



Tenant Handbook





About your Association

Where to find us

Our office is at 43 Tharsis Street, Royston, Glasgow G21 2JF.

Tel: **0141 552 7928**

Fax: **0141 552 0086**

Email: **info@spireview.org.uk**

Website: **www.spireview.org.uk**

The office is open:

Monday – Thursday 9.00am to 5.00pm

Friday 9.00am to 3.30pm

Our Aims

Spire View Housing Association aims;

- To provide the best quality affordable homes possible
- To manage and maintain our homes to a very high standard
- To ensure the local community has control over the Association's activities



Our Structure

Spire View is a charitable Housing Association registered with The Scottish Government and operating on a non-profit basis.

Anyone over the age of 16 can apply for membership providing you meet one or more of the following criteria;

1. You are a tenant of Spire View Housing Association.
2. You reside within the Roystonhill area
3. You can contribute particular community, business or professional experience or skills.

Membership costs £1 and allows members to attend public meetings and the AGM and vote on any issues where necessary. As a member, you can also stand for election onto the Association's management committee.

The Association is controlled by the management committee, all of whom are volunteers. The committee has overall responsibility to ensure the Association is efficient, responsible and accountable to tenants. It is their job to approve the Association's policies and procedures.

Ten staff members are employed by the Association to deal with the day to day running of the organisation. We also enjoy a service sharing arrangement with our neighbours at Copperworks.

Your tenancy agreement

Your tenancy agreement is a Scottish Secure Tenancy and is signed by both you and the Association. The agreement outlines the rights and responsibilities of both the tenant and the landlord.

Security of Tenure

You are entitled to live in your home for as long as you want. However, if you do not pay your rent on time or breach any other part of your tenancy agreement, your tenancy may be at risk

Eviction

The Association does not have the automatic right to end your tenancy and legal action will only be taken as a last resort. If we want to end your tenancy, we need to convince the Sheriff that it is reasonable to do so.

Matrimonial Home

If you are married and living together in the same home, your spouse has equal rights to the home should the relationship breakdown, even if you don't have a joint tenancy.

If the relationship breaks down between unmarried partners where only one partner is a tenant, the decision on any occupancy rights for the non-tenant is made by a Sheriff. Until this decision is made, the non-tenant does not have the same rights as the tenant.

Abandonment

If a tenant does not permanently live in their home, the Association has the right to repossess the property without going to court. If we have reasonable grounds for believing that you have abandoned your home, an Abandonment Notice will be served. This Notice will allow you 28 days to notify the Association in writing that you are actually occupying your home. If we do not receive a reply and still believe you have abandoned the property, we will repossess your home by serving another Notice. If you are likely to be away from your home for more than 28 days, you should let us know so as to avoid any confusion.

Taking over a Tenancy after the tenant's death (known as Succession)

The Housing (Scotland) 2014 Act changes some of the rules around when certain people can succeed to (take over) a Scottish Secure Tenancy on the death of the tenant. To ensure rights to succession are protected you must have told us that the person wishing to succeed to a tenancy has moved in with you at the time they do so. When a tenant dies, the tenancy may be inherited by one of the following people;

Unmarried Partners

Section 13(a) and 13(d) of the 2014 Act make changes to the rules on succession for unmarried partners: the house must have been the unmarried partner's only or principal home for 12 months before they qualify to succeed to the tenancy (previously this was 6 months); and the 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

Family Members

Section 13(b) and 13(d) of the 2014 Act make changes to the rules on succession for family members: the house must have been the family member's only or principal home for 12 months before they qualify to succeed to the tenancy the 12 month period cannot begin unless we have been told that the family member is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

Carers

Section 13(c) and 13(d) of the 2014 Act make changes to the rules on succession for carers: the house must have been the carer's only or principal home for 12 months before they qualify to succeed to the tenancy (previously there was no qualifying period, the person simply had to be living there at the time of the tenant's death and have given up a previous home to provide the care); and the 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the carer.

These changes will come into effect from 1st November 2019.



Subletting, Assignment and Joint Tenancy

The new Housing Scotland Act 2014 changes your rights if you want to sublet all or part of your house to someone else or if you want to assign your tenancy (pass on the tenancy to someone else) or you want another person to be included with you as a joint tenant.

Subletting

If you want to sublet all or part of your tenancy, this needs our consent as your landlord. Section 12 (2) of the 2014 Act makes the following changes: you must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home. Or if you were not the tenant throughout the whole of that period, the house must have been your only or principal home during those 12 months; and the tenant must have told us that you were living there prior to the start of those 12 months.

Assignment

If you want to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord.

Section 12(2) of the 2014 Act makes the following changes:

the house must have been your only or principal home during the 12 months immediately before you apply for written permission to pass your tenancy to someone else (previously there was no qualifying period); and the person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply (previously the qualifying period was 6 months); and the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home.

We must have been told that by you, a joint tenant, or the person you now wish to pass the tenancy to. If we have already been told that the person is living in the property we do not have to be notified again. We can refuse permission to assign a tenancy if it is reasonable for us to do that. Two new reasons when we can refuse an application for assignation have been added to the existing list of reasons at section 32 of the Housing (Scotland) Act 2001. These new reasons are: where we would not give the person you wish to pass the tenancy to priority under our allocations policy; where in our opinion, the assignation would result in the home being under occupied.

This change will come into effect from 1st November 2019.

Joint Tenancy

If you want to add a joint tenant to your tenancy agreement, this needs our consent as your landlord. Section 12(1) of the 2014 Act makes the following changes: the proposed joint tenant must have lived at the property as their only or principal home for the 12 months before you apply for them to become a joint tenant (previously there was no qualifying period); and the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to become a joint tenant. If we have already been told that the person is living in the property we do not have to be notified again.

This change will come into effect from 1st November 2019. You cannot add a joint tenant to your tenancy without our formal permission.

Right to Buy

Right to Buy ended for all tenants of social housing in Scotland who had a right to buy on 1st August 2016.

Your right to make improvements and claim compensation

If you carried out improvements to your home on or after 30th September 2002, you may be able to receive compensation from the Association. For you to qualify for this compensation;

- the Association must have approved the improvement; and
- your tenancy must have ended.

Examples of improvements where you may qualify for compensation include installing, replacing or fitting a bath or shower, insulation, double glazing, draught proofing, kitchen sink, rewiring, toilet, storage cupboards etc. Decoration does not qualify for compensation.

If you would like further information on your right to compensation, you can refer to the information leaflet issued to you with your tenancy agreement, or contact the office.

Your Right to Information and Consultation

Information

When you signed your tenancy agreement, you will have received a copy of the agreement and information on our complaints procedure. You will also have been told about your right to buy. The Association must also give you information on other issues, should you request it e.g. rent setting, applying for a house, exchanging homes, internal transfers, repairs and maintenance, tenant participation etc.



Consultation

The Association is obliged to ask you what you think before making any new housing management policies or making changes to existing policies that are likely to affect you a lot. We will take into account what you think before making a final decision.

Consultation may be carried out in a number of different ways, for example public meetings, surveys, individual letters etc. Our Tenant Participation Strategy describes how we will consult with our tenants and how your views will be taken into account.

Moving in

Gas and Electricity

You should read your gas and electric meters as soon as you get your keys. It is your responsibility to inform the gas and electricity suppliers that you are moving in. The Association is happy for you to have a power card and/or quantum meter installed. If you do not know who supplies the gas or electricity to your home, you can get this information from Transco (gas) or Empas (electricity). The contact details can be found at the back of this handbook.

Housing Benefit, Council Tax and Universal Credit

You are responsible for paying rent from the date shown on your tenancy agreement, even if you move in at a later date. The Association expects new tenants to move in at the earliest possible opportunity.

You should contact the Department for Work and Pensions (DWP) and change your address with them immediately. Any delay may result in housing benefit or universal Credit not being paid. We have a duty to advise Council Tax of all tenancy start dates.

Housing Benefit, Universal Credit Housing Costs and Council Tax Benefit / Discounts are your responsibility. However, staff at the office are happy to help you complete the forms or assist you with applying for Universal Credit.

Contents Insurance

We strongly advise all tenants to obtain contents insurance to cover you in the event of fire, theft or flood at the very minimum. A leaflet with details of the scheme run by the THISTLE Insurance will be given to you when you sign your tenancy agreement.

New Tenancy Visit

Approximately 4 – 6 weeks after your tenancy commences, a member of staff will visit you at home to check you are happy with your tenancy.

Moving checklist

When you move, remember to;

- end your existing tenancy if applicable
- tell the DWP of your change of address
- apply for Housing Benefit or Housing Costs through Universal Credit
- apply for Council Tax Reduction
- notify the TV licence of your new address
- if you already have a tenancy tell the gas and electricity suppliers you are moving and arrange meter readings
- arrange disconnection / reconnection of telephone / satellite system
- arrange for post office to redirect your mail (there is a charge for this)
- make a note of the emergency repair telephone numbers



Your responsibilities

Being a good neighbour

You are responsible for making sure that you, your family and visitors do not harass or act in an anti-social manner to any person in the neighbourhood. This includes residents, visitors, association employees, agents and contractors and those in your house.

If your neighbours or their visitors are causing a nuisance, please contact us immediately. We have a comprehensive policy detailing how we will deal with harassment, tenancy disputes and anti-social behaviour. If you would like a copy, please contact the office.

Condition of your home

Internal decoration of your home is your responsibility and you should keep your home in good decorative order. You will be charged for any repairs resulting from your carelessness or neglect. If you move out, you should leave your home in a good lettable condition.

Pets

If you wish to keep a pet or an exotic pet, you must obtain written permission from the Association. You are not allowed to keep fowl, pigeons or other livestock. As the tenant, you are responsible for the behaviour of any pets owned by you or anyone living with you and you must ensure your pets are kept under control and supervised at all times.



You will be held responsible for any damage caused by your pet and the Association can insist on removal of your pet should it cause nuisance or damage.

Satellite dishes and aerials

If you wish to erect a satellite dish or aerial, you must apply to the Association for permission to do so. We will not unreasonably refuse permission.

Gardens

Ground floor residents are normally responsible for the front and back gardens associated with their homes. A grass cutting service is provided for those tenants who are not able to cut their grass for one reason or another and there is no other person living in the home who is capable of cutting the grass. Staff at the office can provide details of this service.

Regular inspections are carried out and there is an annual garden competition. The winners are notified and publicised at the end of the summer.

Stair cleaning

Those residents living in tenement flats are legally required to keep all common areas clean and tidy. This includes stairs, close doors, hand rails, windows and walls. You are responsible for these areas every second week. A stair cleaning service can be provided for those tenants who are not able to clean the close for one reason or another and there is no other person living in the home who is capable of cleaning the close for you. Staff at the office can provide details of this service. If your neighbour is not taking their turn, please contact the office to arrange for a rota to be set up.

Regular inspections are carried out to ensure common areas are cleaned to an acceptable standard.



Your neighbourhood

We need your co-operation to ensure our area remains a pleasant place to live. Please, do not allow children to vandalise property. If you witness vandalism or any other criminal act, please contact the police immediately on 101 or 999 if it is an emergency

Water Supply

When you move into your home, the water supply should be turned on. If it is not, you should find the stopcock and turn it on. Even if your water is on, you should still find out where the stopcock is, you may need to know this in an emergency.

Refuse Collection/Bin Areas

All household rubbish should be disposed of in bags and placed inside in the bin store / wheelie bins for uplift on a Tuesday. Bulk Items will be uplifted by the cleaning department. If you live in a tenement, you should place your bulk refuse (excluding fridges) by the kerbside before 8.00am on a Thursday morning. Those tenants who live in a main door property should contact the cleanings on 0141 287 9700 and arrange for the bulk to be uplifted.

Paying your rent...

How do I pay rent?

Rent is due monthly in arrears – you pay at the end of the month for the month that has passed. Rent is due on or before the 28th of each month and can be paid;

- At **any** Post Office using the rent card provided. You do not pay a fee for using this service
- At any Pay Point outlet.
- By Direct Debit. Forms are available from the office and you can pay weekly, fortnightly, four weekly or monthly.
- By debit card online at:
<https://www.allpayments.net/Allpayments/Signin>
through the All pay app.
- Over the phone or in person at the office with your debit card.
- By standing order from your bank account. Forms are available from the office and you can pay weekly, fortnightly, four weekly or monthly.
- By Housing Benefit, which is usually sent direct to the Association. If housing benefit pays part of your rent, you should pay the remainder using either of the other methods outlined above.
- By Universal Credit (housing costs) which is normally paid direct to you unless you ask DWP for it to be paid to us direct.

For security reasons, cash cannot be accepted at the Association's offices.

Your rent account

Details of your rent account are held on the Association's computer system. Accounts are updated every day and up to date balances available at all times, during office hours. You can obtain a rent account statement at any time by contacting the office.

Housing Benefit / Universal Credit (Housing Costs) and Council Tax Benefit

We advise tenants to apply for **Housing Benefit or Universal Credit (Housing Costs) and Council Tax Benefit** when they first sign their tenancy agreement. Forms are available from the office and staff are happy to help with completing the forms and assisting with making a new universal claim online.

You must inform Housing Benefit or DWP immediately if any of your circumstances change.

Rent increases

Rents are reviewed every year and any changes made implemented from 28th March. Therefore, the revised payment is due by 28th April. All tenants will be notified, in writing, no later than 28th February each year.

When setting rents, we take account of budgets and expenditure for the coming year. Minimising repairs, particularly those caused by vandalism helps to keep rents down.

Problems paying your rent?

If you have problems paying your rent, please contact the office as soon as possible. Staff are committed to giving help and advice and understand that individual circumstances can change. Please do not ignore this problem as the debt will increase and you could ultimately lose your home.

Under Occupancy Charge

If you are a working age person and live in a home that is considered to be bigger than your needs, this will affect the amount of housing benefit or Universal Credit Housing Costs you receive.

The government criteria introduced in April 2013 allows:

- One bedroom for every adult
- One bedroom for any other person over age of 16 years
- One bedroom for any two children under the age of 16 of the same gender
- One bedroom for any two children under the age of 10 regardless of gender
- One bedroom for any additional child under 16

There are some exceptions, for example if you're a carer or a foster parent or if you suffer from certain medical conditions.

If you are classed as having one spare bedroom, 14% of the total rent of your home will be deducted from your housing benefit or housing costs. If you have 2 or more spare bedrooms, 25% of your rent will be deducted. Please make sure we have up to date details of everyone in your house to ensure your housing benefit / housing costs are correct.

Money Advice Service

We offer Welfare Advice, Money Advice and budgeting Advice through Gemap. Our advisors can help you maximise your income and apply for benefits that you maybe entitled to. For an appointment please contact the office on 0141 552 7928.

Repairs and Maintenance

Our Responsibilities

The Association is responsible for the structure and external fabric of the building. This includes;

- Drains, gutters and external pipes
- The roof
- Outside walls, doors, windowsills, window catches, sash cords and window frames, including external painting and decoration
- Internal walls, floors and ceilings, doors and frames, staircases and landings (but not including painting and decoration)
- Chimneys, chimney stacks and flues
- Pathways, steps or other means of access
- Plasterwork
- Integral garages and stores
- Boundary walls and fences





We will also keep the following in good working order;

- Central heating
- Hot water
- Sanitation
- Basins, sinks, baths, toilets, flushing systems and waste pipes, showers, water tanks.
- Electrical wiring, central heating installations, door entry systems, communal TV aerials and extractor fans.

Full details of repair responsibilities can be found in Section 5 of your Scottish Secure Tenancy agreement.

Reporting Repairs

All repairs should be reported to staff at the office as soon as possible. Out with office hours, details of an emergency telephone number can be found on the answering machine, or at the back of this handbook under **emergencies**. The out of hours telephone number should only be used for genuine emergencies, or you may be charged a call-out fee.

Response times

The Association has set different targets for responding to different types of repairs. We aim to carry out repairs within the following timescales:

Emergency: Complete within 4 hours

Urgent: Respond within 24 hours

Routine: Complete within 5 working days

Planned: These repairs may be programmed for completion as part of a scheme and held over until it is practical to carry these out e.g. kitchens, boilers, bathrooms etc.

Please ensure you always keep your appointment for repairs as we may recharge you if our Contractor attends to carry out the repair and access is not provided. If you are unable to do so, you should contact the office beforehand to make an alternative arrangement.

Cyclical maintenance

Some maintenance items are carried out of a cyclical or continuous basis. This includes items such as gas servicing, painterwork, gutter cleaning and close redecoration.

Alterations and improvements

If you wish to carry out any alterations or improvements to your home, you must ask the permission of the Association. Forms are available from the office along with details of the procedure for requesting permission. We will not unreasonably withhold permission.

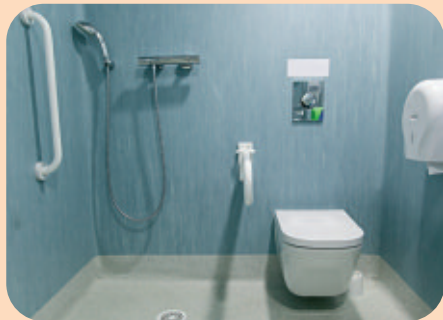
There are some improvements which may qualify for compensation in the event that you leave your home in the future. You should have received a leaflet on this issue when you signed your Scottish Secure Tenancy agreement.

If you did not receive a leaflet or would like more information on your 'Right to Compensation for Improvements' please contact the office.

Please note that you must request permission before installing laminate flooring.

Medical adaptations

If you are experiencing difficulty in your home and feel that a medical adaptation may alleviate any issues, please contact us and we will advise you of the process involved. We may require information from an Occupational Therapist or other medical professional to allow any adaptation to be progressed.



Rechargeable repairs

Any repairs caused by neglect, carelessness or abuse by you, a member of your household or a visitor to your home, will be recharged to you.

We will normally request payment in advance. However, we may be able to offer alternative payment arrangements if required.

Right to Repair

All Spire View tenants have the right to have certain types of repairs (up to a maximum value of £350) carried out by the Association within a certain timescale. This is called the Right to Repair Scheme and you should have received a leaflet about the scheme when you signed your Scottish Secure Tenancy Agreement. Please advise if you did not receive this information and we will be happy to provide it to you.

The list of repairs which qualify under the scheme are listed below:

Qualifying Repair	Maximum Period (days)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	1
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

If the Association fails to carry out certain repairs within the required timescales, you may be entitled to compensation (subject to conditions). Full details are included in the Right to Repair leaflet outlined above.

Keeping your home safe and secure

Beware of fires

Fires start easily and spread very quickly. Please test your smoke alarm every week to ensure it is still working. Never remove the battery from your alarm and always replace 'dead' batteries immediately. We would also recommend that you remove any dust or debris from your smoke detector on a weekly basis.

If a fire does break out in your home, please follow these simple steps:

- Get yourself and your family out
- Phone 999
- Warn your neighbours
- Do not go back inside until fire officers confirm it is safe to do so.

If you smell gas in your home:

- Switch off all gas appliances
- Put out cigarettes and do not light matches or lighters
- Do not use electrical switches
- Open doors and windows
- Switch off the gas using the Emergency Control Valve in the meter box
- Contact Transco on 0800 111 999

Protect against frost

In order to avoid burst pipes during cold spells, we would advise you to maintain a constant heat within your property – even if this means having radiators at a low level of heat.

If you are unfortunate enough to experience a burst pipe, please follow these steps:

- Turn off your water supply at the stopcock.
- Turn on all taps to drain water from your pipes.
- Switch off your electricity supply if water comes into contact with electrical wiring.
- Contact the Association or out of hours emergency repairs service.
- Warn your neighbours if their house is likely to be affected.

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.

Years ago our buildings had natural ventilation through chimneys, for example. There were often draughts at doors and windows. We now have homes that are sealed and draught proofed – so we need to do something to let the moisture out!

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 or even when ironing clothes.

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 can appear 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 will get 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. Double glazed windows are unlikely to have surface condensation except temporarily in kitchens and bathrooms. If it is on the window you must wipe it up.

Condensation settling where the glass meets a timber window frame can cause the timber and seals to **rot**.

Moisture is also found in bathrooms and is easily seen on tiles. To prevent **mould**, open the window after bathing or showering and wipe the tiles down. Moisture can form on the cistern and on the walls behind so make sure you dry and clean this to prevent **mould**.

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.

To help to prevent 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.
- ✓ Make sure you use the extractor fan in the kitchen and bathroom.
- ✓ Don't keep furniture and beds hard against walls – air has to circulate.
- ✓ Keep your heating on low throughout the day in cold weather.
- ✓ Set the time clock on your central heating so that you heat your home at least part of the day. Using the timer your house can be warm for you getting up in the morning or getting home from work.
- ✓ Don't use gas or paraffin heaters - they produce a lot of moisture.
- ✓ Make sure you properly heat and ventilate rooms at risk.
- ✓ Make sure the tumble dryer hose is put out the window or door.

Keep your home warm:

- ✓ Don't trap heat – don't put furniture in front of a radiator .
- ✓ 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 sunny rooms. Let warm air circulate in your home.

What to do next

If you continue to find condensation and problems with **mould** contact the Association. We will visit to discuss this with you.

Public Spaces CCTV

You will probably have noticed that there are a number of CCTV cameras in operation within the Association's boundary. These cameras reduce crime and make people feel safer in their homes and the area in which they live. The CCTV is operated and monitored by Community Safety Glasgow ("CSG"), Eastgate, 727 London Road, Glasgow G40 3AQ 0141 276 7697.



If you see an incident occurring which is either criminal or a nuisance, please contact the Police Scotland on 101. If the incident can be caught on camera the police call handler will deploy the CCTV service. **Please remember that all calls to the Police can be done in complete confidence.** If you would like to have a video tape checked for an incident, you can also ask the police to check the recordings for you.



Letting us know

Complaints Procedure

Following changes in legislation, the Scottish Public Service Ombudsman has issued a model complaints handling procedure which all social landlords must follow. We are pleased to advise that Spire View is fully compliant with the new procedure. You will have received a copy of the Association's Complaints procedure when you signed your Scottish Secure Tenancy Agreement. If you do not have a copy and would like one, please contact any member of staff at the office.

Our complaints handling procedure has two stages:

Stage one is a frontline resolution and could mean an on the spot apology or explanation if something has gone wrong. We will give you our decision within five working days unless there are exceptional circumstances. If we can't resolve your complaint at stage one, or if you remain dissatisfied, your complaint can be investigated further through stage two.

Stage two deals with more complex complaints and those complaints that have not been resolved at stage one. We will acknowledge receipt of your complaint within three working days and give you a response to your complaint within twenty working days.



If you are still dissatisfied, you can contact the Scottish Public Services Ombudsman at:

The Scottish Public Services Ombudsman

Bridgeside House • 99 McDonald Road • Edinburgh EH7 4NS

Tel: **0800 377 7330** • Fax: **0800 377 7331**

Email : ask@spso.org.uk • Website : www.spso.org.uk

Tenant Participation

The Association is controlled by the local community and managed by a Management Committee comprising of 15 tenant members. Any member of the Association can stand for election onto the Management Committee at the AGM.

Staff and Committee are committed to involving local residents in the Association's work as much as possible. Details of how we hope to achieve this are contained within our Tenant Participation Strategy. This document was prepared in consultation with tenants and copies can be obtained from the office or on our website at www.spireview.org.uk.

The Association is also very keen to encourage tenants to set up Registered Tenant Organisations (RTO) and can provide funding and support to help with projects like this. If you or any of your neighbours are interested in setting up a RTO, please contact the office for further information. A copy of our RTO Procedure is also available at the office.

Equal Opportunities

The Association strives to ensure equal opportunities for all throughout the organisation. We aim to make sure no one is treated less favourably because of sex, marital status, race colour, physical or mental disability, age or sexuality. This covers employing staff, ensuring contractors have an equal opportunities policy and that discrimination does not occur when allocating houses. You can obtain a copy of our Equal Opportunities Policy from the office.

Moving on

Internal Transfers

We operate an internal transfer list for those tenants wishing to move to another Association property. Transfers are based on housing need or for good housing management reasons. Transfers are not normally granted until you have lived in your current home for more than one year.

If you are interested in transferring, please contact the office to discuss your request further.

Mutual Exchange

This is where tenants may be able to 'swap' homes with a tenant of another housing association, co-operative or local authority. If you wish to exchange, both parties must complete an application form available from the Associations office. To qualify for a mutual exchange, you must not have any outstanding arrears, legal expenses and rechargeable repairs. In addition, you should meet our criteria for family size.





Moving Out?

Please remember that you must give the Association four weeks notice in writing if you wish to end your tenancy. You should call to the office to sign a Notice of Termination and make an arrangement for our maintenance officer to carry out a pre-termination inspection.

You must leave the property clean and in good condition. This includes making sure that any repairs which are your responsibility are completed. If you do not – we will carry out the repairs and recharge you for the works.

You must ensure your rent account is up to date and that you have paid any outstanding legal expenses and rechargeable repair bills. Furthermore, make sure you arrange for any bulk items of rubbish to be removed by the cleansing department.

Please ensure that you take meter readings and inform your gas and electricity supplier(s) that you are moving. You should also notify housing benefit, council tax or DWP of your change of address.

Finally, please return 2 sets of keys to the office by 10.00am on the day you are leaving.

Useful telephone numbers/contacts

Housing Organisations

Blochairn Housing Association	0141 553 1601
Compass Housing Association	0141 274 8670
The Scottish Government	0141 226 4611
Copperworks Housing Association	0141 552 7477
Glasgow Housing Association	0800 479 79 79
North East Case Work Team	0141 276 6153
Homeless Out of Hours Service	0800 838 502
Royston Corridor Homes	0141 274 8645
Scottish Public Services Ombudsman	0800 377 7330
Shelter	0808 800 4444

Emergencies

Repairs:	Gas Central Heating	01294 468 113
	All Others	0800 595 595
Baird Street – Police		101
Fire / Police / Ambulance		999
Gas Leaks		0800 111 999
Scottish Water		0845 600 8855

Glasgow City Council Services

Bulk Uplift	0141 287 9700
Main Switchboard	0141 287 2000
Pest Control	0141 287 2382
Social Work	0141 287 0555
Social Work Out Of Hours	0300 343 1505
Close / Street Lighting	0800 595 595



Councillors

Councillor Allan Casey	0141 287 5465
Councillor Kim Long	0141 287 4417
Councillor Elaine McDougall	0141 287 5619

Public Utilities

BT Enquiries	150
BT Faults	151
Scottish Gas	0845 788 8400
Scottish Power	0845 272 7111
Scottish Water	0808 100 5333
Scotland Gas Networks	0845 026 0015
MPAS Meter Point Reference Line	0870 608 1524

Welfare Benefits

Housing Benefit & Council Tax Benefit	0141 287 5050
Universal Credit	0800 328 5644
Carers Helpline	0800 100 900

Help and Advice

Sexual Health Information Line	0800 567 123
Citizen Advice Bureau	0141 552 5556
Glasgow Women's Aid	0141 553 2022
Legal Services Agency	0141 353 3354
Marriage Guidance /Couple Counselling	0141 248 5249



Local Information and Services

Community Police	101
Glasgow Royal Infirmary	0141 211 4000
Glenmill Health Centre	0141 770 4052
Millburn Centre	0141 552 3574
Rosemount Development Trust	0141 552 1199
Rosemount Lifelong Learning	0141 552 3090
Roystonhill Recreation Centre (Blue Roof)	0141 552 3218
Pollok Credit Union (Royston)	0141 553 1248
Royston Library	0141 552 1657
Royston Primary School	0141 552 1045
Royston Youth Action	0141 572 0985
Stobhill Hospital	0141 201 3000
St. Roch's Childcare Service	0141 564 3020
St. Roch's Primary School	0141 552 0010
St. Roch's Secondary School	0141 552 6016
St. Roch's Parish Church	0141 552 2945
Townhead Health Centre	0141 531 8960



43 Tharsis Street • Roystonhill • Glasgow G21 2JF
telephone **0141 552 7928** • email **info@spireview.org.uk**

www.spireview.org.uk

Spire View Housing Association Limited is a registered society under the Co-operative and
Community Benefit Societies Act 2014. Reg No. 2295R(S).

Registered with the Scottish Government No. HAC136.

Scottish Registered Charity No. SC033266. Property Factor Registered Number PF000273