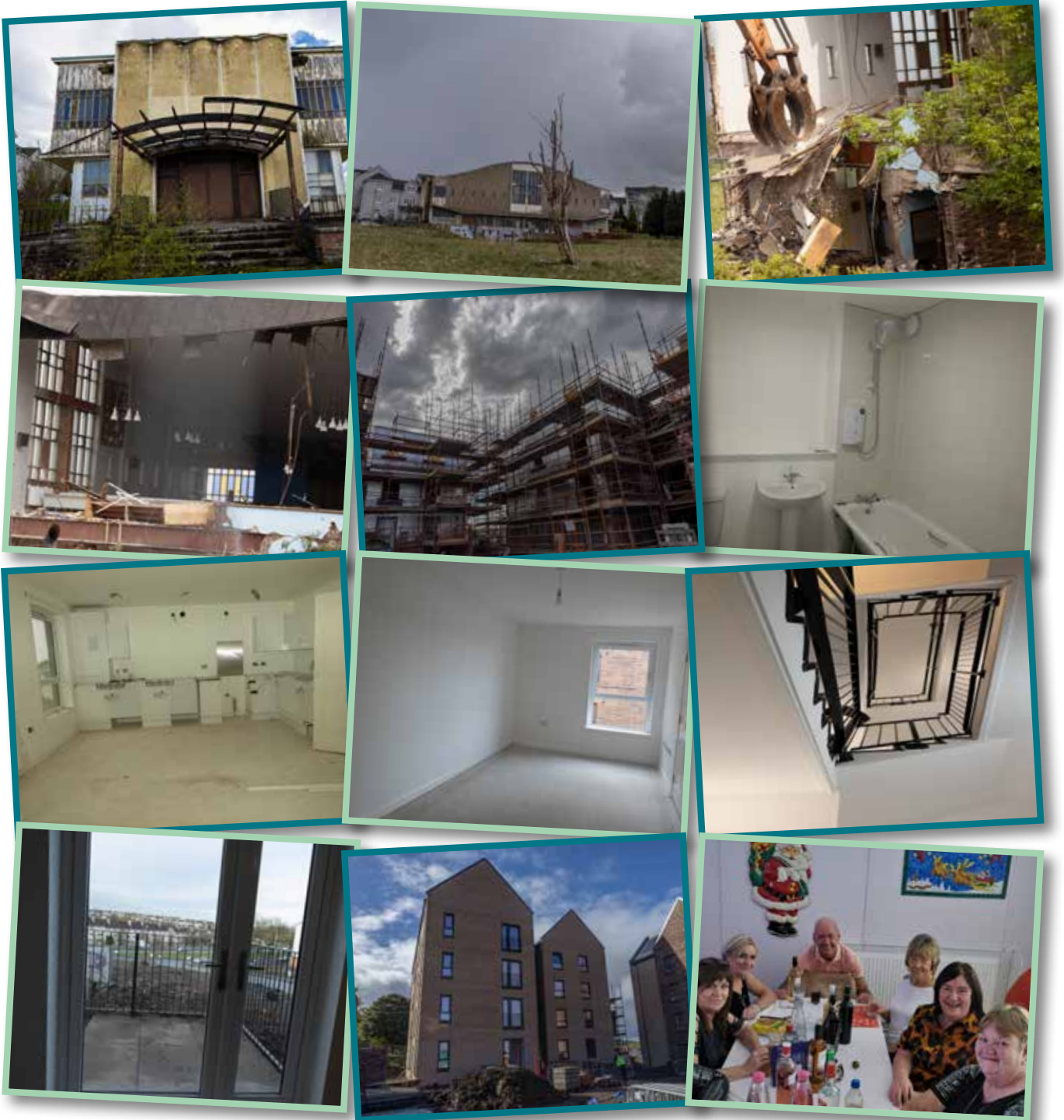




Craigdale
HOUSING ASSOCIATION



2023 CALENDAR



Craigdale Housing Association Ltd
83-85 Dougie Road, Castlemilk, Glasgow, G45-9NS
Telephone: **0141-634-6473**
Email: info@craigdaleha.co.uk
Website: www.craigdaleha.co.uk
Facebook: **Craigdale Housing Association**

INTRODUCTION

Welcome to the Associations Calendar/Tenants Handbook. We hope that you find the information contained within the calendar/handbook useful but if you require any clarification or further information do not hesitate to contact our staff team.

This handbook gives you information about your tenancy and your house.

About the Association

Craigdale Housing Association is a Registered Social Landlord (RSL) and also a registered charity.

The Association was formed in 1988 by local residents concerned about their area, and committed to improving it. Since then local people have given countless hours of their own time running the Association through its Board and Committee's, and have worked progressively towards improving the housing in our area.

They have achieved this by buying, renovating and building houses on a non-profit making basis. The money to do this work came largely from public funds and private loan finance with our rents providing all the costs in managing and maintaining the houses.

Getting Involved in the Association

If you are interested in the area, concerned about improving the housing and making sure the improvements are maintained, then you should become a member.

Membership

Every tenant is encouraged to become a member of the Association. Life membership costs £1.00 and is open to all residents 16 years and over. Being a member entitles you to the following benefits:

- Eligibility to stand for election to the Board
- Attend the Annual General Meeting

Please contact the office for a membership form or download a copy from our website www.craigdaleha.co.uk

The Board

Our Board is made up of local tenants and likeminded professional people working on a voluntary basis. The Board meet monthly in the evening and are responsible for making decisions on all aspects of our work and to maintain the Association's vision of changing life's for the better.

We currently have two committees who look in more detail at specific areas of work e.g. Audit & Assurance (audit, finance, governance, corporate, staffing, health & safety and risk) and Operational Services (housing management & maintenance).

Staff carry out the day to day running of the Association and they are there to help you with any queries you may have about your tenancy and to provide you with any information and advice you may need.

JANUARY 2023

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JANUARY 2023

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IMPORTANT DATES:

02, 03 & 04: Office Closed 25: Robert Burns Night
 05: Office Opens 31: Pay Rent

Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
 (For all repairs and defects)

Monday, Tuesday, Thursday: 9am-5pm - Wednesday: 9am-12.30pm - Friday: 9am-3.45pm
 Lunch break 12.30pm to 1.15pm



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TENANT PARTICIPATION STRATEGY

We recognise the importance of listening to our tenants in order to improve the services we provide to you as a valued customer of the Association. We have developed a Tenant Participation Strategy which is about "Putting people, places and partnerships at the heart of what we do." Our strategy was developed to give you the opportunity to genuinely engage with the Association on a range of matters such as: developing our customer service standards, allocating properties, setting our rents, the annual rent review, repairs to your home and many other aspects of the services we provide. A copy of our strategy is available on our website www.craigdaleha.co.uk or by request from our office.

Your role in Participation/ Consultation

As a tenant you can get involved in participation in many ways, which in turn will help us to improve existing services and develop new services to assist you as a tenant.

Chat with the Association staff:

Our Housing Services Team regularly visit our neighbourhoods. If you have any ideas or suggestions, please feel free to discuss them with the staff. Your input will always be received positively, as we believe this improves our services and how we relate to you. We will keep you informed throughout the process.

Satisfaction Surveys:

The Association is required by the Scottish Housing Regulator to demonstrate the satisfaction levels of its tenants. To assist with this process, we employ an external agency to survey our tenants about their experience of the services we provide. We also carry out a survey to assess the level of satisfaction with our repairs service. The information we gather allows the Association to improve the services we provide to our tenants.

Tenants Report Card:

The Housing (Scotland) Act 2010 introduced a Scottish Social Housing Charter, which came into force on 1 April 2012. The purpose of the charter was to set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

FEBRUARY 2023

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FEBRUARY 2023

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Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
(For all repairs and defects)

IMPORTANT DATES:

14: Valentine's Day	22: Ash Wednesday
21: Pancake Tuesday	28: Pay Rent



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HOUSING SERVICES INFORMATION

Allocations Policy

Our Allocation Policy sets out how our houses are allocated and the procedures followed to ensure that applicants offered a house are in genuine housing need. The underlying principle of the Policy is to provide houses for those in greatest housing need.

Houses are awarded under a points system.

We operate a Waiting List and anyone 16 years and over from any area can apply to be re-housed through Craigdale Housing Association.

Internal Transfer

Through time your circumstances may change and due to this your housing needs may also change e.g. medical needs, size of family etc. All tenants can apply to the Association to be re-housed within the Association's existing stock.

Mutual Exchange

You may wish to exchange your house with either another housing association tenant or a tenant of a different landlord.

Permission must be granted from the Association and the Landlord of the person you wish to exchange with.

The exchange must not result in either tenant over or under-occupying their accommodation.

MARCH 2023

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MARCH 2023

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IMPORTANT DATES:

- 01: St. David's Day
- 08: International Women's Day
- 17: St. Patrick's Day
- 19: Mother's Day
- 26: British Summertime Begins – Clocks go Forward
- 31: Pay Rent

Out of Hours Emergency Repairs:
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TENANCY RIGHTS

The Tenancy Agreement, which is signed by all Tenants, is known as a Scottish Secure Tenancy Agreement.

It is a legally binding document and sets out the rights and responsibilities of both you - the tenant, and Craigdale Housing Association – the Landlord.

Your Tenancy Agreement is explained to you by a member of Housing Services Staff when you are collecting your keys at the handover period for your new tenancy.

Security of Tenure

All of our Scottish Secure Tenants have security of tenure as defined by the Housing (Scotland) Act 2001. The Association will never seek to end a tenancy without very good cause.

Tenancies can only be ended in the following ways:

1. By the tenant giving written confirmation of 28 days' notice to the Association.
2. By written agreement between the tenant and the Association.
3. If a tenant dies and there is no-one who has the right of succession to the tenancy.
4. Repossession of the property by the Association.

Repossession

The Association's policy is to make every attempt to work with the tenant(s) involved and solve any problems which have arisen. Only after making every reasonable effort to resolve the situation will the Association contact their Solicitor to begin court proceedings for eviction. An eviction can only be carried out after an Order has been issued by a Sheriff. Evictions will only be sought under Schedule 2 of the Housing (Scotland) Act 2001 where the tenancy agreement has been breached.

Abandonment

If the Association believes a property has been abandoned, then a Notice will be served and the Association will take steps to repossess the property. If you do not comply with the notice then your tenancy will be ended simply by the Association writing a further letter, no court proceedings are required.

APRIL 2023

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APRIL 2023

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IMPORTANT DATES:

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| 01: April Fool's Day | 10: Office Closed – Easter |
| 07: Office Closed – Easter | 23: St. George's Day |
| 09: Easter Sunday | 28: Pay Rent |

Out of Hours Emergency Repairs:
 Bield Response 24: 0800-783-7937
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Monday, Tuesday, Thursday: 9am-5pm - Wednesday: 9am-12.30pm - Friday: 9am-3.45pm
 Lunch break 12.30pm to 1.15pm



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TENANCY RIGHTS (continued)

The Right of Succession

A succession right is the right of someone to take over the tenancy on the death of the tenant. To protect their rights to succeed to your tenancy, you must tell us in writing that the person you wish to take over your tenancy has moved in with you at the time they do so. If someone has already moved in and you have not told us, it may affect their rights to succeed to your tenancy.

To succeed your tenancy if you die after 1st November 2019, any person who is not your lawful spouse or civil partner must have lived in the property as their only or principal home for at least 12 months immediately prior to the tenant's death. The 12 month period only starts when we receive written notification from you that the person is living in the property as their only or principal home.

Permission to Reside

The Association operates a policy which states that prior permission must be obtained if you wish someone (other than those persons identified in your tenancy agreement) to reside with you. A member of Housing Services Staff will advise you on how to proceed. It is important not to allow anyone to move in with you without discussing it with the Association first.

Lodgers and Sub-letting

You may wish to sublet all or part of your home. You need our consent to do this.

From 1st November 2019, before you apply for consent to sublet your property, you must have been the tenant of the house throughout the 12 months immediately before you apply to sublet.

We can refuse to give permission for you to sub-let your property if we have reasonable grounds to do so.

Marital/ Relationship Breakdown

If your marriage has broken down, both partners still have the right to occupy the house, even if the house is only in one partner's name. If your partner threatens to turn you out of the house, you can go to the Court where your right to stay in the house can be enforced or declared.

If you are an unmarried couple living together and you are not the tenant (or a joint tenant) you do not have an automatic right to stay in your house, but you can apply to the Court for that right.

It is advisable to seek Legal advice if you are experiencing such difficulties.

MAY 2023

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MAY 2023

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IMPORTANT DATES:

- 01: Office Closed-May Bank Holiday
- 26: Office Closed-Spring Bank Holiday
- 29: Office Closed-Spring Bank Holiday
- 31: Pay Rent

Out of Hours Emergency Repairs:
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RENT & ARREARS

When we set the amount of rent you are charged for your home we need to make sure it covers things like the cost of the day to day management of your home, repairs and maintenance and a contribution towards monies borrowed to improve our houses.

Paying Your Rent

Your rent is due monthly in advance of the 27th of the month. There are several ways you can pay your rent:-

The Association has introduced All Pay Cards. You will be able to pay your rent at any shop that displays the All Pay Sign.

- Allpay cards (Paypoint and Post Office outlets)
- Direct Debit
- Standing Order
- Universal Direct Payment
- Housing Benefit direct payments
- Online payments (www.allpay.net)
- By phone (Allpay 0330 041 6497)

Arrears

If you are unable to pay rent, you should contact the housing services staff as soon as possible. The earlier you contact us, the sooner we can hopefully help to prevent you building up rent arrears and avoid the possibility of any legal action being taken against you. If your rent account is in arrears, it is possible to come to arrangement with us to pay back the money you owe us.

This can be done by (1) Increasing your monthly payments for a set period of time, or (2) Making weekly payments in addition to your monthly rent, (3) Paying both rent and arrears on a weekly basis.

If you are having money worries, please do not stick your head in the sand. Talk to us.

Our staff will try to make sure that an arrangement is made which is reasonable and within your means, taking into account any other debts you may wish to let us know about.

REMEMBER: Persistent or high rent arrears normally always lead to legal action so it is important that you contact us as soon as you have a problem with paying your rent arrears – we are here to help you.

Housing Benefit

Housing Benefit is a Government scheme to help people to meet the cost of their rent and is administered by Glasgow City Council. Entitlement to housing benefit and the amount of housing benefit you receive depends on a number of factors such as your income, your rent, the number of people living in your home and their circumstances.

JUNE 2023

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JUNE 2023

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Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
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IMPORTANT DATES:
18: Father's Day
30: Pay Rent



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RENT & ARREARS (continued)

Universal Credit

Universal Credit is a benefit for working age people, replacing six benefits and merging them into one payment. Universal Credit replaces the following benefits.

- Child tax credits
- Housing Benefit
- Working tax credit
- Income Support
- Income related employment and support allowance (ESA)
- Income based jobseekers allowance (JSA)

The Housing part of Universal credit will be paid directly to you and will be called Housing Element, previously Housing Benefit. This means that you will have to pay your rent direct to Craigdale Housing Association.

Legal Action

If you fail to make or keep to an agreement for repayment of arrears, we may be obliged as a last resort to take legal action. Legal procedures can end in Court action to end your tenancy and/or have your wages arrested. You could also be liable for all legal expenses which could be considerable. Please don't leave it until your arrears are so high that it is impossible to clear them at an acceptable level to both you and the Association.

If you are having difficulty paying your rent, our Housing Staff will give you confidential advice and any help possible to resolve the situation.

Welfare Rights & Debt Advice

It is our aim to ensure that all our customers maximise their income and manage their finances in the most efficient way possible. To assist with this, we offer a free welfare rights service and debt advice to all our tenants.

Suzanne Lavelle, is our Welfare Rights Officer who is available every Tuesday to provide welfare rights advice. Suzanne works to an appointment system so please don't forget to book by phoning 0141 634 6473.

JULY 2023

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JULY 2023

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IMPORTANT DATES:

14: Office Closed – Glasgow Fair

17: Office Closed – Glasgow Fair

31: Pay Rent

Out of Hours Emergency Repairs:
 Bield Response 24: 0800-783-7937
 (For all repairs and defects)



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REPORTING A REPAIR

The Association's role is to ensure that all tenants receive a fast, quality and value for money repairs service, which also includes a duty to carry out these works in accordance with all the statutory Gas and Health & Safety Rules and Regulations.

You can report any repair to us by telephone, in person at the office or via our website. Do **NOT** report an emergency repair through our website – we cannot guarantee these will be seen in time!

Out of Hours Emergencies (Attend within 2 hours – to be made safe within 6 hours)

If you need to report an emergency repair and our office is closed you should phone Bield Response 24 directly on 0800-783-7937. When you call this number our call centre operatives will tell you whether the repair is an emergency or not.

An emergency repair is a repair which if not carried out could threaten the health or safety of the tenant, or could cause serious damage to the building: burst pipe, broken house window, no electrics (out with a power cut, no credit in quantum meter and not a tenants own appliance being faulty), no heating or hot water

Urgent (Repair completed within 2 days)

This is a repair which causes substantial inconvenience to tenants and has a degree of urgency.

Routine (Repair completed within 10 working days)

This is a repair that is minor in nature and does not pose any threat to the health or safety of the tenant or building - These are non-urgent repairs which do not affect the working elements within your home e.g. plasterwork, boundary fences etc.

Right to Repair (RTR) - (as per Legislation)

You have a legal right to have certain repairs carried out by us within a reasonable timescale. This scheme was brought into effect by the Housing (Scotland) Act 2001 giving all tenants on a Scottish Secure Tenancy the right to have small urgent repairs carried out within timescales. There may be circumstances which we or our contractor have no control over which makes it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances we may need to make temporary arrangements & extend the maximum time.

Our responsibilities: When reporting your RTR repair to our customer services team – we will

- Record details of the repair and let you know the timescales for completing the repair.
- If needed, arrange an inspection to assess the work required.
- Give you details of the contractor who will be carrying out the repair. This is known as the Primary Contractor.
- Give you a summary of your rights under the Right to Repair scheme.
- Give you the name and contact details of an alternative contractor (known as a secondary contractor) from our contractor's list.
- Have in place a compensation scheme for repairs not completed on time – the Association will be liable to pay you compensation if the Primary contractor does not complete the repair on time.

Your responsibilities

- You must give reasonable access to the contractor or our staff so that the qualifying repair can be inspected or work carried out. If you do not give reasonable access this will lead to the 'Right to Repair' being cancelled. The repair will still be carried out once access is allowed but the repair will not be classed as a 'qualifying repair' any longer.

Monday, Tuesday, Thursday: 9am-5pm - Wednesday: 9am-12.30pm - Friday: 9am-3.45pm
Lunch break 12.30pm to 1.15pm

AUGUST 2023

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AUGUST 2023

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Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
(For all repairs and defects)

IMPORTANT DATES:

31: Pay Rent

Reporting a Repair (Continued)

Rechargeable Repairs

You may be recharged if you fail in the upkeep of your property. Tenant responsibilities are defined in your Tenancy Agreement. The cost of work carried out by the Association which is deemed to be the tenant's responsibility, has been caused by tenant's neglect, or misuse of the property, will be charged to the tenant. In addition misinformation when reporting a repair may result in the tenant being charged if the Association incurs additional costs. Some but not exhaustible examples are:-

- Misuse of the out of hours emergency repairs system.
- Clearing blocked toilets, baths, sinks and wash hand basins due to unsuitable products being flushed down the sewage system e.g. baby wipes, nappies (these items are not bio-degradable), hair and cooking oil. It is recommended that over the bowl toilet blocks are not used as they can be easily dropped down the cistern.
- Re-glazing broken windows / doors / frames where damaged by tenant, family, or visitors.
- Lost keys (tenants are recommended to leave a spare key with a relative).

Cyclical Maintenance

We provide safe homes for our tenants and ensure that we comply with all Legislative matters. This work carried out may include gas safety checks and periodic electrical inspections as well as gutter cleaning and external painting programmes. On a cyclical basis the Association carries out works to ensure the fabric of the building is being maintained, to maximise the lifetime expectancy of its components.

Gas Servicing

The Association is legally obliged to carry out servicing of the gas central heating boiler, gas fire and pipe-work at least once every 10 months. You will be contacted by our appointed Contractor with an appointment. If this appointment does not suit contact our office to arrange a suitable alternative.

It is essential that you allow access for this work. Gas can be a very hazardous material and if you do not allow access you are putting yourself and members of your household in potential danger of a gas explosion or carbon monoxide poisoning

The Association will insist on carrying out this work and will carry out all necessary steps to gain access. If you continue to refuse access you will be putting your tenancy at risk.

Major Repairs

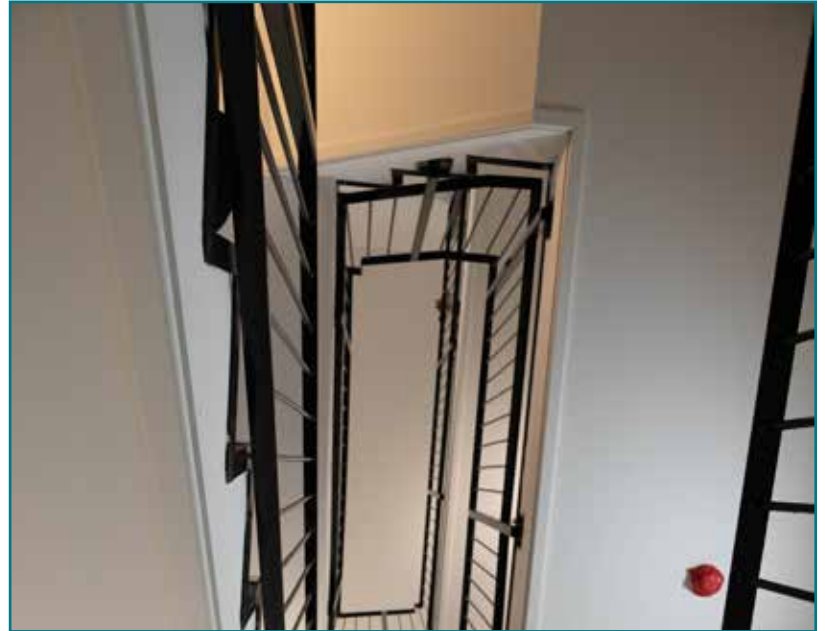
The Association has in place a robust 30-year plan to address areas of Legislation and to upgrade and provide modern facilities for its tenants. This work includes smoke alarm, carbon monoxide and heat detector replacements as well as complete component renewals such as heating upgrades; bathrooms and kitchen replacements.

Tenants Alterations & Improvements

If you wish to carry out any alteration or improvement within your home or garden, you must seek permission to do this from the Association before commencing with the work. You can put your request in writing to the Association for any home improvements you wish to make, or alternatively phone our housing services team or e-mail info@craigdaleha.co.uk and we will send you a home improvements alteration form for you to fill out and return. You are breaching your tenancy agreement if you do NOT seek our written permission prior to carrying out any alterations.

SEPTEMBER 2023

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SEPTEMBER 2023

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Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
(For all repairs and defects)

IMPORTANT DATES:

- 22: Office Closed - September Weekend
- 25: Office Closed - September Weekend
- 29: Pay Rent



Craigdale Housing Association Ltd
83-85 Dougrie Road, Castlemilk, Glasgow, G45-9NS
Telephone: **0141-634-6473**
Email: info@craigdaleha.co.uk
Website: www.craigdaleha.co.uk
Facebook: **Craigdale Housing Association**

Reporting a Repair (Continued)

Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001, you may be eligible for compensation from the Association for improvements made to your home on or after 30th September 2002. To apply for compensation, you must write to the Association during period, starting 28 day prior to the date of the ending of your tenancy and ending 21 days after, with details of the following:

- The cost of each improvement, backed up by receipts
- Proof that improvement was approved by the Association

The works would then be inspected and if the works qualify for compensation, a payment will be made, net of the statutory depreciation rate published in the Regulations and net of the cost of any necessary repairs to the alterations or improvement.

Aids & Adaptations

If you have a physical disability or sensory impairment, the Association will adapt your home to suit your requirements, subject to obtaining funding to carry out the works. Types of alterations include:

- Installation of handrails, ramps
- Installation of over-bath showers
- Replacement of bath with shower and shower tray

Prior to carrying out the works, the Association requires a written assessment from an Occupational Therapist from Glasgow City Council Social Work Department. In order to receive an assessment, you should contact Social Care Direct on 0141-287-0555 (Option 1) or visit their office at 10 Ardencraig Place, Castlemilk.

Insurance

The Association insures the structure of your home under a building insurance policy. A buildings insurance policy does not cover your household contents, personal belongings or the internal decoration of your home.

The Association can assist tenants to gain access to low-cost home contents insurance schemes operated by the Scottish Federation of Housing Associations. For more details of the scheme, please contact the office.

House contents insurance covers you for loss or damage arising from flood, fire and break-ins. It is recommended that you take a home contents insurance policy as soon as possible after the start of your tenancy.

OCTOBER 2023

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OCTOBER 2023

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Out of Hours Emergency Repairs:
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(For all repairs and defects)

IMPORTANT DATES:

29: British Summertime Ends – Clocks go Back 31: Pay Rent
31: Halloween



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YOUR TENANCY OBLIGATIONS

Being a Good Neighbour

Everyone expects and deserves to be able to live in their home without too much nuisance or annoyance from their neighbours.

Elderly people are particularly vulnerable and we would ask that you try to make an effort to check on their well-being, especially in the winter.

Although people's lifestyles differ, we hope that you will be considerate towards your neighbours. Therefore, all tenants should ensure that they, anyone living with or visiting them does not cause any noise or nuisance which disturbs the peace of other residents.

In addition, reasonable care must be taken to prevent damage to:

- the house;
- decoration;
- our furniture;
- the fixtures and fittings;
- the common parts;
- your neighbour's property;

For example:

- before you leave the house, you must check reasonably thoroughly that there is no risk of damage from fire, water or gas supplies in your house;
- you must tell us if no-one will be living in the house, for more than four weeks and your house will be unoccupied during that time;
- if no-one is going to be living in your house for any length of time, and there is a risk of water pipes freezing when you are away, you must tell us before you leave.
- You and anyone living with you must not run any kind of business from the property. However, if you ask us, we may give permission.

Dumping Rubbish and Old Furniture

If you need to get rid of bulky rubbish, garden rubbish or old furniture you can arrange to have it taken away free by phoning the following numbers.

- Cleansing Department (Bulk Uplifts) 0141-287-9700
- Abandoned Wrecks (Glasgow City Council) 0141-276-0859
- Pest Control (Glasgow City Council) 0141-287-1059

Please ensure your household refuse is properly secured in bin bags and placed in your wheelie bin. On no account should rubbish be left lying around in the bin store area or on the pavement, as well as an obvious hygiene risk, it can attract rats and dogs.

NOVEMBER 2023

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NOVEMBER 2023

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Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
(For all repairs and defects)

IMPORTANT DATES:

05: Guy Fawkes Night 30: Pay Rent
12: Remembrance Sunday 30: St. Andrew's Day

YOUR TENANCY OBLIGATIONS (continued)

Backcourts

You must comply with the Association's decision for the use and sharing of the common parts including drying greens and drying areas. Their main purpose is for hanging out washing and not skateboarding, playing football, or cycling. Keep an eye on your children to make sure that their games are not causing any damage or disruption to other people.

Anti-Social Behaviour

Anti-social behaviour is deemed as a serious breach of your tenancy agreement. Therefore, you, those living with you, and your visitors, must not harass or act in an anti-social manner to, or pursue a course of anti-social conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents and contractors and those in your house.

"Anti-social" means causing or likely to cause alarm, distress, nuisance or annoyance to any reasonable person or causing damage to anyone's property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

In particular, you, those living with you, and your visitors must not:

- make excessive noise. This includes, but is not limited to, the use of televisions, hi-fi's, radios and musical instruments and DIY tools;
- fail to control your pets properly or allow them to foul or cause damage to other people's property;
- allow visitors to your house to be noisy or disruptive;
- use your house, or allow it to be used for any illegal purpose;
- vandalise or damage our property or any part of the common parts or neighbourhood;
- leave rubbish in unauthorised places;
- allow your children to cause nuisance or annoyance to other people by failing to exercise reasonable control over them;
- harass or assault any person in the house, or neighbourhood, for whatever reason. This includes that person's race, colour or ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief, or other status;
- use or carry offensive weapons.
- carryout work to any type of vehicle, caravan or trailer;
- park your vehicle in an inconsiderate manner or obstruct any other person's access to and from their property;
- bring into the house or store in the house any type of firearm or firearm ammunition unless you have a permit;
- use or sell alcohol, drugs or **contraband**.

This list is simply containing examples and is not exhaustive.

DECEMBER 2023

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DECEMBER 2023

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IMPORTANT DATES:

25, 26, 27, 28, 29: Office Closed	2024
29: Pay Rent	01, 02, 03: Office Closed
	04: Office Opens

Out of Hours Emergency Repairs:
Bield Response 24: 0800-783-7937
 (For all repairs and defects)

YOUR TENANCY OBLIGATIONS (continued)

If you have a complaint about nuisance, annoyance or harassment being caused by a neighbour (or anyone living with him/her or his/her visitors), you may report it to us. We will aim to investigate your complaint within (fourteen) days. If, after investigation, there are good grounds in our opinion for your complaint, we will take reasonable steps to prevent the behaviour happening again. These steps may include mediation or legal action. A copy of our written policy about dealing with these kinds of complaints is available from us.

We will act fairly to you in all matters connected with your tenancy. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief or other status. If you believe we have acted unfairly to you in any way, you may wish to use our complaints procedure. You may wish to take independent advice.

Keeping of Pets

You must request permission in writing to keep a pet or any animal in the house. Permission will not be withheld unreasonably. Failure to comply with the approval conditions will result in the withdrawal of permission to keep the animal.

Pets must be exercised away from your property, your dog will not be permitted to foul in the front or back garden of our property, or in common backcourts or landscaped areas. You must dispose of your pet's mess properly.

THE ASSOCIATION TAKES COMPLAINTS AGAINST PETS VERY SERIOUSLY AND MAY RECOMMEND THAT YOUR PET BE REMOVED IF IT IS CAUSING A NUISANCE. ULTIMATELY YOUR HOME MAY BE AT RISK.

Please contact the Office for any conditions we may impose on keeping a pet.

USEFUL NUMBERS

Glasgow City Council	
Switch Board	0141-287-2000
Abandoned Vehicles	0141-276-0859
Dog Fouling	0141-287-2000
Bulk Refuse	0141-287-9700
Council Tax & Benefits Helpline	0141-287-5050
Close & Stair Lighting	0800-595-595

RALF	
Roads & Lighting Faults	0800-373-635
Gritting (and salt bins)	0800-373-635
Street Lighting	0800-373-635

Emergency:	
Police, Fire, Medical	999

Non-Emergency:	
Police	101
NHS 24:	111
Crimestoppers	0800-555-111

Gas Emergency:	
National Grid	0800-111-999

Electrical Emergency:	
National Power Cut	105

Scottish Water	0800-0778-778
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SAFETY IN YOUR HOME

Fire Precautions

Plan your escape route – a fire can develop and spread quickly throughout your home therefore it is essential to have an action plan in place to ensure that everyone has an escape route and is familiar with the plan.

Do NOT remove smoke alarms from your property – these are there for your safety and can save you and your family's lives.

If your smoke alarm goes off and a fire breaks out in your home you should:

- Close the door of the room where the fire is.

- Get everyone out of the house if possible, warn your neighbours & do NOT go back into the property.
- If unable to escape from the property enter a safe room & close the door, pack what you can around it to keep the smoke out – Open a window & shout to attract attention.
- Call the Fire Service on 999 if you can.

Did you know you can ask your local Fire Safety Officer (0141-634-2223 or 0800-0731-999) to visit you at home for advice & information?

Door Entry Systems

Some of our flatted properties are fitted with door entry systems at the common entrance to the block. These systems are fitted for the security and peace of mind for all the tenants living there. Door entry systems are only an effective security measure if used correctly.

- Please ensure the entrance door is ALWAYS kept shut and NEVER wedged open.
- Be aware that burglars may make a convincing story to gain access – Only allow access to people who are visiting you – Do NOT allow access for anyone you are unfamiliar with.

Gas Escapes

If you think you have a gas leak, you should do the following:

- Open all doors & windows.
- Check if the pilot light has gone out. If any gas appliances have been left on, turn them off.
- If the pilot light is still on and your gas appliances are all off there may be a gas escape.
- Turn off the gas at the mains.

- Phone the National Gas Emergency Number immediately on 0800-111-999. (This is a free phone number unless you are calling from a mobile phone).
- Do not turn lights switches on or off.
- Do not use doorbells, mobile phones or any other electrical appliances.
- Do not smoke, light a match or use any other kind of naked flame.

Loss of Electricity Supply

If your power has gone off take a look in the electric meter box and:

- Check your trip-switch or fuses to make sure you do not have a fault with an appliance.
- If the trip switch is on - Turn the switch off and back on again.
- If the supply is not restored, push the "test" button. If the switch trips, there is a fault with one of your appliances. You should then turn off all appliances and turn the switch back on. Now switch your

appliances on one by one and if the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb needs replaced.

- Check with your neighbours, if they are having a problem it may be a power cut. You should call your electricity supplier to advise them, and to ask if they are aware of the problem and how long the power may be off for.
- If there is no power cut or apparent fault with an appliance, call us.



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Safety with Gas - Yearly Safety Check

By law, the Association must service all gas heating systems within our properties on an annual basis to comply with the Gas Safety (Installation and Use) Regulations 1998. We have a statutory duty to check all gas appliances owned by the Association including checking flues and pipework. It is really important that you allow us to inspect gas appliances to ensure that they are working safely and efficiently. You **MUST** allow access to our Contractor for your arranged Gas Safety Service in accordance with Section 5 of your Tenancy agreement. If you have to cancel or re-schedule your annual service please let the Association or our Gas Contractor know as soon as possible.

When our Gas Contractor is at your home to carry out the annual service, please observe the following;

- If you have a prepayment meter you must have at least emergency credit available on your meter for our gas engineers to complete a Gas Safety Check.
- If you have a dog, please make sure your pet is kept under control.
- Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

Carbon Monoxide Poisoning

Symptoms can include drowsiness; headaches; chest pains; sickness; diarrhoea and stomach pains. If you develop these symptoms suddenly and for no apparent reason when you use a gas appliance switch off all appliances and contact a medical professional for further advice.

A yearly check of your Carbon Monoxide Detector is carried out by the Association and should any faults be noted at this time the unit will be repaired or replaced. Please **DO NOT REMOVE OR TAKE DOWN** this appliance in your home - this is here for your own safety. Should the Association be notified at the time of inspection that your carbon monoxide detector is missing an inspector will visit your home. If it is found that you have removed this device you will be recharged for a replacement.

Legionella Precautions

Legionaries' disease is a potentially fatal form of pneumonia, which can affect anybody, but mainly affects those who are more vulnerable because of age, illness, immunosuppression, smoking etc. It is caused by the bacteria Legionella Pneumophila & related bacteria. Although the number of cases is **VERY LOW**, you can significantly reduce the risk in your home by following these simple steps:

- Do not allow water to stagnate e.g. when outlets are not in regular use.
- Make sure you run water through all your taps and showerheads at least once a week.
- When you get back from holiday/breaks, you should repeat the above for a longer period, say 10 minutes.

Boiler Fault

If you have a problem with your boiler, please take the following steps before calling us to report a fault:

- If you have a pre-pay meter, check it is in credit.
- Check there has not been a power cut.
- Check to see if the pilot light has gone out.
- Please try and reset the boiler—refer to your instruction manual (if you do not have this, contact the office & we will send you a copy).
- Check the pressure gauge on the boiler; it should be between 1 & 1.5. Check that the boiler has not been turned on to hot water only settings or on to a timer
- If you have a thermostat, check that this is set to the correct temperature.

Monday, Tuesday, Thursday: 9am-5pm - Wednesday: 9am-12.30pm - Friday: 9am-3.45pm
Lunch break 12.30pm to 1.15pm