

# TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SPRING 2023



*to everyone*

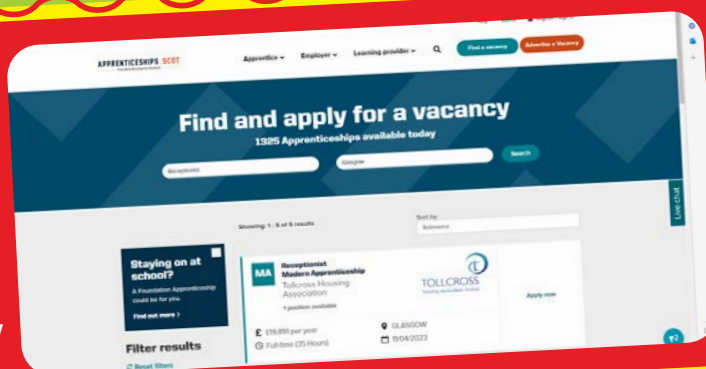
**See Back  
Page for  
Office Closure  
Arrangements**

**Come Join Tollcross Housing Association!**

**WE HAVE AN EXCITING OPPORTUNITY  
TO JOIN US THROUGH A  
MODERN APPRENTICESHIP –**

For further details visit the  
Apprenticeship Scotland Website:

**[www.apprenticeships.scot/find-a-vacancy](http://www.apprenticeships.scot/find-a-vacancy)**





# Big Prize Draw Winner

The winner of our big prize draw is Mr Andrew Paterson from Carmyle.

He said 'I am highly delighted and the extra money will come in handy, especially during this cost of living crisis'

Remember The Big Draw is open to all Tollcross Housing Association tenants that meet the qualifying criteria.

## HOW TO QUALIFY

- You should have no debts with the Association or you have a debt with us but you are sticking to a repayment agreement.
  - You have no anti-social behaviour issues with the Association.
  - You have provided access to your home when requested to do so by the Association.
- If you meet the above criteria then you will be in the draw every three months for a £300 prize!



*Do You need to  
Update your  
Information?*

## Help us to help you!

It is important that we have up-to-date and correct information about you so that you have access to the right services.

If there have been any updates to your information or information about other members of your household (e.g. change of phone number or e-mail address or of household members) or any change in circumstances (e.g. employment or income), please let us know.

This will allow us to help you receive all the services that you are entitled to. Please contact us with any updates on 0141 763 1317 or e-mail [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk) or you can use the contact us page on our website, [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk).



## Tollcross Housing Association Regulatory Engagement Plan Status - Compliant



In March 2023, The Scottish Housing Regulator confirmed that Tollcross Housing Association meets the regulatory requirements, including the Standards of Governance and Financial Management. They have also confirmed that they do not currently require any further assurance from Tollcross Housing Association other than the annual regulatory returns required from all RSLs.

You can read the full engagement plan notification on our website: [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)  
and the Regulator's website: [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

## Annual Return on the Charter (ARC) 21/22 – Data Corrections

Following submitting our return for 21/22 to the Scottish Housing Regulator in May 2022, we have discovered two figures that required to be corrected. These are outlined below and the Regulator has taken account of these revised figures.

### Indicator C8 – Scottish Housing Quality Standard (SHQS)

When asked what percentage of stock will be fully assessed in the next survey for SHQS compliance, the Association responded with 14% 'that being the percentage of properties we expected to survey in the coming year. The figure should have been 51%, that being the total for the coming year in addition to all the other valid surveys undertaken.

### Indicator C10 Energy Efficiency Standard for Social Housing (ESSH)

When asked how many properties fail to meet the ESSH standard, the Association stated 22. This figure should have been 0 as these 22 properties should have been recorded as abeyances. The requisite number of abeyances was also changed for 0 to 22 properties.





Did you know that as well as making payments online, you can log in via our website and view:

- the last six repairs carried out at your property
- the last six transactions on your rent or factoring account
- the contact details that we hold for you

This service is safe, secure and easy to use.

The Payment and Log in service is available to all of our tenants and factoring customers.

To register for this service simply log into our website: [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk), click on "Customer Login" and follow the directions.

**APP – For easy access to the Association's Services, why not download our app at:**

**Android Phone Users** If you have an Android phone please select



**Apple Phone Users** If you have an Apple phone then please go to <http://app.tollcross-ha.org.uk/>

# HERE TO HELP

## Benefits Update

Adult Disability Payment is extra money to help you if you have a disability or long-term health condition that affects your everyday life and was rolled out nationally by Social Security Scotland on 29th August 2022. Adult Disability Payment replaces Personal Independence Payment for people aged between 16 and state pension age and live in Scotland. Social Security Scotland started to move claimants over from PIP from summer of this year. If you already get paid PIP you do not need to apply for Adult Disability Payment, they will send you a letter telling you what will happen when you transfer. Adult Disability Payment is made up of 2 parts - daily living and mobility and you can qualify for one or both parts. The amount you get depends on how your condition affects your ability to do everyday activities and get around. Applications can be made online or by phone and paper and it doesn't matter if you're working or not. Your income and savings are not taken into consideration.

### Adult Disability Payment:

- Adult Disability Payment (ADP) is Scotland's replacement for Personal Independence Payment (PIP).
- The is for new applications only. Clients already in receipt of PIP are being transferred over to ADP.
- The payment has been developed to help with the extra cost of living for people with a disability, health condition or terminal illness and is not means tested.
- The disability or health condition can be physical, mental or both. There is no need for formal diagnosis to receive the assistance.

### Child Disability Payment:

- The Child Disability Payment is Scotland's replacement for Disability Living Allowance for Children.
- The payment has been developed to help with the extra costs of caring for a child or a young person who has a disability or health condition.
- Child Disability Payment may be paid in respect of an individual who is aged at least 3 months and is under the age of 18 years.
- The disability or health condition can be physical, mental or both. There is no need for formal diagnosis to receive the assistance.

- All awards of Child Disability Payment will be rolling, with no set end date. For people with a condition unlikely to change, there would be no less than 5 years between reviews and no more than 10 years.
- Disability Living Allowance (DLA) for children to Child Disability Payment (CDP). Cases transferring over from DLA to the new CDP are expected to be completed by Spring 2023.

If you would like a benefits check, please get in touch with the Association to arrange this. Even if you are working and not currently claiming benefits, you could still be eligible for benefits to top-up your income.

### Residents can also attend one of our Welfare Rights Drop-Ins:

- Mondays, between 1pm and 4.30pm at Tollcross Housing Association, 868 Tollcross Road.
- Wednesdays, 9am to 12.30pm at Tollcross Advice and Learning Centre, 84 Braidfauld Street.
- First and Third Friday of the month, 10am to 12.30pm at Carmyle Community Centre, Hillcrest Road.

**You can contact our Welfare Rights Officer, Andrew Sproul, directly on 0141 763 3517 or by email [Andrew.sproul@tollcross-ha.org.uk](mailto:Andrew.sproul@tollcross-ha.org.uk).**



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Social Security Scotland  
Tèarainteachd Shòisealta Alba

A guide to

## Social Security Scotland's benefits



Dignity,  
fairness,  
respect.

Social Security Scotland was set up by the Scottish Government to deliver a number of devolved benefits. These benefits will be introduced in stages. Once all of these benefits have been introduced, we will be delivering benefits for families on low incomes, people who need help paying for a funeral, disabled people, carers, young people entering the workplace and to help people heat their homes.

The Department for Work and Pensions (DWP) and local authorities will also continue to deliver some benefits.

### We currently deliver twelve benefits for people that live in Scotland.

#### Carer's Allowance Supplement

An extra payment of £245.70 to people who get full or partial Carer's Allowance from the Department for Work and Pensions on certain qualifying dates. This is paid automatically to eligible carers every six months.

#### Best Start Grant Pregnancy and Baby Payment

A payment for people getting tax credits or certain benefits to help with expenses in pregnancy or having a new child. It pays £642.35 for a first child, and £321.20 for other children. There is an extra £321.20 for a multiple birth.

#### How do I apply?

Visit [mygov.scot/benefits](https://mygov.scot/benefits) to apply online, or call our freephone helpline on **0800 182 2222** to complete an application over the phone, to request a paper application form or to book an appointment with a specially trained adviser to get face-to-face support at a time and place that suits you.



#### Get extra support applying for benefits in Scotland

The Independent Advocacy Service provided by VoiceAbility is open to anyone in Scotland with a disability who needs support to access and apply for Social Security Scotland's benefits. Contact VoiceAbility directly for free on **0300 303 1660** or by visiting [www.voiceability.org](https://www.voiceability.org).



The Scottish Government's new cost of living website provides information and support for families  
[gov.scot/costoflivingsupport](https://gov.scot/costoflivingsupport)

#### How to contact us?



Call us free on: 0800 182 2222



Text Relay Service: 18001 +0300 244 4000  
(for the hard of hearing)



British Sign Language users: [contactscotland-bsl.org](https://contactscotland-bsl.org)



Webchat: [chat.socialsecurity.gov.scot](https://chat.socialsecurity.gov.scot)



HAPPY TO TRANSLATE  
Call 0800 182 2222

Follow Social Security Scotland



#### Best Start Grant Early Learning Payment

A £267.65 payment for people getting tax credits or certain benefits made when a child is between the ages of two and three years and six months.

#### Best Start Grant School Age Payment

A £267.65 payment for people getting tax credits or certain benefits made around the time a child normally starts Primary 1.

#### Best Start Foods

Money every four weeks on a pre-paid card to help families on tax credits or certain benefits to buy healthy foods.

#### Funeral Support Payment

Money for people getting tax credits or certain benefits who are responsible for paying for a funeral. It is a one-off payment to cover some of the costs.

#### Young Carer Grant

A yearly payment of £326.65 for young carers aged 16, 17 and 18 who care for someone who is getting a disability benefit.

#### Job Start Payment

£267.65 to help people aged 16-24 who are returning to work after a period of six months unemployment. People with children will get £428.25.

#### Scottish Child Payment

A payment of £100 every 4 weeks for each eligible child under the age of 16.

#### Child Winter Heating Assistance

A yearly payment of £214.10 for families of children getting the highest rate care component of Disability Living Allowance for children. This money is to help them heat their home.

#### Child Disability Payment

A payment every 4 weeks to help with the extra costs of caring for children with a disability, illness or health condition.

#### Adult Disability Payment

Financial support for people if they are aged between 16 and state pension age, and are disabled, have a long-term health condition or have a terminal illness.

For the latest information on benefits we will deliver in the future visit [gov.scot/policies/social-security](https://gov.scot/policies/social-security)



## Outcome of the Rent Consultation 2023/24

Thanks to everyone who provided us with their views and comments regarding our rent consultation for the financial year 2023/24.

After taking into account the feedback received our Management Committee approved a 5% rent increase commencing on the 1st April 2023. It was not an easy decision but due to increased running costs and making some savings the Association has kept the increase as low as it can.

If you need any help with your rent payments please contact the Housing Management Team for support and advice on 0141 763 1317.

## Universal Credit – Update Housing Costs

When your rent increases from 1st April 2023 everyone will need to change the rent amount on your universal credit account. To do this, you log into your universal credit account, go to the home page, and click on “Change in Circumstances” then “Changes to where you live and how much it costs”. In this, it will ask you to upload the new rent amount which can be found on the rent increase letter which was posted to you.

This must be completed from 1st April and cannot be backdated.

If you need any assistance with this, please contact me on

**0141 763 3157** or  
Andrew.sproul@tollcross-ha.org.uk



## TOLLCROSS COMMUNITY TRUST Tollcross & Shettleston Money Advice Service (TSMAS)

The Association in partnership with Tollcross Community Trust and Shettleston Housing Association offer a money advice service to tenants and the wider community.

This is a free and confidential service provided by an experienced Team who can provide advice with debt such as council tax debt, credit card debt and pay day loans.

The Team work alongside our Welfare Rights Officer to provide benefits advice and filling out forms, if you need help with benefits including Adult Disability Payment and Attendance Allowance, feel free to contact the service.

The Team is based at Tollcross Advice & Learning Centre where you will find a very welcome and supportive service.

To contact us please phone 0141 764 1234 or email us at [advice@tollcrosscommunitytrust.org](mailto:advice@tollcrosscommunitytrust.org)



**TOLLCROSS  
COMMUNITY  
TRUST ARE NOW  
ON FACEBOOK**

To keep up to date with what is happening in our Centre and what support is available please Like and Follow our Facebook page.

If you have a Facebook account just search for Tollcross Community Trust Glasgow





# HERE TO HELP

## The Welcome Space & Community Café

Are you looking for a nice, welcoming place where you can spend time without spending any money?

If so, you will enjoy The Welcome Space where a cuppa and biscuits will be provided.

You will find a lovely welcome. Pop into TALC anytime to find out more.

**Tea/Coffee & Biscuits**    **Hot Roll or Sandwich**  
**Wi-Fi & Online Access**    **Books & Board Games**



**Welcome Space** open **Monday - Thursday 9.30am - 12.30pm, 1.30pm - 4.30pm**  
**& Friday 9.30am - 3.30pm**

**Community Cafe** open **Tuesday 10am - 12.00pm, Thursday & Friday 1.30pm - 3.30pm**

Tollcross Advice & Learning Centre (TALC)  
84 Braidfauld Street, Glasgow, G32 8PJ  
Tel: 0141 764 1234 Email: [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)

## Tollcross Community Trust Food Project

**Tuesday**  
**10.00am - 12.00pm**

**Thursday**  
**1.30pm - 3.30pm**

**Friday**  
**1.30pm - 3.30pm**



Our Community Food Project is here to help those who need us when they are going through hard times.

The Volunteers are at the heart of this Project and are here to provide emergency food. Please contact the Centre for a friendly helping hand'.

Tollcross Advice & Learning Centre (TALC)  
84 Braidfauld Street, Glasgow, G32 8PJ  
Tel: 0141 764 1234 Email: [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)



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**Tollcross Advice & Learning Centre**  
Serving the Communities of Tollcross, Lilybank/Newbank & Carmyle  
and surrounding areas



## Benefits Advice/Money Advice/Form Filling Provided

Our Welcome Space is a warm inviting place where you can spend time during our opening times without spending money. A cuppa and biscuits will be provided. There is a large television, library and computer area.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Computer Use Drop-In</b> 9.15am – 12.30pm 1.30pm – 4.30pm	<b>Free Computer Class</b> 9.15am – 12.30pm <b>Computer Use Drop-In</b> 1.30pm – 4.30pm	<b>Computer Use Drop-In</b> 9.15am – 12.30pm 1.30pm – 4.30pm	<b>Computer Use Drop-In</b> 9.15am – 12.30pm 1.30pm – 4.30pm	<b>Computer Use Drop In</b> 9.15am – 3.45pm
<b>The Welcome Space</b> Tea/coffee & Biscuits	<b>The Welcome Space</b> Community Cafe - Free Hot Rolls or Sandwich 10.00am - 12.00pm	<b>The Welcome Space</b> <b>Benefit &amp; Money Advice</b> (by Appointment)	<b>The Welcome Space</b> Community Cafe - Free Hot Rolls or Sandwich 1.30pm - 3.30pm	<b>The Welcome Space</b> Community Cafe - Free Hot Rolls or Sandwich 1.30pm - 3.30pm
<b>Benefit &amp; Money Advice</b> (by Appointment)	<b>Benefit &amp; Money Advice</b> (by Appointment)	<b>Welfare Rights Drop-In</b> 9.00am - 12.30pm	<b>Benefit &amp; Money Advice</b> (by Appointment)	<b>Benefit &amp; Money Advice</b> (by Appointment)
<b>Jobs &amp; Business Glasgow</b> Help with CVs, applying for jobs/training 10.00am - 4.00pm	<b>Tollcross Community Food Project</b> open Tuesday 10.00am-12.00pm, Thursday & Friday 1.30pm-3.30pm, contact the Centre	<b>Welcome Club 2pm to 4pm</b> Meet, chat, Bingo, tea/ coffee. <b>Glasgow Life Computer Class</b> 1.30pm - 3.30pm	<b>Jobs &amp; Business Glasgow</b> Help with CVs, applying for jobs/training 9.30am - 12.30pm	<b>Jobs &amp; Business Glasgow</b> Help with CVs, applying for jobs/training 9.30am - 1.00pm
<b>Credit Union</b> 9.30am – 11.30am <b>Low Interest Loans</b>	<b>Credit Union</b> 9.30am – 11.30am <b>Savings Accounts</b>	<b>Credit Union</b> 9.30am – 11.30am <b>Junior Accounts</b>	<b>Credit Union</b> 9.30am – 11.30am <b>Foreign Currency</b>	<b>Credit Union</b> 9.30am – 11.30am <b>Applications Available</b>
<b>FREE CERTIFICATED COURSES – CHILDCARE, FOOD HYGIENE, HEALTH AND SAFETY, FIRST AID AND MORE COME IN AND FIND OUT WHAT FREE COURSES ARE AVAILABLE OR TELL US WHAT YOU WOULD LIKE TO LEARN</b>				

All Welcome - Opening Hours: 9.00am-5.00pm (4.00pm close on Friday), Closed 12.30pm-1.30pm Mon-Thurs

We are at: 84 Braidfauld Street, Glasgow, G32 8PJ Telephone: 0141 764 1234 Email: [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)



**Glasgow Life's Live Well programme can support you to find and access activities which can improve your wellbeing. Sometimes we need a bit of support to give is the confidence to join, even with things we know we're going to enjoy.**

Our team of friendly wellbeing advisers are based locally and can support you in a range of ways.

We can help you if you want to:

- Get out and make new friends
- Be more involved in your local community
- Learn new skills
- Feel more confident
- Get more active

If you are 18+, living in Tollcross area, and think you would benefit from some wellbeing support, we'd love to hear from you.



Call for free: 0808 175 1956

Email: [livewell@glasgowlife.org.uk](mailto:livewell@glasgowlife.org.uk)

Visit: [www.glasgowlife.org.uk/livewell](http://www.glasgowlife.org.uk/livewell)

# Child Development, Relationships & Parenting - SCQF Level 4

## NOW TAKING NAMES -

STARTING WEDNESDAY, 19 APRIL 2023  
WEDNESDAY MORNINGS, 9.30AM - 12.30PM  
FOR 9 WEEKS (finishes 14 JUNE 2023)

This is a **FREE** course for parents, carers and people who have an interest in a career in childcare.

We have places available on this course starting **19 APRIL 2023** (Wednesday mornings, 9.30am to 12.30pm)

The course will be held at Tollcross Advice & Learning Centre, 84 Braidfauld Street, Tollcross, G32 8PJ.

The course will examine:

Child Development; The basic and developmental needs of children

Skills to assist with challenging parental issues; What is available in our communities to assist



**INTERESTED?** PLEASE CALL: 0141 764 1234 or Email: [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)

TOLLCROSS ADVICE & LEARNING CENTRE, 84 BRAIDFAULD STREET, GLASGOW, G32 8PJ

## The common stair is your only means of escape in the event of a fire.

Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
**[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland





# LOOK AFTER YOUR HOME



## Right to Repair

Under the Housing (Scotland) Act 2001 tenants have the right to carry out certain types repairs if the Association has not carried out this work within a given timescale. This is called the Right to Repair scheme. If you wish to find out more information you may wish to read the Right to Repair leaflet, available in our office reception areas or speak to Maintenance staff on 0141 763 1317 option 1.

## Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home. You can only apply for compensation when your tenancy has ended. If you wish to find out more information you may wish to read the Right to Compensation Leaflet, which is available in our office reception areas or speak to Maintenance staff on 0141 763 1317 option 1.

## Annual Gas Safety Visit

In 2021-22, the Association achieved 100% of the gas safety visits within the required 12 month period.

Carrying out gas safety inspections is a legal requirement, so we again ask for your assistance in the coming year to ensure all appliances are tested and are safe. Where access is not provided, the Association is required to take legal action to gain entry, which we are sure you agree is not the best use of the rental income.

## New Gas Supply Installed?

If you have organised the installation of a gas meter, gas supply or a new gas appliance in your home and this work was not organised by the Association you must inform us immediately.

As explained above we have a legal duty to carry out a safety check in all properties that have a gas supply, so if you have gas installed or you have another appliance installed without telling us we will not have the required information to undertake the safety inspections.

If you have work done on the gas system within your home you must ask for consent from the Association. If you have carried out work in the past without this consent you must inform us immediately.

## Ants

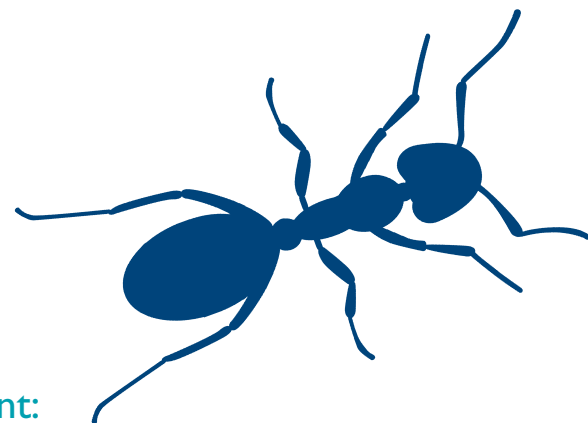
We are again coming to the time of year when garden ants become a real nuisance and difficult to get rid of.

We remind tenants that Tollcross Housing Association does not carry out treatments for garden ants.

Here is some information which may assist you to deal with the problem:

Although they live outdoors, they can find their way into homes in large numbers through small gaps in brickwork, at windows and doors in their search for food.

They search for sweet foods so your first control measure must be to ensure that you are not accidentally encouraging them - even a small spill of a soft drink would be a feast to a horde of ants.



### Treatment:

You should carry out treatment against ants yourself, and need to be thorough.

Apply a residual insecticide for crawling insects. You will be able to buy these at many DIY supermarkets and garden centres.

Apply it to the entrance to the nest and wherever ants can enter your home.

Inside your house you should apply the insecticide around the sink unit, skirting boards, around doors and window frames.

You are trying to create a band of insecticide which ants must cross to get into your home.

To ensure you get rid of the problem you will need to find their nest. Follow any ant trails and look for small entrance holes in the ground surrounded by small piles of fine earth. Once you have found the nest follow the instructions that come with the pesticide about dealing with ants' nests.

Please read the label and follow the instructions on the pesticide you chose.



# LOOK AFTER YOUR HOME




## Tenant Alterations

All tenants should be aware that if intending to make any alterations to an Association property, you must firstly obtain approval through the Maintenance Department before the work is undertaken. Requests should be submitted in writing, giving details of the intended work, and marked for the attention of the Maintenance Manager. Permission will normally be granted to carry out the works, subject to the extent of alteration works, and a member of the Maintenance team is likely to visit you to discuss your proposals prior to written consent being given. On completion, a further inspection will be carried out to ensure the works conform to the written request and that the work is to a satisfactory, and safe, standard. You should consider the points below if you are considering any work of this nature, and note that our Maintenance team would be happy to discuss any enquiry:

- The work should comply with statutory legislation.
  - The work should be carried out by qualified, competent tradesmen.
  - The work may only be suitable for your use, so you may be required to reinstate the property to the original condition should you terminate your tenancy.
  - You will be liable for the cost of any reinstatement work that is carried out by Tollcross Housing Association in the absence of written permission for works, or if you fail to reinstate prior to the end of your tenancy.
  - Certain alterations qualify for compensation under the Housing (Scotland) Act 2001. Literature on this is available at our offices or can be sent out upon request. Any certification, receipts or invoices should be retained as proof of conformance and costs.
- If you have already carried out any alterations and were unaware that our consent was required please contact our Maintenance Manager in order that an assessment can be carried out and the correct guidance provided.

## Water Hygiene Guidance

Bacteria are common in water systems and thrive in temperatures between 20 and 45 degrees Celsius. You probably have your boiler thermostat set to deliver your hot water between 60 and 70 degrees and your cold water is delivered at below 20 degrees. There is no need to be alarmed; all we want to do is make you aware of small steps you can take to help.

- 
- Ensure that water is run off for a few minutes weekly from all taps and showers, particularly following a period of non use to prevent the build-up of bacteria.
  - Clean shower heads every 3 months and follow a period of non use by immersing the shower outlet in a mild chemical solution

If you have any questions or concerns please contact the Association's Maintenance team.

## TV and Satellite Reception

There is an Integrated Reception System ( IRS) delivering Television and Satellite services within the Association's owned and factored tenemental properties.

To ensure that there is minimal disruption to the service, the Association does not permit unauthorised access to this IRS equipment e.g. to fit additional aerials or satellite equipment.

If you are considering subscribing to SKY our contractors can arrange to supply and install a Sky box and connect it to the IRS system. Our residents currently receive a range of services including HD if they possess suitable equipment to decode the relevant signals. If you would like to have access to Sky Plus, the ability to watch one Sky channel and record another, contact us and we will advise you how this can be arranged. You will have to pay for the contractor to do the work.

## Looking after your Community Dog Fouling – Scoop the Poop!!!!

Dog fouling has been a growing problem for the Association over recent years and we know that there are many dog owners who look after their local area by cleaning up after their dogs. However there are a minority of dog owners who continue to allow their dogs to foul in back-courts and local areas and do not clean up afterwards.

The message is simple, if you have a dog

**“You need to scoop the poop”!** If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make local spaces of land unsafe for young children to play.

The Association is continuing to tackle this issue of tenants and residents who do not clean up after their pets. Glasgow Community Safety Services are in the area and will continue to issue fixed penalty fines to anyone found to be breaking the law by allowing their pet to foul in a public place, Staff will also be carrying out regular inspections and notifying Glasgow Community Safety Services of any problem areas we find when out & about. Our aim is to make your local area a cleaner, safer and more attractive place to live.

Please help us by identifying owners who do not clean up after their dogs by phoning Clean Glasgow on 0300 343 7027 and an investigation will commence.

***Together we can make a difference to your local community!***



## Your Guide to Preventing Condensation

### What is condensation?

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp. Mould could then grow on the damp areas.

### Where does it come from?

Your body produces moisture all the time, when you breathe and perspire. This is more noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower, cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use an unvented tumble dryer. Bottled gas heaters and paraffin heaters produce large amounts of moisture into the air. This moist air travels through your home and when it comes into contact with a cool surface it will condense.

### Where it can happen?

Condensation happens most on the cool parts of walls, particularly on outside walls where there is not much air movement. It often appears as a dark patch in corners near the skirting and on the ceiling. The side walls of windows are often affected as they can be even colder. Areas with poor ventilation can be prone to condensation.

This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall. Condensation can happen in any room but is most likely to occur in your bedrooms and hallway as they are cooler. Moisture is most commonly found in bathrooms and is easily seen on tiles. To prevent mould, open the window after bathing or showering and wipe the tiles down.

### How to remove mould

Mould can be easy to remove. You can normally wipe it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. This should become part of your regular cleaning routine.

### Prevent condensation

To help reduce the risk of condensation in your home:

- *Keep a window open when drying clothes indoors*
- *Don't dry clothes over warm radiators*
- *Keep the kitchen door closed when cooking*
- *Keep lids on pots and pans when cooking*
- *Keep the bathroom door closed when running a bath and bathing*
- *Don't overfill cupboards and wardrobes - make sure air can circulate*
- *If you have an extractor fan in the kitchen and bathroom make sure you use it*
- *Don't keep furniture and beds hard against walls – make sure air can circulate*
- *Keep your heating on low throughout the day in cold weather*
- *Avoid using flueless gas or paraffin heaters as they produce a lot of moisture*
- *Adequately heat and ventilate rooms at risk*
- *When using a tumble dryer make sure the hose is put out the window or door.*

### Keep your home warm:

- *Don't trap heat - avoid placing large pieces of furniture in front of a radiator this prevents the heat from circulating*
- *Keep curtains above radiators*
- *Thick curtains stop heat escaping – remember to close them at dusk*
- *Keep curtains open on sunny days to help warm rooms*
- *Keep doors open in rooms that get lots of sunlight – this will allow the warm air to circulate in your home.*

## Heating or Hot Water Problems?

### Before you contact the Association

If your heating or hot water breaks down try the following steps before you contact the Association for an engineer to call:

- *Please make yourself familiar with the operation and controls of the boiler.*
- *Is the gas coming through? (If you have another gas appliance try it).*
- *If you have a card meter confirm there is credit in the meter and the Meter says ON.*
- *Is the electricity on? (Check the fuses and make sure the isolation switch next to the boiler is in the "on" position). Again if you have a credit meter ensure there is credit in the meter.*
- *Is the time clock set to ON?*
- *Is the time clock set to provide heating and hot water?*
- *Is the Room thermostat turned up?*
- *Is the water pressure gauge reading between 1 and 2 bar?*
- *Is the boiler set to winter mode?*
- *Press or turn the reset control on the boiler*

If your boiler fails to operate after you have carried out these checks, then please contact us on 0141 763 1317 (option 1) or out of hours on 0345 604 4686

# What a Performance



The following statistical information has been reported to the Management Committee and is for Quarter 3 from 1st October to 31st December 2022

## 2022-23 Maintenance Key Performance Indicators for Quarters 3

	Target	22/23 Q3	22/23 Q2	22/23 Q1	21/22 Q1-4	20/21 Q1-4
Average length of time to complete emergency repairs	6 hours	6.6 hours	1.8 hours	2.1 hours	2.2 hours	2.3 hours
Average length of time to complete non-emergency repairs	3 days	2.7 days	2.5 days	2.8 days	3.5 *	2.9 days
Non-emergency repairs completed Right First Time	95%	92.3%	94%	91%	95%	95%
Gas Safety Inspections completed within 12 month period	100%	100%	100%	100%	100%	96%
Emergency repairs completed within 6 hour target	100%	83%	99%	99%	98.4%	98.3%
Urgent repairs completed within 3 day target	100%	91%	97%	96%	92.9%	91%
Routine repairs completed within 5 day target	98%	92.8%	94%	92%	95.9%*	95%

\*Timescale includes jobs where a tenant report was received but work could not be carried out until Covid 19 restrictions ended.

## Housing Management

Our gross rent arrears at the end of the 3rd Quarter was £353,055 which represents 3.66% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.18%
Former Tenant Arrears	1.5%	1.48%
Total Arrears	3.5%	3.66%

## Voids & Re-Lets to date

Properties re-let	28
Percentage of rental income lost due to un-let properties	0.97%
Average number of days to repair & re-let a void property	35

## Anti-Social Behaviour

Number of Anti-Social complaints received	74
Number of Anti-Social complaints responded to in timescale	72

## Evictions

Evictions for Non payment of rent	0
Evictions for anti-social behaviour	0
Total evictions	0

\*Eviction is always a last resort for the Association and staff work hard to help everyone that gets into difficulty with their rent. Tenants who are struggling to pay their rent can contact us on 0141 763 1317, for support, advice and assistance.

## Management Committee Details

12 full members of Management Committee and 3 Co-optees

Audit & Business: Finance, Staffing, Risk, Business Planning

Operations: Maintenance, Housing Management, Asset Management, Development

Performance Improvement Network: (Tenant Scrutiny); Service review and improvement

## Monitoring Complaints

	Stage 1 (Other Issues) *		Stage 2 (Other Issues) *	
	No.	%	No.	%
Received in Quarter	21	NA	2	NA
Number of Complaints c/fwd from 21/22	0	0%	0	0%
No. of complaints relating to equalities issue	0	0%	0	0%
Responded in full	100	100%	100	100%
Average time taken to respond	3.29 days		15.5 days	



# LESSONS LEARNED

As a direct consequence of responding to complaints from our customers, we give you a list of actions we've taken within each edition of the Tollcross Newsletter. This edition shows you the actions taken during the quarter between 1st October to 31st December 2022.

You Said	We did
we called for your direct debit amount twice	apologise for this error and have reinforced our procedures with all relevant staff
You had not been provided with the information you requested	provide the information and reinforce to the relevant staff the importance of responding within required timeframes
we did not contact you about your application for housing	Reinforce to staff that applications can be processed when mandatory information received and to ensure that 2nd follow up letter sent on time if needed.
The contractor did not complete all the requested work	arrange for the contractor to re-attend and complete the job

**INVESTIGATIONS** There have been no investigations reported during the year to 31st December 2022.

**CONTINUAL IMPROVEMENT** We remain committed to continual improvement and when you tell us you have a complaint or are dissatisfied about something we've done or not done can we find ways to resolve this for you and make enhancements and adjustments to our service.

If you have followed the Association's Complaints procedure and are still dissatisfied with the outcome you can contact one of the following:

## Complaints About Factoring

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing and Property Chamber to look at it.

They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:

Housing and Property Chamber  
First-tier Tribunal for Scotland,  
20 York Street, Glasgow G2 8GT  
Telephone: 0141 302 5900 Fax : 0141 302 5901  
E-mail: [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

Housing and Property Chamber  
First-tier Tribunal for Scotland



## Complaints about Care Service

If your complaint relates to a care service we provide you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure or make a complaint by contacting the Care Inspectorate:

[www.careinspectorate.com](http://www.careinspectorate.com)

Telephone: 0345 600 9527

Fax : 01382 207 289

Email: [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)



## All Other Complaints

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- Events that happened or that you became aware of, more than a year ago
- A matter that has been or is being considered in court

You can contact the SPSO:

Scottish Public Services Ombudsman,  
Bridgeside House, 99 McDonald Drive,  
Edinburgh EH7 4NS  
or FREEPOST SPSO  
Freephone: 0800 377 7330  
[www.spsos.org.uk](http://www.spsos.org.uk)  
Online at: [www.spsos.org.uk/contact-us](http://www.spsos.org.uk/contact-us)



# Spotlight on Policy

The Association has been working on ensuring we meet the requirements of The Equality Act 2010 as outlined within our Equalities and Human Rights Policy and Action Plan.

We have also taken account of the requirements of the Scottish Housing Regulator's Regulatory Framework and guidance on equalities data collection when considering how and what equalities related data we collect and why.

In addition to holding several meetings with Management Committee members, Staff members, members of our PIN group and also inviting members of under-represented groups to attend informal meetings to go over these documents, we put them out for consultation via our website and noted interest in the last edition of the Tollcross Newsletter. Thanks again to everyone who took part.

Here is a summary of what has been worked on:

## Equalities Data Collection

We have agreed that we shall collect the equalities data anonymously – that is to say we shall collect the data and we shall not link the equalities data with any other data collected

## Action Plan

The policy is supported by an action plan that outlines what and how we will act on a day-to-day basis to ensure we meet the objectives set out within the policy. We were delighted to receive lots of feedback from our groups and below are the 6 revised/new actions that the Association shall be working towards achieving. We shall provide a quarterly update to Management Committee and then on our website and within the quarterly newsletters.

1. Raise awareness of the Association's equal opportunities commitment.
2. Actively assist equality groups within the local community to benefit from its housing services.
3. Ensure equality of opportunity and treatment for all people in relation to the employment of staff.
4. Ensure that all staff and committee are aware of the Association's commitment to, and obligations in relation to, equality and human rights.
5. Be mindful of its equalities commitments in relation to the procurement of contractors/consultants.
6. To periodically collect, collate and analyse appropriate data, and use it to enhance the Tollcross HA's services, and assess how reflective the Tollcross HA is of its community.

The full policy and action plan are available to download from our website, [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk).



# Factoring Management Fee

The administration costs of providing the factoring service are covered by the annual management fee which we charge to all owners. This fee enables us to offer a range of services including organising common repairs and major works, arranging buildings insurance, organising, and attending owners' meetings, communicating with you via our newsletters and website and issuing invoices and statements of account.

The level of management fee is reviewed as part of our annual budgetary process and is based on several factors, including direct salary, IT and overhead costs that arise because of the provision of the service, as well as a financial return agreed by our Management Committee. During the past year the association has been affected by the increase in inflation and interest rates in the same way as our customers and has seen significant increases in some of the costs being charged by suppliers.

After careful consideration the following fees have been set for the 2023/24 financial year:

Fee (excl VAT)	2023-24
Management fee (paper communication)	£180.00
Management fee (electronic communication)	£164.00
Sales Administration fee (with 28 days' notice)	£65.00
Sales Administration fee (under 28 days' notice)	£97.50
Final Demand fee	£15.00

We previously reviewed the way that we communicate with owners, and identified costs savings that can be made by issuing invoices, reminders, and other correspondence electronically. As a result, we can offer the reduced management fee shown above to owners who are willing to receive all their correspondence by email. If you have not already contacted us about electronic communication and would like to take advantage of the lower management fee, please contact a member of our finance team by emailing [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk).

Our aim is to keep the management fee as competitive as possible, while delivering an excellent level of service to all our customers. We always welcome customer feedback as we strive to continually improve the services offered.

Where owners do not settle their factoring invoices within our 28-day payment terms, we will issue a reminder followed by a final demand letter 7 days later. If we must issue a final demand letter to you during 2023/24 your account will be subject to a Final Demand fee of £15.00 plus VAT. As property factor we do not have any business relationship with any tenants who you may rent your property to, and will therefore charge the Final Demand fee to you if your tenancy agreement passes responsibility for payment of repairs to the tenant and they do not adhere to our payment terms.





## Buildings Insurance

All owners are encouraged to join the Association's block comprehensive buildings insurance policy. In cases where the Title Deeds specify that the factor should arrange insurance this will be enforced, but if the Title Deeds are silent on this matter, you will retain the right to hold your own insurance cover, provided the minimum level of required cover is in force.

A summary of cover will be issued by us, to participating owners on an annual basis and will include details of what is covered by the policy. If you require further information about what is covered and what isn't, please contact our Insurance Brokers – Arthur J Gallagher Housing Limited – on **01245 341218**.

Your insurance premium will be charged once per year and will appear on the invoice which we issue in mid to late May. Unlike some property factors, we do not receive any commission or other fees in respect of the block buildings insurance policy.

We will submit insurance claims on behalf of all owners in respect of damage to communal areas, but in cases where individual properties are involved, you will be responsible for submitting the claim.

Our insurance brokers aim to make the claims process as easy as possible, and their Claims Manager (Lorraine Newlands) will be able to guide you through each stage. If you need to make a claim, please contact Lorraine on **01245 341218** as soon as you can after the incident occurs and before appointing any contractors (other than those to make the property safe and protect it from further damage).

The current insurance policy provides cover until 27 April 2023, is provided by Aviva Insurance Limited and the policy number is 22/RSL/10288A.

For residential properties you will have to pay the first £100 of any insurance claim, except for subsidence, where you will pay the first £1,000. The corresponding excess levels for commercial properties are £250 and £1,000.

The cover provided by our policy will protect you for damage to the fabric of the building, but will not pay for damage to carpets, furniture, or other moveable items.

We recommend that you take out your own contents insurance policy to cover any damage to these items. Although the Association does not arrange contents insurance, we have negotiated with another factor "Lowther" to allow our tenants and owners to participate in their low-cost scheme. If you would like an application form, please contact a member of our Corporate Services team on **0141 763 1317**.

### Cost Increase

The association's block insurance policy has historically meant that owners have benefitted from lower premiums than if they were to take out individual policies. We have however received early indications that premiums for the 2023-24 renewal are likely to increase by slightly more than 35%. This level of increase is being seen across UK insurance markets for several reasons.

The current property insurance market is the most distressed it has been in over 30 years, and several insurers (including our current insurer, Aviva) have decided to withdraw from the UK market, because of the economic situation. The reduced capacity in the marketplace means that the remaining insurers have become more selective on the risks that they cover and can increase the premiums being charged.

Inflation is having a major impact on insurance costs, as higher material prices influence the re-instatement values of properties, which have seen an increase of around 18% from last year.

Delays are being caused by a lack of raw materials and due to contractors' availability to undertake the works, meaning that costs for alternative accommodation, loss of rent and business interruption are also increasing as the repairs are taking longer to complete. If a customer is required to leave their property during the repair period, they may be displaced for a longer period.

Unfortunately, the cumulative effect of these factors are having an adverse effect on the insurance costs that are being charged throughout the UK.



## Selling your property?

We realise that selling your home can be a stressful time and will work with your solicitor to ensure that our involvement in the process is as trouble free as possible.

To allow us to assist your solicitor during the process, we will require them to contact us 28 days in advance of the sale proceeding and will require the following information:

- the property address;
- the date of the sale;
- the purchaser's name(s);
- details of the purchaser's solicitor.

Where we are given 28 days' notice of the property sale, we will charge an administration fee of £65 (plus VAT), for the provision of the following information:

- the current outstanding balance;
- details of any repairs reported but not yet billed;
- details of any planned investment work under consideration and estimated costs if available;
- buildings insurance information;
- an estimate of the retention required to be held by your solicitor, to clear your factoring account.

The administration fee is payable to us in advance of the information being provided and will increase to £97.50 (plus VAT) if we do not receive 28 days' notice of the sale.

After properties change ownership, the Association will apportion all common charges and bills outstanding and will aim to issue the final account within six weeks but no more than three months of the Association being made aware of the actual date of change in ownership (the date of settlement) unless there is a good reason not to (for example, awaiting final bills relating to contracts which were in place for works and services or the property factor has not been provided with the specified period of notice informing them of the change in ownership).

Normally the invoice will be issued to your solicitor to settle the outstanding balance. If your account is in credit after all final charges have been applied, then we will issue a refund to your solicitor.

We do not hold copies of planning documents or completion certificates. If you or your solicitor require this information, please contact Glasgow City Council's Building Control department.

If you have any questions or need further information regarding your property sale, please contact one of our finance staff on

**0141 763 1317** or

**[finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk)**.

## Owner information

We'd like to remind all owners to keep your contact details up to date to allow us to contact you in relation to invoicing, emergency repairs and cyclical repairs. If you change address, mobile number or email address please contact a member of our finance team in writing (including existing email) to advise of the change.

Owners should also be aware that if you rent out your property to a third party, we will not discuss your factoring account or repairs that have been carried out with your tenant. Even if your rental agreement requires your tenant to pay the factoring charges, all enquiries must come via the property owner.



# Customer Satisfaction Survey Results 22/23

Regular readers of our quarterly newsletter and those who visit our website will know that customer feedback is something we are committed to seeking on a regular basis. We have a variety of ways in finding out how we've done in providing our services to you. In addition to a full survey every three years (you can read more about our most recent survey plans below), we carry out monthly surveys following up after customers have made contact with us. You'll see the results of the most recent quarterly surveys in Table I. These surveys are undertaken by an independent company, Research Resource. Thank you to everyone who has taken part in these surveys.

Would you like to help us by providing feedback on our services and performance or join one of our tenant groups (PIN; Events; Consultation Register) – you can do this by:

- Writing to us at  
868 Tollcross Road, Glasgow G32 8PF
- Phoning us on Freephone  
0800 7839328 or 0141 763 1317
- Emailing us at:  
getinvolved@tollcross-ha.org.uk  
or info@tollcross-ha.org.uk

Table I – Customer Satisfaction Results to December 2022						
ARC Indicator	Question	Tollcross				
		2019 Full Survey 910 sample	Q1 May-Jun '22 120 sample	Q2 Jul-Sept '22 121 sample	Q3 Oct-Dec '22 120 sample	Q4 Jan-Mar '23 120 sample
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord	96%	94%	99%	88%	tbc
	Percentage of tenants satisfied with the quality of their home	95%	88%	89%	100%	tbc
Indicator 7	Percentage of tenants who thinking about the LAST repair carried out within the last 12 months were satisfied with the repairs service provided by their landlord	95%	92%	91%	89%	tbc
Indicator 12						

## Events Focus Group Update

### Easter 2023

As well as donating funds to local groups, including Helenslea Community Centre and Urban Fox, throughout the year for community events, the Association's Management Committee have forged a good relationship with the local social media group, Tollcross Matters. We have donated funding to this group to help them with their Easter 2023 event which will take place on: Saturday 1st April 2023 from 12noon to 4pm in the Tollcross Leisure Centre

This is a Family Event – Everyone is Welcome!

In addition, the Association are offering a prize draw opportunity for all visitors to our premises to win an amazing and beautifully presented giant Easter Egg. Anyone wishing to participate just needs to complete a membership form to join the Association and pay £1.00 lifetime membership fee. The names will be drawn on Thursday, 6th April.

### Annual Bus Trip

We are also working on preparations for our next trip away, so look out for more information in our Summer edition of the Tollcross Newsletter.

## Customer Engagement

### Performance Improvement Network

PIN members were actively involved in our recent rent consultation (you can read more about the outcome elsewhere in this edition of Tollcross Newsletter). Below is an outline of the activities the group are aiming to be involved in during the year ahead. These will be facilitated by the staff members in our Customer Engagement Team.

- Policy consultations
- Customer Engagement Action Plan
- Tenant & Owner Satisfaction Survey:
  - 3 yearly results
  - Monthly survey results 22/23

# Are you a parent working in hospitality? Can you help us?

## What?

We are looking to talk to parents about your experiences of working in hospitality in any role (e.g. waiter/waitresses, receptionists, chefs, housekeepers). Conversations will last 1 hour and take place in-person or online.

## Why?

Your voice can influence change. Our conversation will feed into a report and other outputs from the project. You will also receive a £25 shopping voucher for each conversation.

## Who?

We would like to speak to parents and guardians who work in either Glasgow or in towns or rural areas in Scotland.

## How?

Please register your interest by filling out our questionnaire -

<https://forms.office.com/r/MuEnYugaah>



OR contact Laura from the project team. Her email is [laura.robertson@povertyalliance.org](mailto:laura.robertson@povertyalliance.org) or call/text/Whatsapp on 07867 818239

# Membership of the Association

As a community based organisation we recognise the benefits of having a wide-ranging membership from the community and especially from our own tenants. We will actively encourage membership from our existing tenants, new tenants and other customers.

If you are 16 years of age or over, are willing to support the work of the Association and either live in the local area or have specific skills or expertise you'd like to share with us, then the Association would like to hear from you.

For a one-off £1.00 payment you could become a member (Shareholder) of the Association. This assures you of a personal invitation to our Annual General Meetings, the ability to stand or vote for members of the Management Committee (if you are aged over 18 years) and as such truly have a say in how the Association is run for the community.

Please complete the form if you'd like to join the Association and hand it and your £1.00 fee to the office.

## I wish to become a member of Tollcross Housing Association Limited

**I confirm the following (Please tick one box):**

- ☐ I am the tenant, or joint tenant of a Tollcross Housing property, or
- ☐ I am a member of a tenant, or joint tenant's household aged over 16 years of age, or
- ☐ I am a resident with an interest in the Tollcross area, aged over 16 years of age, or
- ☐ I am an individual with particular skills or experience detailed

Occupation and details of relevant skills or experience:

☐ I enclose £1.00 for my Share Certificate.

*In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Tollcross Housing Association*

Mr/Miss/Mrs/Ms* (please delete)
First Name
Surname
Full Address
Flat position (if applicable)
Postcode
Please return to: The Secretary, Tollcross Housing Association Limited 868 Tollcross Road, Glasgow, G32 8PF
Signature: _____
Date: _____



# Large-scale Tenant and Owner Satisfaction Surveys – 2023

We have written to all of our tenants and factored owners to let you know that we have commissioned Research Resource to carry out our large-scale satisfaction surveys. Customers have been given an opportunity to respond during March and the surveys will continue into April. The Association shall publish the results of the findings and proposed actions in the Summer edition of the Tollcross Newsletter, following consideration by the members of the Management Committee and PIN members.

The interviewers will identify themselves to you, however, if you have any queries or concerns about this, please contact the office on 0141 763 1317 and ask to speak to a member of the Corporate Services team. Alternatively you can call Research Resource direct on 0141 641 6410.



## Office Closure Arrangements

Our offices will be closed as follows:

**Friday, 7th April, Monday, 10th April, Monday 1st May  
Monday 8th May, Friday 26th May and Monday 29th May**

Please refer to the emergency telephone numbers provided so that any emergency repair you may have can be dealt with while the office is closed. If you call the usual office number (0141 763 1317) during this period you will be put through to our emergency repairs service. You can also call them on 0345 6044686

If you need to report a repair to keep your house wind and watertight, or there is a fault with essential services such as water supply and gas, you should contact the relevant number provided.

If you need to report a repair to keep your house wind and watertight, or there is a fault with essential services such as water supply and gas, you should contact the relevant number provided.

**Emergency Repairs 0141 763 1317 and 0345 604 4686**

**Gas Escapes 0800 111 999**

**Scottish Power Emergencies**

**(from landline) 0800 092 9290 (from mobile) 03301 010222)**



**TOLLCROSS**  
housing association limited

868 Tollcross Road, Glasgow G32 8PF

Tel 0141 763 1317

Email [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk) **[www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)**



HAPPY TO TRANSLATE

**FOR OUT OF HOURS EMERGENCIES CALL  
0141 763 1317 or 0345 6044 686**

Honorary President: Bill Dougan

Property Factor Registered No PF000261

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Do you need information in a **larger font/different language?** Please contact us and let us know.