



Spire View Housing Association  
**Tenant's 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 12.45pm      1.30pm to 5.00pm

Friday

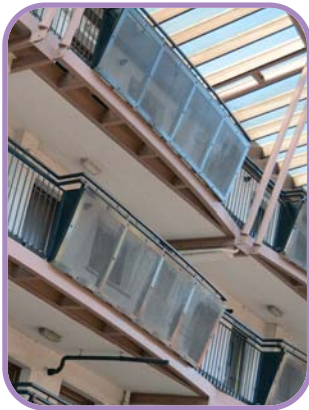
9.00am to 12.45pm      1.15pm to 3.30pm



## 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.

Eight 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, Copperworks Housing Co-operative.

Your tenancy  
agreement







# 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 break down, 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.

## Succession

When a tenant dies, the tenancy may be inherited by one of the following people;

- your husband or wife or
- the other joint tenant or
- your co-habitee or
- another member of your family who was living with you or
- a live in carer

In all cases, the person inheriting the tenancy must have been living in the home prior to the death of the tenant. The house can only be inherited twice.





## Assignations

Should you decide to end your tenancy, it may be possible to transfer (or assign) your tenancy to another person remaining in your home providing certain conditions are met. It is very important that anyone living in your home is named on the missive. This ensures proof of their residency. Assignations are subject to the approval of the Association.

If you wish to sub-let your house or take in a lodger, you must firstly obtain our written permission. This will not be unreasonably withheld.

## Your right to buy your home

If you became a tenant of Garngad Housing Association as part of the stock transfer from Glasgow City Council, you have a 'Preserved Right to Buy' for as long as you live in your current home. This means your discount remains the same as it was with the Council and Garngad Housing Association. However, if you transfer home voluntarily, you will have the 'Modernised Right to Buy' as detailed below. Those tenants who moved because their house was demolished, keep the 'Preserved Right to Buy'.

All other Spire View tenants have the "Modernised Right to Buy". This means that, from 30 September 2002, you are accruing discount entitlement if you have built up five years continuous tenancy with one or more housing associations or local authorities.





However, due to a recent change in legislation, you will not be able to exercise this right until September 2022 at the earliest.

In addition, the Housing (Scotland) Act 2010 removes the Right to Buy from any tenants new to social housing after March 2011 as well as exempting properties built or acquired after 25 June 2008 from the Right to Buy.

If you would like more information on the rules relating to Right to Buy, please contact the office.



## Your right to make improvements and claim compensation

If you carry 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





# 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 or quantum meter installed. If you do not know who supplies the gas or electricity to your home, you can get this information from the Meter Point Reference Line (gas) or MPAS (electricity). The contact details can be found at the back of this handbook.



## Housing Benefit and Council Tax

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 not being paid. We have a duty to advise Council Tax of all tenancy start dates.

Housing Benefit and Council Tax Benefit / Discounts are your responsibility. However, staff at the office are happy to help you complete the forms.





## 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 Allianz Insurance Pls (THIS Tenants Contents) 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
- tell the DWP of your change of address
- complete housing benefit and council tax reduction forms
- notify the TV licence of your new address
- tell 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





# 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 more than one domestic 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 aerals

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; however specific criteria must be met. The tenant must usually be in receipt of the higher rate component of Disability Living Allowance.

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

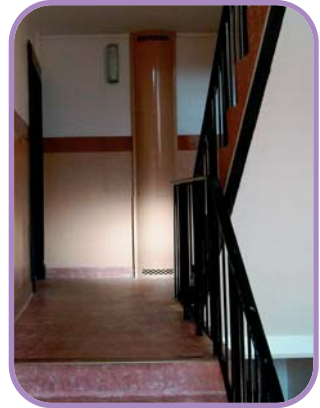




## Stair cleaning

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. 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 999 for an emergency or 101 (Baird Street Police Station).



## 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 secured in bags and placed in your bin store / wheelie bin.



Bulk items will be uplifted by the Cleansing Department free of charge. 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 living in houses or cottage flats should contact the Cleansing Department to arrange for any bulk refuse items to be uplifted. The number can be found at the back of this handbook.

All tenants must telephone the Cleansing Department to arrange uplift of white goods, i.e. Fridges, Washing Machines, etc.





Paying  
your rent







# 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.
- 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.santanderbillpayment.co.uk/scripts/index.asp>, over the phone (to the office) or in person at the Association office.
- 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.

**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 and Council Tax Benefit

We advise tenants to apply for housing benefit and council tax reduction when they first sign their tenancy agreement. Forms are available from the office and staff are happy to help with completing the forms. Entitlement to housing benefit and council tax benefit is calculated by staff at the Housing Benefit and Council Tax Reduction Office at 30 Charles Street.

You must inform the Charles Street office immediately if any of your circumstances change. You must also ensure that you complete a new form every time you are requested to do so.



## 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?

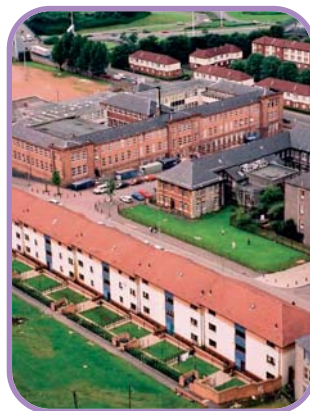
If you have problems paying your rent, please contact the office as soon as possible. Staff are committed to giving help and advice and understand that individual circumstances can change. Please do not ignore this problem as the debt will increase and you could ultimately lose your home.

## Spare Room Supplement (Bedroom Tax)

If you're a working age person and live in a home considered too big for your needs, some of your housing benefit will be cut.

The new government criteria introduced in April 2013 allows:

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





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

If you are classified as having one spare bedroom, 14% of the total rent of your home will be deducted from your housing benefit. If you have two or more spare bedrooms, 25% of your rent will be deducted.

Next steps:

- Update the housing benefit office with details of who lives in your house to make sure you are not penalised
- If the cut affects you, contact us at Spire View to discuss setting up a permanent payment arrangement to pay the difference
- If you would like to downsize to a smaller, more affordable property, eg mutual exchange, get in touch with any of the Housing Management team at the office who can discuss this in more detail with you.



## Money Advice Service

We offer a money advice service on a Tuesday morning. Our advisor can help you maximise your income and apply for benefits that you may be entitled to. For an appointment, please call 0141 552 7928.



Repairs and  
maintenance





# 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:** Complete within 1 working day

**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. boilers, roofs etc.







Please ensure you always keep your appointment for repairs. 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 gas servicing, 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

We have a small annual budget to pay for any medical aids and adaptations e.g. handrails, ramps, showers etc. If you are experiencing difficulty in your home, please contact the Occupational Therapist based at the Social Work Department at Petershill Road – 0141 276 4710. They can assess your specific needs and send us details. We are more than happy to carry out the necessary work, subject to funding being available.



## 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 charged to you. We will normally request payment in advance however, alternative arrangements may be made on request.

## Right to Repair

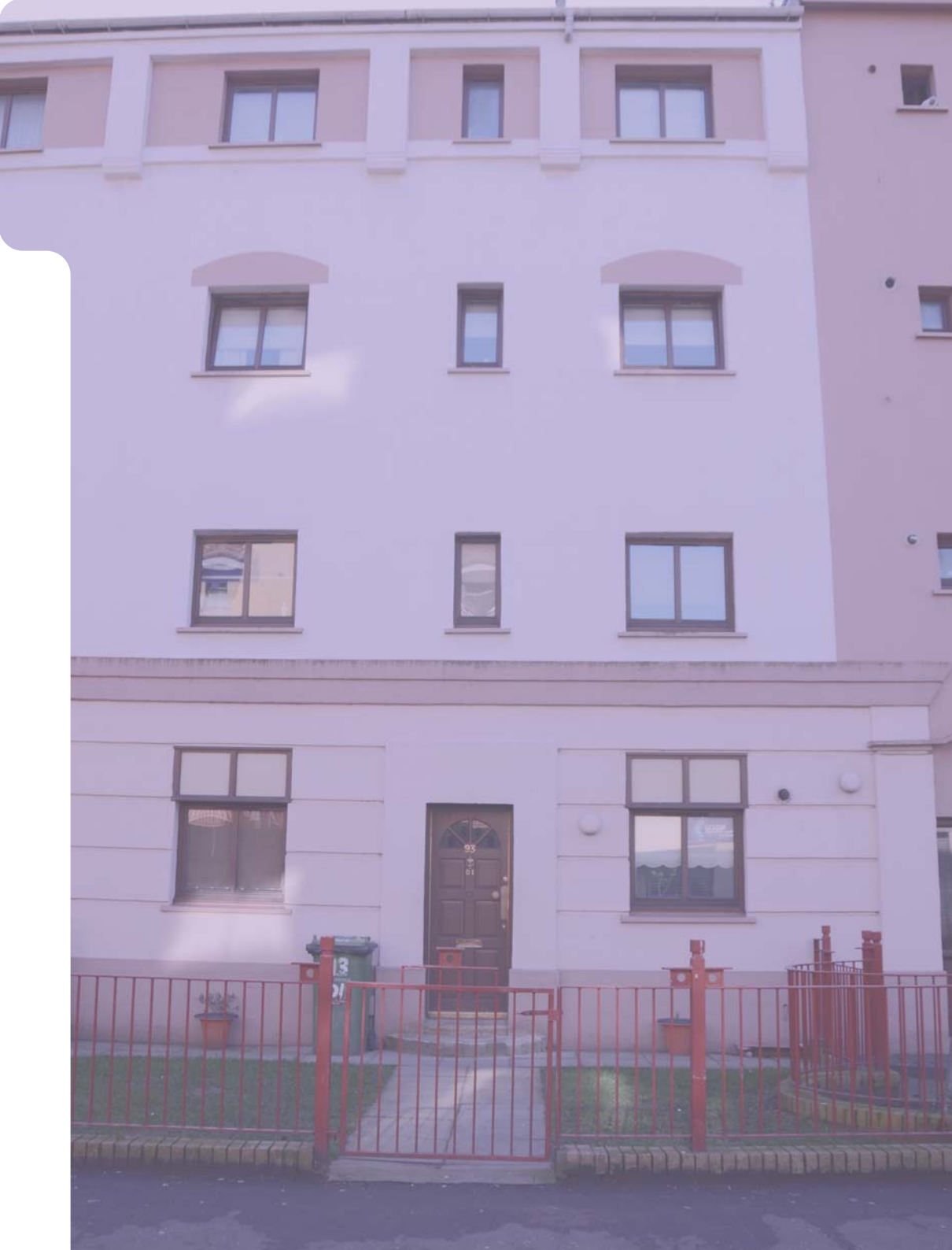
All Spire View tenants have the right to have small urgent repairs carried out by the Association within a certain timescale. This is called the Right to Repair Scheme and you should have received a leaflet about the scheme when you signed your Scottish Secure Tenancy Agreement.

If the Association fails to carry out certain repairs within the required timescales, you may be entitled to compensation (subject to conditions). For full details of this scheme please contact the Association's office.



Keeping your  
home safe & secure







# 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.

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 handle in the meter box
- Contact Scotia Gas Networks Emergency Line on 0800 111 999





## Protect against frost

In order to avoid burst pipes, please leave your heating on constantly during very cold weather – even at a low 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.



## 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 cameras are monitored 24 hours a day, 7 days a week by Public Spaces CCTV at the Blochairn Monitoring Station.

If you see an incident occurring which is either criminal or a nuisance, please contact the Police at Baird Street 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 ask the Police to check the recordings for you.





Letting  
us know







# 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 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

4 Melville Street • Edinburgh EH3 7NS

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

Email : **ask@spsso.org.uk** • Website : **www.spsso.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](http://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.

## 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





# 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 Association's 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 send you an invoice.

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 and council tax of your change of address.

Finally, please return 2 sets of keys to the office by 10am on the day you are leaving.



## HOMESWAPPER

HOMESWAPPER is a mutual exchange service for council and housing association tenants. As a tenant you can use this service to help you find a new home. HOMESWAPPER has the UK's biggest list of members all wanting to swap (exchange) homes. This means there are millions of possible swaps waiting for you.

HOMESWAPPER helps by checking every night for potential new swaps for each tenant. These are called "matches". These match alerts are sent to each tenant by email and text message.

As we are a partner with HOMESWAPPER the service is free to all tenants. All you have to do is simply register online. You can then access this site daily and check for matches.

If you require any further information, please access the HOMESWAPPER site on [www.homeswapper.co.uk](http://www.homeswapper.co.uk)











# Useful telephone numbers/contacts...

## Housing Organisations

Blochairn Housing Co-op	<b>0141 553 1601</b>
Compass Housing Association	<b>0141 274 8670</b>
The Scottish Government	<b>0141 226 4611</b>
Copperworks Housing Co-op	<b>0141 552 7477</b>
Glasgow Housing Association	<b>08459 001 001</b>
Hamish Allan Homeless Centre	<b>0800 838 502</b>
Royston Corridor Homes	<b>0141 274 8645</b>
Scottish Public Services Ombudsman	<b>0800 3777330</b>
Shelter	<b>0808 800 4444</b>

## Emergencies

Repairs:	Gas Central Heating	<b>07802 418319</b>
	All Others	<b>0800 595 595</b>
Baird Street – Police		<b>101</b>
Fire / Police / Ambulance		<b>999</b>
Gas Leaks		<b>0800 111 999</b>
Scottish Water		<b>0845 600 8855</b>

## Glasgow City Council Services

Bulk Uplift		<b>0141 287 9700</b>
Main Switchboard		<b>0141 287 2000</b>
Pest Control Building Services		<b>0800 595 595</b>
Social Work:	Glenbarr Street	<b>0141 276 7010</b>
	Red Road	<b>08453 303 595</b>
Close / Street Lighting		<b>0800 595 595</b>

## Social Work

Glenbarr Street	<b>0141 276 7010</b>
Red Road – Frail / Elderly/ Occupational Therapist	<b>0141 276 4710</b>
Homelessness – North Community Casework Team	<b>0141 276 6161</b>

## Councillors / MSP / MP

Bailie Allan Stewart	<b>0141 287 4417</b>
Bailie Phil Greene	<b>0141 287 4791</b>
CLlr Jim Todd	<b>0141 287 5735</b>
Paul Martin MSP	<b>0141 564 1364</b>
Willie Bain MP	<b>0207 219 3000 (x7527)</b>

## Public Utilities

BT Enquiries	<b>118 500</b>
BT Faults	<b>151</b>
Scottish Gas	<b>0845 600 0560</b>
Scottish Power	<b>0845 270 0700</b>
Scottish Water	<b>0845 601 8855</b>
Scotland Gas Networks	<b>0845 026 0015</b>
MPAS	<b>0845 270 9101</b>
Meter Point Reference Line	<b>0870 608 1524</b>

## Welfare Benefits

Housing Benefit & Council Tax Benefit	<b>0141 287 0722</b>
Department for Work & Pensions	<b>0141 557 4000</b>

## Help and Advice

Sexual Health Information Line	<b>0141 211 8646</b>
Carers Helpline	<b>0141 558 6296</b> <b>0808 802 0202</b>
Citizen Advice Bureau	<b>0141 552 5556</b>
Glasgow Women's Aid	<b>0141 553 2022</b>
Legal Services Agency	<b>0141 353 3354</b>
Marriage Guidance /Couple Counselling	<b>0141 248 5249</b>
North Glasgow Advice Centre	<b>0141 770 7869</b>



## Local Information and Services

Community Police	101
Glasgow North	0141 552 8142
Glasgow North Volunteers	0141 336 7000 0141 226 3431
Glasgow Royal Infirmary	0141 211 4000
Glenmill Health Centre	0141 770 4052
Lifelink North Glasgow	0141 552 4434
Millburn Centre	0141 552 9046
Rainbow Hall	0141 572 0981
Rosemount Development Trust	0141 552 9046
Rosemount Lifelong Learning, Flexicentre, Royston Road	0141 552 3090
Rosemount Family Learning Centre, Millburn Centre	0141 552 3090
Roystonhill Recreation Centre	0141 552 3218
Royston Credit Union	0141 553 1248
Royston Library	0141 276 0890
Royston Nursery School	0141 552 1045
Royston Primary School	0141 552 2872
Royston Stress Centre & Youth Stress Centre	0141 552 4434
Royston Youth Action	0141 572 0984
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 582 0270
St. Roch's Parish Church	0141 552 2945
Townhead Health Centre	0141 531 8970



## Notes...

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website **www.spireview.org.uk**

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