

Investing in Your Council Home



A short guide to West Lothian Council's
Housing Capital Programme

This booklet explains how we improve and maintain our council homes.

West Lothian Council will invest approximately £8.2 million for the Housing Capital Improvement Program. This will focus on essential upgrades for your homes.

£8.2 million



Our Housing Investment Team works to keep our homes in good condition. We identify and prioritise work in areas of greatest need.

We're committed to meeting the Scottish Housing Quality Standard (SHQS), which sets out five key areas:

- **Safety and security:** Ensuring homes are safe and secure.
- **Energy efficiency:** Making homes more energy-efficient to reduce energy bills.
- **Modern facilities:** Upgrading kitchens and bathrooms.
- **Repairs and maintenance:** Fixing any damage or wear and tear.
- **Basic habitability:** Making sure homes are wind and watertight and have basic facilities.

We aim to go beyond the SHQS by providing high-quality improvements to our homes. Our goal is to create comfortable and sustainable living spaces for all our tenants.

How are properties selected for the programme?

We work to a Housing Capital Investment Model known as the Housing Estate Code Capital Planning Process.

We are committed to maintaining Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing. However, above those requirements we aim to improve living conditions for tenants by investing in homes not houses.

The principal aim of Capital investment planning is to bring all housing up to an agreed standard as quickly as possible. The risk-based approach ensures that risks to tenants, staff and visitors are minimised; in other words, high and significant risk items are eradicated as a priority.



Detailed Examination

We regularly check the condition of our homes to ensure they're safe and comfortable for you. We do this by:

- **Inspecting homes:** We visit homes to assess their condition.
- **Reviewing property data:** We analyse information about each home.
- **Checking compliance with regulations:** We make sure homes meet safety standards.

We prioritise homes based on the following factors:

- **Age of the home:** Older homes may need more repairs.
- **Known problems:** Homes with specific issues, like water ingress or faulty wiring.
- **Overall condition:** The general state of the home.
- **Regulatory requirements:** Legal obligations, such as electrical inspections.

Every five years, we conduct a detailed survey of all our homes. This called a stock condition survey and helps us identify major repair needs and allocate resources effectively. Other factors, such as the age of appliances or specific regulations, can also influence when a home is scheduled for improvements.

We understand that planning repairs and upgrades can be complex. We carefully consider factors like cost, safety, and the impact on tenants when making decisions

What works are carried out?

We carry out a variety of improvements to our homes. Here's a breakdown of the main types of work:

- **Roof repairs:** We replace old, damaged roofs with new ones.
- **Wall improvements:** We repair or insulate external walls to improve energy efficiency.

- **Window and door replacements:** We install energy-efficient windows and external doors to reduce heat loss.
- **Kitchen upgrades:** We replace old kitchens with modern, energy-efficient ones. You'll have a choice of styles and finishes.
- **Bathroom renovations:** We install new bathrooms with modern fixtures and fittings.
- **Heating system upgrades:** We replace old, inefficient heating systems with modern, energy-efficient ones.
- **Electrical safety checks:** We regularly inspect and test electrical wiring to ensure it's safe.
- **Smoke detector installation:** We install smoke detectors in every home to improve fire safety.
- **Security upgrades:** We improve security measures, such as installing new entry systems and reinforced doors.
- **Gas safety checks**

We'll work closely with you to ensure that the work is carried out to a high standard and causes minimal disruption.

The council also maintains robust repair and maintenance initiatives that include:

Routine Repairs: Regular checks and maintenance tasks, gas servicing, and basic repairs, are conducted to ensure that all properties remain safe and comfortable.

Tenant Requests: Tenants can report issues via the council's repairs system. For more urgent concerns, West Lothian provides quick-response services under the "Right to Repair" scheme for specific essential repairs that the council is legally required to address within set timelines.



External Works and Upgrades: Enhancements like external painting and scaffolded repairs ensure long-term durability and improve the external appearance of housing developments. Additionally, communal areas in flatted blocks are maintained on dedicated programmes.

Want to know more?

To stay informed about your home's eligibility for upgrades, or if you have specific questions about improvements, West Lothian Council provides multiple ways to access information:



Postcode Lookup Tool: Check if your property is included in upcoming improvements by using the Postcode Look-up where details of planned upgrades in your area are available: www.westlothian.gov.uk/search-for-your-address

Tenant Portal: Tenants can report repairs and check the status of existing repair requests through the council's online tenant portal. This portal also provides resources on housing standards, repair timelines, and eligibility for improvements.

Updates and Notices: For large-scale upgrades, such as window replacements or energy efficiency enhancements, tenants will receive written notice before work begins to minimize disruption and ensure coordination.



West Lothian Council News: news.westlothian.gov.uk

Contact Us

For additional assistance or questions about repairs and improvements, please contact West Lothian Council's Housing Services team:

- Phone: 01506 280000 (available Monday to Friday)
- Email: customer.service@westlothian.gov.uk
- In-Person: Visit your nearest council office, with locations and hours listed on the West Lothian Council website.

For more information on specific repair programs or to access tenant resources scan the QR code:

