Civic Centre, Howden South Road, Livingston EH54 6FF
or email TP@westlothian.gov.uk