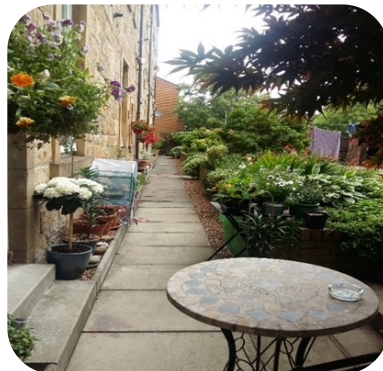




# Tenant Handbook

Updated 2021



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## 1.0 Welcome

If you are reading this as a new tenant, welcome to GWhA and I wish you happiness in your new home.

At GWhA, we are committed to providing a level of service that will enable you to enjoy living in and looking after your home.

This handbook gives you information that will help you make the most of our services whilst also providing you with information on your tenancy rights and responsibilities. We have also included a list of useful names, addresses and phone numbers at the end of the handbook.

We have tried to make the handbook clear and easy to understand and we hope you will find it useful. If you have any queries regarding your tenancy agreement please ask a member of staff. You may also wish to seek independent advice from a solicitor or other advice agency, details of which are noted in the contact section at the end of this Handbook.

Best Wishes

Elaine Travers  
Chief Executive

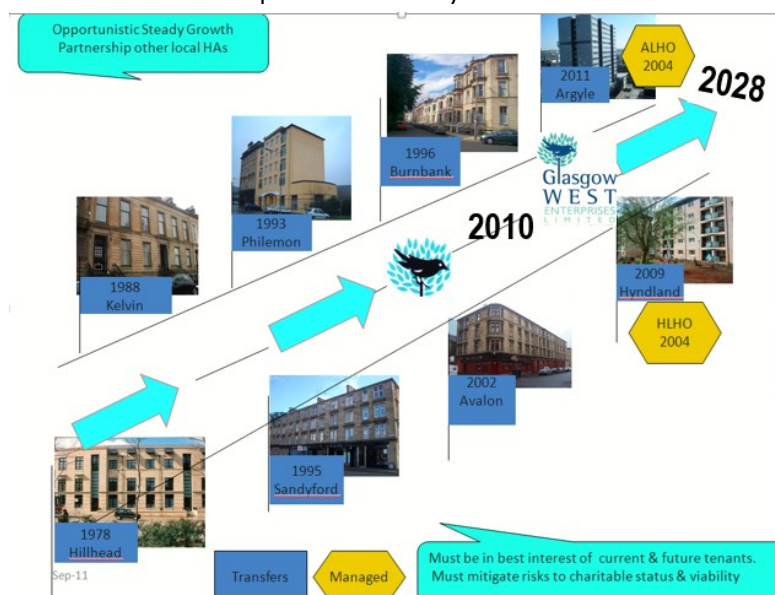


## 2.0 Introduction

### 2.1 History

GWhA is proud of its roots; originating from Hillhead HA in 1978 and maturing over the years through the successful fusion of local housing stock transfers from 7 other housing associations.

GWhA provides excellent quality services and housing for those in need. We continue to develop new housing, and to play a wider role by working in partnership with local residents and agencies to develop community facilities and initiatives.



## 2.2 GWHA's Governance

GWHA is registered with the housing regulator as a Registered Social Landlord (RSL), OSCR as a Scottish charity and the Financial Conduct Authority (FCA) as an Industrial and Provident Society. GWHA operates under Scottish Federation of Housing Association's (SFHA's) Model Rules (Scotland) (Charitable) 1998 and is governed by a voluntary management committee (MC), in accordance with its constitution, regulatory guidelines and the law.

## 2.3 GWEn

In 2010, Glasgow West Enterprises Limited (GWEN) was established as a wholly owned subsidiary of GWHA to allow GWHA to play a fuller role in providing housing and related services to the wider community without compromising the charitable status

## 3.0 Participation

### 3.1 Membership of GWHA

GWHA's membership is reflective of the community it serves and seeks for all sections of the community to have an opportunity to participate in its governance. Tenants are encouraged to become members by paying a £1 Lifetime share. All applications for membership are considered by the management committee in accordance with our policy.

Being a member entitles you to attend and vote at the Annual General Meeting (AGM), as well as being able to stand for election and to elect GWHA's management committee.

More information and membership forms are available from our office at 5 Royal Crescent.

### 3.2 Management Committee

GWHA is run by a voluntary management committee made up of members elected at the AGM as well as co-opted members who are invited to join because of the expertise and assistance they can offer.

The management committee is responsible for good governance; determining strategies, policies and standards for monitoring service delivery / implementation and performance.

Committee members operate within a code of governance, encouraging the highest standards of integrity and ensuring that decisions are informed and in the best interests of current and future tenants.

The management committee employs a professional staff team, delegating authority for operational services through the Chief Executive.

Visit [our website](#) for more information on our current management committee members.

### 3.3 Ways to get involved

Consumer Panel	Our consumer panel provides a sounding-board for ideas on proposed changes to our services and policies and to enable discussion on current issues. The consumer panel meets 4 times per year and discussions may include: our complaints process; reviewing our newsletter.
Resident Groups	If you are interested in getting involved in the community and would like to take an active part in establishing a local Residents' Group, we can help! Residents' groups are a valuable forum for discussing issues of general concern and considering how best to improve the area in which you live. They are also a good way of influencing, on an ongoing basis, our services and policy reviews.
Annual Tenant Conference	Our Annual Tenant Conference, normally held on a Saturday morning in late January, is an opportunity for you to provide us with your feedback on our annual rent review as well as any policy changes or new initiative we may be proposing. It is also a good opportunity to meet staff and fellow residents.

## 4.0 Your Views Shape Our Services

### 4.1 Service Quality Guarantee

We aim to provide a first class service and we value your comments, suggestions and feedback.

If you are unsure about what to expect from the services we provide, ask for a copy of our Service Quality Guarantee. This was developed with tenants and it outlines our “promises” to you and our “expectations” of you.

### 4.2 Continuous Monitoring

Service satisfaction surveys are carried out on an ongoing basis. If you are contacted and asked for feedback, please take some time to share your thoughts on the service you have received from us.

Unless you agree otherwise, all information you provide is held confidentially and your feedback will help us to improve the services we provide.

If you would prefer not to take part in the surveys please tell us, or if you are contacted, let the surveyor know.

### 4.3 Information & Consultation

As a tenant, you will have the right to see certain personal information we hold on file about you or members of your family. We are not allowed to change the information before you see it, but we will not disclose confidential information or information about any other person.



### 4.4 Complaints

If you are unhappy about something we have done, or not done, it is important you tell us to give us the opportunity to put it right. We will always deal with complaints considerately and as quickly as possible. A copy of our Comments and Complaints Guidance Leaflet is available from our website or from our offices.

If we are unable to resolve matters to your satisfaction and you have exhausted our internal process, you may be able to appeal to the Scottish Public Services Ombudsman (SPSO).

## 5.0 Your Rights & Responsibilities

### 5.1 Tenancy Agreement

Your tenancy agreement is a legal document that sets out our responsibilities to you as a landlord, and your responsibilities to us as a tenant. The Housing (Scotland) Act 2001 provides the basis for the terms of the Tenancy Agreement.

Generally, your Tenancy Agreement can only be changed if we both agree to the changes. If we can't agree, the Sheriff Court can decide.

Most GWhA Tenants have a Scottish Secure Tenancy Agreement. There may be slight differences, with some tenants retaining preserved rights due to the length of time they have held their Tenancy.

### 5.2 Type of Tenancy

If your Tenancy is in your name only it is a "sole tenancy". If more than one person holds the tenancy, it is a "joint tenancy".

Rights and responsibilities of sole tenants will vary in some aspects of the Tenancy.

## 6.0 Terms of your Tenancy

### 6.1 Household Composition

You should let us know of proposed changes to your household in writing, as our knowledge of the change, and you having our permission, will be crucial in some cases (e.g. Succession). If a change in your household is likely to result in overcrowding, we may not be able to grant permission.

You should also provide us with details of someone we can contact in the event of an emergency.



## 6.2 Assignment, Subletting & Lodgers

If you wish to assign your Tenancy (transfer it to someone else), sub-let or take in lodgers, you need to get our written permission first.

Your Tenancy Services Officer will provide advice and will issue a standard form for you to complete.

We will consider your request and will respond in writing. If we are unable to grant permission, we will tell you the reason why.

## 6.3 Succession

Succession takes place when the tenancy passes to someone else when the tenant dies. Succession will generally only be permitted twice.

If a tenant dies the tenancy can be passed to a surviving spouse/partner/joint tenant providing it was their only or principal home at the time of the tenant's death. Where there is no surviving partner, the Tenancy Agreement allows for (under certain circumstances) the tenancy to be passed to another family member or a carer who previously gave up their own home to look after the tenant. Family membership is detailed in the Housing (Scotland) Act 1987 and includes sons, daughters and grandchildren.

A person wishing to succeed to a tenancy should tell us in writing within one month of the death of the tenant. We will reply to all written requests within one month.

In certain circumstances (for example, if a property is specially designed to meet specific disabilities) we may not agree to succession. Instead, we may offer a new tenancy of non-adapted accommodation.

## 6.4 Ending your Tenancy

If you intend to give up your tenancy you must give us a minimum of 28 days' notice in writing. Your keys can be returned at any time during this 4 week period. The sooner your keys are returned the sooner we can re-let your house. This could mean you pay less rent as we may re-let your house more quickly.

We may ask you to allow a prospective tenant to view your home and your co-operation is appreciated.

At the end of the tenancy, you must remove all your belongings from the property and leave it clean and tidy and in good order.

You must return to us at least 2 sets of keys for the property.

A checklist for ending your tenancy is included at 11.8 for your convenience.

If you are Joint Tenants each tenant has to agree in writing to give up the tenancy. If only one party to the joint tenancy wants to move out, the other person may remain in the house.

## 6.5 Legal Action & Eviction

Legal action is always a last resort for GWHHA and it may result in you losing your home.

We would much rather work with you and we ask that you contact us as soon as possible, if requested to do so.

If we have to start court proceedings, we will aim to recover the costs from you.

You have the right to defend any court action we take against you.

## 6.6 Abandonment

It is extremely important that you let us know if you intend to leave your home unoccupied for more than 28 days.

If we believe you have abandoned your home, or if you are not living in it as your only or principle home, we may serve legal (abandonment) notices to end your tenancy.

If you do not contact us within the time limit in the notice (usually 28 days), we can end your tenancy; force access to your home, dispose of your possessions, and then re-let the property.

## 7.0 Rent & Service Charges

### 7.1 Setting the Rent

Rents are our main source of income. When setting rent levels, our Management Committee take account of:

- What we need to spend money on
- How our rents compare with those of other housing associations
- Whether our rents are affordable to working households on low incomes
- Your views on the rent increase and your views on the type of services we should be providing

Some tenants have a preserved right to a registered rent where the rent is reviewed every 3 years by a Rental Valuation Officer at Rent Service Scotland.

### 7.2 Reviewing your Rent

Every tenant is encouraged to attend our Annual Tenant Conference to comment on our rent review proposals. Opportunities to provide feedback on the rent proposals are also available via our Winter Newsletter, our website or by contacting a member of staff directly.



### 7.3 Service Charges

Your tenancy agreement may refer to an amount for services charges. Service charges are paid for things like stair and window cleaning, and environmental services.

If you pay for services, the details will be listed in your tenancy agreement. Services charges are reviewed annually and annual statements are available on request.

We may introduce services where this is deemed to be in the interest of good estate management or good practice.

### 7.4 Paying your Rent

The rent is due to be paid monthly in advance, on, or before the 28th day of each month. For security reasons, we do not accept cash payments within our offices, however a number of payment methods are available to make it as easy as possible for you to make payments.

- Payments by Direct Debits (weekly, fortnight, 4 weekly, monthly)
- Payment by Rent Payment Card at any post office or any shop with "PayPoint"
- By phone via Allpay: call 0844 557 8321 (local rate)
- By phone via GWha: call 0141 331 6653
- Online at [www.allpayments.net](http://www.allpayments.net)
- By mobile phone, just download the "Allpay App"



### 7.5 Rent Statements

All payments you make are credited to your rent account at the earliest opportunity. You can ask us at any time about your rent account or access it on-line via our customer portal. For further information on how to do this please visit our website. We will also provide an annual printed statement of your account.

### 7.6 Falling behind with your rent

We need you to pay your rent on time so that we can continue to provide you with the range of services you have come to expect from us.

We appreciate there may be times when you will have difficulty paying your rent. If you do, please contact your Tenancy Services Officer to discuss making an arrangement that will enable you to pay off what you owe, taking into account how much money you have coming in to your home. If you need specialist debt counselling or assistance we can arrange this for you.

Staff will always take a sympathetic, fair but firm approach in dealing with rent arrears, however if you do not talk to us or keep to an agreed repayment arrangement, we may have to take court action against you to recover the money owed; this may also lead to you losing your home.

Remember the sooner you talk to us, the easier it will be for us to help you.

## 7.7 Benefit Advice

Benefits advice is provided by our in-house Welfare Rights Officers. This is a free and confidential service. Staff offer advice and assistance to help you maximise your income, whatever your circumstances:

- Housing Benefit / Universal Credit
- Debt problems
- Completing claim forms
- Checking how starting work can affect your benefits

We also work in partnership with Citizens Advice Scotland and Drumchapel Money Advice Centre who work from our office every second Wednesday and Friday mornings. If you would like an appointment contact us on 0141 331 6650

## 7.8 Council Tax

We do not collect Council Tax Payments or calculate rebates. You are responsible for paying your own Council Tax, so you should make any enquiries about this direct to Glasgow City Council, call 0141 287 5050.

You can claim Council Tax Reduction at the same time as Housing Benefit.

## 8.0 Options for Re-housing

### 8.1 Housing List

Anyone over the age of 16 is entitled to apply for rehousing, however, we have a huge demand for the small number of properties available for let each year and we are only able to offer housing to around 7% of the applicants who apply to us.

If you know someone who requires housing, they may wish to contact us for housing advice or for an application form to join our Housing List.

Applications are assessed against our Housing Allocations Policy and all applicants are advised of their prospects of rehousing at the earliest opportunity.

In addition to people on our Housing List, we allocate homes to people referred to us by Glasgow City Council through the Section 5 homeless process.

### 8.2 Existing Tenants & Internal Transfers

As an existing GWA tenant, you may need to be rehoused as your circumstances may change at some point in the future.

The options below may help you find suitable accommodation.

Generally we will not offer you rehousing if you have not kept your current tenancy in a good condition (for example, good decorative order) or if you have outstanding rechargeable repairs. We also expect your rent account to be up to date or an agreed repayment arrangement to be maintained for a period of at least three months.

To qualify for a move to another GWA property you must have lived in your present home for at least one year.

Transfer applications are assessed on housing need and are prioritised in line with the criteria in our Housing Allocations Policy.

## 8.4 Mutual Exchange

You may wish to exchange homes with another GWhA tenant or with a tenant of another housing association or council. In this case, approval is needed from both landlords before the exchange can go ahead. We have an exchange register in the office that you can see any time.

## 8.5 Home Swapper

Home Swapper is a national register to help people find a suitable mutual exchange. Further details can be obtained via [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

If you require help to cover the cost of using Homeswapper please contact our Tenancy Sustainment Team on 0141 331 6651 for further information.

## 9.0 Your Home & Backcourt

### 9.1 Your Home

At all times your home should be kept in a reasonable condition and you must not do anything to change the fabric or the structure of the building.

If you wish to alter any of the fixtures or fittings within your home, you must first apply, in writing, for our permission. We will respond in writing within one month of your request.

We will not unreasonably withhold permission unless the proposed works affect the structure of the property or would interfere with our ability to get access for maintenance or to carry out future works.



If you have carried out improvements with our permission you may be able to claim compensation when your tenancy ends. This is known as the statutory right to compensation for improvements (further information in Section 10.0 Repairs and Maintenance).

If you carry out alterations without our permission, or if you do not comply with our decision and any relevant conditions, we will regard it as a breach of the Tenancy.

If you decide to leave the property after carrying out alterations, you may have to return the house to its original condition. If works are required to bring the property back to a suitable habitable condition as set by the association you will be liable for the costs.

### 9.2 Medical Adaptations to your home

We are committed to the principle of independent living and will assist tenants to stay in their own homes for as long as they wish to do so. If your own, or a family members medical, mobility, hearing or sight needs have changed since you moved into your home, it may be that adaptations would make it easier for you to manage.

If you think adaptations to your home would be of benefit you can arrange for an Occupational Therapist (OT), employed by Glasgow City Council, to visit you and carry out an assessment. The OT will then make recommendations to us on your behalf.

We would recommend you speak to your GP who can make a referral on your behalf.

Please contact our Property Services Team for more information



### 9.3 Use of your home

Your home should not be used for any non-residential or business purpose without our written permission.

### 9.4 Good Neighbours

Your relationship with your neighbours will be one of the most important factors in deciding whether you are happy in your home. Sometimes a disagreement can get out of hand because it is not addressed quickly.

We expect residents to, firstly, take responsibility for resolving concerns by talking to each other in an open, friendly and calm manner. This may need you to be willing to compromise in some situations (for example, over use of washing lines, children playing in common areas, late/middle of the night use of washing machines/tumble dryers).

If you are being disturbed by a neighbour you should speak to them as they may not know how their behaviour is affecting you. If this does not work, you should contact the Tenancy Sustainment Team to discuss what action you and GWHHA can take, which may include:

- Speaking to the other person concerned (to help us do this we need details of the incident).
- Reminding all parties of obligations of the Tenancy Agreement and of the action that will be put in place if the disturbance continues.
- Involving other agencies, including Community Relations Unit (CRU) Social Work Services and/or Police Scotland.
- Use of free independent mediation service that is offered via the CRU.

If attempts to resolve matters are unsuccessful, legal action may be necessary. We understand that there may be exceptional circumstances where you are unable to approach your neighbour, in these circumstance, you should contact us for advice.

#### Partnership Working - Community Relations Unit (CRU)

More serious complaints of antisocial behaviour are referred to the CRU, wherein a specific CRU Officer manages the complaint through to resolution. In such instances we will provide you contact details for the Officer and encourage you to report any further issues directly to them. The CRU have at their disposal, specialist resources (for example out of hour's professional witnesses, covert cameras) and they also work very closely with Police Scotland, Noise Control Officers and Mediation Services to effectively tackle all aspects of antisocial behaviour. GWHHA will liaise with the CRU throughout the investigation to ensure you are kept up to date with any progress.

To effectively tackle antisocial behaviour we need you to report incidents as they happen. We would also ask you to provide a statement in relation to your complaint. It may be you would also be asked to attend court to tell a Sheriff what has happened and how it has affected you. In these circumstances we will support you as much as possible.

## 9.5 Looking after Common Areas

The environment in which we live (the street, the close and the backcourt area) can have a significant impact on how we feel about our home and our quality of life, as well as our sense of safety in our local community.

In many properties, the internal condition of the close is good. However, opening the rear close door can sometimes give quite a different impression. Please help us to maintain common areas and make sure communal spaces are pleasant, safe, hygienic places, free from bulk rubbish and dog fouling.

By definition, areas such as common backcourts, drying areas and closes are used and shared by all residents of a particular building. It is therefore important to consider, and consult others when you plan to make changes to these areas. This can mean finding out, for example, if everyone agrees with play equipment being put up or, a table and chairs being placed in the garden area.

At no time should motor bikes, bicycles, prams or any other items be left in the close or common areas as they could be a hazard in an emergency.

We ask that you respect others and refrain from smoking in common areas of the building including stair ways and lifts.

## 9.6 Stair Cleaning

If you live in a property where stair cleaning services are not provided, you share the responsibility with your neighbours for brushing and washing the stairs, keeping the banisters, windows and sills clean, and for cleaning and washing the close entrance, tiles and doors.

If you (and your neighbours) would prefer us to organise these services on your behalf, please contact Estates Services Team. We can appoint a contractor to carry out the work, with the costs being divided equally between Residents as a service charge (or a factoring charge for owners)

## 9.7 Window Safety

Here are some tips to keep you and your family safe:

- Ensure your windows have restrictors or limiters in place and working correctly. These stop windows being opened more than a small amount and can prevent incidents.
- Do not remove or tamper with your window restrictors for any reason. They have been installed for your safety.
- We strongly suggest that children do not operate restrictors or limiters. If your restrictors/ have been removed or damaged, report this immediately.
- Encourage children to play at a safe distance from windows.
- Keep furniture or items that can be climbed on, such as beds and sofas, away from windows. Make sure nothing can be pushed up to the window and used as a step.
- Keep windows closed and locked when possible, or when children are unsupervised
- Keep windows no more than four inches open when children are in the room
- Ensure you know where windows keys are located in the event of a fire

If you have concerns about the above information call our Repairs Team on 0141 331 6652 or email [rservice@glasgowwestha.co.uk](mailto:rservice@glasgowwestha.co.uk)

## 9.8 Good Garden & Best Close Competition

If you think your close and/or garden is worthy of recognition, why not enter the competition? Alternatively, if you think your neighbour's garden or close deserves recognition, then why not nominate them?

Contact us on [estates@glasgowwestha.co.uk](mailto:estates@glasgowwestha.co.uk) to find out more.



## 9.9 G3 Growers

G3 Growers is a community vegetable growing initiative, funded by the European Challenge Fund and developed on derelict ground accessed from Brechin Street, with the support of GWhA and the local community.

They typically hold an open event once per year where you can find out more about the project and take part in some fun activities. Keep an eye out for information in our newsletter, website and social media.

Alternatively, contact our Estates Services team if you are interested in finding out more.





## 9.10 Household Waste

Ordinary household rubbish should be securely tied in a bag and placed in the bins provided. The bin lids should be replaced to keep the rubbish secure.

## 9.11 Bulk Refuse

Occasionally you may have bigger items, you no longer require, and that you wish to dispose of. There are several options for disposal.

Many local organisations that would be pleased to receive suitable furniture items, in a reasonable condition, that could be used by someone else. Please check the internet to explore this further. You could consider The Prince and Princess of Wales Hospice on **0141 429 9884**, or similar.

## Fly Tipping & Bulk Waste Collection

If you have any household bulk items to dispose of Total Homes can collect it from your door. Please contact **Total Homes** direct on **0141 556 7085**, or email **bulk@total-homes.com** to confirm items requiring uplift. You will be given a collection reference number and any additional information relating to the uplift at that time, typically within 48hrs. For more information on Total Homes please check out their website: [www.total-homes.com](http://www.total-homes.com)

For details of the Glasgow City Council on-demand service please check: [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste) for guidance and service updates

## 9.12 Recycling unwanted household items

If you have good quality furniture or other household items you no longer need, please consider passing these items on for recycling. Some charities offer a home uplift service for bulk items and electrical goods (see useful telephone numbers).

We thank you for all your efforts to either recycle and/or correctly dispose of your refuse.

## 9.13 Pets

All Residents should apply in writing for permission to keep a household pet. Animals must not be allowed to wander unsupervised in the common areas, must not foul in the common areas and must be exercised off the property.

Pets can be a source of complaint from neighbours, with the more common complaints including dogs continually barking within the home or fouling common areas and pavements. Please be a responsible dog owner: do not leave dogs alone in your home, ensure they are walked properly and clear up their mess, otherwise you risk a fixed penalty notice or fine up to £500 .

## 9.14 Play Areas

The common areas are not intended as play areas, as balls and other play things can cause nuisance to neighbours.

Children should be encouraged to take pride in the garden and not to play in car parks, on top of bin shelters or in bin areas.

## 9.14 Concierge Service

A concierge service is available to those Residents who live at the following addresses:

56, 323 & 421 Blythswood Court, Glasgow.

30 – 72 St Vincent Terrace, Glasgow.

9, 11, 12, 24 Prince Albert Road, 4 Princes Place, 72 Crown Road North & 115 Hyndland Road, Glasgow.

Please contact your concierge offices for up-to-date information on the services currently being provided. (Telephone numbers contained within – Section 14.0 – GWhA Contact Numbers).

## 9.15 Reporting Pests

Any issues with pests or infestations must be reported directly to Glasgow City Council through the Environmental Services Team or the myGlasgow app.

If you are worried there may be rodents in your property, it is very important that you contact Land & Environmental Service at Glasgow City Council (GCC) for assistance in dealing with the problem in the first instance, ensuring you ask for a reference number. GCC investigate and treat Mice when indoors at domestic properties, Rats are treated when internal or external to the property. This is a free service for all domestic dwellings. Please ensure you keep the Glasgow West HA Property Services Team informed of GCC monitoring and treatment, providing the reference number for our records.

Land & Environmental Services treatment strategy stipulates that that any possible point of rodent access / holes (e.g. around skirting/floor-boards or in cupboards) **SHOULD NOT** be blocked or filled until the GCC treatment is complete, preventing rodents being trapped in the building and ensuring full access to any treatment put in place. Once GCC confirm the treatment is complete, please contact our Repairs Team on 0141-331 6652 to arrange for holes/points of ingress to be filled.

In cases where a property has an infestation, GWhA may, after seeking advice from Glasgow City Council, decant a tenant if the property is deemed uninhabitable for reasons of danger to the health and safety of the tenant(s). Where the property is deemed to be habitable, the tenant won't be decanted. However, all the circumstances of the case will be assessed and a decision taken by the Property Services Manager following a risk review.

**Report a Rodent Problem –  
Glasgow City Council**  
**Tel: 0141 287 1059**  
**Email: [public.health@glasgow.gov.uk](mailto:public.health@glasgow.gov.uk)**

My Glasgow is a mobile phone app that enables you to report issues to Glasgow City Council. You can attach photos, video or any other contextual information to your report and pin point the exact location via integration with Google Maps.





## 10.0 Repairs & Maintenance

### 10.1 Reporting Repairs

Please report repairs promptly to our office in person, in writing, by telephone, by email, or via our website. To deal with your request for a repair, we need:

- Your name and address
- Your telephone number (if you have one)
- The required repair, and
- How and when the contractor will get access to your home.

If the contractor does not keep to the arranged appointment, or if the work is not completed to your satisfaction, let us know as soon as possible.

In some instances, to ensure we get best value, we may ask a few contractors to price for the repair work. Depending on the value, our Management Committee may have to approve the work instruction.

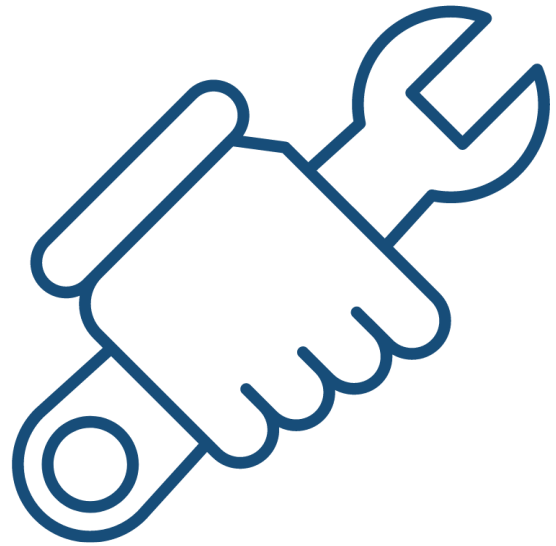
#### Repairs Out with Office Hours

If you need to report a repair out with our office opening hours, and the repair is our responsibility (see below table outlining repair responsibilities), please make sure you follow our emergency procedures.

The out-of-hours service is available for EMERGENCY repairs only, examples of which are noted at section 10.7. If the repair can wait until the office re-opens, it is unlikely to be an Emergency Repair.

If you contact a contractor for a repair that is not an emergency, we will recharge you the full cost of the work. These repairs attract a premium call-out rate, sometimes around £100 plus the cost of the repair.

Contact telephone numbers for our Emergency Contractors are available on our calendar, website and by calling our office answer-phone on 0141-331 6650,



### 10.2 Approved Contractors

Our repairs and maintenance work is carried out by companies who meet the criteria we set. These companies are known as "approved contractors" and we regularly review the quality and cost of their work.

If you contact anyone other than an approved contractor, you will have to pay for the work yourself. All works carried out by our approved contractors must be first authorised by GWAH.

### 10.3 Contractors Code of Conduct

Approved contractors have to keep to a code of conduct. The code highlights what we expect of them when they are working in or around your home.

The code includes, for example:

- Showing identification when arriving at your home
- Being courteous and not using foul or inappropriate language
- Not smoking in your home or using your facilities without your permission
- Clearing up and not leaving a mess once the repair is finished.

Please keep us informed if you believe any contractor has breached the code of conduct.

### 10.4 Responsibility for Repairs

We have a duty to carry out repairs as soon as possible, and to keep your home wind and watertight, and in good “habitable” condition. We are also required to maintain the installations in your home that supply gas, water, electricity and drainage.

If we fail in our responsibilities, you have the right to contact the Council’s Environmental Health Services Department, Citizens Advice Scotland, Shelter or other advice agency. In some cases you may be entitled to with-hold rent, however, you should never undertake this course of action without first seeking legal advice and formally notifying us.

The following table shows you who is responsible for the repairs we are most often asked about.

ITEM	RESPONSIBLE		COMMENTS
	US	YOU	
Bathroom			
Toilet Seat		✓	
Toilet Pan	✓		
Wash hand Basin	✓		
Bath	✓		
Showers	✓	✓	See below for clarification
Central Heating			
Chimney and Flue	✓		
Electric Storage System	✓		
Electric Warm Air System	✓		
Gas-fired System with Radiators	✓		
System you have fitted	✓	✓	Only if we have adopted the future maintenance on the system
Doors			
Door Bell		✓	Except Door-Entry Systems

Door Chain		✓	
Door Nameplate		✓	
Glass on Inside Doors and Screens		✓	
Inside Lock	✓		
Keys		✓	If you get locked out you will be recharged the cost of changing your locks
Mortice Locks	✓		
Yale Locks	✓		
Outside Doors	✓		
Letter Box	✓		
Windows			
Glass in Windows		✓	
Sash Cords (Ropes) for Windows	✓		
Sills	✓		
Window Frames, Catches and Handles	✓		
Window Locks	✓		Unless you have fitted them
Electrical			
Communal TV Aerial	✓		
Electric Fire		✓	Unless we have fitted it
Immersion Heater	✓		
Light Fittings		✓	
Mechanical Vents	✓		
Plugs		✓	
Smoke Detectors	✓		
Sockets	✓		Unless you have fitted them
Stair Lighting	✓		
Switches	✓		
Wiring and Circuits	✓		Including Fuse Box
Plumbing			
Blocked sink, wash hand basin, bath or toilet	✓		Unless you have caused blockage
Domestic cold water supply	✓		
Downpipes (rain and soil)	✓		
Drains and Gutters	✓		
Hot water supply	✓		Including storage tank/cylinder

Sinks plugs and chains		✓	
Washing machine fittings		✓	Unless it belongs to us
Structure			
Ceilings	✓		
Damp-proof course	✓		
Floors	✓		
Outside Woodwork	✓		
Roughcast plastering	✓		
Skirting boards	✓		
Stairs (inside)	✓		
Steps to entrance/walls	✓		
Kitchens			
Cooker		✓	Unless it belongs to us
Cooker Socket	✓		
Kitchen units	✓		Unless installed by you
Sink bowl and drainer	✓		
Other			
Clothes poles	✓		
Fence at end of garden	✓		
Footpaths and gates	✓		
Outside decoration	✓		
Inside decoration		✓	Including wall tiles

## SHOWER MAINTENANCE

If you have a shower in your property, please ensure that you are aware of the responsibilities for maintenance, repair and future replacement. Please contact our Property Services Team if you are unsure.

Shower is GWA responsibility where:	Shower is Your responsibility where:
The Shower is the only means of bathing in your home	You have installed the shower yourself
There is provision within your rent for the repair and maintenance of the shower	There is no provision within your rent for the repair and maintenance of the shower
The shower was installed for you by GWA, as part of a medical adaptation.	You inherited fixtures and fittings from previous tenant (e.g. through mutual exchange)

## Rechargeable Repairs

You will be responsible for the costs of repairs if:

- The repair is necessary because you (or a member of your household or someone visiting you) have not taken care of the property or have damaged it. In this case, you will be expected to meet the cost of the repair, even if it was an accident.
- We will aim to recover the cost of any damage (such as break-ins and vandalism) from you if you do not report the matter to the police.
- Our contractor attends to a repair that is associated with a fault in your appliance (such as a cooker or toaster).
- Our contractors charge us if you do not let them in after agreeing an appointment with us. These charges will be passed on to you.

If the repair cost is to be paid by you, we will discuss a realistic repayment arrangement with you. If you do not pay, we may not grant permission for you to move home and we may not carry out any other repairs/improvements that we are not legally responsible for.

### 10.5 Access for Repairs & Inspections

If we ask to be allowed into your property to carry out repairs or inspections, it is very important that you co-operate with us. Failure to provide access may put you and your neighbours at risk and may result in significant damage to the property.

If you do not provide access, we may have to take legal action against you and this may result in us forcing access to your home, the cost of which will be charged to you.

### 10.6 Forced Access

Normally we will only force access to your home with your approval (for example, if you lose your keys). You would be charged for the cost of this.

In some circumstances (such as annual gas safety inspections, water leaks), we may have to force access, but we will make every effort to contact you first.





## 10.7 Repairs Categories

The timescales for responding to repairs will be influenced by legislation, our policies, and our commitments to you. We put repairs in the following order of priority:

### **Emergency – response time: 6 hours (General Stock) 4 hours (Hyndland)**

An emergency repair is where there is risk to health, safety, or security, or where a delay may result in significant damage to property.

Examples include gas or water leaks, loss of water or central heating (particularly for elderly people or families with young children).

If an emergency occurs out with our office hours, please telephone one of our approved contractors. Details of our approved contractors are on our calendar and are also available by calling the office on 0141 331 6650.

If you phone a contractor we have not approved or if you phone a repair outside office hours when it is not an emergency you will be responsible for the full cost of the repair.

### **Urgent – response time: 3 working days**

Urgent repairs are those that can normally be considered to affect your comfort and convenience. Examples include dripping taps, broken window cord and faulty door-entry intercom system.

### **Routine – response time: 10 working days**

These are repairs that are outside the emergency or urgent categories and can wait a short time before they are dealt with.

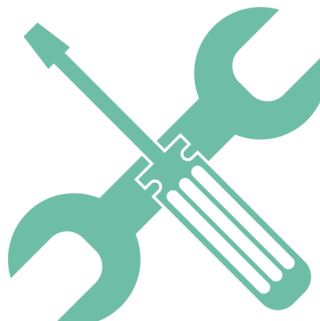
Examples include loss of TV reception.

### **Statutory Right to Repair**

There are certain repairs that must legally be attended to within a certain timescale or you may be entitled to instruct another contractor (appointed by us) to carry out the work.

You may also be entitled to compensation.

If your repair is a statutory repair, we will, as a matter of course, provide you with the information you require.



## 10.8 Failure to carry out repairs - Your right to compensation

In addition to the Statutory Right to Repair, we operate a voluntary compensation system if our repairs service fails to meet the stated target response time.

The compensation is a moderate flat-rate payment of £10 to reflect the delay in responding to the repair, not the actual cost of the repair.

In general, this system applies to emergency and urgent repairs but there are some repairs that cannot be compensated for, such as:

- Rechargeable repairs
- Defects (see Section 10.11)
- Where you haven't provided access
- Where the repair is made safe while parts are on order, and
- Repairs that are your responsibility.

Claims for compensation should be made within a month of our failure to meet the stated targets. We will pay all qualifying claims within a month.

## 10.9 Planned Maintenance

In addition to the repairs we respond to, we have cyclical programmes for regular work such as roof inspections, gas servicing, gutter cleaning, electrical inspections, and close and external paintwork. A long-term maintenance programme is also in place to review items like kitchen units, bathroom suites and windows. This is reviewed annually to reflect the feedback from our stock condition surveys.



Details of our cyclical and long-term maintenance plans are included in our Asset Management Strategy. We also publish the main details of our programme within our newsletter.

## 10.10 Home Improvements

You have the right to carry out some alterations and improvements to your home e.g. putting down laminate flooring, but you must get out written permission first. We will generally allow you to get this work done provided you employ a qualified person to do it. You may be asked to remove any home improvements that cause disturbance to your neighbours.

We will not generally allow:

- Structural work
- Artexing of walls and ceilings
- Installing non-white bathroom suites
- Alterations to windows and/or doors, or
- Satellite dishes

We will respond to written requests within one month of receipt.

### Compensation for improvements

When we fix rents we currently disregard any improvements you have made. When the tenancy ends, we may make a payment to you (or those who have legally succeeded to your tenancy) for work you have done (for example, if you install a shower or gas central heating)

The amount will vary. We will decide it by using a formula provided by the Scottish Government that takes account of the remaining life of the item, and the rent we can collect from the new tenant as a result of the improvement.

We will not pay compensation for home improvements for which you did not have our written permission for. We will not consider retrospective (backdated) applications for permission.

### 10.11 Defects Liability Period (DLP)

DLP means the time (usually a year) after a contractor hands over new or refurbished property.

During the DLP the property will "settle" and any defects, such as plaster cracks or shrinkage, will become apparent. These defects will be repaired at the end of the DLP.

During the DLP we strongly advise that you do not decorate, paint or wallpaper or carry out alterations, such as putting up shelves or installing showers.

### 10.12 Insurance

We adequately insure the structure of your property. "Structure" includes the roof, walls, floor and some floor coverings (dependant on insurance policy).

We strongly encourage you to take out comprehensive contents insurance on all your belongings and the fittings for which you are responsible.

A comprehensive insurance package is available through Thistle Insurances Services, the policy is specifically designed for tenants of registered social landlords and the costs are very reasonable.

We are not responsible for repairing damage to the contents of your flat that has been caused by an accident, a fire or flooding from a neighbouring property. In incidents of this nature, you have to claim your own contents insurance.

### 10.13 Keys

You will have received 2 sets of keys for your flat and keys for the common areas.

We do not hold spare keys to your home. If you are locked out of your flat, we may be able to arrange for help to gain entry, but you will have to pay for the damage and for a replacement lock, if required.

### 10.14 Door Entry Systems

Door-entry systems have been installed in our properties to ensure the safety of all flats, and to prevent intruders from gaining access to the close.

The service button is adjusted, where necessary, to allow postal workers to enter at agreed times (usually 7.00am – 1pm).

### 10.15 Stopcocks (each close differs)

Please ensure you know where your cold water and gas stopcocks are. If you are not sure, your Property Services Officer will be able to advise.

Do not place wall tiles over the access to stopcocks. If these areas are tiled and we need to gain access, we will not be responsible for repairing damage.

### 10.16 Electrical Circuit Breakers

A circuit breaker is installed in the fuse box in most of our properties. If it detects a fault, the circuit breaker will “trip”, disconnecting the electrical supply. Nine out of ten faults are found to be due to household appliances (kettles, hairdryers etc.).

Switch off the faulty appliance and reset the trip switch to ON. You must repair or replace the faulty appliance to avoid future problems.

If you call out a contractor and the fault is found to be in your household appliance, you will be recharged the cost of the work.

### 10.17 Extractor Fan

If your bathroom and kitchen have extractor fans, please clean them regularly to ensure they work effectively.

Please contact the office if the fan is faulty.

### 10.18 TV Sockets

In most of our properties there is a communal TV aerial. If the aerial is faulty, let us know; no-one, except our approved contractors, should go in to the loft or on the roof area to carry out work to the common system without our permission.

Unfortunately sometimes a change in picture / interference can be caused by new buildings in the line of site of the signal transmitter. This is out with our control. If you are affected by signal issues this may be resolved by purchasing a free-sat box or similar set top box that uses a satellite signal.

### 10.19 Special Features

Any existing cornices must not be removed.

## 11.0 Useful Information

### 11.1 Protecting your home from frost

During the cold weather, you can avoid frost damage and burst pipes by following the steps below:

- Set the thermostat on your central heating to at least 10°C (50°F)
- Leave doors in each room open as this allows warm air to circulate around your home
- Drain down your central heating system if your home is going to be empty for more than a week



If in any doubt, contact your Property Services Officer for advice.

### 11.2 Water Safety Advice (Legionella)

Water Safety Advice (Legionella) Maintaining the correct temperatures for the hot and cold water which is supplied to your home can minimise the risk of Legionella bacteria causing harm to your household. Legionella bacteria is a greater risk where water is stored between 20 - 40°C. The hot water in your home should be running at 50°C, and the cold water should not be above 20°C.

Please contact our Property Services Team for advice if you:

- Notice the boiler or hot water tank in your home isn't working properly
- Have any discolouration or debris in your water supply
- Notice your cold water taps run with warm water.

If you have a shower you can help to minimise the risk of Legionella by cleaning and disinfecting the shower head every 6 months. If your shower is used only occasionally then flush it through by running the water for at least 2 minutes once a week. As far as possible, keep out of the way whilst this is being done.

Running your hot and cold water taps and shower for a minimum of 2 minutes if the property has been empty for a long period (over 2 weeks) will also help maintain the water supply.

### 11.3 Asbestos

Asbestos has been used in the construction and modernisation of housing for many years and Glasgow. It is important to make all residents aware that although it may sound alarming to know that asbestos is present within your home, it is largely safe if left untouched. Glasgow West have a management plan in place to ensure that no works are completed to areas where asbestos is known to be present where practical. If it must be removed or disturbed, it will be completed in full accordance with all health and safety regulations to ensure your safety.



If you are in a property where asbestos is present, we will always let you know about its presence and location for your own safety and awareness. If you wish to carry out any alteration works to your property, let us know in advance and we will provide advice as required on the presence of asbestos in your home.

### 11.3 Bathroom Door Locks

In some properties, the bathroom door lock can be released from the outside by using a two pence piece or screwdriver to the catch on the door lock.

This can be useful if a child gets locked in the bathroom.

### 11.4 Safety in Emergency - Gas & Fire

#### Gas

If you smell gas or suspect a gas leak, telephone Scottish Gas Networks 0800 111 999 immediately. While you are waiting for an engineer:

- Do not use matches or a naked flame. Put out cigarettes, candles etc.
- Do not use electrical switches
- Open doors and windows, keep them open until the leak has been stopped.
- Check all gas appliances in case a tap has been accidentally left on or a pilot light has gone out
- Turn off the whole gas supply at the gas stopcock normally to be found next to the meter.

#### Fire

Fires tend to be caused by a moment's carelessness and could be prevented by following these simple rules:

- Never leave a chip pan or pot of hot oil on the cooker if no-one is watching over it
- Unplug electrical appliances when you are not using them
- Keep matches where children can't see or reach them
- Do not leave cigarette ends burning
- Empty ashtrays last thing at night after making sure all the cigarette ends are out
- Do not overload electrical power points
- Never smoke in bed
- Never use electrical items with a damaged flex
- Use adaptors as little as possible
- Get expert help for your repairs and rewiring
- Have your electric blanket serviced every three years and replace it after 10 years.
- Check you smoke alarms on a regular basis
- Use candles or similar items responsibly
- Refrain from using disposable BBQ trays, butane gas cylinders or similar.

The Scottish Fire & Rescue Service offer a free Home Fire Safety Visit to everyone in Scotland. They will help you determine a fire escape plan and provide useful information about smoke, heat and carbon monoxide alarms.

It's easy to arrange, get in touch directly:

- call 0800 0731 999
- text "FIRE" to 80800 from your mobile phone
- complete the [online form](#)

## 11.5 Security

Most house break-ins are carried out on the spur of the moment and happen during the day. You can often avoid a break-in by taking a few simple steps:

- Always lock windows and doors when you go out, even if it's only for a few minutes;
- Make sure that tools and ladders, which a burglar could use to get in, are securely locked away;
- Never leave your keys in a secret place – thieves usually find them;
- When you do go out at night, always leave a light on (preferably an energy efficient one);
- Don't leave notes on the door saying you are out;
- Cancel milk and newsletter deliveries when you go on holiday, and ask a neighbour you trust to keep an eye on your home;
- Never leave valuables lying around where they can be seen through a window;
- If you have a controlled entry system, make sure it is kept shut and locked at all times. Only allow a caller into the building if they are coming to see you.

Thieves sometimes get into your home by posing as officials or contractors. Never let a stranger into your home or into the building until you are sure they are who they say they are. Ask for an identification (ID) card and phone the company to check it's genuine.

If the caller cannot provide ID, ask him or her to come back later and use the time to check them out with the organisation they represent. Phone Police Scotland on 101 if you are suspicious.

## 11.6 Environmentally friendly tips & advice

There are a few small changes you can make in your own home that can make a big difference to the environment and could save you money:

- Use energy efficient light bulbs
- Use local recycling facilities including the blue bins in your communal bin store. For further information on the use of blue bins and or recycling points please contact Glasgow City Council or visit [www.wasteawarescotland.org.uk](http://www.wasteawarescotland.org.uk)
- Pay by direct debit as this method of payment saves paper
- Turn off the television, computer etc. fully, do not leave it on standby
- Only fill the kettle with the amount of water you need to boil as this uses less electricity



## 11.7 Preventing Condensation

If you keep your home warm and well ventilated you are unlikely to experience problems from condensation:

- Never cover up permanent ventilators built into walls. If your windows have strip ventilators, ensure these are left open.
- Do not let kettles or pots boil longer than necessary
- If drying washing over radiators or other appliances, you must also make sure that you have opened windows to allow for necessary levels of ventilation. Do not leave wet washing over radiators
- Do not let tumble dryers ventilate into your home
- Keep doors to kitchens and bathrooms shut when the rooms are in use to prevent water vapour spreading throughout the house
- If your house is fitted with an extractor fan please ensure it is used when steam is being produced
- To ensure that air can circulate do not overfill cupboards or wardrobes.

Should you require further information or assistance, please contact our Property Services Team who can provide you with our useful booklet on methods of condensation prevention.

## 11.8 Ending your Tenancy

Ending your Tenancy Checklist		✓
Give GWAH at least 28 days' notice in writing		
Provide access for an end of tenancy inspection		
Arrange a date that is convenient for you, for staff to show the property to prospective tenants		
Ensure rent due and rechargeable repairs are paid in full		
Clear and clean the property and any loft/lock up areas; if we have to arrange a contractor to do this, the cost will be passed to you		
Carry out repairs that you are responsible for, otherwise they may be charged back to you		
Contact your gas and electricity suppliers to arrange final meter readings and ensure all bills are settled		
Advise Glasgow City Council Tax department of the date you move out.		
Return two sets of keys, including at least one back door key.		

## Responsibilities at termination of your tenancy

	RESPONSIBLE		COMMENTS
	US	YOU	
Element			
Keys		✓	<p>At end of tenancy tenants must return the standard number of property keys issued to all new tenants.</p> <ul style="list-style-type: none"> <li>• <b>Close Door</b> 2x Key Fob, Yale, or Mortice keys as required for the property.</li> <li>• <b>Close Rear Door</b> 1x key as required for the property.</li> <li>• <b>Property Front Door</b> 2x all keys required for the property.</li> <li>• <b>Property Rear Door.</b> (where applicable) 2x key as required for the property.</li> <li>• <b>Bin Store</b> 1x key as required for the property.</li> <li>• <b>Any Other</b> 1x key as required for the property.</li> </ul>
Utilities		✓	Tenants are responsible for ensuring all accounts with their services providers are settled prior to returning keys to GWA. Where prepaid meters are in place these should not be in debt & all pre-paid fobs/cards/keys must be left in the property
Walls			
Damage to walls		✓	All damage to internal walls should be plaster filled and sanded. (Any impact damage greater than a 2p piece is considered necessary for repair).
Graffiti		✓	All graffiti should be removed from walls either washed off or painted over by decorating the full wall.
Decoration		✓	Any decoration carried out by tenants should be of an acceptable standard to GWA. If it is considered that remedial decoration works would be required by GWA then this would be rechargeable to the tenant. Any properties suffering from heavy nicotine stains etc. will require redecoration prior to the termination of the outgoing tenancy (this includes replacement of stained elements i.e. pendant lights, sockets etc.)
Cleaning		✓	All walls should be left clean and free of debris. If it is considered that extensive remedial cleaning works would be required by GWA then this would be rechargeable to the outgoing tenant.

Kitchen Appliances			
White Goods		✓	<p>All white goods and appliances should be removed by the outgoing tenant. Any removal charges and associated works will be recharged to outgoing tenant.</p> <p>All connections/supplies must be capped &amp; left safe by a suitably qualified tradesman, failure to do so will result in GWHHA recovering the cost for capping such supply from the outgoing tenant.</p>
Kitchen			
Units		✓	Scrub clean inside and out all units including: Worktops / doors / shelves / carcass / gables / cooker space void and base boards.
Sink		✓	Scrub clean Stainless Steel sink and drainer. Sink plug and chain should be in place.
Ceramic Tiles		✓	Scrub clean tiles and grout.
Bathroom			
Tenant Fittings		✓	<p>Remove all tenant fit items: towel rail, toilet roll holder, cabinet, mirrors etc. (where directly instructed by GWHHA)</p> <p>Silicone mastic fill any holes in ceramic tiles.</p>
Fixtures		✓	<p>Deep clean Bath and plug drain. Bath plug and chain should be in place.</p> <p>Deep clean WHB and pedestal. WHB plug and chain should be in place.</p> <p>Deep clean WC.</p>
Tenant Alterations			
Without permission (see section 9.1)		✓	Where tenant has completed alterations to the property without first seeking written permission from GWHHA we may request removal of said alterations at your cost



Furniture & Fittings			
General		✓	Outgoing Tenants are responsible for removal of all Furniture, Fittings and loose items belonging to them. All costs incurred by GWHHA for clearance works will be rechargeable.
Curtains/blinds		✓	All curtains are to be removed by tenant (unless otherwise instructed by GWHHA)
Carpets		✓	All carpets and underlay to be lifted and removed. All carpet grip, nails, staples etc. to be removed (unless otherwise instructed by GWHHA)
Laminate/Vinyl Flooring		✓	With approval from GWHHA laminate & Vinyl flooring may remain within the property if its installation and state of repair meets with GWHHA approval.
Loose tenant items		✓	All loose tenant items should be removed from the property.
Miscellaneous			
Damage Caused by Pets		✓	Tenants are responsible for any necessary repairs where damage has been caused by Pets.
Negligence and abuse		✓	Tenants are responsible for any necessary repairs where damage has been caused through negligence or abuse to any aspect of the property, GWHHA fixtures or fittings.
Electrical safety check	✓		Full electrical safety check and certification
Gas safety check	✓		Full gas safety check (where applicable) and certification

## 11.9 Visits & Appointments

There may be times when a face to face appointment may be suitable. Our normal office hours are:

Mon, Wed, Thurs & Fri – 9am – 4pm and Tues – 11.30 – 4pm

We appreciate that there may be times when you cannot attend an appointment within our standard business hours. Our staff will endeavour to facilitate meetings out-with the above times where appropriate, and on request.

If you are unable to attend the office, we may be able to accommodate a visit to your home at an agreed time.

## 11.10 Bookworms

Glasgow West “Bookworms” project was launched at the Annual Tenants Conference in January 2007 and is the product of our commitment to life-long learning.

“Bookworms” is currently focussed on the children of existing GWA tenants and is supported through our small charitable Community Fund. This fund is sustained by activities such as In-house raffles and a staff tuck shop.

Membership of GW bookworms is open to all Tenants children between the ages of 1 and 14. If you would like your children to become members please contact our Tenancy Services Team.



## 12.0 Awards

### 12.1 Rent Reward Scheme

This scheme was launched in 2005 as a means to acknowledge the many Tenants who comply fully with the terms of their tenancy agreement.

The terms of the Tenancy Agreement form the basis of the qualifying criteria. Further information and an application form are available from your Tenancy Services Officer. Scheme incentives include:

- Bonus payment when membership is approved
- Automatic entry to a free quarterly and annual prize draw
- Annual bonus payment payable to members with a full year's membership
- Facility to order rechargeable repairs and pay by instalment after the work is completed
- Participation in improvement schemes (e.g. kitchen/bathroom replacements)
- Home Contents Insurance Incentive
- Priority over non-members for internal transfers when on equal priority or points

To join, or for more information, email: [dmcgoningle@glasgowwestha.co.uk](mailto:dmcgoningle@glasgowwestha.co.uk)

## 12.2 Jim Michael Community Award

GWHA is run by a Management Committee made up of volunteers who have dedicated thousands of hours of their time on behalf of GWHA residents to make the organisation a success in the community.

The award acknowledges the commitment of exceptional people who make a difference to the lives of people living in the community: the people who make the community what it is.

Nominees do not need to be GWHA tenants or owners but need to live within the community. Nomination forms are available from the website and from our office.

## 12.3 Anne Gould Award - Staff Recognition

Anne Gould, who sadly passed away in 2008, served GWHA as a valued management committee member, and in her memory a staff recognition award was launched in 2008.

Nominations are considered in respect of a member of staff who you consider:

- Goes out their way to regularly deliver exemplary customer service (external or internal)
- Develops an initiative that enhances the customer experience
- Is always upbeat/smiles in the face of adversity.

Nomination Forms are available from the website and from our offices.

## 13.0 GWHA Community Facilities

### 13.1 Facilities

GWHA offers local, accessible meeting spaces free of charge to local tenants and voluntary/charitable groups at:

“The Meeting Place” which is based within our offices at 5 Royal Crescent.

More information is available from our offices.

## 14.0 GWHA Contact Numbers

Glasgow West Housing Association (GWHA)  
5 Royal Crescent  
Glasgow  
G3 7SL

Tel: 0141 331 6650

Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

Web: [www.gwha.org.uk](http://www.gwha.org.uk)

## 15.0 Useful Addresses & Telephone Numbers

<p>British Heart Foundation 467 Dumbarton Road Glasgow, G11 6EJ 0141 413 4024 Recycles furniture and electrical items for sale</p>	<p>Citizens Advice Bureau 1<sup>st</sup> Floor 88 Bell Street, Glasgow 0141 552 5556 <a href="http://www.citizensadvice.org.uk/Scotland">www.citizensadvice.org.uk/Scotland</a></p>
<p>GAIN (Glasgow Advice &amp; Information Network) (various agencies) 0808 801 1011 Mon – Fri 9am – 8pm, Sat 10am – 2pm <a href="http://www.gain4u.org.uk">www.gain4u.org.uk</a></p>	<p>Gas emergencies (leaks)  National Grid: 0800 111 999</p>
<p>GCC Housing Benefits &amp; Council Tax Office, 841 Crow Road, Anniesland, G13 1YT Monday - Friday 9am to 4.30pm Tel: 0141 287 5050 Email: <a href="mailto:hben.anniesland@fs.glasgow.gov.uk">hben.anniesland@fs.glasgow.gov.uk</a></p>	<p>GCC Land &amp; Environmental Services Department Call to arrange bulk uplift service: 0141 287 9700</p>
<p>Glasgow City Council City Chambers George Square, Glasgow, G2 1DU 0141 287 2000</p>	<p>Community Relations Unit Glasgow 727 London Road Glasgow, G40 3AQ Tel: 0141 276 7559</p>
<p>Job Centre Plus 20 Benalder Street Glasgow, G11 6QN Tel: 0800 169 0190</p>	<p>Police Scotland – 101</p>
<p>Scottish Power (power failure) 0800 092 9290</p>	<p>Scottish Public Services Ombudsman Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS 0800 377 7330 or 0131 225 5300</p>
<p>Salvation Army Charity Shop 91 Dumbarton Road Glasgow, G11 6PW 0141 334 7253 Recycles furniture for sale</p>	<p>Social Work Services 35 Church Street Glasgow, G11 5JT  0141 276 3112 or 0300 343 1505 (in an emergency)</p>
<p>SHELTER Housing Aid Centre 1<sup>st</sup> Floor, Suite 2 Breckenridge House 274 Sauchiehall Street Glasgow, G2 3EH Tel: 0808 800 4444</p>	<p>Shelter (Shop) 679 Great Western Road Glasgow, G12 8RA 0141 357 4347 Recycles clothes books etc. for sale</p>