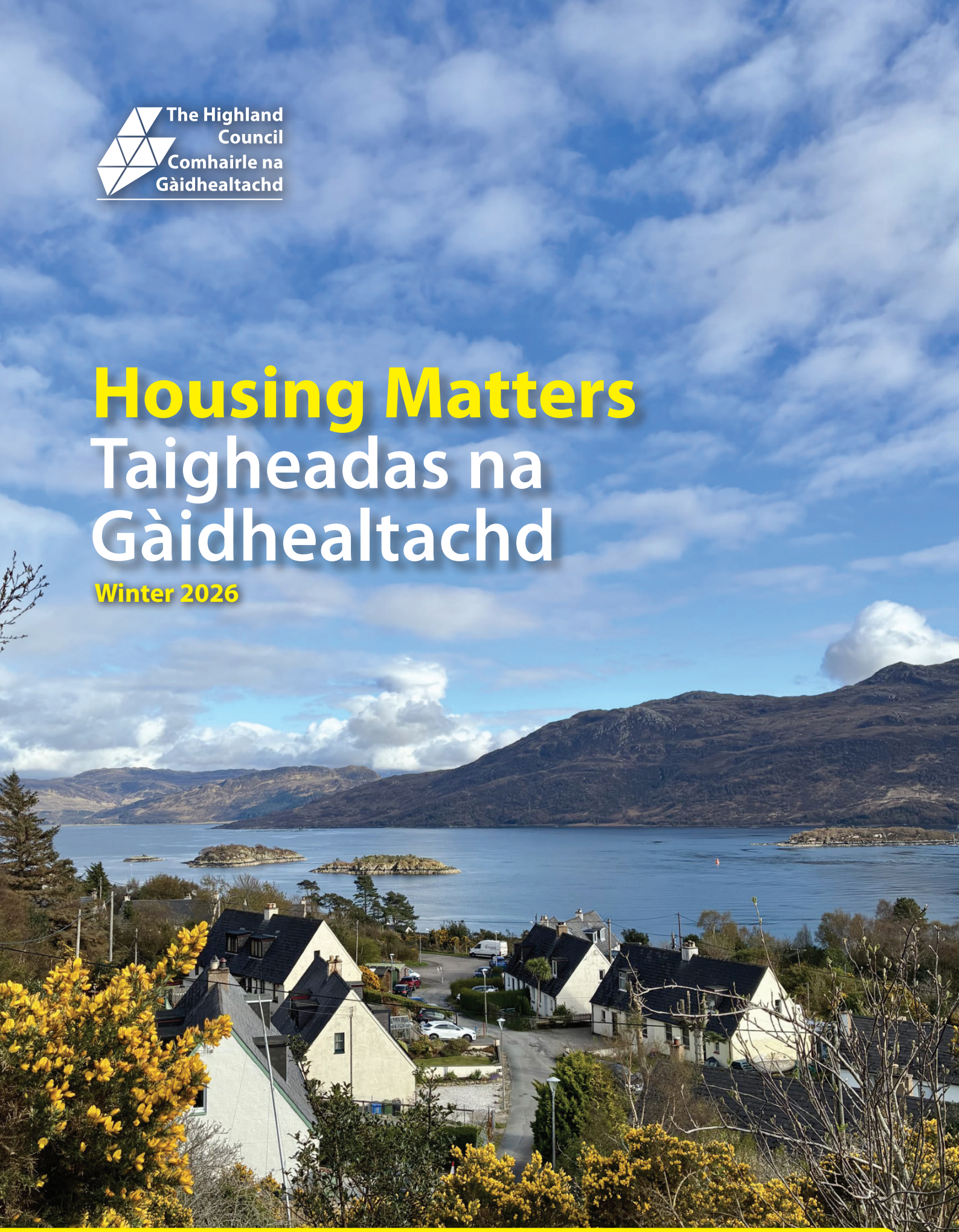
The Highland Council
Comhairle na Gàidhealtachd

Housing Matters
Taigheadas na Gàidhealtachd

Winter 2026



Inside:

Pg 4 • Changes to council tenancy agreement | Pg 5 • Importance of Power of Attorney
Pg 7 • Rent consultation, have your views heard | Pg 13 • Help available from the Welfare Team

INTRODUCTION

Housing Contact Line

Welcome to our latest edition of Housing Matters.

We hope you find the information contained helpful and interesting. If there's anything you'd like to see in future newsletters, please let us know, email **tenant.participation@highland.gov.uk**

We're making it easier for you to get the help you need when you contact us.

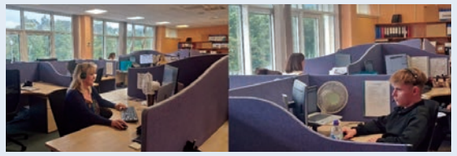
Our Housing Contact Line (**01349 886602**) offers five options to connect you directly to the right team:



01349 886602

- **PRESS 1 FOR RENT ENQUIRIES**
- **PRESS 2 FOR AN EXISTING REPAIR**
- **PRESS 3 TO REPORT A NEW REPAIR**
- **PRESS 4 FOR HOUSING APPLICATIONS OR HOUSING ADVICE**
- **PRESS 5 FOR ANY OTHER HOUSING ENQUIRY**

Since June, calls about existing repairs (Option 2) go straight to a scheduling team. This means you can speak directly to the person who can provide updates, discuss appointments, and make any changes needed, without being transferred between teams.



Electrical Inspections – Important Information for All Tenants

We will soon begin carrying out 5 yearly electrical safety inspections across Highland properties. All social landlords in Scotland are legally required to complete these inspections to ensure tenants' homes are safe.

During the pandemic, the focus was on completing checks when properties became void or when major works were underway. We are resuming full cyclical inspections, and around one quarter of all Council homes will be inspected over the next 12 months as part of this programme.

Work orders will be issued throughout the year to our own electricians and approved contractors. When they attend, the electrician will carry out a full test and inspection of the fixed electrical installation within your home.

This includes:

- **Plug sockets and switches**
- **Fuse boxes/consumer units**
- **Electric showers**
- **Wiring**
- **Light fittings**
- **Extractor fans**

If any immediate hazards are identified, the electrician will make them safe before leaving your home. A further appointment may be required if additional improvement work is needed (for example, replacing a fuse box).

Please note:

- **A typical inspection takes around 2 hours.**
- **Your electricity supply will need to be switched off during the inspection.**

Access Requirements

Electrical inspections are a statutory health and safety requirement, it is essential that tenants provide access when appointments are arranged. Allowing access ensures we meet our legal duty to keep your home safe and comply with national regulations. Your cooperation is greatly appreciated.

Tenant Rent Consultation

Co-Chomhairle Mail 2027/2028

Every year we ask you for your views on the rent you will pay next year. We are still facing challenging times with the impact of the cost-of-living crisis still being widely felt. We recognise that any increase in rent affects household budgets and that many households continue to face financial pressures. At the same time, rent income provides the funding needed to maintain homes, deliver repairs, improve neighbourhoods, and invest in future housing improvements.

This consultation is your opportunity to tell us which option you think provides the best balance between affordability and maintaining high-quality housing services.

It is so important to give us your feedback. Even if you receive help with paying your rent through Housing Benefit or Universal Credit, we want to hear your views. Completing the survey will help us understand this.

The rent consultation will run in Highland until Friday 11th December. The consultation will be available online, and there will be options to attend a local pop-up at various service points.

Tenants also have the option to text their response and there is a dedicated number to call if you want to discuss the proposals in more detail or would like help to complete the survey; **01463 702744**

(Please note, this number is dedicated for the rent consultation. It will only be answered between 9am & 5pm Monday to Friday and will close after the consultation ends.)

If you have any questions, you can email us at **tenant.participation@highland.gov.uk** or call us on the number above.



tenant.participation@highland.gov.uk

01463 702744

www.highland.gov.uk

Location	Date
Portree Service Point, Park Street	Monday 16th November 10am - 12
Caol Bite & Blether	Monday 16th November 1 - 3pm
Kingussie Courthouse, High Street	Monday 16th November 10am - 12 Thursday 26th November 2 - 4pm
Aviemore Library	Monday 16th November 2 - 4pm
Wick Service Point, Caithness House	Tuesday 17th November 10am - 12
Dingwall Service Point, County Building	Tuesday 17th November 2 - 4pm
Plantation Rent drop in	Wednesday 18th November 12 - 2pm
Golspie Service Point, Main Street	Tuesday 24th November 10.30am - 12.30
Kyle Service Point, Main Street	Tuesday 24th November 10am - 12
Fort William, Charles Kennedy Building	Thursday 26th November 2 - 4pm
Nairn Service Point, The Court House	Thursday 26th November 2 - 4pm
Alness Service Point, High Street	Monday 30th November 10am - 12
Thurso Service Point, Rotterdam Street	Tuesday 2nd December 10.30am - 12.30
Tain Service Point, High Street	Monday 7th December 10.30am – 12.30

Join Us on **Engage Highland**

Have your say. Shape Highland's future.



Earlier this year a new 'Engage Highland' platform launched, making it easier for residents to take part in consultations and shape local decisions. The easy-to-use platform allows anyone to quickly see what projects and proposals are open for consultation and engagement. There's a dedicated Housing Engagement Hub, for all aspects of the council's housing service.

There's an option to register with the platform which lets you personalise notifications, track consultations, save unfinished submissions and receive copies of your responses. You can still access all the information on this platform without registering. You can follow individual consultations with just your email.

engage.highland.gov.uk

Important Changes to your Scottish Tenancy Rights

Scottish Government
Riaghaltas na h-Alba
gov.scot

Recent changes to Scottish law have updated your tenancy rights. The changes automatically apply to all tenants who have a tenancy with us. We've updated your tenancy agreement to reflect these changes. You don't need to sign anything.

Tenancy transfer because of domestic abuse

For someone experiencing domestic abuse, what to do about their home can be one of their biggest worries. New legal powers are helping us do more for them.

We can ask the court to remove a tenant if they have been abusive towards their partner/former partner. If the court agrees, we then transfer the tenancy to the victim/survivor - allowing them to stay in, or return to, their home.

This can only happen when legal conditions are met – these include:

- **the property must be, or have been, the domestic abuse victim/survivor's home;**
- **the victim/survivor must want to remain living in the property;**
- **the person responsible for their abuse must be the tenant or joint tenant;**
- **there must be evidence of the abuse (a conviction isn't required however);**
- **every case is considered carefully and individually, with the victim/survivor's wishes and views on their safety playing a key role in deciding what is best.**

This important change helps put responsibility where it belongs. It gives victim/survivor's more choice. Being able to remain safely in their home gives stability – helping families maintain supportive links with their local community.

New Damp and Mould legal duties

Landlords have clearer legal responsibilities to investigate reports, identify the cause(s) and take action to fix issues. Find more information on the next page.

Changes to succession rights

There's been changes to the rules on taking on a tenancy after the tenant dies – timescales have reduced. Someone who is eligible for succession can qualify if: they have lived in the property as their only home for at least 6 months before the tenant died; written to tell us (6 months before), and; lived there continuously from that date.

Keeping pets

Tenants have a new right to ask permission to keep a pet. You must get our permission in writing, and we can't unreasonably withhold consent. We have 30 days to decide. This doesn't remove your responsibility to make sure that your pets are properly cared for - and don't cause problems for neighbours or the property.

Electronic delivery of notices

Tenancy notices, like rent increases, can now be issued by email or other electronic means – but only if the tenant has agreed to receive communications in this way.

Want to find out more? - If you have questions or want advice, contact your Housing Officer. They can provide your updated tenancy agreement too.

Information is also on:
www.highland.gov.uk/housing

What can you expect when reporting Damp & Mould

We treat damp and mould as a possible health and safety risk, not just a cosmetic problem. We will investigate every report, consider possible problems with the building, heating and ventilation, and explain what happens next.

Please report damp or mould early - 01349 886602

You can report it by calling the Service Centre or visiting a Service Point. You can also ask someone to report it for you.

Tell us if anyone in your home may be at greater risk

- A baby, child or young person lives in the home.
- Someone is pregnant or has recently given birth.
- Someone has a breathing condition, weakened immune system, long-term health condition or another condition affected by damp and mould.
- Someone is bed bound, housebound or has mobility difficulties.
- There is extensive mould in a bedroom or living room, major water coming in, saturated materials or damage near electrical fittings.

You do not need medical evidence

You can provide medical information, but you are not required to provide medical evidence.

What happens after you report it

1. **Your report is logged**
   We will record where the problem is, how long it has been there, your contact details, household information and any known support needs.
2. **We arrange an inspection**
   Routine cases should normally have an inspection visit arranged within five working days.
3. **We investigate the cause**
   The full investigation must be completed within ten working days.
4. **You receive the findings**
   A written summary must be issued within three working days after the investigation is completed. Explaining what was checked, what was found and what will happen next.
5. **Required work begins**
   If relevant safety work is needed, it must begin within five working days after the investigation is completed.
6. **Work is completed**

Once relevant safety work starts, it must be completed within a maximum of **twenty working days**, unless exceptional circumstances outside the Council's control apply.

If there is a delay outside the Council's control

We must tell you which duty cannot be met, why, and the revised timeframe. Where practical, we must also take reasonable steps to reduce the effect of damp or mould while you wait.

Access matters

Please work with us to arrange access for inspections and repairs. Tell us about disability, language, caring, work or other needs that affect appointments. We should consider reasonable adjustments and different ways of contacting you.

Advice & support

If condensation is a significant factor, we will explain the findings in plain language and agree realistic steps with you. Advice should take account of fuel costs, disability, health, care needs and the layout of your home.

Practical steps that may help

- Use extractor fans during and after cooking or bathing, where available.
- Keep trickle vents open and clear, where appropriate.
- If practical, dry clothes in one room with the door closed and a window slightly open. Use an airer rather than putting clothes over radiators where possible.
- Keep an air gap between furniture, specialist bedding or equipment and cold external walls where this is safe and practical.
- Report new, recurring or worsening damp and mould without delay.

What the Council may do

- Repair or improve fans, windows or trickle vents, address cold areas where feasible, or consider other ventilation improvements.
- Refer you for energy, income, housing management or specialist support.
- Use an environmental sensor in some repeat, complex or higher-risk cases. A sensor supports investigation and monitoring but does not replace an inspection.
- Arrange a follow-up visit, normally within six to eight weeks, to check whether advice, support or repairs have worked. This is additional to the legal repair completion timescales.

If the problem comes back

- Tell us if damp or mould returns, gets worse, appears in another room or if you have new information.
- A new investigation should be raised where there is a significant change, recurrence, a new location or new evidence.

Please report damp or mould early

01349 886602



Protect Your Tenancy and Help Prevent Fraud

Please keep us informed if your circumstances change. This helps us keep tenancy records accurate and ensures homes are available for those who need them most.

Tell us as soon as possible if:

- **Someone moves into or out of your household.**
- **Your benefits, employment, or household income change.**
- **You expect to be away from your home for a significant period.**

Your Council home must be your main and permanent residence. Before someone else lives in your home

Always contact us before:

- **Taking in a lodger.**
- **Subletting part or all of your home.**
- **Assigning your tenancy to another person.**
- **Requesting a joint tenancy.**

Written permission may be required before these arrangements can take place.

What is tenancy fraud?

Tenancy fraud occurs when false information is provided, or important changes are not reported.

Examples include:

- **Not declaring someone who lives in the property.**
- **Unauthorised subletting, including through online platforms.**
- **Keeping a Council tenancy while living elsewhere.**
- **Using a Council property as a second home.**
- **Making false claims to obtain or keep a tenancy.**

Housing Benefit fraud includes failing to declare income, savings, household members, or changes that affect benefit entitlement.

Protect your tenancy

Never:

- **Provide false information when applying for housing or benefits.**
- **Allow someone else to use your tenancy fraudulently.**
- **Sublet your home without permission.**
- **Abandon your property without telling us.**
- **Claim a Council tenancy as your main home if you do not live there.**



Report a change or concern

If your circumstances change, contact your local Housing Team as soon as possible.

To report suspected tenancy or benefit fraud confidentially:
Online: www.highland.gov.uk/fraud
Email: corporate.fraud@highland.gov.uk
Fraud Hotline: 0800 854183

Tenant Volunteer Opportunities

The Highland Tenant Scrutiny Panel is a platform open to all council house tenants to review and assess performance, and, ultimately, propose recommendations for improvements. This gives you the opportunity to work alongside relevant staff to influence decisions and help ensure tenants' voices are heard.

The panel has most recently carried out an exercise on the implementation of the Domestic Abuse Policy. The group discuss and choose which areas of the service they would like to scrutinise and the tenant participation team will provide support and access to information and personnel to facilitate this.

To join the panel, you must be over 18, a Highland Council Tenant, and be interested in making improvements to the housing service. Training will be provided as part of the induction to the panel. If you'd like to play an active role in shaping the services you receive, **we'd love to hear from you – please contact - tenant.participation@highland.gov.uk**

Tenant Representatives are volunteers whose role is to engage with fellow tenants across Highland to ensure fair representation of their views at the Housing and Property Committee. The current term for your Tenant Reps will be coming to an end in May 2027, and we are looking for nominations to fill the roles that have been carried out so wonderfully these past years by tenants Angus Dick and Liz Richardson. Liz and Angus have kindly agreed to provide mentoring and insight for any potential future rep and with this in mind, we would like tenants to think about whether this is a role they could fulfil and to get in touch with an expression of interest.

The Tenant Representative will:

Work closely with the Tenant Participation Team and engage with tenants across Highland

Attend the quarterly Housing and Property Committee meetings

Provide responses to matters raised at the committee that represent the views of tenants across Highland

Provide updates to tenants and staff at the area tenant forums



Highland tenants together

To find out more about the role or to ask for an application form, please contact - tenant.participation@highland.gov.uk

Are you Winter Ready?

As we come into the winter months, it is worth making sure you have useful items and information to hand in case of power cuts and unexpected repairs.

Packing a small emergency kit and keeping it in a safe place at home will stand you in good stead in a wide range of emergency situations.

You may find these things useful:

- **A torch and spare batteries (or a wind-up torch) in case of a power cut**
- **Any essential medication, some toiletries and a first aid kit**
- **Bottled water and ready to eat food like cans or packets of soup**
- **Extra Blankets**

A battery powered radio will help you stay in touch with the news if there has been a power cut.

Keep mobile phones charged so that you can call family or friends and emergency services if required. Additional power banks can be especially useful during prolonged power cuts for keeping devices charged and you connected to the outside world.

More useful information, including travel info, can be found on the Highland Council website **https://www.highland.gov.uk/emergencies-safety-crime/winter-service**



Preventing damage

You can help avoid burst pipes and prevent damage to your home and your belongings by doing these simple things:

- **Try to keep your home reasonably warm day and night. Consider leaving your central heating on low and using your timer, even if you are going away for a few days. In particularly cold weather, leave your loft hatch open to allow heat into the loft space.**
- **Never leave a tap dripping.**
- **Check that the stopcock works so that you can turn off the water if there is a burst. It is usually in the kitchen or bathroom. If you can't find it; it is leaking; or you can't turn it off, contact us for help.**
- **For greater peace of mind, if you go away for a few days in the winter, turn your water off.**

If you do not take these precautions, we may ask you to pay the cost of damage caused by a burst pipe to your home and to your neighbour's homes.

If an emergency does occur, **please remember that we do not insure your furniture**, belongings or decoration against flood, theft, fire, vandalism and other household risks. As a Highland Council tenant, you are responsible for providing your own home contents insurance to cover your personal possessions.

You can find out more about home contents insurance from Citizens Advice Scotland by following this link or scanning the QR code below: **https://www.citizensadvice.org.uk/scotland/consumer/insurance/types-of-insurance/household-contents-insurance/**

citizens advice bureau

Area Updates...

Inverness

Information and Community Events

We've been running a range of events to help tenants access advice, support and opportunities to get involved. In May, sheltered housing tenants attended an information event at Inverness Library with guest speakers covering carers support, fire safety, welfare advice and trading standards. A popular Power of Attorney event followed in July and is expected to return next year. Later this year, a Winter Warmth drop-in will offer practical advice on keeping homes warm and managing energy costs.



Looking Ahead

Aviemore tenants continue to develop their community garden project, adapting plans to suit local needs with support from local businesses. In Grantown, tenants are engaging through the YMCA Community Café and exploring opportunities for a community growing project at Coppice Court.

Communities Coming Together



In Merkinch, residents, housing staff and local partners joined forces for a community litter pick, collecting more than 12 bags of litter before enjoying a family fun day with activities for all ages. At Lochiel, tenants have created a memorial garden to remember a fellow resident, while plans are underway for a monthly "Bite and Blether" lunch to help people stay connected over winter.

Activities available at Hilton Community Centre, supporting local residents and families

As well as lunches every Wednesday and Friday, you can find the following activities and services at our Hub.

Housing Officer
Every Wednesday, 12 noon - 1.00pm
Highland Council Housing Officer providing advice on social housing matters.

Gentle Exercise
Every second Wednesday, 1.30pm - 2.00pm
Free 30-minute gentle exercise class.

Children's Activities
For pre-school children and parents/carers.
Play & Learn (CALA) every Friday, 1.00pm - 2.30pm
Soft Play (Hilton Family Support) every Wednesday, 12.30pm - 1.30pm

Money & Debt Advice
Third Wednesday of the month, 12 noon - 2.00pm
CAB providing advice on money, debt, benefits, and other issues.

Hilton Youth Cafe
Every Friday, begins 12.45pm
Free lunches and activities for local secondary school pupils from the Hilton area during the school term.

Community Food & Family Events
Monthly free community food events for local residents. Family and children events, e.g. soft play sessions with lunch.



Scan QR for further information



East Ross Update

Milton Litter Pick and Family Fun Day

Residents of all ages came together in July for a successful community litter pick and family fun day in Milton. Volunteers helped tidy up the local area while enjoying a range of lawn games and activities. The event was organised jointly by the Highland Council Tenant Participation Team and Albyn Housing, providing a great opportunity for local people to get involved, meet neighbours, and take pride in their community.



Balintore Housing Engagement Event

A housing drop-in event was held in Balintore during August following feedback from residents about a range of community concerns. Colleagues from Housing Management, Environmental Health, Capital Improvements and Amenities attended to listen to residents and discuss local issues. Feedback gathered at the event will help shape an action plan aimed at addressing the concerns raised and improving the local area.

Ross-shire Update



Celebrating Our Residents' Green Fingers

We would like to say a huge thank you to the tenants at Old School Place, Maryburgh who have been caring for the outdoor space at the front of their homes over the past few years.

Your time, effort and dedication have made a real difference in keeping the area neat and tidy. You have helped create colourful and welcoming space for everyone to enjoy.

It is wonderful to see the street blooming throughout the seasons.



Windsor Place Litter Pick

The Tenant Participation Team and Housing Team would like to thank the residents who attended the letter pick event in Windsor Place this summer.

We would also like to say a **huge thank you** to the Waste Team who continually support us and help make these events possible.

This year we were also delighted to welcome the Community Safety Advocate from Scottish Fire and Rescue Service who joined us and provided residents with valuable guidance and advice on home fire safety.

Scottish Housing Day

To celebrate Scottish Housing Day and this year's theme 'Healthy Homes, Healthy Futures,' the tenant participation team organised a drop-in event for tenants in Dingwall bringing together a range of local agencies and support services in one place.

The event provided the opportunity to meet different organisations, access advice and information about housing, finances, employability and wellbeing service and connect with agencies to create healthy homes and healthier futures for our tenants.

Caithness and Sutherland Update

Scottish Housing Day Forum a Success

Our Scottish Housing Day Forum at the Park Hotel, Thurso, brought together tenants, housing staff and local organisations for a successful morning of information sharing and discussion. Council Leader Raymond Bremner attended to answer questions and hear directly from tenants. Representatives from Alienergy, Hearing and Sight Care, the Fire Service and Alzheimer Scotland also provided advice and support. **Thank you to everyone who attended and helped ensure tenant voices were heard.**



Community Clean-Ups Making a Difference

Recent community clean-ups in Lybster and Macrae Street saw tenants, residents and council staff working together to improve local neighbourhoods. In Lybster, volunteers helped remove nearly two tonnes of waste, along with around one tonne of white goods, metal and electrical items. At Macrae Street, housing and environmental health staff joined residents to tidy the area, creating a cleaner and more welcoming environment. **A big thank you to everyone involved,** including colleagues from the Waste Team and community partners who supported both events.



Lairg Drop-In Connects with Local Tenants

Housing staff recently attended a drop-in session at **Lairg Community Centre** alongside the busy Community Market. The event provided an opportunity to meet local tenants, answer questions, offer advice and discuss housing services and support available in the area. It was a valuable chance to listen to tenant views, strengthen local relationships and engage with the wider community. Thank you to everyone who stopped by to speak with us.

Skye and Lochalsh Update

Tenant Participation Officer Adam Gordon has been meeting with tenants across Skye and Lochalsh to discuss how residents can help shape housing services and ensure they reflect local needs and priorities. As part of this work, Adam has also attended community hubs in Dunvegan and Kyle, organised by Skye and Lochalsh Council of Voluntary Organisations (SLCVO), where local organisations come together to provide free advice and support through informal drop-in sessions.

Meanwhile, the Liveras Park Resident Group in Broadford continues to provide tenants with a regular opportunity to share ideas and raise local issues through its monthly drop-in sessions at An Acarsaid. Interest has also been expressed by tenants in Uig in establishing a new residents' group, with discussions planned in the coming weeks.

Lochaber Update



The Highland Council Tenant Participation and Housing Team recently hosted its first **Family Fun Drop-In Surgery** at the Charles Kennedy Building, bringing together local services and organisations to support tenants, residents and families.

Visitors enjoyed a range of activities and information stalls, including the popular Scottish Exotic Animal Rescue Centre, fire safety demonstrations from the Scottish Fire and Rescue Service, free energy advice from ALIenergy, and community support information from Lochaber Hope. Housing and Service Point staff were also on hand throughout the day to provide advice and answer questions about council services.



Scottish Housing Day was also celebrated through a local art competition based on the theme Healthy Homes – Healthy Futures. Pupils from schools across Lochaber were invited to illustrate what a healthy home and healthy future mean to them, highlighting the role housing plays in supporting wellbeing and strong communities.

The competition attracted entries from schools across the area, with local artist Claire Innes selecting the winning artwork. Congratulations to all the young people who took part and helped make the competition a success.

To find out more about local activities, upcoming events or opportunities to get involved, contact the Tenant Participation Team, details can be found on the back page. New faces and ideas are always welcome.

Where to get help if you have been affected by abuse or violence

If you have experienced domestic abuse, sexual violence, or any form of harm, support is available. You do not have to go through it alone.

The services listed offer confidential advice, support, and practical help.

Highland Domestic Abuse Service (HDAS)

HDAS North: Caithness and Sutherland Women's Aid

0345 408 0151
info@caswa.org.uk
www.caswa.org.uk

HDAS Mid: Ross-shire, Skye and Lochalsh

01349 863 568
info@rosswa.co.uk

HDAS South: Inverness, Badenoch and Strathspey

01463 214 021
HDAS_South@InvernessCAB.org
www.inverness.cas.org.uk

HDAS West: Lochaber

01397 705 734
lwa@lochaberwomensaid.org
www.lochaberwomensaid.org

HDAS Men and Transgender: Highland wide

01463 215 240
victimsupporthighlandsislands@victimsupportsco.org.uk
www.victimsupport.scot/get-support/find-a-service/highlands-and-islands

Other local support services

You can contact the following local services for support, advice, and help to access safe accommodation:

Highland Violence Against Women Partnership (HVAWP)

vawp.highland@nhs.scot
www.facebook.com/hvawp/

Rape and Sexual Abuse Services Highland (RASASH)

03330 066 90
www.rasash.org.uk

Inverness, Nairn, Badenoch & Strathspey Women's Aid

01463 220 719
www.invernesswa.org

You do not have to go through it alone.

Don't miss out, find out - The Highland Council's Welfare Team

You can get support from THC's Welfare Team on many money matters. For example: checking if you are due money; applying for benefits and preventing or sorting out debt (no matter how much).

Their budgeting support is very popular. It gives you the help, tools, and skills to manage your day-to-day money better.



Call them today on 0800 090 1004

You can also email them on: welfare.support@highland.gov.uk

https://www.highland.gov.uk/benefits-money-help/welfare-support

Better Off Calculator and Apply Once

The Welfare team have a 'Better Off' calculator. You can use the 'Better Off' calculator to get an estimate of:

- the benefits you could get
- how much your benefit payments could be
- how your benefits will be affected if you start work or increase your hours
- how your benefits will be affected if your circumstances change - for example, if you have a child or move in with your partner

What the calculator covers

The calculator will check entitlement for:

- Housing Benefit under Universal Credit
- Carers Support Payment
- Child benefit
- ADP / PADP
- Council Tax Reduction
- Contributory / New Style JSA or ESA
- Carers Allowance Supplement (Scotland)
- Scottish Child Payment

What you will need

You will need accurate information about your:

- savings
- income, including your partner's income *(from payslips, for example)*
- existing benefits and pensions *(including anyone living with you)*
- outgoings *(such as rent, mortgage, childcare payments)*
- Council Tax bill

https://betteroffcalculator.co.uk/calculator/new/household-details



Appropriate Adult

Do you need help?

- Do you need to talk about what has happened?
- Do you understand what the Police are saying?

Ask the Police about
Appropriate Adults



Appropriate Adult



Are you confused when speaking to the police?



Do you have a learning disability?
Do you have a brain injury?
Do you have autism?



Ask the Police about
Appropriate Adults

Appropriate Adults will help you understand what is happening and help you feel safe.



Adult Support and Protection



Everyone deserves to live a life free from harm.

Adult Support and Protection is everybody's business.

Seen something? Say Something!



Visit the ASP Website to report an adult concern



Adult Support & Protection

Adults at risk of harm: The 3 Point Criteria (Test)



How to determine if someone is considered a vulnerable adult and is at greater risk of harm:

1. Adults who are unable to safeguard their own well-being, property, rights or other interests,
2. Adults who are at risk of harm,
3. Because they are affected by disability, mental disorder, illness or physical/mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

This is the 3 Point Criteria (Test)

It's important that if you believe a vulnerable adult is being harmed, report your concern using the QR code below.

Seen something? Say Something!



Visit the ASP Website to report an adult concern





Why is a Power of Attorney Important?

A Power of Attorney (PoA) is a legal document that allows you to appoint someone you trust to make decisions on your behalf. These decisions may relate to your finances, property, health or personal welfare. Unlike a will, which takes effect after death, a Power of Attorney can be used during your lifetime. Having a PoA in place provides reassurance and allows you to plan ahead while you still have the capacity to make your own decisions.

There are two main types of Power of Attorney in Scotland. A Continuing Power of Attorney covers financial and property matters, such as managing bank accounts, paying bills, dealing with savings or selling property. Once it has been registered, it can be used without the need to prove incapacity. A Welfare Power of Attorney covers personal welfare and healthcare decisions, including care arrangements, where a person lives and certain medical treatments. It can only be used after registration and when the person is no longer capable of making those decisions themselves.

A Power of Attorney can be arranged online through the Office of the Public Guardian and, while a solicitor is not always required, professional advice is recommended.

Further information is available from:

Office of the Public Guardian Scotland
www.publicguardian-scotland.gov.uk



Citizens Advice Scotland
www.citizensadvice.org.uk/scotland



Council Tax

citizens advice bureau

If you are a tenant or a homeowner, you will likely be responsible for paying Council Tax.

Your Council Tax bill

This will be sent to you around March each year and will let you know how much your Council Tax will be in the new financial year, starting on 1st April.

If you have applied for and received a reduction or discount, this will be shown on your bill.

Your bill will also state how much you owe for Water and Sewerage, which you pay alongside your Council Tax. The Council collects this on behalf of Scottish Water.

What is Council Tax?

Council Tax is collected by the local authority from every household in the region.

This money pays part of the costs for all local services delivered by the council.

How much you pay depends on what band you are in from A - H. The banding is based on the value of your property at a specific time.

What do I do if I fall behind?

If you miss even one payment, then please contact the council as soon as possible. They can help you to arrange a repayment plan.

The Citizens Advice network in Scotland is here to help and provides free, impartial, and confidential advice tailored to your needs.

What about discounts & reductions?

You may be eligible for a discount or exemption depending on your circumstances. For example:

- Single adult occupant
- Second Adult Rebate
- Care leavers
- Severe mental impairment
- Students
- Low income

Check if you can reduce your bill by visiting www.checkmycounciltax.scot

Remember - discounts and reductions are usually only applied to Council Tax. Water and Sewerage charges may still remain payable.

Find your local Citizens Advice Bureau here
www.cas.org.uk/get-advice

Useful Phone Numbers

Housing enquiries / Homeless Service	01349 886602
Out of hours Housing emergency repair / homeless service	01349 886691
Welfare Support Team	0800 090 1004
Universal Credit – *open from 8am until 6pm Monday - Friday*	*(phone)* 0800 328 5644
NHS 24 *(only to be called if local GP practice is closed)*	111
Waste enquiries	01349 886603
Power Cut?	105
GAS (Emergency)	0800 111 999
Police	*(Non Emergency)* 101
Samaritans	116 123
Social Work *(out of hours)*	0808 175 3646
Scottish Citizens Advice Helpline	0800 028 1456

Useful Websites

Health and care advice	https://www.nhsinform.scot/
Scottish Gov Cost of living support	http://gov.scot/costoflivingsupport
Highland Council Welfare Team – *Worrying about Money leaflet*	https://bit.ly/3JnUBNp
Citizen Advice Scotland	https://www.citizensadvice.org.uk/scotland/
Dept of Work and Pensions	https://www.gov.uk/government/organisations/department-for-work-pensions
Advice for Refugees and Asylum Seekers	https://www.nhsinform.scot/care-support-and-rights/health-rights/access/healthcare-for-refugees-and-asylum-seekers
Universal Credit advice	https://www.understandinguniversalcredit.gov.uk
Money Advice	https://www.moneyhelper.org.uk/en

Your Local Tenant Participation Officers

Area	TPO	Email address	Telephone no
Caithness & Sutherland	Leona Geddes	leona.geddes@highland.gov.uk	07785 932517
Easter Ross	Suzy Boardman	suzy.boardman@highland.gov.uk	07557 744413
Nairn, Mid & West Ross	Justyna Leslie	justyna.leslie@highland.gov.uk	07767 162258
Skye & Lochalsh	Adam Gordon	adam.gordon1@highland.gov.uk	07557566235
Lochaber	Karin McKay	karin.mckay@highland.gov.uk	07785 477696
Inverness, Badenoch & Strathspey	Kerri Macdonald	kerri.macdonald@highland.gov.uk	07774 337689

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