

West Lothian tenants news



SUMMER 2023

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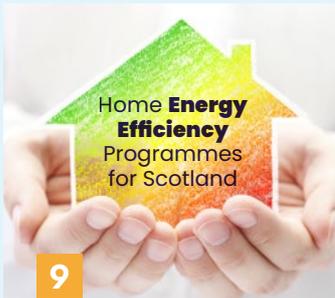
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Become a **Talking Tenant Expert** through Social Media



Talking Tenants - Facebook Guidelines

'Talking Tenants' is a 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

Caitlin Howie - Customer Participation Officer, 01506 282967

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

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.



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 |

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

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.

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 |



WHAT IS ANTISOCIAL BEHAVIOUR?

The Antisocial Behaviour (Scotland) Act 2004 defines it as, “acting in a manner that causes or is likely to cause alarm or distress.” The Safer Neighbourhood Team will determine what behaviour constitutes Antisocial Behaviour following their investigation.

For behaviour to be classed as Antisocial it must be persistent, this means that “one off” incidents may not be classed as antisocial behaviour, however, these incidents could still be criminal, so it is important that you contact Police Scotland if you have been the victim of a crime.

As better weather approaches, the Safer Neighbourhood Team often see an increase in antisocial behaviour. The Community Safety Partners are asking people to be mindful of how their daily activities affect neighbours. It is good to be neighbourly.

ANTISOCIAL BEHAVIOUR CAN INCLUDE:

- Persistent Noise and partying
- Harassment or intimidation
- Verbal abuse
- Shouting, swearing, and fighting
- Vandalism.

CONTACT DETAILS

The Safer Neighbourhood Team work closely with the police to promote Community Safety and reduce the fear of violence in communities across West Lothian. They wish to hear of incidents occurring as soon as possible to allow them to investigate.

Please report anything you see as suspicious or concerning.

- The police can be contacted on 101.
- For ongoing serious incidents, call 999.

The Safer Neighbourhood Team work in shifts. We do not offer a 24/7 service. If you experience Antisocial Behaviour outwith our operating hours, you should contact Police Scotland on 101 or 999, depending on the severity of the incident.

| DAY | OPERATING HOURS |
|-----------|-------------------|
| Monday | 9:30am - Midnight |
| Tuesday | 9:30am - Midnight |
| Wednesday | 9:30am - 7:00pm |
| Thursday | 9:30am - Midnight |
| Friday | 9:30am - 04:00am |
| Saturday | 10:30am - 04:00am |
| Sunday | 10:30am - 8:00pm |



- 1 **Calling: WLC Customer Service Centre (CSC) on 01506 280000.** They will ensure you will be connected to the appropriate service or call Police Scotland on 101.
- 1 **Text phones allow people with hearing impairment to access the council.** The text phone number is **18001 01506 651115**. A loop system is also available in all offices.
- 1 **E-mail: [E-mail the Safer Neighbourhood Team](#)** (opens new window)

E-mails sent to the WLC Customer Service Centre during regular working hours (09:00 to 17:00) will be passed to the Safer Neighbourhood Team, who will contact you. We aim to contact you within 48 hours, and if the incident is Hate Crime related, we will contact you within 24 hours.

If you think the behaviour is criminal, such as selling drugs, you should phone the police on 101. If you have been a victim of criminal behaviour, for example, your home has been burgled or assaulted; you should call the police.

CLICK TO VIEW OUR FAQ'S

SIGN UP TO



Neighbourhood Watch SCOTLAND

We aim to ALERT you to:



Local crimes and emerging trends



Information on safety, resilience and community wellbeing



Guidance on online safety and doorstep scams



Approved "Secured by Design" products and recommendations



Advice on how to secure your property and belongings



Sharing best practice to protect you, your family and community



Neighbourhood Watch
SCOTLAND SCIO
Charity number: SC036510

Sign up to Alerts to register >

www.neighbourhoodwatchscotland.co.uk



Relocation Grant

are you considering downsizing your home?



If you are of working age and live in a home with more bedrooms than the rules state you are entitled to, your Housing Benefit may not cover all of your rent.

To avoid this, you may want to consider moving to a smaller property. And the good news is that if you're a West Lothian Council tenant, **you can receive a relocation grant of £1000** or equivalent in removal or decoration costs in certain circumstances.

This grant is available if you're moving to a property at least two-bedroom sizes smaller than your previous property or moving into sheltered, residential, housing with care or amenity housing.

If you're over 60, you qualify for the grant of £1000 plus removal and decoration costs. Remember that WLC is entitled to deduct any money owed to them, such as rent arrears or other charges outstanding at the time of termination of tenancy, from the grant awarded.

You can approach your housing officer to let them know you would be interested in downsizing. Or you can find someone yourself who wants to swap or Mutual exchange.

When you find someone to swap with you, you should:



Contact them to make arrangements to visit each other's property.



Inspect their property carefully.

Ensure you are happy with the property's condition, as the council will not be responsible for any decoration needed or for carrying out repairs which are the tenants' responsibility.



Following the viewing, if you decide you want to go ahead and swap, **you must both complete a Mutual Exchange Application.**



When completing the application form, **you must provide the full details of the tenant you wish to exchange with** - including their name, date of birth, contact number, full address, postcode, and landlord's name and address.

If you want to discuss the mutual exchange service, please contact your local housing office on 01506 280000.

Why am I receiving texts about arrears?

Our Housing Management system tracks the balances on our tenants account. If those balances drop below what you should have paid towards your rent each month, then an SMS messages (mobile phone text messages) or letter will be sent to you.



Our housing staff can also send individual messages to customers from our system to alert you to important updates or issues regarding your tenancy.

Why do we focus on arrears?

All our tenants sign a tenancy agreement when signing up and getting the keys for their home. This agreement includes a requirement for tenants to have a month's rent in advance on their account. Paying a month ahead is normal practice for those renting their home, but we realise there are many economic pressures on customers and sometimes even keeping pace with the bills can be difficult for some customers. So

rather than strictly enforcing this agreement, we make contact to get you back on track or offer support if you are struggling. It is worth noting that paying in advance gives you a financial cushion in case of a month where you have more expenses than normal, and it means you will never trigger a letter or text from us.

If you would like to ensure that you do not receive SMS or letters from us about arrears then speak to your housing officer about increasing the amount you would like to pay

above your rent charge, which will gradually build a credit cushion.

The reason for these messages is to provide an early warning system for customers to ensure that they do not fall into serious debt which can be difficult to pay back. There may be issues with social benefits that have stopped or reduced payments, or even an issue with your payment details. If anything has happened, please speak to us and we will work hard to resolve your issue.

Contact us:

www.westlothian.gov.uk/article/46916/Contact-Us-Online

Phone: **01506 280000**

Email: customer.service@westlothian.gov.uk



Home **Energy Efficiency** Programmes for Scotland

The council continues to work to improve the energy efficiency of the building stock in West Lothian.

As part of this the 2022/23 Home Energy Efficiency Programme for Scotland Area Based Scheme (HEEPS: ABS).

Funding has been available to West Lothian Council and funding is drawn down by the Housing Strategy and Development Team.

To date total of

1,358

privately owned properties have received External Wall Insulation (EWI) through HEEPS funding, whilst an additional 751 Council properties have received EWI as part of Capital Investment programmes.

For financial year 2022/23 the council was awarded £1,044,085 HEEPS: ABS funding which was used to target privately owned properties of No Fines construction* in:

- Quentin Rise, Livingston
- Palmer Rise, Livingston

Next years programme will focus on Norman Rise in Dedridge with West Lothian being awarded £1,025,252 by the Scottish Government. In addition to this, 61 council properties in Norman Rise will be upgraded with EWI as part of the Councils capital programme.

The council is also undertaking work in Whitburn to upgrade some of the remaining council owned Swedish Timber properties with the installation of EWI, triple glazing and new roofs. This work will see 19 houses upgraded in 6 streets, helping to reduce the energy demand and costs in these properties.

*What is the meaning of no fines construction?

A "No-fines Concrete" house is one that has been built using concrete without the finer particles. The method of construction was used during the period of 1920s to the 1970s.

FLUSHING MONEY DOWN THE TOILET?!

West Lothian Council spent **£283,269.85** attending to reports of blocked toilets / drains in one year (2022/23).



ONLY pee, poo and toilet paper should be flushed down the toilet, and we can all do more to prevent unnecessary blockages – not only to save the council money but the inconvenience to tenants and help to protect the environment.

Examples of items which have been found to cause blockages are;

- Excessive Toilet Paper / Partial Rolls
- Cotton Buds
- Wipes (DO NOT FLUSH - EVEN IF THEY SAY 'FLUSHABLE')
- Nappies and sanitary items
- Face Cloth
- Food Waste / Oil and Fat
- Cat Litter
- Plastic Toys

This money could have funded:
33 Kitchens or 47 Bathrooms or 70 Central Heating Systems or 20 New Roofs or 20 New Rendered Properties

Hints and Tips

Hints and Tips

- Keep a bin in your bathroom
- Make use of your brown bin
- Fats, oil and grease – if you can't reuse it, leave to cool/harden and then scrape into your food waste recycling or put it in a sealed container and into the black/grey bin



ARE YOUR HOME CONTENTS & GARDEN BELONGINGS COVERED?

We would like to remind all our tenants and residents that although you rent your house from us, the contents of your home and garden are your responsibility.

Contents insurance is designed to help protect your possessions and personal belongings. It's a good idea to consider what a home contents insurance policy would cover you for, to help you make an informed decision on whether you need one.



As the days get brighter and longer you may be spending more time out and about or in your garden. Many of us enjoy our gardens and take pride in making them nice. We also have expensive items kept in sheds and garages, items such as lawnmowers, bicycles, gardening tools, children's outdoor toys, garden furniture, BBQ and patio heaters.

West Lothian Council's Home Contents Insurance Scheme covers contents in the open on the land belonging to your home for specific events including fire, theft and storm damage (but not for contents in communal areas) up to £250. If you need wider cover for your bicycles outside your home, you can choose the personal effects optional cover for an additional premium.

Cover is also provided for theft or attempted theft of contents in your sheds, outbuildings and garages up to £2,500, as long as they are on the land belonging to your home and provided these are not communal buildings.

There are also optional covers available for an additional premium:

Extended Accidental Damage – this option provides accidental damage cover for your contents whilst they are in your home, for example, if you were to spill wine on your carpet or you were to break an ornament whilst cleaning. It does not cover any damage which occurs over time as a result of normal use or ageing.

Personal Effects – this option covers theft, accidental loss or damage to clothing and other items that you normally wear or carry whilst you are away from the home, anywhere in the British Isles. Cover is available in bands of up to £1,000, £2,000 or £3,000. The most we will pay for any one item is £500.

We don't cover:

- bicycles left in a public place unless securely locked to a permanently fixed structure
- theft from motor vehicles unless at the time of the loss or damage the motor vehicle was securely locked and force and violence were used to get into the motor vehicle.

Wheelchairs & Hearing Aids – this option covers theft, accidental loss or damage to wheelchairs and hearing aids inside or

outside your home anywhere in the British Isles. Cover is available in bands of up to £1,000, £2,000 or £3,000. We don't cover theft from motor vehicles unless at the time of the loss or damage the motor vehicle was securely locked and force and violence were used to get into the motor vehicle.

Structure of garden huts, garages and greenhouses – this option covers damage to garden huts, garages and greenhouses that you are responsible for, against specific events including fire, theft or storm damage up to £500. We don't cover any damage which occurs over time as a result of normal use or ageing.

Limits and exclusions apply. A copy of the policy wording and/or the Insurance Product Information Document (IPID) are available on request.

To find out more about the Council's home contents scheme designed for tenants in social housing, where you can pay premiums weekly alongside our rent, or to apply for cover:

- Call the Council on 01506 282020 (Option 6) to request an application form
- Ask your housing officer for an application pack
- Email: income@westlothian.gov.uk to request an application form
- **Visit our website** to print and complete an application form.

The West Lothian Council's Home Contents Insurance Scheme is underwritten by Royal & Sun Alliance Insurance Ltd, which is authorised by the Prudential Regulation Authority as an insurance company and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority. It is authorised to sell and administer insurance contracts under Registration No. 202323

The West Lothian Council's Home Contents is arranged by Thistle Tenant Risks. Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services are Introducers of this insurance product. Authorised and Regulated by the Financial Conduct Authority Registered No. 310419.. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.

Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Danny Mullen

Good Neighbour Award

Everyone needs good neighbours, and we would like you to tell us about yours.

We know that there are many people living in West Lothian who deserve to be recognised for their thoughtfulness and consideration to their neighbours. We would like to give you the chance to pay tribute to someone special, either adult or young person, whose kindness has made a real difference to your lives or that of another neighbour.

A good neighbour could be someone who:

- looks after your home or pet when you are on holiday
- puts out and brings your bin in

Danny was an active member of tenant participation and a member of the tenant panel for over 20 years; he made a huge contribution to Tenant Participation.

He introduced the first TP Strategy in West Lothian in 1998, developed the first Tenant Led Inspections in 1999 and was heavily involved in other areas of TP, including as a tenant assessor of the Scottish Housing Regulator. Danny was well-liked and known across the service and by partners due to his exceptional contribution to participation.

He sadly passed away in 2019, and it was agreed to name the good neighbour awards in his memory at that point.

- helps out with gardening or shopping and has been there when you needed someone to talk to
- OR someone who is simply a good neighbour all the time.

Winners will be provided with a spot in our tenant's news and a prize will be given, not forgetting a certificate will be provided to those who were nominated and to the winners.

Terms and Conditions:

You and/or your 'good neighbour' should be a West Lothian Council Tenant. Sorry, but we can't accept nominations from a family member or someone living in the same property as you. Your 'good neighbour' can be any age.

We will contact you to let you know if your entry has been successful, and we will also write to the 'Good Neighbour' to let them know that they have been nominated.

Closing Date Monday 14th August

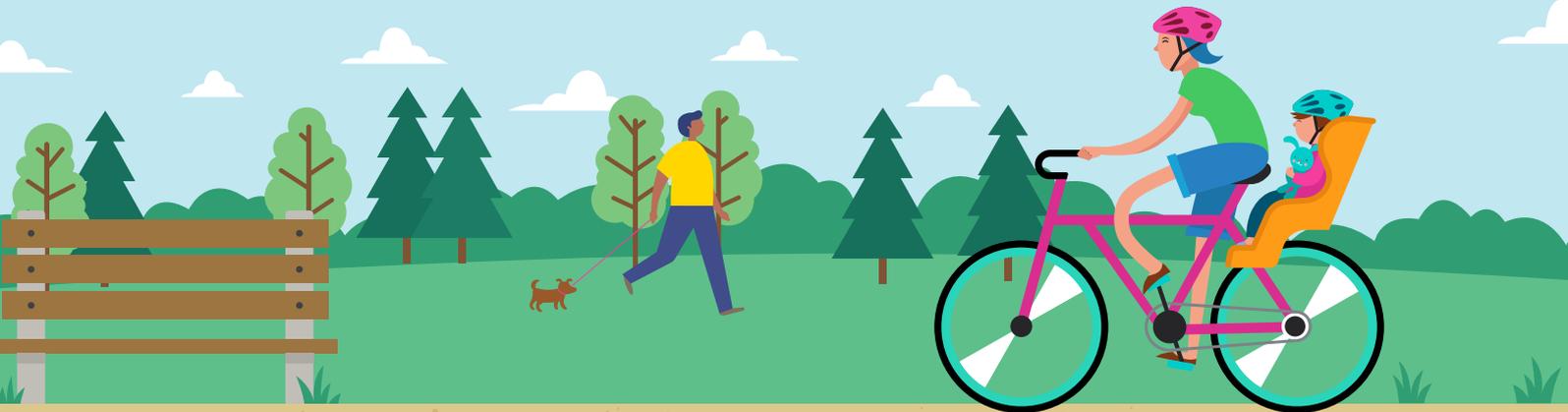
Please nominate your good neighbour by clicking the link below:

[Danny Mullen Good Neighbour Award 2023](#)

or you can email nominations into TP@westlothian.gov.uk or post them to **TP Team, TP Team, HCBS, West Lothian Council, Howden South Road, Livingston EH54 6FF** please include the following:

- your own contact details
- Name / Address / Tel number and Email address
- Your good neighbour's contact details
- Name / Address / Tel number and Email address (if known)
- Tell us about your 'Good Neighbour' and why you think they should win?

Be safe this summer



Sun Safety

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 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 six 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.

Full sun safety details can be found on the [NHS website](#):

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.

To stay safe in and around Scotland's waters, follow the [Water Safety Code](#):

And remember:

- Beaches should be treated like our streets – keep them clean and take your litter home or use the bins provided
- Don't drink and swim
- Leave inflatable toys at home – these can be dangerous

Water Safety Scotland highlights the following key pieces of advice in its Water Safety Code:

- 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;
- If you see someone in trouble, call 999 and ask for the Coastguard

[Learn about Cold Water Shock and its effects](#)

Sizzling Summer -Fire Safety Rules

Having a barbecue should be a safe and enjoyable experience for everyone. But cooking over hot coals can be hazardous. It's easy to be distracted when you have family and friends around you whilst cooking. To avoid injuries or damage to property, follow these simple tips:



Charcoal Barbecues

- Make sure that your barbecue is in good working order.
- Keep a bucket of water, a bucket of sand or a garden hose nearby in case of emergencies.
- Ensure your barbecue site is flat and well away from sheds, fences, trees and shrubs.
- Use only enough charcoal to cover the case of the barbecue to a depth of about 50 mm (2 inches).
- Keep children, garden games and pets well away from the cooking area.
- Never leave the barbecue unattended.
- When you've finished cooking, make sure the barbecue is cool before trying to move it. Empty ashes onto bare garden soil.

- Never put ashes straight into a kitchen bin or wheelie bin. If they're hot, they can melt the plastic and cause a fire.

- Remember – Barbecues should never be lit indoors.

Gas Barbecues

- Bottled gas barbecues need special care when being turned on and off.
- Make sure the tap is turned off before changing the gas cylinder.
- Change gas cylinders in the open air, if possible, or open doors and windows to provide good ventilation.
- When you've finished cooking, turn off the gas cylinder before the barbecue controls to ensure any gas in the pipeline is used up.

- Don't overload sockets.
- If you suspect a leak to the gas cylinder or pipework:
- Brush soapy water around all joints and watch for bubbles
- If you find a leaky joint, try to tighten it, but do not over tighten

Storing Gas Cylinders

- Do not keep more spare gas cylinders than you need
- Store gas cylinders outside
- Keep gas cylinders away from frost and direct sunlight
- Never store gas cylinders under the stairs of your home – if you are upstairs this is your means of escape from a fire

GREEN THUMB ENTHUSIAST

Growing your own fruit and vegetables can be a fun and rewarding experience. Here are a few tips to get you started:

- 1 Choose the right location:** Find a spot in your garden that gets plenty of sunlight and has good soil drainage.
- 2 Decide what to plant:** Consider what fruits and vegetables grow well in your area and what you and your family like to eat.
- 3 Prepare the soil:** Before planting, remove any weeds and add organic matter, such as compost, to enrich the soil.
- 4 Start planting:** Follow the instructions on the seed packets or seedlings to plant your fruits and veggies at the right depth and spacing.
- 5 Water and fertilise:** Keep your plants well-watered and fertilised throughout the growing season to promote healthy growth.
- 6 Pick and enjoy:** Once your fruits and vegetables are ready to harvest, pick them at the peak of ripeness and enjoy the delicious flavours of your home-grown produce!

We hope these tips help you get started on your own fruit and vegetable garden.



The Importance of Gas Safety Checks

BUILDING SERVICES

There is a legal duty under the "Gas Safety (Installation and Use) Regulations 1998" to ensure that:- Reg 36 (3) (a) As a landlord West Lothian Council must ensure each appliance and flue to which that duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety. A record in respect of any appliance or flue so checked is made and retained for a period of two (2) years from the date of that check.

Our responsibilities as a Landlord. We will:

- arrange for a Gas Safe Registered engineer to carry out a gas safety check every 12 months.
- Ensure a Gas Safe Registered engineer carries out all gas maintenance works.
- Maintain the gas appliances, pipework and flues provided in accordance with the manufacturer's instructions.
- Keep a record of each annual safety check and service.

Your responsibilities as a Tenant. You will:

- co-operate with your landlord and make sure you allow the Gas Safety Engineer access to the property, so they can carry out the annual safety checks.
- Have any gas appliances in the property installed by a Gas Safety Engineer.
- Never tamper with or remove gas fittings.
- Not block air ventilation grills.
- Keep flue terminals clear.
- Turn off any faulty appliance and contact your local area housing office for advice.

- Never cover a gas appliance.

Failure to give reasonable access to your home to allow us to complete the Annual Gas Safety check is dangerous for you, your family and your neighbours. It is also a breach of your tenancy agreement. The Council is legally entitled to force entry to any properties to carry out the appropriate annual safety checks. Tenants are recharged for force entry, this can cost up to £140 (ex VAT).

For advice on gas safety checks, you can contact our Customer Service Centre on 01506 280000.

GAS LEAKS

If you think you can smell gas or fumes, you should call the Gas Emergency Services on 0800 111 999. You should then:

- turn off the gas at the meter.
- Open windows and doors.
- Put out any naked flames e.g. your hob or candles. Don't smoke, strike matches or do anything that could cause ignition.
- Don't use electrical switches, including your TV, computer, oven etc.

A little fun for the little ones! Activity time lets get creative. Wind chimes can be a fun and creative activity for kids during the summer! Here's a simple process that you can follow:

1

Gather materials: You'll need a metal or wooden ring, fishing line or string, small bells or other noise-making objects (such as seashells or beads), and any decorations you want to add (such as paint or ribbon).

2

Tie the fishing line or string around the ring, leaving a long tail to hang the wind chime later.

3

Tie the bells (or other objects) onto the fishing line or string, spacing them out evenly around the ring. You can tie them directly onto the line, or use small hooks or loops to attach them.

4

Add any decorations you want, such as painting the ring or adding ribbons or beads to the string.

5

Hang the wind chime in a spot where it will catch the breeze and make beautiful sounds! Have fun creating your own unique wind chime

Please **share what you have made** to the Facebook Page, we would love to see!

Homemade Pizza Making

Ingredients

- 1-pound pizza dough (shop bought or homemade)
- 1/2 cup pizza sauce
- 1 cup shredded mozzarella cheese
- Assorted toppings (pepperoni, sliced bell peppers, sliced mushrooms, etc.)

Method

- 1 Preheat the oven to 425°F or Gas Mark 7.
- 2 Divide the pizza dough into four equal portions.
- 3 On a floured surface, roll out each portion of dough into a 6-inch circle.
- 4 Place the dough circles on parchment or baking paper lined with parchment paper. 5. Spread 2 tablespoons of pizza sauce onto each dough circle, leaving a small border around the edges.
- 5 Sprinkle 1/4 cup of shredded mozzarella cheese over the sauce.
- 6 Add your desired toppings on top of the cheese.
- 7 Bake the pizzas in the preheated oven for 10-12 minutes, or until the crust is golden brown and the cheese is melted and bubbly.
- 8 Let the pizzas cool for a few minutes before slicing and serving.



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 |
| West Lothian Advice Shop | 01506 283000 Advice.shop@westlothian.gov.uk www.westlothian.gov.uk/advice-shop |
| Customer Information Service (CIS) | 01506 280150 |