



**Residents'  
Handbook**



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# Introduction

This is your tenants' handbook which has been designed to assist with all areas of your home and your tenancy. It has been designed with tenants' requests and queries in mind and from previous research we believe it will provide a large amount of practical advice about your home and services, guidance on your responsibilities as a tenant and external information which may be useful to you.

In many instances you will find the answer in this booklet which will save you time or provide you with an answer you are seeking outside office hours.

This booklet will also be available in pdf format on our website. [www.cathcartha.co.uk](http://www.cathcartha.co.uk)



# The Association

## History, Aims and Objectives

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Cathcart & District Housing Association is a community controlled housing association founded in 1978 to improve and build homes in the Cathcart area. In 1990 we widened our area and changed our name to Cathcart & District Housing Association as our property by that time covered a wider area.

Cathcart & District Housing Association is a Registered Social Landlord with charitable status.

Our aim is to provide good quality, affordable housing for our tenants. We are registered with the Financial Services Authority and regulated by the Scottish Housing Regulator.

**“Cathcart & District Housing Association Ltd accepts the challenge to deliver quality services, which meet the needs and aspirations of our clients.**

**We will channel our resources to achieve value for money, responding to change and building on the character of Cathcart. We aim to ensure you have the best possible housing in a neighbourhood that contributes to the quality of your life”**



## Our Commitment to you

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We are always committed to improving every aspect of our services. Our staff works to ensure:

- All tenants live in well maintained and well managed homes
- All tenants live in a clean, decent and secure environment
- All tenants know how to contact us in relation to any of the services we provide
- All tenants and other household members understand the responsibilities that come with a tenancy of a RSL and that every effort is made to conduct that tenancy in accordance with these conditions.
- Every tenant recognises adjoining tenants' rights and responsibilities and takes all reasonable steps to ensure that no adjoining tenant or owner is inconvenienced by any action on their part.

### When you contact us we will:

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- Endeavour to answer the telephone within 5 rings
- If this is not possible you will be able to leave a message and we will call back within 1 hour
- We will ensure that you are put through to the appropriate member of staff to deal with your enquiry
- Respond to your query in line with the relevant policy timescales. These are available upon request from the office.
- We will answer letters, faxes and e mails within five working days. If we cannot provide a full answer then a holding letter or e mail will be sent.
- Give you the opportunity to discuss any issue in confidence with the appropriate member of staff.

We are located in the heart of the community within walking distance for most of our tenants. Anyone who has mobility problems and wishes to speak to a member of staff may request a home visit and we will arrange that.

We have 573 homes in ownership and we factor a further 501 for owners and private landlords in the area. We are able to offer a dedicated service to tenants who have the assurance that it will always be the same member of staff who deals with your problems. If we do have staff changes we will ensure that all our tenants are notified of this through our regular newsletters.

# Getting Involved/Tenant Participation

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Cathcart & District Housing Association is managed by a voluntary Committee of local people who have an interest in housing and the community in which they live. The Management Committee is responsible for the future planning and strategy of the organisation, and oversees service delivery investment and other local issues. The committee of management is elected annually at the Annual General Meeting.

As a member of the Committee of Management you will have a real say in all our policy decisions and future planning of the association.

For more information about becoming involved contact the Director on 0141 633 2779.

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**Membership of the Association:** To become a member of the Association you must first of all take out a £1 share life membership. This means you will receive our annual accounts and will be eligible to vote at the AGM in September. If you would like more information about this please contact the Director on 0141 633 2779

**Tenant Participation:** The Association consults with Tenants on many of their policies, in fact if it affects you we ask you about it. We will provide you with comprehensive information on any proposed changes to policies that affect you. We will take into account your views before any final decision is made.

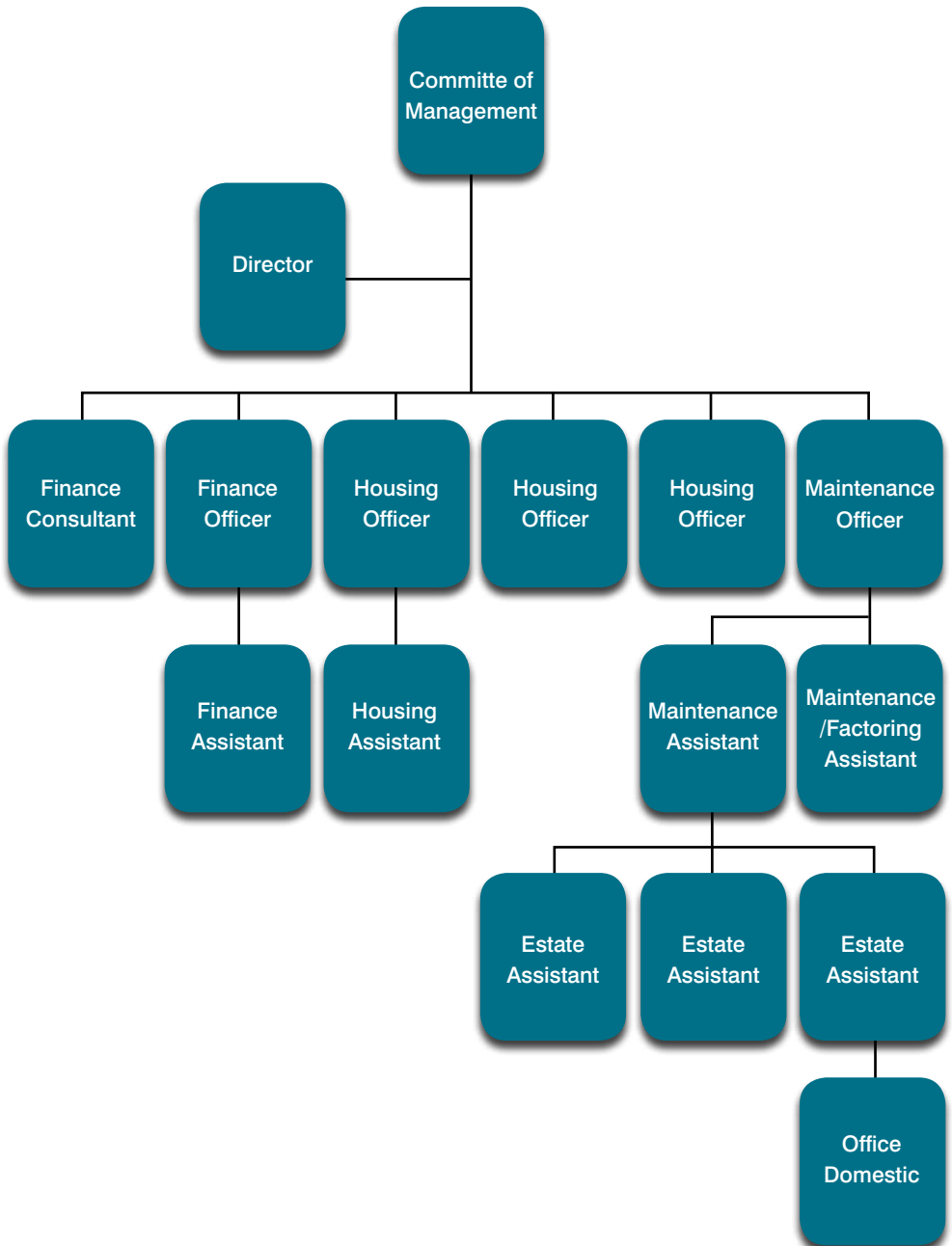
# Organisational Structure

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The Housing Association is managed by a voluntary committee who employ staff to carry out the day to day work.

This chart shows the way in which the organisation is broken down into different departments.

# CDHA Organisational Chart



# Complaints/Suggestions

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We are determined to put our customers at the heart of everything we do and provide the best possible service we can.

If we don't get things right first time, we will listen and learn so we can stop the same thing happening again.

Your views are important to us as they let us know how and where we can improve. If we have made a mistake or you are unhappy with our service, we aim to make it as easy as possible for you to tell us. We will always try and deal with your concern promptly.

We have a formal complaints policy and copies are available from our office. However many complaints can be resolved informally and the best thing to do is to discuss the problem with a member of staff as soon as the problem arises. Often things can be resolved more easily at this stage.

We are also interested to hear when things go right as well and you can use our comments page on the website to tell us if something has been a good idea too.

You may contact us by:

Telephone: **0141 633 2779**

Email: [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk) Website: [www.cathcartha.co.uk](http://www.cathcartha.co.uk)

Call in person at our office, or write to us at: **3 – 5 Rhannan Road Cathcart Glasgow G44 3AZ**

## Data Protection

Cathcart & District is bound by the Data Protection and Human Rights Acts 2001. This means that:

- We will make sure that all personal information remains confidential and is not passed on to anyone else without your express consent.
- As a tenant of the Association, you are entitled to inspect your personal information held in our files. We cannot disclose data if it relates to another tenant who can be identified in the same file.

Applications to review information held by the Association must be made in writing to your respective Housing Officer, 3 Rhannan Road, Cathcart, Glasgow G44 3AZ





# Housing Services

The main aim of the Housing Management/Maintenance Departments is to manage and maintain the Association's houses back courts and open spaces.

We achieve this by:

- Assisting you to settle into your new home
- Explaining the terms of your tenancy
- Providing advice on welfare benefits, including housing benefit
- Assisting you with any problems you experience regarding your tenancy
- Ensuring that the Associations policy and procedures are delivered effectively
- Working closely with other agencies and community groups who also have a responsibility to ensure our tenants live in a clean and safe environment

## Your Tenancy Agreement

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By now you will have signed your new Tenancy Agreement.

Your Scottish Secure Tenancy Agreement or Short Scottish Secure Tenancy Agreement is a legal document that sets out the Association's responsibilities to you as a landlord and your responsibilities to the Association as a tenant.

## Rights and responsibilities

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Everything you need to know about your rights and responsibilities as a tenant of Cathcart & District Housing Association can be found in your tenancy agreement. Your housing officer will be able to assist you with anything you don't understand within the agreement.

Your tenancy is a Scottish Secure Tenancy which is a legal contract between you as the tenant and us as the landlord. It outlines your rights and responsibilities as a tenant.

There are some occasions when the association may change your tenancy to a Short Scottish Secure Tenancy. If this happens it limits your rights e.g. right to succession. This often happens in cases of anti-social behaviour and you will be advised if circumstances exist that permits the association to make this change.

## Your tenancy rights

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- You have the right to occupy your home without interference from CDHA as long as you comply with your tenancy agreement
- You have a right to have your tenancy in joint names with someone else who lives with you
- We are responsible for ensuring that your house is repaired to keep it in a habitable condition at all times.
- If you die, other members of your household living with you have the right to succeed to your tenancy. Your tenancy may be inherited by:
  - Your husband or wife
  - Your joint tenant
  - Your co-habitee (including same sex partner) who was living with you for at least six months beforehand
  - Another member of your household
- You have the right to obtain copies of any of our policies or to find out about any information we hold on you. For further information please speak to your housing officer.
- You must occupy the house as your only or principal home.
- You must take reasonable care to avoid damage to the house and your neighbours' houses.
- You and anyone living with you should respect other people and must not harass or act in an anti- social or threatening manner towards anyone else.
- You must get written permission from CDHA for any alterations or improvements you wish to make to your home. Permission will not be unreasonably withheld although there will be criteria that has to be met. Please contact your housing officer for further information.



- You must take all reasonable steps to make sure you and anyone living with you or visiting you keeps to the terms and conditions of your Tenancy Agreement.

## Rent payments

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Your rent helps us pay for improvements to all our properties and to carry out day to day services including:

- Reactive maintenance service
- Planned maintenance service
- Tackling anti social behaviour
- Welfare benefit advice

Rent is due monthly in advance i.e. the rent for April is due on 28 March etc. and you can make this payment by a variety of methods:

- By Allpay using the card you have been issued with
- Allpay direct debit
- By bank-giro at the Royal Bank of Scotland
- By setting up a standing order with your bank
- By housing benefit directly to the Association. Many tenants are eligible for help with their rent make sure you do not miss out!

## Difficulty paying your rent

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We understand that there are many reasons why people fall behind with their rent but there are also lots of ways we can help you pay. If you are worried about how you are going to pay your rent please contact us. Remember the earlier the better!

You may be entitled to housing benefit and we will arrange for a confidential discussion about this with our welfare rights officer.

If your circumstances change i.e. you start work or you receive a letter to say your rent is going up you must advise housing benefit immediately

Please remember if you do not pay your rent you may lose your home.

## Customer Service

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We are committed to making a difference to people's lives. In order to do that we take account of any feedback we receive from you and continually look at ways in which we can improve our services.

We will deal with all enquiries in line with our procedures. Repairs will be attended to within the timescales set down for the type of repair.

|           |         |
|-----------|---------|
| Emergency | 6 hours |
| Urgent    | 2 days  |
| Routine   | 15 days |

We will consult our tenants on many issues:

- Proposed Rent increases
- The way in which we deal with antisocial behaviour
- Tenant participation
- Common works to upgrade properties.
- The way we allocate houses

## Treating you fairly

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Our equality and diversity strategy ensures that everyone has equal access to our services. We aim to make sure that our services are relevant, responsive and sensitive to the needs of our existing and future customers and that all sections of the community have equal access to those services. To find out more please speak to your housing officer.

## Moving to another CDHA house

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We currently operate a transfer policy as part of our main allocation policy. Like our general waiting list this is points based and should you have a requirement to move within our stock please contact your housing officer who will guide you through the process.

# Ending your tenancy

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If you want to end your tenancy, you must give us at least four weeks notice in writing. This gives us time to find a new tenant for your property.

- You must leave the property clean, empty and in a reasonable condition
- You must repair or replace any broken fixtures and fittings you are responsible for before you leave the property.

If we have to carry out repairs which you are responsible for, need to clean your property or have to arrange for items to be moved we will charge you. You must also tell your gas and electricity suppliers you are leaving the property so they can read your meters. You must provide us with final meter readings on the day the keys are handed in.

Other people you may need to tell:

- Bank or building society
- Your children's school or nursery
- Housing benefit and council tax
- Doctor
- Dentist
- Job centre
- Post office to redirect your mail

You must return your keys to us by no later than Noon on the day your tenancy ends. Your housing officer will meet you at the property on the day of leaving.



**Repairs &  
Maintenance**



# Repairs and Maintenance

## In this section

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- Our repairs and maintenance service
- Different types of repairs
- Categories of repair
- Who is responsible?
- Your right to repair
- Who carries out the Association's repairs?
- When is a repair and emergency?
- What to do in an emergency
- Planned cyclical maintenance
- Do it yourself and self help
- Loss of Electricity
- TV aerial
- Door entry system
- Freezing conditions
- Alterations
- Adaptations

## Our repairs and maintenance service

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As your landlord we have a legal duty to carry out certain repairs to your property and maintain your home to a safe and suitable standard. We provide a range of easy ways for you to report a repair and we encourage you to give us your views so we can keep improving the service we provide.

As part of our service we will:

- Provide you with a high quality flexible and accessible repairs service
- Make sure it is easy for you to report a repair
- Make every effort to have a repair carried out at a time convenient to you
- Aim to carry out all repairs within agreed response times
- Aim to get it right first time
- Offer good value for money

- Provide a 24 hour emergency cover service
- Monitor a high percentage of completed repairs to assess whether you are satisfied

### How to report a repair

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- Call us Monday to Friday on 0141 633 2779
- Send us an e mail
- Complete the repair request form on our website
- Report a repair in person at our office

### What happens next?

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- We will advise you of the day and time of the repair
- We will instruct the appropriate contractor who will arrive on the day you expect him
- If in doubt please ask for identification
- Your repair will be carried out providing we are able to gain access.
- If you have not been able to provide access our contractors will leave a card. You may contact them direct to re arrange or you may telephone us to do that for you.
- If you have arranged for a repair to be carried out and have failed to give access on more than two occasions the contractor may charge a no access fee which we would pass to you.
- Please use the contractors' feedback sheet to let us know what you think about the quality of the service you received.

### What repairs are CDHA responsible for?

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As your landlord we are legally required to carry out certain repairs and to maintain your home to a safe standard. We are responsible for maintaining different parts of your home both inside and out. Before a tenancy begins we inspect the house and carry out work to ensure that the property is safe and secure, wind and watertight and ready to live in. After you move in, we will carry out work to keep the property in reasonable repair.



# Different types of repairs

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## External fabric

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We will repair and maintain the external fabric of the building. This includes roofs, external walls, gutters, down pipes and close doors.

## Internal common areas

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We will maintain the common entrances, halls, stairways and other communal areas to make sure they are in a good condition. This includes walls, ceilings, stairs, paintwork, window safety catches and communal TV aerials.

## Internal fittings

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We will maintain the fittings/installations we have provided. This includes kitchen and bathroom fittings, water and gas pipes, heating systems, electrical wiring (including hard wired smoke alarms) windows and doors.

## Environmental repairs

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We will repair and maintain areas around the property and related communal areas including paths, boundary walls and fences, drains, bin stores, drying areas, play areas, parking areas and hard and soft landscaping. We have a five year cyclical maintenance programme of works which covers general day-to-day maintenance. We also carry out planned cyclical works – such as gas servicing – on an annual basis. We will also inspect houses from time to time as required.

# Categories of repairs

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## Emergency repairs

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An emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent further damage to either your home or a neighbouring property.

Some examples include:

- Your front door is not secure
- You have a burst water or heating pipe
- You have no heating
- There is severe water penetration
- You have no cold water supply
- Your windows are broken and there is a security risk
- You have no electrical power (and there is no power-cut)

Emergencies will be attended to within 6 hours and at least a temporary repair carried out if the main fault cannot be fixed. The repair will be complete on the next working day.

### **Urgent repairs**

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Urgent repairs will be attended to within 2 days

Some examples include:

- Partial loss of power
- Rain penetration
- Partial loss of heat
- Faulty lock or window mechanism

### **Routine repairs**

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Routine repairs are where the problem is causing inconvenience but presents no threat to health and safety. These repairs will be attended to within 15 days.

### **Rechargeable repairs**

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We will charge you for carrying out repairs that are your responsibility.

- Replacing your lock because you have lost your keys
- Repairing damage caused by someone in your household or a visitor
- Making good any forced entry

# Who is responsible?

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The Association is responsible for carrying out repairs to most items in your home but you are responsible for carrying out some minor repairs and for internal decoration.

The Association and you the Tenant are jointly responsible for keeping your home maintained in good order.

Below is a “Who does what” guide. There may be exceptions to the rule i.e if a Tenant is infirm or disabled, in which case it will be at the discretion of the Committee as to whether the rule is waived.

## The Landlord - Cathcart & District Housing Association

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- Structural Items (e.g stonework)
- Weatherproofing (e.g roofs, windows, doors)
- Rainwater Damage
- Soil or Waste Drainage
- Gas, Electricity or Water Supplies
- Fixed Heating Appliances (supplied by the Association)
- Sanitary Ware Renewal (through natural wear and tear)
- Common Property (e.g door entry, bin shelters)
- T V Aerials
- Fixtures, Fitting provided by Association (e.g kitchen units)
- Glass breakage due to frost or vandalism by others

## The Tenant

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- Accidental glass breakage by Tenant
- Renewal of sink plugs or electric plugs
- Internal decoration
- Door keys
- Damage internally caused by Tenant or visitors
- Own appliances and fittings

The Association can instruct this work on a rechargeable basis.

As soon as you notice something that needs attention in your home you should report same to the Association's Housing Maintenance Staff.

## The Common Areas - Close

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Your responsibility extends to your close and back green also. Care should be taken to report a fault in common areas as soon as they are noticed.

The closes are inspected at intervals by the staff, but we may not notice repairs immediately.

We would rather hear about one repair from a lot of people, than not hear of any from anybody!

## Your Right to Repair

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Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants are legally entitled to have small urgent repairs carried out within given timescales. If our contractor does not attend to the repair within the time limit set, you have the right to:

- Instruct another contractor from the Association's list of approved contractors to carry out the work
- Receive compensation from the Association

The Right to Repair scheme covers certain repairs up to the value of £350. These repairs and the timescales for completion are shown in the table below.

| Defect  | Deadline |
|---|----------|
| (Working days following date of notification or inspection)   |          |
| Blocked flue to open fire or boiler   | 1        |
| Blocked or leaking foul drains, soil stacks or toilets, where there is no other toilet in the house | 1        |
| Blocked sink or bath drain  | 1        |
| Loss of electrical power  | 1        |
| Partial loss of Electrical power  | 2        |
| 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 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  | 2        |
| Loose or detached banister or hand rail   | 2        |
| Unsafe timber flooring or stair treads  | 2        |
| Mechanical extractor in interior kitchen or bathroom not working                                    | 5        |

The right to repair does not apply if access has not been available or there are exceptional circumstances that we have no control over and make it impossible to the repair in the maximum time.

## Who carries out the Association's repairs?

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The Association have a list of approved tradesmen whom we use regularly. If you are in any doubt about giving access to a tradesman, then ask for identification or phone the Association to check before letting anyone into your home, particularly if you are on your own. If we are instructing any checks, then you will be notified in advance and/or the tradesmen will carry a letter of authorisation from the Association.

The tradesmen's work and conduct is monitored by the Maintenance staff, but should you have cause to be dissatisfied, for any reason, please report the nature of your complaint to the Housing officer/ Maintenance officer.

## When is a Repair an Emergency?

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Emergencies include the following:

- Burst Pipes/Water Tanks, water leaks likely to cause major damage
- Choked WC or drains
- No electricity supply
- Break-ins
- Dangerous structure
- Fires and damage resulting from same
- Gas leaks - If you smell Gas phone the Gas Board immediately

# What to do in an Emergency

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If the emergency occurs during working hours phone the Association in the usual manner.

If an emergency occurs out with working hours there is a list of emergency call out numbers for the various trades displayed on the office door, which are also printed at the back of this booklet.

These numbers will get you direct contact to the tradesmen, who will attend emergencies on a 24 hour basis.

In the event of no one being available, contact the SSEB, Gas Board etc. to carry out a first aid repair.

It must be stressed that if a tradesman is called out, out with working hours, to a repair that does not constitute an emergency then you the tenant will be liable for the call out charge.

# Planned Cyclical Maintenance

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As well as carrying out the day-to-day repairs the Association has a Cyclical Maintenance Programme, which covers the following points:

- External, Common and Close Paintwork
- Roof inspections and guttering
- Stonework pointing and repairs
- Servicing of extractor fans
- Servicing of Gas Fires and Gas Central Heating
- Installation of added Safety features, e.g smoke detectors

Not every house is affected by the full range of items each year. You will receive a letter explaining what work will be carried out to your house or close as and when it is scheduled.

## Do it Yourself and Self Help

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You may wish to make minor changes within your home. Whilst the Association is delighted to see people doing work to improve and maintain their home you must always receive written permission for any major change, i.e. installing new heating or fitting an instant shower. If in doubt please phone the Association in the first instance.

### Electrical

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For obvious reasons you should never attempt do it yourself repairs to any part of the electrical system within your house.

Only square pin plugs are suitable in improved houses.

The colour code, which is shown on new plugs, is as below:

| Wire    | Colour           |
|---------|------------------|
| Live    | Brown            |
| Neutral | Blue             |
| Earth   | Green and Yellow |

(Sometimes the appliance will not have an earth cable)

In some cases the fault may lie in the plug, it is safe to change a plug, providing the instructions are followed carefully.

Unscrew the plug top. There should be about 1" of bare wire showing on each coloured cable. Twist the wires of each cable to avoid loose strands, and screw each wire tightly into the correct point. Tighten the screws inside the plug, then tighten the cable grip. On no account should any bare wires be showing outside the plug top once you have finished.

## Loss of Electricity

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If none of your electricity is working do not attempt any D.I.Y, contact the Association immediately.



If part of the system is working you may have blown a fuse or tripped the Circuit Breaker, need to change a bulb, or you may have a faulty appliance. Check another appliance, which you know to be working elsewhere. If the second appliance does not work you may have a faulty socket, contact the Association for an Electrician to call.

## TV Aerial

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If this does not work, these are common appliances, contact a neighbour to check if their set is working. You may have a faulty set.

If several TV's in the tenement do not work contact the Association.

## Door Entry System

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If the door entry system does not work, check first to make sure your privacy switch is not in the off position.

## Freezing Conditions

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Keep heating on as much as possible, even at the very lowest setting - including overnight, but if you are unsure how to go about this, contact the Association.

If you are going away from home in winter drain all water tanks, if you are unsure how to go about this contact the Association.

If possible leave a key with a neighbour so that in the case of emergency access can be gained, hence damage kept to a minimum.

## Alterations

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You have the right to carry out alterations or improvements to your home but must receive written permission from the Association before any work is carried out. The Association may refuse, grant or apply conditions to requests received but permission will not be unreasonably withheld.

If permission is refused you have the right to appeal to the Management Committee.

Alterations include :

- Replacement of kitchen units, sanitary ware, windows, heating appliances or doors
- Replacement or addition of electrical fittings
- Installation of showers
- Fitting of additional locks
- Fitting of laminate flooring, fixed by gluing or nailing
- Satellite dish or other attachment to the exterior of the property.

## Compensation for Improvements

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In line with current legislation you may be eligible for compensation from the Association, at the end of your tenancy, for certain improvements you made to your home on or after 30 September 2002. To apply for compensation write to the Association within the period 28 days before the end of your tenancy with details of the cost of each improvement, the date the improvement was carried out and when permission was granted. We will then inspect the alteration and if the works qualify for compensation a payment will be made. For further details on this please contact your housing officer as each type of improvement is subject to a "length of useful life calculation".

## Adaptations:

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If you have a physical disability or sensory impairment the Association may be able to adapt your existing accommodation to suit your requirements. You will require to provide details of assessment by an occupational therapist prior to this work being carried out. Types of adaptations will include:

- Installing grab rails or ramps
- Replacing baths with showers
- Redesigning kitchens

For more information please speak with your housing officer.





# Maintenance Tips

## Frost Alert

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There are many ways that cold weather can be prevented from causing damage to your home and its contents:

### Keeping your house warm

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Try and avoid burst pipes and damage to your home this winter by keeping your home reasonably warm day and night. In particularly cold weather keep the heating on during the night at a low temperature.

### If your water supply becomes frozen

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- a Turn off the water at the Mains Stop Valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).
- b Open all cold taps to drain the system.
- c Do not open the hot taps as the hot water cylinder may collapse if the pipes feeding it are frozen.
- d Turn off the central heating and immersion heater.
- e Collect water in the bath for washing and WC flushing.
- f Contact the Association's plumber at the earliest opportunity

### If you get a burst pipe

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- a Turn off the water at the Mains Stop Valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).
- b Switch off the electricity at the mains
- c Switch off any water heater
- d Turn off the central heating system

- e Open all taps to drain your system
- f Collect water in your bath for washing and WC flushing
- g Warn neighbours who may suffer damage
- h Call a Plumber

## Going on holiday

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If you go away in winter, turn off the Mains Stop Valve and contact a Plumber who can drain both the hot and cold water system. You should also make sure that your central heating system contains anti-freeze additive and you ask your Plumber to check your heating system

## Home Safety

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As a tenant you must take all reasonable precautions to prevent risks to yourself and to others. These risks include fire and explosions arising from the use or storage of any flammable or dangerous substances in and around your house.

- Bicycles and motorcycles must never be stored on stairwells
- Rubbish should always be disposed of properly, using the bins provided in the back court bin stores, and never left on landings or within closes.
- Unattended rubbish can be a health hazard and may attract rodents or could be a fire hazard if set alight by vandals.

We strongly recommend that you take out contents insurance.

## Gas Safety Checks

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Everyone in your home should know what natural gas smells like. If you smell gas in your home:

- Make sure all gas appliances and the burners on your stove are turned completely off
- Put out any cigarettes

- Open all doors and windows
- Do not use matches or naked flames
- Turn gas off at the meter
- Do not operate any electrical switches or appliances including door entry system.
- Call Transco free on 0800 111 999

Remember by law you must allow us access to your home to service your gas system on an annual basis. The check protects you your family and your neighbours

## Bogus callers

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Bogus callers can cause serious emotional and financial distress. To avoid this please follow some simple rules:

- Always ask for proof of identification and check it carefully – it must have a photograph of the caller on it. Never be persuaded or bullied to let someone inside your home or worry about seeming rude. If in doubt – keep them out!
- If you are concerned that someone else may have a set of keys change the locks
- Never give keys to contractors unless you are certain you can trust them. If you do give keys to contractors the Association cannot be held responsible for any loss to property within your home.

If you think you may have received a visit from a bogus caller please call the police immediately on 0141 532 4900 or call us and we will assist you.

## Asbestos

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Asbestos is a material made up of strong fibres which are resistant to both heat and chemicals. These qualities made asbestos a popular material in the building trade and led to its use in a wide range of building products including fireproofing. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s.

Asbestos was also used in artex and wall paneling. It has not been used since the 1980s and it is very unlikely that there will be any present in your property but there may be evidence of asbestos in unimproved properties. It is not a danger unless it is disturbed. If you think you may have asbestos in your property please tell us and we will check it out.

Asbestos is found in a variety of products, some of the most common being:

- Floor tiles
- Wall boards
- Artex
- Some plaster finishes and wall boards
- Sprayed coatings to pipe work
- Lagging around pipe work and hot water cylinders
- Water tanks
- Lining boards on the back of boilers or service cupboard doors
- Inside electrical distribution boards and fuses
- Bath panels
- Internal window cill boards
- Corrugated cement roofing sheets
- Artificial slate roofs
- Gutters and downpipes

As long as the asbestos is encapsulated there is no danger. Asbestos is only dangerous when released into the air.

Asbestos must be handled carefully. In order to ensure that no asbestos remains in our properties the Association has carried out sample testing on our improved properties. All areas tested have shown no asbestos.







# Community Information

|                            |                      |
|----------------------------|----------------------|
| Cathcart Community Council | cathcartcc@inbox.com |
| Couper Institute           | 0141 637 2157        |

## Useful Telephone Numbers

|                       |               |
|-----------------------|---------------|
| Aikenhead Road Police | 0141 532 4900 |
| Police Emergency No   | 999           |
| Crimestoppers         | 0800 555 111  |
| Police Scotland       | 101           |

|                       |               |
|-----------------------|---------------|
| Emergency Gas         | 0800 111 999  |
| Emergency Electricity | 0800 092 9290 |

|                          |               |
|--------------------------|---------------|
| Community Safety Glasgow | 0141 276 7400 |
| Antisocial Noise         | 0141 287 6688 |
| Dog Fouling              | 0300 343 7024 |

|                     |               |
|---------------------|---------------|
| Housing Benefit     | 0141 287 5050 |
| Homelessness        | 0141 276 8201 |
| Hamish Allan Centre | 0141 287 1800 |

|       |     |
|-------|-----|
| NHS24 | 111 |
|-------|-----|

|               |              |
|---------------|--------------|
| Samaritans    | 116 123      |
| Stairlighting | 0800 595 595 |

## Emergency Contractors

|                 |                             |
|-----------------|-----------------------------|
| Electrician     | 07836700754<br>0800 0286734 |
| Plumber         | 07836700754                 |
| Joiner          | 07836700754                 |
| Central Heating | 0800 595595                 |
| Roof Repairs    | 0800 595595                 |

# Notes

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