

West Lothian tenants news

Informing and involving West Lothian's tenants

SUMMER 2025

SUMMER
SAFETY
PAGE 8

Cairns Castle, Harperrig Reservoir



Waste
Management

Page 7

Are you a council
housing tenant
looking to move?

Page 13

Fire safety in the
kitchen

Page 14

TALKING TENANTS



Become a Talking Tenant
Expert through Social Media

3

The Next Generation
of Tenant Participation

4

HOUSING



is the easiest and
most efficient way
to pay your rent;

5

What is
Antisocial
Behaviour?



6

Waste
services



6

CUT OUT

CONTAMINATION IN YOUR GREEN AND BLUE BINS

7

CUSTOMER

Summer
Safety 2025

8

Free child
swimming
sessions

12

Summer Reading
Challenge

12

Customer
Information Service

12



Mutual
Exchanges

14

National Fraud
Initiative

11



Love
Libraries

12

Your Community,
Your Choice

13

Radio Teleswitch
Service (RTS)

15

BUILDING SERVICES

Fire safety in
the kitchen



16

Aftermarket
Shower spray
heads and
hoses

17

STRATEGY AND DEVELOPMENT

You
said
We Did

18

New Build
update

19

KID'S
CORNER

SUMMER
WORD SEARCH

20

Tenants
Tasty Treats



21

Become a **Talking Tenant Expert** through Social Media

Talking Tenants – Facebook Guidelines



'Talking Tenants' is a new role within the remit of Tenant Participation.

This is an entirely voluntary opportunity, but if you are interested in helping out our Customer Participation Officers on the running of the Facebook page and being an advocate for digital Tenant Participation, here is what we will do to support you and what the role of the Talking Tenant representative entails.

What We Will Do to Support You?

- ✓ We will make you a Group Expert.
- ✓ We will provide you with training on Facebook if required.
- ✓ We will be there to support, help and guide you.
- ✓ We will provide you with a Facebook page login (if you are not comfortable using your own).
- ✓ We will provide you with a unique profile picture and banner (if you wish to use it).

What the Talking Tenant Representatives role involves?

- ✓ You will provide recipes, positive quotes, and activities (quizzes) as a Facebook post.
 - We expect at least one of the above a week to help keep our tenant engagement levels high.
- ✓ You will be aware of special days worldwide that we may wish to post about, e.g. Christmas Day, Chinese New Year, Valentine's Day etc.
- ✓ You will use your own experience as a tenant representative to help encourage others to be more involved.

What does the role not involve?

- ✗ Deal with any enquiries or complaints from tenants; this is the responsibility of the Customer Participation Officer. If you see a post that requires our attention, please tag us.
- ✗ You will not approve people for the page. We need to check that they are a West Lothian Council tenant before approval.
- ✗ You will not be dealing with anything that impacts West Lothian Council or Housing, Customer, Building Services.

Facebook Admin

Hannah Grey - Quality Development Officer

Caitlin Howie - Quality Development Officer

If you are interested or require further information, please email TP@westlothian.gov.uk



If you find that you are struggling to pay your rent, we can help:

- ensure you maximise your income and check that you are claiming all benefits you may be entitled to
- you to prioritise debts to ensure the most important are paid first
- work out realistic repayment plans, taking into account your income and expenses.

If you do fall into rent arrears we will contact you in a variety of ways such as:


Text
message


Telephone


Letter

It is important you address any rent arrears as soon as possible by contacting your Housing Officer on 01506 280000.

As a tenant of West Lothian Council, you are responsible for paying your rent and managing any arrears you may have. We can help you if you are struggling if you talk to us – don't struggle alone.

The Next Generation of Tenant Participation

CALLING ALL 16-25 YEAR OLD TENANTS

We are keen to recruit young and enthusiastic individuals to join our tenant participation team. This voluntary position will provide you with excellent life skills and work experience. Our meetings are held online, so you can take part wherever you are; however, you will be paid out-of-pocket expenses if travel is required.

Being part of the next generation tenant participation focus group, you will:

- Improve your professional writing skills through reports.
- Improve your communication skills.
- Develop an understanding of Housing, Customer and Building Services, which will help you with your tenancy or if you have an interest in working in housing.
- Gain experience in participating in meetings which will help build confidence.
- Have opportunities to assist in designing marketing materials such as Tenant's News.
- Become one of our social media experts.
- Have the opportunity to take part in day events such as inspections.
- Have your say on high-level policies and procedures.
- Most importantly, have your voice heard within the service and help shape tenant participation for the future.

If you are looking to develop life skills, have skills to offer, or are a budding graphic designer, marketing or business student, please contact TP@westlothian.gov.uk; our friendly team is excited to hear from you.

GET INVOLVED

Don't have time to attend Tenant Participation meetings? Why not join our Facebook page! Our Facebook page is there to allow us to consult and chat with our tenants – but not only that, it is a place where tenants can help each other. We post items relating to housing consultations, helpful hints and tips, survey feedback, and much, much more.

We even have a regular segment to appoint a TP Mascot of the month, where you can get your furry friends involved.

The Facebook page is run by the Housing, Customer & Building Services Customers team and tenant experts.

Search West Lothian Council Tenant Participation on Facebook

Click join and remember to provide us with your address to verify you are a tenant!



Direct debit is the easiest and most efficient way to pay your rent;

it ensures that you are up to date with your rent payments and removes the stress and inconvenience of paying by other methods. Payments made by direct debit are covered by the direct debit guarantee. This means that you are in control of your payments and your money is safe.

Payment dates are available on the 1st, 7th, 14th and 21st of the month.



if you've recently been in touch with one of our Housing Teams and you'd like to let us know how it went, can you please complete this survey.

Survey



There are other ways to pay your rent, however, these can take a bit longer. The table below shows how long payments can take to reach your account. If there is a delay in your payment reaching your account, and your account is put in arrears because of this, you may receive our system generated arrears communication.

Payment Method	Days to show on rent account
Direct Debit	Instant
Online or Telephone	2 days
Bank Transfer	2 days
Post Office / PayPoint	5 days

If you pay your rent in arrears you will receive our system generated arrears notifications. The only way to avoid this is to ensure you have a credit balance on your account; there are lots of ways to build a credit balance, such as;

- Slightly increasing your direct debit
- Making a one-off payment to the value of one weeks rent
- Contacting your Housing Officer to set up a separate small recurring payment over the phone,
- Making a payment through our Tenants Portal.

Did you know that your Housing Officer can take payments over the phone?

We have implemented a system called CallSecurePlus to enable Housing Officers to take rent payments over the phone, directly from tenants. This will make it easier for tenants to make quick and easy payments, and remain in control of their rent accounts. You can also set up recurring payments on the system, so it's a really simple and effective way to build a buffer of credit on your account.

It is important that you keep up to date with your rent payments; if you are struggling to pay your rent, please contact your Housing Office.

Armadale Ward	ArmadaleAHO@westlothian.gov.uk
Bathgate Ward	BathgateAHO@westlothian.gov.uk
Whitburn/Blackburn Ward	WhitburnAHO@westlothian.gov.uk
Livingston Wards	LivingstonAHO@westlothian.gov.uk
Broxburn/Linlithgow/ East Livingston Wards	BroxburnAHO@westlothian.gov.uk
Breich Valley Ward	BreichValleyArea@westlothian.gov.uk

Antisocial behaviour and noise

It is good to be neighbourly.

Let's look out for those less able. If neighbours can talk to one another, and get on better this may result in improved daily living, helping everyone's health and wellbeing.

Antisocial Behaviour (ASB) means a person(s) behaving in a way that causes or is likely to cause, alarm and distress to you or your community.

ASB includes noise disturbances, loud music, parties and shouting. Sometimes domestic noise can be antisocial and can include amplified noise, playing instruments, loud banging or sometimes DIY.

For anyone experiencing antisocial behaviour or noise related disturbances, contact 01506 280000. The Safer Neighbourhood Team are able to provide advice and assistance and have a noise witnessing service.

If you wish to report antisocial behaviour or seek advice or assistance, please contact The Safer Neighbourhood Team at: snt@westlothian.gov.uk or call West Lothian Council on 01506 280000

More information about antisocial behaviour and FAQs

For matters that relate more to tenancy management issues such as right of access, waste disposal issues, fire safety concerns, communal door access or garden problems.

- Call West Lothian Council on: 01506 280000
- Contact the Registered Landlord

For serious issues of antisocial behaviour or to report a crime or ongoing incident, including a Hate incident/crime or Domestic Abuse, you can also contact Police Scotland on 101 or in serious circumstances for ongoing disturbances; call 999, or you can report it anonymously via Crimestoppers on: 0800 555 111.

West Lothian Council urges tenants to **dispose of household rubbish in the appropriate bins** and not to collate bags and discarded items in garden areas.

This will reduce the health and safety risk that these items can cause by vermin or accidents occurring and reduce the risk of deliberate fire setting. Safe waste disposal also reduces tenancy management breaches.

West Lothian Council Housing tenants can choose to pay for their brown bin in instalments as opposed to in one lump sum.

This option will allow you to pay the entire £52.75 charge across the remainder of the permit year in the same way as you pay your rent.

However, your Brown Bin Payment is not part of, nor added to your rent account. You are responsible for making payments to the Garden Waste Permit account.

You can pay your garden waste permit in the same ways as you pay your rent:

- **Pay Online** at - [Pay for it - West Lothian Council](#)
- **Pay by phone** - 01506 280000, Option 1
- **Pay Point** - Just take your Garden Waste reference number to your nearest site. You can find this at consumer.paypoint.com

Info on bins and recycling →

Purchase a permit →

CUT OUT

CONTAMINATION IN YOUR GREEN AND BLUE BINS

- **Contaminated material can't be separated or cleaned**, meaning whole bin-lorry loads can end up being disposed of rather than recycled. This is **very harmful to the environment** and is **expensive to dispose of contaminated material**.
- Contaminated material should be placed in your **grey bin**.
- Residents are responsible for removing any contaminated material from their bin.
- **The council will not empty contaminated bins**. Bins will only be emptied when the contamination has been removed.

The council is appealing to residents for their support in tackling the problem. We can provide households with advice on what items should be placed within each bin to avoid issues with contamination. For reminders of what waste should go into each bin and to request an additional bin, please visit: www.westlothian.gov.uk/bins

What goes into your bin?

GREEN BIN

- ✓ Plastic bottles
- ✓ Tubs and trays
- ✓ Tins, cans, aerosols
- ✓ Foil and metal lids
- ✓ Cartons
- ✓ Empty plastic bags

BLUE BIN

- ✓ Paper, card and cardboard only.
- No other materials should be placed into blue bins. No plastic bags.

Make sure everything put in **green** and **blue** bins is clean and dry



There are glass recycling points situated across West Lothian.

You can find your nearest glass recycling point by **visiting our website**. Please only recycle glass bottles and jars. Other glass, like oven dishes, window panes, mirrors and light bulbs cannot be recycled.

SUMMER SAFETY 2025

“Have an enjoyable, safe summer” is the message from the West Lothian Community Safety Partners. Here are a few helpful tips to keep yourself and your family safe this summer:



FLYTIPPING

The better weather often encourages us to have a good old clear-out - rooms, loft, and attic spaces as well as our garages. However, please be aware of your responsibility when recycling, and don't fall foul to rogue 'white van' traders.

We all know that dumping rubbish is illegal and dangerous and it ruins the appearance of your neighbourhood. However, did you know that if you ask someone (even if they appear to be a legitimate company and you pay them) to take the rubbish to the skip for you, and they negate that transaction and illegally dump it, you are BOTH liable for a fine.

You can get a fine of £500 for fly-tipping.

Should you wish to report this issue anonymously, please call our Contact Centre on 01506 280000.

Report illegal fly-tipping

If the problem is on council land, we will deal with it as quickly as possible. If the problem is on privately owned ground, the owner is responsible. We will contact the owner or occupier and ask them to tidy up. Fly-tipping is also a fire hazard - help to keep your community clean and safe.

Fly Tipping FAQs - West Lothian Council

Recycling and Waste - West Lothian Council

Householders have choices when disposing of their household waste

If your household waste can't go in your household bin, you have a choice.

Book a Bulky Uplift



Take items to a Recycling Centre (either in a car or van)



Use a licenced private contractor to dispose of the items



Make the correct choice



FLY TIPPING is never the correct choice It spoils your community, it's illegal and it's ALWAYS the wrong choice.

Look after West Lothian's amazing natural environment by ensuring you dispose of all your waste responsibly.

Report FlyTipping →

SUN SAFETY ADVICE FROM NHS

The safest way to enjoy the sun and protect your skin from sunburn is to use a combination of shade, clothing and sunscreen.

Here are some top tips:

- Seek shelter; avoid sun exposure between 11am and 3pm when sun is typically stronger
- Cover up using clothing such as a wide-brimmed hat and long-sleeved tops, closed weaved fabrics may offer better sun protection
- Use sunscreen properly
- Wear sunglasses with wraparound lenses or wide arms
- Babies under 6 months of age should be kept out of direct strong sunlight
- Infants and children should be well protected at all times
- Extra care is required for those with fair skin, light coloured eyes, fair or red hair, freckles or moles.



WATER SAFETY

- If it looks like it is going to be nice weather and you may be thinking about going to the beach or having some fun at Scotland's beautiful rivers, lochs, canals and reservoirs - please stay safe and **#RespectTheWater**
- Beaches should be treated like our streets – Keep them Clean – 'Take your Litter Home' or use the bins provided
- Leave inflatable toys at home



- Water Safety Scotland highlights the following key pieces of advice in its Water Safety Code: WSS Water Safety Code & Language translations (watersafetyscotland.org.uk)
- Stop and think - spot the dangers
- Stay together, stay close
- Know what to do in an emergency

- Even if the sun is out, it takes a lot of heat to warm up the Scottish Waters and the cold water can still shock

- If in trouble, FLOAT to live
- In an emergency, call 999 and ask for the Coastguard

Learn about **Cold Water Shock and its effects**

For more water safety advice, go to: **Advice Hub | Water Safety Scotland**

Support RLSS UK Drowning Prevention Week: 14-21 June
Safety Week | Drowning Prevention | Info and Resources
Water Safety Charity named 'Educational Resource Provider of the Year' for its Water Smart Schools initiative
Water Safety Scotland | Education - Resources & Workshops

HOME SAFETY

Be aware of theft slip-ins. These can happen whilst you may be busy in the house or in the garden. By keeping your doors and windows secure or latched, you will prevent people entering, stealing, and leaving just as quick. Often people don't know thieves have been in, until it is too late.

Doorstep crime is a problem that continues to plague our communities year on year. These incidents can have a devastating and lasting effect on victims from disruption to their homes or property and financial loss that impacts heavily on their emotional wellbeing and health.

It's not easy to spot a rogue trader. They will often look genuine. They will look professional, have a branded van, a website, and business cards. They may even have their company listed on review sites, and appear to be endorsed by reputable trade associations. They may look authentic, but cowboy traders just want to scam you.

Don't let scammers in to your home. Just say no.

Further crime prevention advice

ONLINE SCAMS

These can be particularly difficult to spot. They often use fake websites and email addresses which look very similar to genuine ones. Always think about what you are being asked. Are you expecting any communication from the organisation? Would your bank ask for particular information? They would never ask for your PIN. If you have received a request for money to "help" a friend in need – is it your friend asking for help?

Sometimes they will try and embarrass you into giving them money. They might try to use romance or friendship as a way to trick people into sending large sums of money to help family members with money troubles or even a temporary loan. Always verify with a family member or friend that this is genuine.

It is incredibly easy to be caught out. These people are clever and can manipulate people of all ages.

FIRE SAFETY

- Whether you're off camping in the countryside, barbecuing with friends or enjoying a picnic with the family, you can take some simple steps to protect yourself from danger:
- For all you budding gardeners, if you burn leaves and debris, consider alternatives like composting. Before lighting any outdoor fire, check for any restrictions, if any permits are required or permissions required by the landowner.
- Never burn if the smoke and flames are blowing towards your home or your neighbour's home.
- Here is some useful information about fires, the great outdoors and advice on how you can leave your home 'fire safe' if you plan to leave it for an extended period of time.

Click [here](#) for more information

Deliberate Fires - During the summer as the schools break-up, we often see a rise in the number of deliberate fires across Scotland. These include refuse and wheelie bin fires, fires in stairwells or derelict buildings, as well as grass and countryside fires made worse by hot and dry conditions.

If you're a parent or guardian, you can help reduce the number of deliberately set fires by discussing fire safety with young people.

Reducing deliberate fires | Scottish Fire and Rescue Service (firescotland.gov.uk)

DRIVING SAFELY

- If you are drinking, have a dedicated driver who is not drinking or order a TAXI – Don't Drink and Drive – it is not worth it, and remember to drive 'like Grans in the car!'

#DRIVESMART

For more information about road safety, internet safety, safe nights out and protecting your property, and much more, you will find more information [here](#).



DOMESTIC ABUSE

Sometimes, we need a little bit of extra help and support - West Lothian Domestic and Sexual Assault Team (DASAT) offers confidential and friendly support to people who experience abuse and sexual assault and support the Living In Safe Accommodation project (LISA).

- Telephone Number: 01506 281055
- Mobile / Text: 07786681238 (Mon-Friday 9.00am – 5.00pm) or 07917 582539 (Tuesday-Thursday 9.00 am – 4.30 pm)
- Email: dasat@westlothian.gov.uk or in an emergency, call 999

National Fraud Initiative



West Lothian Council is actively participating in the National Fraud Initiative (NFI), a UK-wide data-matching programme designed to prevent and detect fraud across the public sector. Overseen by the Cabinet Office, the NFI operates under the authority of the Local Audit and Accountability Act 2014 and is typically conducted every two years.

The NFI brings together datasets from a wide range of public and private sector organisations – including information on payroll, pensions, and benefits – to identify anomalies that may indicate fraud, error, or poor data quality. As part of this initiative, West Lothian Council has submitted bulk data, such as current tenancies, housing waiting lists, housing benefits, council tax records, death records, and tenant contact information.

This data is cross-referenced with information from other participating bodies. When discrepancies are found, they are flagged for review. Designated staff members at West Lothian Council access the NFI web application to examine potential matches both within our records and those of other councils. These matches are assessed to determine whether they represent low-risk issues (for example, outdated or incorrect data) or high-risk cases (for example, an individual holding multiple council tenancies in different local authorities – a common type of housing tenancy fraud).

Housing tenancy fraud remains one of the most complex and resource-intensive types of fraud faced by local authorities. If left undetected, it can deprive families and vulnerable individuals of much-needed housing.

When potential fraud or error is identified, the relevant data is shared with participating organisations for further investigation and action. High-risk matches are prioritised and assigned to investigators for follow-up. Prompt investigation helps ensure early detection of fraud, correction of overpayments, and improved data integrity.

The latest National Report for 2024 has now been published. Between 2022 and 2024, the NFI uncovered £510 million in fraud and error across the UK. Of this total, £477.5 million was identified in England, £21.5 million in Scotland, £7.4 million in Wales, and £3.7 million in Northern Ireland. Since its inception in 1996, the NFI has delivered cumulative savings of £2.9 billion.

The main categories of fraud identified include:

- Pension fraud and overpayments
- Fraudulently or incorrectly claimed Council Tax Single Person Discount
- Fraudulent or wrongly claimed Housing Benefit

Through ongoing participation in the NFI, West Lothian Council continues its commitment to safeguarding public resources and ensuring services are directed to those who need them most.



West Lothian children swim for free at Fauldhouse Swimming Pool during school holidays



Fauldhouse Swimming Pool are offering one free swimming session per day per child, between 10am and 4pm Monday to Friday during school holidays. This offer is also available on Fridays from 12.30pm to 4pm during term-time.

Please note due to the pool's capacity swim session numbers are restricted.

For more information please call 01501 773000 or visit Fauldhouse Partnership Centre and speak to a member of staff.

More information



Summer Reading Challenge

2025 Summer Reading Challenge: Story Garden – Adventures in Nature and the Great Outdoors.

This exciting new theme will inspire children to tap into a world of imagination through reading, exploring the magical connection between storytelling and nature.

The annual Summer Reading Challenge is delivered in partnership with public libraries across the UK, and it's free for children to take part. Throughout the summer, children joining 'Story Garden' can discover new books, participate in free activities at their local library, and explore the link between reading and the great outdoors, where nature and imagination come together.



More information



Love Libraries

is a nationwide campaign to encourage more people to join libraries and make use of all they have to offer. It focuses on the impact and value of libraries everywhere.



The campaign is organised by the National Library of Scotland and sector partners including the Scottish Library and Information Council (SLIC), the Chartered Institute of Library and Information Professionals Scotland (CILIPS), the Association of Public Libraries Scotland (APLS), and the Scottish Confederation of University and Research Libraries (SCURL). The National Library of Scotland wants to use its centenary year as a platform to support and promote libraries of all kinds.

More information



Customer Information Service (CIS)



The Customer Information Service (CIS) is West Lothian Council's face-to-face service, answering and assisting customers with enquiries about any council service.

Some examples of customer enquiry types are:

- Concessionary Travel
- Blue Badge Administration
- Benefits and Council Tax enquiries
- Housing and Tenancy related enquiries
- Homeless Presentations and
- Housing Options advice
- Waste Management issues (including bins)
- Garages
- Council House Repairs
- Corporate Debt (rent, council tax, service accounts, housing benefit overpayments)

Many enquiry types can be handled online via [the council's website](#) or other digital platforms, however if this is not suitable for you, please come to us. Phone the CIS Appointment Line on 01506 280150 to make a face-to-face appointment.

We will ensure your enquiry is handled professionally and sensitively at all times.

Your Community, Your Choice

Can you think of a communal area that could do with a bit of a facelift? If so, **now's your chance to make a difference** through the Tenants Community Improvement Project (TCIP) as part of the Community Choices campaign.

TCIP is a type of participatory budgeting, which means you, the tenant, get a direct say in how part of the council's budget is spent in your local area. Whether it's sprucing up a shared garden, improving security, or making communal areas safer and more welcoming, your ideas can help shape your community.

What kind of projects can be considered?

For your project to be eligible it must:

- Be on land owned by Housing, Customer and Building Services
- Involve shared or communal areas.
- Aim to enhance the environment or improve safety/security for tenants.
- Have support from other council services or relevant external agencies, especially if they'll be responsible for maintenance after the project is completed.

What projects are not eligible?

Unfortunately, we can't consider projects that:

- Involve work inside individuals' homes.
- Include private garden spaces.
- Require ongoing maintenance by Housing, Customer and Building Services

Previous Successful TCIPs

Over the years, tenants have successfully secured funding for a wide variety of local improvements through this programme. Some great examples include:

- Resurfacing of communal car parks to improve safety and accessibility.
- Upgrades to play areas to provide safer and more engaging spaces for children.
- Landscaping and ground improvement projects that enhance shared green areas.
- Creating communal garden spaces for tenants to enjoy and socialise in.

These projects not only improve the look and feel of local areas but also strengthen community spirit and pride.

Share Your Idea

If you have an idea that could benefit your community, we want to hear from you!

Simply fill out the application form and tell us your idea. The Tenant Participation team will review your proposal and get in touch with you to discuss the next steps.

This is your chance to shape your neighbourhood in a way that benefits everyone. Your idea could make a real, lasting impact. Let's work together to build better, stronger, and more vibrant communities one project at a time.

[More information](#)



West Lothian
Community
Choices

Are you a council housing
tenant looking to move?

Consider a Mutual Exchange



Council and housing association tenants can swap homes if certain conditions are met – it's a faster way to find the right place for you.

[More information](#)



Radio Teleswitch Service (RTS)

The UK Government, energy regulator Ofgem, and energy suppliers have confirmed a phased approach to the switch-off of the Radio Teleswitch Service (RTS), easing concerns that thousands of households across Scotland could lose access to hot water and heating at the end of June.

The RTS signal, a longwave radio frequency used since the 1980s to control electricity meters that switch between peak and off-peak rates, is being phased out as the technology becomes obsolete. While most UK households use standard electricity meters and remain unaffected, around 105,000 homes in Scotland still rely on RTS meters and have not yet received upgrades.

Find out if you have an RTS meter

You may have an RTS meter if:

- your home has a separate switch box near your meter with a Radio Teleswitch label on it
- your home is heated using electricity or storage heaters
- there is no gas supply to your area, including households in rural areas and high-rise flats
- you get cheaper energy at different times of day, for example, you might be on an Economy 7, Economy 10, or Total Heat Total Control tariff

Get in touch with your electricity supplier if you're still not sure which meter is in your home.

While energy suppliers are being urged to identify people who may be affected, we would encourage tenants affected to engage with their suppliers to arrange for an upgrade.

If you do not know who your supplier is?

Follow the steps on our [find your energy supplier page](#).

Find out more about
the RTS switch-off

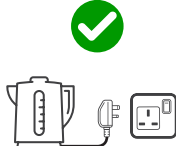
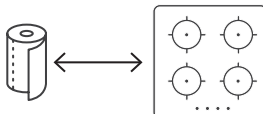
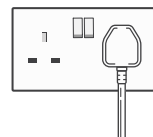


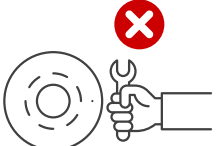
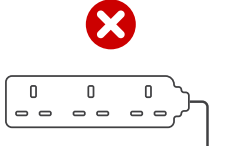
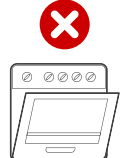
The Council's Energy Advice
Team can offer support



Fire safety in the kitchen

Keep your kitchen safe by using an A-rated electric cooker, having it installed by a qualified electrician, and following these simple fire prevention tips.

 Stay in the Kitchen while cooking	 Unplug appliances when not in use	 Double-check and make sure all appliances are turned off	 Ensure only responsible individuals use kitchen appliances
 Keep items away from hob	 Plug appliances directly into the wall	 Have a clear fire escape plan & keep doors closed to slow potential fire spread	
 Keep worktops free of flammable materials	 Ensure a cooker is installed by a qualified electrician or Gas Safe engineer	 Ensure electrical outlets are in good working order	

 Never disable smoke alarms	 Avoid cooking if you're tired, drinking alcohol, or taking medication	 Don't use extension cords for appliances	 Never use your oven to heat your home
---	--	--	--

Electric Cookers & Fire Prevention

To keep your electric cooker safe and working well, it needs to be installed and looked after properly.

Use A-Rated Appliances

What is an A-Rating? Look for appliances with an 'A' energy rating. These use less energy, cost less to run, and are generally safer.

Why It Matters: Cookers without an 'A' rating might not have the latest safety features, which could make them more likely to break down or cause a fire.

Ensure Proper Installation

Certified Electricians Only: Only a qualified electrician should install or check your electric cooker. This helps avoid electric shocks and fires.

Routine Checks: If you've recently moved or installed a new appliance, arrange for a safety check. Council-conducted inspections cover broader electrical systems, you are responsible for your appliances.

Tenant & Council Responsibilities

Tenant Responsibilities: Maintain appliances, report electrical issues, and use appliances safely.

Council Responsibilities: The Council handles the maintenance of overall electrical systems and follows safety protocols. Council-provided appliances may be gifted to tenants, making them responsible for upkeep, except in specific cases.

Fire Prevention Tips

Clear Surfaces: Keep flammable items away from cookers.

Avoid Items on Hobs: Accidental activation can cause ignition.

Stay Present: Never leave a cooker unattended, especially when frying or grilling.

Contact Us

For further advice on safe kitchen practices or to report any repairs:

- Phone: 01506 280000
- [Website:](#)

Stay safe, and ensure your kitchen remains a hazard-free zone for you and your family.



Use of aftermarket Shower spray heads and hoses

Most consumers would understandably presume that shower accessories are compatible with any shower. However, some spray heads are unsuitable for electric showers and should only be used on mixer showers.

Selecting the incorrect one can cause severe problems with the operation of an electric shower and could lead to the provision of extremely hot water. Similarly, low-quality shower heads can also have an adverse effect on the shower performance.

Using hoses not recommended by the manufacturer can lead to hoses becoming twisted or kinked during use. Also, shower spray heads (especially those with switches that can stop the flow of water at the spray head) restrict water flow and can create unwanted back

pressure in an electric shower, as well as a build-up of hot water in the shower. The result in both cases is the potential for users to be exposed to dangerously hot temperatures.

All too often we hear how cheap imports and badly produced products are being sold at low price points in the UK.

Understandably, discounted accessories are an attractive proposition for anyone looking for a quick update but these do not always equal safe solutions. Just because a product is available to buy in this country doesn't mean it is compliant

with the necessary British and European safety standards. As a result, West Lothian Council is trying to raise awareness of the importance of buying and fitting only shower accessories that have been designed and tested with the user's safety in mind and are recommended by the manufacturers.

If you need any further information or advice regarding this issue you should contact your shower manufacturer.

You said

We Did

Focusing on our customers' needs is one of West Lothian Council's key values. We recognise that customers are the reason for us being here and that our primary purpose is to provide a good service to them.

During 2024/25, the Housing Strategy and Development team was working hard to gather your feedback. We want to thank you for completing our online surveys to date and allowing access to your home for Stock Condition Surveys and Quality Assurance visits.

Total Number of Surveys Returned	354	Overall Satisfaction (Quantitative)	88%
Customers who rated the timeliness of the service as good or excellent	90%	Customers who rated the employees' attitude as good or excellent	93%
Customers who were satisfied or very satisfied with the service received	89%	Customers who rated the employees' professionalism/knowledge as good or excellent	92%
Customers who rated the service's performance in keeping them informed as good or excellent	85%	Customers who consider that they were treated fairly	89%
		Customers who rated the overall quality of the service as good or excellent	92%

Things We're Doing Well:

Most People Are Happy: It's great to know that most of our customers are happy with the services we provide with 92% of customers rating the overall quality of service as good or excellent.

Our Staff Are Professional: You often tell us that our staff are polite, friendly, and professional and 92% of customers rated the employees' professionalism and knowledge as good or excellent.

Good Work by Our Contractors: Our checks show that you're happy with the work done by our contractors on things like roofs, heating, kitchens, bathrooms, and windows.

Good Quality Work: You're pleased with the quality of the work that's been done, especially on heating, adaptations like wet rooms, and window/door replacements.

Upgrades Make a Difference: People who've had new kitchens, bathrooms, windows, or heating are very happy, showing that our improvement work is making a real difference.

Things We Need to Make Better:

Keeping You Informed: We need to get better at telling you about ongoing work on your homes and we need to get back to your messages and calls quickly and appropriately.

Waiting Times: We want to reduce delays, especially for larger upgrades like kitchens, bathrooms, and heating.

Information about how upgrades Work: We'll make it clearer and simpler to understand who can get upgrades and when.

We created the Postcode Look Up to help with this – you can search your postcode [here](#)

Managing Our Contractors: We'll keep a closer eye on the contractors that the council employs to make sure they're professional and respectful of your homes.

Fairness of Upgrades: We'll make sure our upgrade programmes are fair for everyone.

What We'll Focus On in 2025/26:

Better Communication: We'll make sure you know what work is planned, how long it will take, and how it's going.

Making Sure Work is High Quality: We'll aim for the best quality in all our projects, learning from the good work our contractors do.

Managing Contractors Better: We'll have stronger rules for our contractors to make sure they do a good job and respect your homes.

Quicker Responses: We'll make it a priority to answer your calls and emails promptly.

New Ways to Talk to You: We'll look at using things like video calls to make it easier for you to get in touch and stay informed.

We had 354 customer surveys returned this year (2024/25) and we would encourage you to complete any satisfaction survey you receive, as your views are considered very important. By working together on these things, we hope to fix the problems you've told us about and build on what we're already doing well. This will help make your experience as tenants even better.

Thank you for your continued feedback and for caring about our community. We're excited about the year ahead and working with you to make things even better.

New Build update

West Lothian Council is increasing its social housing stock, with five new build developments currently under construction, in Livingston, Linlithgow, and Winchburgh.

Almondvale Crescent, Livingston – 48 units

This development will deliver 48 social rented properties which will be let by West Lothian Council. Unfortunately, the original contractor Connect Modular went into administration in early January 2025, and the council has been working closely with partner organisations in order to progress and complete the development. There will be an element of younger person housing comprising 28 one-bedroom flats with on-site support as well as 20 mainstream council tenancies which will be a mix of two and three-bedroom units.

Simpson Parkway, Livingston – 32 units



The council is delivering 32 new houses built by Persimmon Homes. These properties are a mix of cottage flats, bungalows, and terraced housing, with a shared parking court to the rear.

There are 12 two-bedroom cottage flats, the ground floor flats will include a wet floor shower area which improves accessibility. There are also 2 two-bedroom bungalows and 2 three-bedroom wheelchair-accessible bungalows. The terraced houses include 10 two-bedroom and 6 four-bedroom properties, all properties include rear enclosed gardens.

These houses are also energy efficient with solar panels and air source heat pumps. It is expected that these units will start to come forward in late 2025.

Houston Road, Livingston – 33 units



The council is delivering 33 new houses built by Barratt Homes East at their Woodland Gait developed located on Houston Road in North West Livingston. The affordable housing mix here includes cottage flats, terraced houses, and bungalows with 6 one-bedroom cottage flats, 12 two-bedroom cottage flats, 4 two-bedroom houses, 7 three-bedroom houses and 4 two-bedroom bungalows. All properties will include rear enclosed gardens and will benefit from zero direct emission heating systems courtesy of air source heat pumps and misting fire suppression systems. Work on the affordable properties began in February 2025 and early progress has been impressive with the first timber kits already up. It is currently anticipated the first units will be handed over in late 2025.

Winchburgh Heights, Winchburgh – 16 units



The council is delivering 16 two-bedroom flats built by Bellway at Winchburgh. There are four flats on each of the four floors with a shared parking court to the rear. These flats are in an accessible location near Winchburgh Marina with easy access to sustainable transport links and

local amenities. They are largely constructed with handover to the council expected in late Summer of 2025.

Deanburn, Linlithgow



The council is delivering 15 new homes built by Cala Homes at their Preston Glade development located in Linlithgow. The affordable housing mix here includes cottage flats, terraced houses, and bungalows with 8 one-bedroom cottage flats, 2 three-bedroom houses, and 5 two-bedroom bungalows. Ground-floor flats and a selection of bungalows will offer wet-floor shower rooms in place of bathrooms. All properties will include rear enclosed gardens and will benefit from zero direct emission heating systems courtesy of air source heat pumps and misting fire suppression systems. Work on the affordable properties began in January 2025 and it is currently anticipated the first units will be handed over in early 2026.

All types of social housing in West Lothian, whether council or Registered Social Landlord, are currently in very high demand, and as a result, anyone considering applying for social housing in West Lothian is strongly encouraged to ensure that they register not just with the council, but with all Registered Social Landlords who operate in West Lothian.

RSLs also have various new build developments across West Lothian – [find out more](#)

SUMMER

WORD SEARCH

KID'S
CORNER



BARBECUE BEACH FAMILY FLOWERS FUN ICECREAM RELAX
SAND SWIMMING TAN CAMPING EXPLORING FLIPFLOPS
GARDENING HAT OCEAN PICNIC PLAY POOL SANDCASTLE



Tenants Tasty Treats

Creamy Chicken and Chorizo Pasta

Ingredients

- 350g of pasta (penne or rigatoni work best)
- chicken breasts, diced
- 115g cured Spanish chorizo, sliced or diced
- 1 tbsp olive oil
- 1 small onion, finely chopped
- 2 garlic cloves, minced
- 1 red bell pepper, sliced
- 120ml chicken broth
- 120ml heavy cream
- 1 tsp smoked paprika
- Salt and black pepper to taste

Method

1. Cook the pasta: Boil in salted water until al dente. Reserve 1/2 cup pasta water, then drain and set aside.
2. Cook chorizo: In a pan over medium heat, cook the chorizo until it releases its oil and begins to crisp (about 3–4 minutes). Remove and set aside.
3. Cook the chicken: In the same pan, add olive oil if needed and cook the diced chicken until golden and cooked through. Season with smoked paprika.
4. Sauté vegetables: Add onion, garlic, and red bell pepper to the pan. Cook for 3–4 minutes until softened.
5. Deglaze and make sauce: Add chicken broth and stir. Reduce the heat slightly, then stir in the cream.
6. Combine: Return chorizo to the pan. Add cooked pasta and a splash of reserved pasta water if needed to loosen the sauce.
7. Finish and serve: Simmer for 2–3 minutes, stirring to coat everything in the sauce.

Contact West Lothian Council

The council's Customer Service Centre (CSC) lines are open from Monday to Friday, 8am to 10:30pm. Thereafter, a number of staff are on site to deal with emergency calls.

The CSC lines are also open from 10:30pm on Friday to 8am on Monday for emergency calls relating to noise, homelessness, repairs to council houses, roads, street lighting and environmental health.

MyWestLothian (Report It, Request It, Pay For It, Tenant Self Service)	my.westlothian.gov.uk
Contact us	www.westlothian.gov.uk/contactus
Homelessness	0800 0323 450
Housing, Repairs and Gas Servicing	01506 280000, select option 1
Council Tax and Benefits	01506 280000, select option 2
Customer Service Centre	01506 280000
Antisocial Behaviour	01506 282000 or the Police on 101
NETS and Land Services	0800 616 446
	01506 283000
West Lothian Advice Shop	Advice.shop@westlothian.gov.uk www.westlothian.gov.uk/advice-shop

Information is available in Braille, tape, large print and community languages.

For interpretation and translation services please telephone our Customer Service Centre on 01506 280000. We also use Browsealoud text speak software on our website



West Lothian
Council