



SPIREVIEW
HOUSING ASSOCIATION

Tenant Handbook



glenbarrow street

About your Association

Where to find us

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

Tel: **0141 552 7928**

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 Mission & Values

Our mission is to provide locally based high quality, affordable housing and services which will contribute to the well-being of our community.

Our vision is to be the landlord of choice in our area and work with our customers, community and local partners to create an area where people want to live.

The following values will shape how we do business to achieve our mission, vision and strategic objectives:

Excellence: To provide a quality, customer-focused service that demonstrates value for money, delivered by professional and caring staff. Information on our performance will be publicised, and we will welcome challenge and feedback in order to continuously improve.

Accountability: Our committee as the governing body and our leadership team will ensure leadership and oversight to ensure tenant and other service user interests are protected and at the forefront of all that we do.

Partnership Working: We will work together with all sections of the local community, including our customers, other housing associations and other local partners and agencies and be a be a pro-active member of our local community, seeking out new, innovative ways to address issues that impact our residents.

Our Structure

Spire View is a charitable Housing Association registered with The Scottish Housing Regulator 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.

The Association employs an effective staff team with the skills required to deal with the day to day running of the organisation and our community hub.

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 actually occupy 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)

If a tenant dies, another member of the household can take over the tenancy. This is called **Succession to Tenancy**.

There are currently 3 levels of Succession following the death of a tenant:

Level 1

- your husband or wife or co-habitee if the house was their only or principal home to the tenant's death, OR
- a joint tenant, if the house was his or her only or principal home for 12 months prior to the tenant's death

Level 2

If no-one qualifies at Level 1, or a qualified person does not want the tenancy, it may be taken over by another member of the household as long as:

- he or she is aged 16 at the date of death;
- the house was his or her only or principal home at the date of death.

Level 3

If no-one qualifies at Level 1 or Level 2, or a qualified person does not want the tenancy, it can be inherited by a carer as long as:

- he or she is aged at least 16 at the date of death;
- the house was his or her only or principal home at the date of death;
- he or she gave up another only or principal home before the death of the tenant;
- he or she is providing, or has provided, care for the tenant or a member of the tenant's family.

The tenancy can only be inherited twice under the provisions noted above.



Subletting, Assignment and Joint Tenancy

Subletting

If you wish to sublet all or part of your property, this needs our consent as your landlord. You must have been the tenant of the house 12 months immediately before you apply for written permission. 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 wish to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord. The house must have been your only or principal home during the 12 months prior to the request to assign the tenancy to someone else. The person you wish to pass your tenancy to must have also lived in the property for at least 12 months before you apply.

Joint Tenancy

If you want to add a joint tenant to your tenancy agreement, this needs our consent as your landlord. 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.



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 eligible to receive compensation from the Association.

For you to qualify for 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. A copy of this leaflet is also available on our website.

Please note you must request permission before installing laminate flooring.



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. 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 policies or 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 prepayment meter installed. If you do not know who supplies the gas or electricity to your home, you can get this information by calling the Meter Point Administration Service (MPAS) on 0870 608 1524. Alternatively, for gas, you can find out who your supplier is online at <https://findmysupplier.energy>.

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, the Association staff 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 THISTLE Insurance will be given to you when you sign your tenancy agreement and additional copies are available from the office.

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 discount or 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/broadband/tv 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 dealing with how we deal with harassment, tenancy disputes and anti-social behaviour. If you would like a copy, please contact the office. A copy is also available on our website at www.spireview.org.uk.

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

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, as any installation could potentially cause damage to the render/fabric of our buildings. We will not unreasonably refuse permission.

Gardens

The Association provides a grass cutting service for all tenants which includes maintenance of all common areas and tenants' gardens. However, tenants are also required to keep their gardens in a tidy and acceptable condition. If you wish to opt out of the grass cutting service, please let us know and we will remove you from the programme.

Regular inspections are carried out, and the association also holds an annual garden competition for all tenants and residents with prizes for the best kept gardens. The winners are notified and publicised at the end of summer.

Stair cleaning

The Association operates a close cleaning service for all residents living in tenemental flats. However, tenants and residents are also required to keep the close in a clean and tidy manner between cleans and free from any obstructions.

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 anyone 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 as you may need to know this in an emergency. Contact us if you need assistance.

Refuse Collection/Bin Areas

All household rubbish should be disposed of in bags and placed inside the binstore/wheelie bins for uplift on your assigned day. Recyclable waste should be disposed of in the appropriate bin. You can find information on your assigned uplift days by visiting www.glasgow.gov.uk/article/1524/Bin-Collection-Days. Tenants are residents are asked to ensure that bin areas are kept in a tidy and organised manner.

Bulk Uplift

The Association offers a bulk uplift service, and you should place your bulk refuse by the kerbside before 8.00am on a Monday morning.

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 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** in person at the office.
- By debit card online at:
<https://www.allpayments.net/Allpayments/Signin>
- Over the phone 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 any of the methods outlined above.
- By **Universal Credit** (housing costs) which is normally paid directly to you. However, you can ask DWP for it to be paid to us directly and in some circumstances, we can also request for this to happen.

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.

The Association also has a tenant portal which allows you access to information relating to your tenancy and rent account as well as giving you the ability to submit a request for repairs to be carried out.

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

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

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 of their new monthly rent charge, in writing, no later than 28th February each year.

When setting rents, we take account of budgets and expenditure for the coming year. Therefore, any rent increase applied ensures that we can continue to deliver a high quality service to all tenants.

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. The Association also provides a range of additional services that are detailed later in this handbook to assist tenants who may be having difficulty paying their rent, budgeting and sustaining their tenancy.



Under Occupancy Charge

If you are of working age, renting a home with a spare bedroom and receiving housing benefit or the housing element of Universal Credit, it is likely that your benefit will be reduced. This is known as the bedroom tax or the under-occupancy charge.

- If you have one extra bedroom, your housing costs may be reduced by 14%
- If you have two extra bedrooms or more, your housing costs may be reduced by 25%

The Scottish Government currently mitigates this charge so tenants who are affected, should apply to Glasgow City Council for Discretionary Housing Payment (DHP).

If you need assistance with this, please contact your housing officer.

Money Advice Service

All tenants have access to our Money Advice and Financial Capability services which are provided on our behalf by Greater Easterhouse Money Advice Project (GEMAP). Our advisers can help you maximise your income and apply for benefits that you may be entitled to. We also provide a Tenancy Sustainment service for tenants. This service is provided on our behalf by the Simon Community and provide support for a wide range of issues for tenants who may be struggling to maintain their tenancies.

For an appointment for any of these services, 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, window sills, 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 and water tanks.
- Electrical wiring, 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 the Association as soon as possible. You can report repairs to us in the following ways:

- In person at the office
- By telephone
- By email to info@spireview.org.uk
- Via the Association's website
- By lodging a repair request on the tenant's portal

The Association also operates an out of hours emergency repairs service and the telephone numbers for this service can be found at the back of this handbook under emergencies. However, the out of hours telephone numbers 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:	Respond 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, 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 provide access, you should contact the office beforehand to make alternative arrangements.

Cyclical Maintenance

Some maintenance items are carried out on a cyclical or continuous basis. This includes items such as gas servicing, painter work, gutter cleaning, electrical safety checks and close redecoration.

Alterations and Improvements

If you wish to carry out any alterations or improvements to your home, you must ask the Association for permission. Forms are available from the office, on our website, 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. Please refer to section entitled Right to make improvements and claim compensation for more information.

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	3
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 starts easily and spread very quickly. We will test your smoke detectors annually. However, we would also ask that you test them yourself every week to ensure they are still working. Never remove the detectors, if you have a fault, please contact us and we will arrange a repair. We would recommend that you remove any dust or debris from your smoke and heat detectors 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 if it is safe to do so
- 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 Scottish Gas Networks 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. An example is what happens when your bathroom mirror steams up. When condensation occurs, for example on your windows, the glass mists up and drops of water run down the window. It can also happen on walls, and when it does, the wall soaks up the moisture and becomes damp. Mould then grows on the damp areas.

Years ago, our buildings had natural ventilation through chimneys, for example and 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 exercise and overheat.



We also put a lot of moisture into the air when we take a bath or shower, cook or wash dishes.

Moisture is also produced when we dry clothes indoors or use an unvented tumble drier and even when we iron our 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 it is most likely to occur in your bedrooms or hallways as they are often cooler. Double glazed windows are unlikely to have surface condensation except temporarily in kitchens and bathrooms. If it is on the window, you should wipe it up. Condensation settling where the glass meets the timber or pvc window frames can cause frames (timber) and seals to rot or develop mould growth.

Moisture is also found in bathrooms and is easily seen on tiles or wall boards. To prevent mould, open the window after bathing or showering and wipe the tiles/wall boards down. Moisture can form on the cistern and on the walls behind so also 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 extractor fans where present in the kitchen and bathroom.
- ✓ Don't keep furniture 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 your window trickle vents are open.
- ✓ If you have a tumble drier, make sure you put the hose out of 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 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 notice 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. Tel: 0141 276 7697.



If you see an incident occurring, which is either criminal or a nuisance, please contact Police Scotland on 101. If the incident can be caught on camera the police handler will deploy the CCTV service. **Please remember that all calls to Police Scotland can be done in complete confidence.** The Association has no access to these cameras or the data collected by them. Therefore, if you require further information, contact Community Safety Glasgow.

Letting us know

Complaints Procedure

The Association uses the Scottish Public Service Ombudsman model complaints handling procedure which all social landlords must follow. You will have received a copy of the Association's Complaints Handling Procedure when you signed your Scottish Secure Tenancy Agreement. If you do not have a copy and would like one, please contact our office or visit our website:

www.spireviewha.org.uk.

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.

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** • Website: www.spsso.org.uk

You can also contact the SPSO by completing their online contact form.



Tenant Participation

The Association is controlled by the local community and managed by a Management Committee comprising of mostly tenants along with a small number of professional people with relevant skills. 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 (RTOs) 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 Registered Tenants Organisation, please contact the office for further information. A copy of our RTO procedure is also available at the office or on our website at www.spireview.org.uk.

Equality and Human Rights

The Association strives to ensure that all employees and customers are treated with fairness and respect and not discriminated against on the grounds of sex, race, marriage and civil partnership, disability, age, religion or beliefs, gender re-assignment, pregnancy and maternity, and sexual orientation. These are the 9 protected characteristics defined within the Equality Act 2010.

The Association has an Equality and Human Rights Policy and Action Plan in place and you can obtain a copy of this policy from our office or on our website at www.spireview.org.uk.

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 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’ their homes with another Spire View tenant or a tenant of another housing association or local authority. If you wish to exchange, both parties must complete an application form available from the Association’s office or our website. To qualify for a mutual exchange, you must not have any outstanding arrears, legal expenses, or rechargeable repairs. In addition, you should meet the criteria for family size set out in our Allocations policy. If you require a copy of this policy, please contact us at the office or access it on the Association’s website.





Moving Out?

Please remember that you must give the Association 28 days notice in writing if you wish to end your tenancy. You should contact our staff and arrange to sign a Notice of Termination. You should also make an arrangement for our staff to visit your home and 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 work.

You must ensure that your rent account is up to date and that you have paid any outstanding legal expenses and rechargeable repairs bills. Furthermore, make sure you arrange for any bulk items of rubbish to be removed from the property and placed on the kerbside for collection.

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, and/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
Wheatley Homes Glasgow	0800 479 7979
North East Homeless Case Work Team	0141 276 6153
Homeless Out of Hours Service	0800 838 502
Scottish Public Services Ombudsman	0800 377 7330
Shelter Scotland	0808 800 4444

Emergencies

Repairs:

Gas Central Heating	07909 113 379
All others repairs	0800 595 595
Local police	101
Fire/Police/Ambulance	999
Gas Leaks	0800 111 999
Power Cuts/Damaged Electricity Lines	0800 092 9290
Scottish Water	0845 600 8855

Glasgow City Council Services

GCC 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/MSP/MP

Maureen Burke, MP	maureen.burke.mp@parliament.uk
Bob Doris, MSP	0141 946 7700
Councillor Allan Casey	0141 287 5465
Baillie Anthony Carroll	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

Universal Credit	0800 328 5644
Carers Helpline	0800 100 900

Help and Advice

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

Roystonhill Community Hub	0141 212 7386
North Glasgow Community Food Initiative	0141 772 0299
North Glasgow Healthy Living Community	0141 336 7000
Community Police	101
Glasgow Royal Infirmary	0141 211 4000
Glenmill Health Centre	0141 770 4052
Rosemount Development Trust	0141 552 1199
Rosemount Lifelong Learning	0141 552 3090
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



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