

# Westhaugh, Clackmannanshire



Site Handbook

## Welcome to Westhaugh

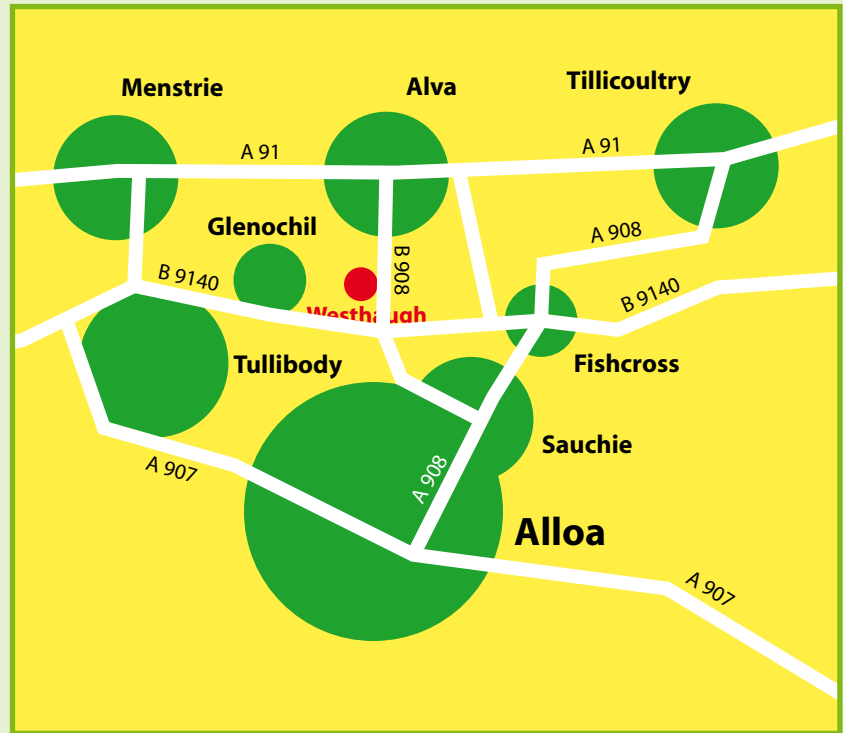
Welcome to Westhaugh Gypsy / Travellers Site.

The site is near the town of Alva in Clackmannanshire and is managed by Clackmannanshire Council.

Your postal address is:

Pitch: \_\_\_\_\_

Westhaugh Gypsy / Traveller Site  
Alva, Clackmannanshire  
FK10 2AT.

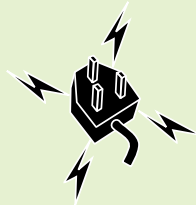


## Facilities

The site has 16 pitches (2 of which are adapted for disabled travellers) and is open all year round.

Each pitch has:

- its own hardstanding for parking a caravan and car or other vehicle with space for a second caravan
- an amenity block with a toilet and shower / bath, kitchen area, hot and cold water and storage
- a hook-up facility to provide electricity to your caravan





A play area is available for children.

## Site Manager

The site manager manages the sites in Clackmannanshire and Stirling Council areas. The site manager is on site every weekday and is responsible for the day to day control of the site including:

- ensuring the site is kept clean and tidy, inspecting the site and reporting repairs
- advising residents on their tenancy agreement
- dealing with unauthorised entry to the site
- helping residents with written documents and forms, such as benefit forms
- providing information about nurseries, schools, doctors, dentists and more.

 Tel: 01259 762519

 email: [jmcnie@clacks.gov.uk](mailto:jmcnie@clacks.gov.uk)

## How do I get a pitch?

We keep a waiting list if the site is full. Places are allocated on a 'first come, first served' basis, so when a pitch becomes free, the person who has been on the waiting list for longest will get it.

If we cannot contact an applicant, we will make the offer to the next person on the waiting list.

Occasionally we may have to make an exception to this system if a family has special medical or social needs.

We have the right to refuse applications from people who:

- didn't pay their rent for a previous stay on a Council site
- have had problems staying at a Council site in the past, for example antisocial behaviour

## Your tenancy agreement



The tenancy agreement gives details of the contract between you and Clackmannanshire Council.

The tenancy agreement sets out site rules. When you sign the tenancy agreement we will explain the site rules. We will tell you what we are responsible for providing and also tell you what we expect of you.

The site rules are there to make sure everyone can enjoy the benefits of living on the site.

If you have a question about your tenancy agreement, you can ask the Site Manager for help.

## Site rent

The level of rent is set by Clackmannanshire Council and covers some of the costs of running and maintaining the site.

Rent is charged weekly and must be paid one week in advance. Rent is collected by the Site Manager.



We will give you at least 28 days' notice in writing of any increase in the rent.

## What will happen if the rent is not paid?

If your rent is not paid we will:

- Contact you following the first missed payment asking you to pay what is due and to come and discuss the matter
- Check to see if you are receiving all the benefit you are entitled to

If you still continue not to pay your rent, Clackmannanshire Council will take legal action. This may result in you being evicted and losing your pitch.

## Site safety

Site safety is very important. A few simple precautions can help keep everyone on the site safe:

- Petrol, diesel or paraffin must not be stored on the site
- All flammable liquids and gas containers must be kept outside caravans and amenity blocks
- Vehicles must keep within the speed limit of 5 mph on site
- Engine oil or other similar liquids must not be disposed of on the site



- Open fires or the burning of vehicles, tyres and other materials are not allowed

- Empty gas cylinders must be removed from your pitch
- A proper power line must be used to connect up electricity to your caravan

You are responsible for your own gas appliances and you should have them regularly checked.



## Insurance

The Council insures the permanent buildings and infrastructure of the site but you need to insure your own caravan, vehicles, furniture and contents.

## Refuse collection



Bins are emptied once a week. Refuse day is Monday morning. The Council offers a special collection service to remove bulky items.

## Repairs

The site is inspected on a daily basis by the Site Manager. Any repairs needed for the site and the amenity blocks can be reported to the Site Manager or directly to the Council.



Tel: 0845 055 7070



email: [repairs@clacks.gov.uk](mailto:repairs@clacks.gov.uk)

The time taken to carry out repairs depends on the sort of repair you need. There are 5 different categories. These range from emergencies where there could be danger to life, to non-urgent repairs like cleaning out gutters.

## Repair response times:



- Emergency - we respond within 4 hours or within 24 hours depending on the situation
- Urgent - we respond within 5 working days
- Routine - we respond within 28 working days
- Non-urgent - we respond within 10 weeks
- Programmed work - every 5 years we carry out an inspection of gutters, paths, outside paintwork and so on.

## Anti-social behaviour & harassment


Clackmannanshire Council believes that everyone should be able to enjoy a peaceful life in their home. In order to create a pleasant community to live in, neighbours must respect each other's background, belief and lifestyles.

Tenants are responsible for the behaviour of every person (including children) living or visiting their home. They are responsible for them in their caravans, on surrounding land, in communal areas and in the neighbourhoods around their homes. Dogs and other animals must be kept under control.

- Anti-social behaviour is any behaviour which harms the quality of life of others on the site or the surrounding area. It includes noise, drug dealing, theft and vandalism.

- ❑ Harassment is the deliberate interference with the peace, comfort or safety of any person. Harassing anyone on the grounds of race, colour, religious belief, gender, age, sexual orientation, disability or ethnic origin is a breach of the tenancy agreement.

If you are experiencing anti-social behaviour or harassment, please contact the Site Manager or call the Anti-Social Behaviour Helpline on:

 Tel: 0800 0566 210

## Ending your lease



To end your lease you must give the Site Manager at least 7 days notice in writing before you go. You must leave your pitch, amenity unit and storage shed cleared and in good condition.

We will carry out an inspection at the end of your lease and will tell you about any repairs you must carry out.

Before leaving the site you must phone Scottish Power on 0845 272 7000 and give them an electricity meter reading. If you don't, you may get a bill.

## Getting involved

Residents are encouraged to get involved in commenting on and developing the site. You can take part in:

- site walkabouts
- site meetings
- suggestions / comments cards

## Leisure



There is a swimming pool at the Johnstone Centre in Alva. The Council provides a range of activities and events: call 01259 213131 or look at [www.clacksweb.org.uk](http://www.clacksweb.org.uk) for details.

The nearest cinema is in Stirling.

## Comments and complaints

The Council is determined to provide the best possible service. We like to know what you think about the quality of services. You can help us to provide a well-run site by telling us your views.

Full details of the procedure are available in our 'Comments and Complaints' leaflet which is available from the Site Manager or:



[www.clacksweb.org.uk](http://www.clacksweb.org.uk)



Tel: 01259 450000

## Useful contact numbers



Clackmannanshire Council:	01259 450000
Repairs Line:	0845 055 7070
Anti-Social Behaviour Line:	0800 056 6210
Alva Health Centre:	01259 760331
Alva Primary School:	01259 760987
Alva Academy (secondary school):	01259 452322
Site Manager's Office:	01259 762519
DSS freeline:	0800 666 555
Central Scotland Police:	01786 456000



**Clackmannanshire  
Council**

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

## Further Information



The councillor with responsibility for housing is:

Janet Cadenhead 01259 450000

Your local councillors for the area are:

Donald Balsilie (SNP)

John Biggam (Liberal Democrat)

Walter McAdam (SNP)

Bobby McGill (Labour)

01259 450000

Your nearest petrol station is:

Hallpark Garage, Sauchie 01259 723913

Your nearest garage for MOTs and repairs is:

Brook Street Autos, Alva 01259 769955

Your nearest mini supermarket is the Co-operative in Alva. There are larger supermarkets (Tesco, Asda, Morrisons, Aldi and Lidl) in Alloa.