

# Tollcross Housing Association Newsletter



Summer 2025



Read all about our  
*Summer of Fun*  
events on page 2.



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more about  
our new  
development  
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Local people, local control



## Welcome from our chair

It has been a busy start to 2025, and we have a packed Summer newsletter for you. We had our annual Easter Event at the Winter Gardens and even with slightly windy weather we had a great turn out. You can see some of the pictures from the day on page 8.

We also held our volunteer celebration event, where we took the opportunity to say thanks to all the local volunteers and partners who make a positive impact on our communities, read more on page 9.

The Association are still in the process of rolling out the new IT housing management system, which will offer greater access and functions to our customers. You can find out more about the next stage on this roll out on page 3.

After the Management Committee completed a site visit at Altyre Street, we were really happy to see the positive progress made on our new housing development. You can read more about the exciting new homes on page 5.

**And finally, don't miss what's on this Summer.**



### Free Summer Family Fun Day

After the success of our 50<sup>th</sup> Anniversary Fun Day last year, we are bringing it back for 2025.

The event will be at the Tollcross International Swimming Centre (350 Wellshot Road) where we will have face painting, games, arts & crafts, tuck-shop entertainment, DJ and more.

The best part is, it is all FREE.



1 August  
11am - 2pm

### Free Over 60s Bus Trip



Our Events Focus Group have been busy planning our annual trip to the seaside, so why not join us on Friday 8<sup>th</sup> August to blow off the cobwebs down in Largs. Tenants will also be treated to lunch on us.

Tickets are limited and will be issued on a first come first served basis, so get in early. Fill in the form on the back page and return to us by **Friday 25 July**.

8 August



### £300 Big Prize Winner

Congratulation to Jason and Ann Murray, who won our £300 Big Prize Draw for Spring 2025.

You could be our next winner by meeting the following qualifying criteria, you will have . . .

- ☒ no debts or adhering to a repayment agreement with us.
- ☒ no anti-social issues live with us.
- ☒ provided access to your property when required.

So, if you've got any kind of arrears with the Association, why not talk to a member of staff and get a suitable repayment arrangement in place. That will get your name in the draw

# What's new with HomeMaster

We are still in the process of exploring and rolling out our new housing management software. The new software will bring increased access and functionality to our customers, and we will continue to keep you informed of all the recent and upcoming developments.



## Online housing application portal

We are happy to announce that our integrated online housing application is now available. You can find the housing application portal by visiting our website and clicking Find a Home or by scanning the QR code.

## Preferred method of contact

We received over 180 requests to change the preferred method of contact to email, for all formal correspondence from us, and we have processed this change in June. If you are one of the those who requested the change, you should now receive correspondence from us via email. If this change hasn't taken effect, please let us know.



If you are interested in moving to email as a preferred method of contact, you still can. Simply, contact a member of the housing team (contact details on the back page).

Emails will be sent by us from [homemaster@tollcross-ha.org.uk](mailto:homemaster@tollcross-ha.org.uk), please check to ensure you will receive these emails directly to your inbox. If you are ever concerned about emails received, that you think may not be from us, please contact us as soon as possible.

Remember, if you ever believe that you are a victim of fraud or any form of online/email scam, you should contact your bank and Police Scotland. You can get further help and support about potential fraud or scams with the Cyber and Fraud Hub. Call their response line on 0808 281 3580.



## Peek at performance

Keeping you up-to-date with our latest performance. Not only do we monitor performance against the Housing Charter; we use our customer feedback to ensure we continually improve our services for you. Every year we submit performance statistics to the Scottish Housing Regulator. These are a sneak peek at our 2024/25 submission compared to the previous year. You can find out more about these submissions by visiting the Housing Regulator's website.

Repairs	2023/24	2024/25
Routine repairs	2.8-days	2.8-days
Emergency repairs	2.3-hours	2.3-hours
Completed right first time	93%	94%

Housing	2023/24	2024/25
Anti-social cases resolved	96%	95%
Rent arrears	2.98%	3.03%
Time to re-let properties	28.1 days	27.6 days

Complaints	2023/24	2024/25
Stage 1 response time	2.8-days	3.2-days
Stage 2 response time	20.4 days	13.8 days





## Tidy Tollcross Together

Tollcross Community Trust held their latest Tidy Tollcross Together community litter pick event on the 19<sup>th</sup> June. These regular events are open to everyone to participate and supported by partners including Glasgow City Council and Police Scotland to help keep our communities tidy.

## Community Litter Hub

Did you know that you can use the equipment available at our Advice & Learning Centre to clean up your community, street, backcourt or anywhere you think needs a tidy up.

At the end of your litter pick, simply scan the QR code in the Hub and arrange for Glasgow City Council to pick up any bags collected.

The Hub contains litter pickers, black bags, gloves, and hi-vis vests and you can borrow the equipment by contacting the Centre (see the back page for contact details).



## Litter Lotto with Glasgow City Council

Step 1 – Visit [www.Glasgow.gov.uk/LitterLotto](http://www.Glasgow.gov.uk/LitterLotto) & download the LitterLotto App.

Step 2 – Upload a photo on the App of you dropping litter into a street bin.

Step 3 – You will be entered into 2 prize draws each time you upload and could win £1,000.

**litter  
lotto**

## Keep Tollcross Tidy

### Bins, bulk and rats!

Rats and other pests are attracted by waste left in accessible bin areas and bags. Help keep them at bay by, keeping your bin areas clear and free from litter, not overloading bins or leave bags sitting out, & arranging bulk uplift prior to placing items outside your home.

Contact Glasgow City Council for:

Fly-tipping or graffiti | 0141 287 1058

Mice or Rats | 0141 287 1059

Bulk Uplift | 0141 287 9700



## Scoop the poop!

If your dog fouls in an open space, you must clean it up. This includes shared spaces and back courts. Failure to do so could result in a £80 fine.

**Report it!**

You can report concerns about dog fouling online to Glasgow City Council.





# Development Update

## Altyre Street, Tollcross

The contractor, McTaggart's, has now been on site for a year and, as you may have noticed, they're making great progress with the 42 new houses and flats on the site. The recent wet weather has slowed things down a bit, but hopefully, some of the new homes will be ready for occupation just before Christmas this year.

There's a real mix of house types in is development from 2 person flats to 8 person townhouses.

7	Two-bedroom houses
14	Three-bedroom houses
5	Four-bedroom houses
2	One-bedroom flats
10	Two-bedroom flats
4	One-bedroom flats (wheelchair adapted)



## Belvidere, Lilybank

It looks like the next development after Altyre Street will be at Lilybank. We propose to work with the developer CCG to build 84 houses and flats on the large open site on London Road / Belvidere Terrace. The application for Full Planning Consent has been lodged and discussions are ongoing with the planners. If everything goes to plan, we hope to be on site in the spring of 2026.

## Parkhead Bus Depot, Tollcross

Looking further ahead, we are bidding for the opportunity to develop homes on the site of the former Parkhead Bus Depot. The site has been put up for sale a number of times in the past, but the sale process has never been completed, and First Bus still own the site. If we are the successful bidder this would be the biggest development ever undertaken by the Association, around 150 houses and flats are proposed at present. Again, we will be working in partnership with CCG on proposals for this development.

## Summer energy saving tips

Summer is a time of holidays, festivals and outdoor adventures, with days spent basking in the radiant glow of the sun and refreshing breeze. With usually a fair bit of time spent huddled under umbrellas too.



This is the UK, after all. With many of us not using our heating during the warmer months, it can be easy to assume that we're already saving money on energy costs. However, with energy prices still high, there could be more ways to make savings with a few small changes at home.

- ☑ Keep the curtains open & let the natural light in.
- ☑ Wash your laundry at 30°C and avoid half loads
- ☑ Open windows and doors to let ventilation flow.
- ☑ Switch the lights off in rooms you're not using.
- ☑ Take a four-minute shower instead of a bath.
- ☑ Turn your heating thermostat down.
- ☑ Switch your appliances off standby
- ☑ Avoid using an electric fan.
- ☑ Swap to LED bulbs.





## Pensioner Housing Benefit Review

Glasgow City Council have started to review all Housing Benefit claims for claimants who are of pension age.

For those affected, the Council will write to you two weeks in advance to let you know the date and time of the review, which will be carried out by telephone.

In the letter they will let you know what information you should have to hand, the phone number they hold for you and that the Council will contact you from a withheld number.

If you are not available at the time the Council have allocated to you in their letter, you need to let them know. You can do this by emailing the Council at [HBReview@glasgow.gov.uk](mailto:HBReview@glasgow.gov.uk), or by calling 0141 287 2000 (main switchboard) on Tuesdays, between 1.00pm & 4.00pm and Thursdays, between 9.00am & 12noon.

If you miss the planned phone call, the Council will send you a further letter asking you to contact them to arrange another date / time. If you do not contact the Council within one month of the review, your Housing Benefit will be suspended. Should you have any questions or concerns with the review, please contact our Welfare Rights Officer, Andrew Sproul.



### Winter Fuel Payment Scam Texts

There have been several scam text messages sent out relating to the Winter Fuel Payment claiming to be from the Department for Work and Pensions (DWP). These texts have a link to click to submit an application. **This is a scam.**

If you are eligible for the Winter Fuel Payment, it will be paid automatically to you. There is no need to submit an application or respond to a text message.

### Universal Credit Migration

Universal Credit migration (claimants being transferred over to UC from other benefits) is still ongoing with claimants in receipt of Employment & Support Allowance (ESA) currently being migrated.

This is the last benefit group to be moved over to Universal Credit and this should be completed by March 2026. If affected, you will receive a letter called a 'Migration Notice' from the DWP inviting you to claim Universal Credit by a set date.

It is important that you claim Universal Credit by the stated date. If you do not, this can affect your ongoing benefit entitlement and even result in it being stopped. If you are unsure about claiming Universal Credit or want to discuss the process, please get in touch with us.





## Welfare Rights

We can help with benefit claims, checks and appeals, such as pension credit, carer support, universal credit, council tax, & more.

### Get in touch or drop-in

Andrew Sproul, Welfare Rights Officer

Andrew.Sproul@Tollcross-ha.org.uk

0141 763 3157



drop in

Monday 1.00pm to 4.30pm  
Housing Office | 868 Tollcross Road

Wednesday 9.00am to 12.30pm  
Advice & Learning Centre | 84 Braidfauld St

2nd & 4th Friday 11.00am to 1.00pm  
St Joachim's Church Hall | Inzievar Terrace

## Energy Advice

Help is available with energy matters, including dealing with utility companies on behalf of domestic householders and can help with issues such as fuel debt, switching / checking if households are on the correct tariffs, & more.



### Get in touch

James Stewart, Energy Advisor

info@stepadvice.org.uk

*STEP (Shettleston and Tollcross Energy Project) run in partnership with Shettleston Housing Association and is mainly funded by Ofgem's Energy Redress Scheme.*

## Money Advice

TSMAS (Tollcross & Shettleston Money Advice Service) provides a referral-based service for you from our Advice & Learning Centre. The service can provide help with:

- budgeting, access to bank accounts & accessing affordable credit.
- reducing debt & arrears, and support to negotiate with creditors.
- assistance with benefit application forms & help to get online.
- help to reduce energy debt (gas and electricity)
- home insurance advice.

*Run in partnership with Tollcross Community Trust & Shettleston Housing Association.*

### Get in touch

Matthew Leach, Project Coordinator or Mari Cummings, Money Advisor

0141 764 1234 | advice@tollcrosscommunitytrust.org



## Home contents insurance

### Make sure you are covered

It is a good idea to have home contents insurance to ensure you are covered for any unforeseen circumstances, as we do not cover your contents and personal belongings if an incident was to occur.

The Thistle Tenant Risks, work with tenants, to provide cover for most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

You can find out more at  
[www.thistletenants-Scotland.co.uk](http://www.thistletenants-Scotland.co.uk)  
or call 0345 450 7286.

**THISTLE**  
TENANT RISKS





## Easter Fun

Thank you to everyone who attended our Easter fun day on 17 April. We had a great turn out, and fun was had by all who attended. Especially our dancing Easter Bunnies, who ended the day with a conga around the Winter Gardens. Thanks to our volunteers on the day. We couldn't run these events without you.







## Celebrating our volunteers

To celebrate Volunteer's Week 2025, we held our TLC Volunteer Event, to acknowledge the great work done by volunteers and groups to make a difference in our communities. We value all the work and support that volunteers give to our communities.

To help say thanks to all our volunteers from around Tollcross, Lilybank, & Carmyle, we invited them to join us for a fabulous night out, filled with fun and laughter.



## School Achievement Awards

Our annual School Achievement Awards took place in June. Working with local schools, we provide an award to a pupil that have either contributed to their school, shown resilience during a difficult time or made a personal achievement.

We are always happy to support the young people in the community, and we know how much it is appreciated by the schools and those who receive the award.

Well done to everyone who received an award and to all our children for working so hard.



Quarry Brae Primary  
St Michael's Primary  
Cardinal Winning  
Carmyle Primary  
St Joachim's  
Wellshot Primary  
St Paul's Primary

Sunny  
Adonay & Kaysan  
KS & SPN  
Sudais & Blair  
Emma  
Leah & Ibukunoluwa  
Leila & Zach



0141 764 1234 | [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)

84 Braidfauld Street | G32 8PJ

## Our Advice & Learning Centre

Our Advice and Learning Centre is based within our community to provide a safe and welcome space for all. It runs regular events, such as the Community Food Project and Community Litter Pick and provides a range of free services to help with financial, employability, learning, social and wellbeing matters; to name just a few. Working with key partners, the Centre provides a range of advice and learning opportunities.

You can find out more about any of the events and activities we offer by contacting the Centre. Some of our regular events are:

Open Monday to Thursday  
09.00-12.30 | 13.30-17.00  
& Friday 09.00-16.00

Free wi-fi & computer hub  
Take advantage of our free wi-fi and computer hub for any of your online needs. Available weekdays.

### Welcome Club | Wednesday 14.00-16.00

Join like minded people for a cuppa, chat, and a game of bingo.

### Beginner's Computing Course | Wednesday 14.00-16.00

Learn how to use the internet and digital devices. Everything from switching on a computer, exploring the internet, sending emails & the basics of Word. Contact the Centre to register.



### Support for young people drop-in (16-24) | Every second Tuesday 14.00-16.00

Action for Children provide advice and support for people aged between 16-24 on how to find a job, what training options are available, how to apply for a bank account/bus pass, & much more.

### Welcome Space

Our Welcome Space is open Monday to Friday, it offers a warm and friendly space where you can enjoy a cuppa, soft drink, biscuit, and somewhere to have a chat or simply to watch some TV.

*All free of charge.*



## Tollcross Community Trust Food Project

The food project is here to help those who are going through hard times. The volunteers are based at our Advice & Learning to provide emergency food and a helping hand. Contact the Centre for more information. Open Tuesday (10.00-12.00), Thursday (13.30-15.30) or Friday (13.30-15.30).



**Don't miss out!** Our Advice & Learning Centre events are hosted in partnership with Tollcross Community Trust. Keep up to date with all our events and activities by following them on Facebook at Tollcross Community Trust.







## Training, Learning & Work Support

Our Advice and Learning Centre run free training, learning and work support activities. Some of the free certificated courses include Beauty, Child Development, First Aid & Food Hygiene. Find out more by contacting the Centre.

### Careers Advice | Monday 13.30-17.00

Run by Skills & Development Scotland, they provide careers advice to anyone looking to get back into employment or their next job. Contact the Centre for more details.

### Helping you into work | Monday to Friday

Jobs & Business Glasgow provide support and advice on all things jobs and training, such as applications, CVs, and interviews. Contact 0300 123 2898 to register.

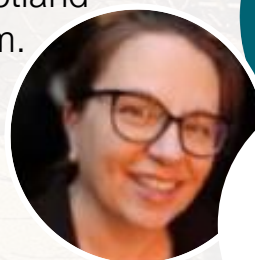
### Construction Skills Certificate Scheme | Friday 09.30-12.30

Run by Jobs & Business Glasgow, this training allows people to gain their CSCS card (which provides proof for those wishing to work on construction sites). Contact 0300 123 2898 to register.

## New Career Advice Service Now Available

There is a new service available at the Advice & Learning Centre. Elizabeth Moore, Career Adviser with Skills Development Scotland will be available every Monday afternoon from 1.30pm to 5pm. If you or a family member require support, please book an appointment with Elizabeth by scanning the QR code or by phoning 0800 917 8000.

They can help you with career choices and changes, jobs and course search, CVs and interviews, apprenticeships, and redundancy. Discover more at [myworldofwork.co.uk](http://myworldofwork.co.uk).



Skills  
Development  
Scotland



## Affordable loans and savings

BCD Credit Union provide value loans and flexible saving plans to its members. As a not-for-profit credit union, they are working to give the community ethical saving options and affordable loans.

**Can I become a member?** If you live or work in the Tollcross area you can become a member.

**How to become a member?** You can complete a form online at [bcdcreditunion.co.uk](http://bcdcreditunion.co.uk) or visit our Advice & Learning Centre between 9.30am to 11.30am, Monday, Tuesday, Thursday or Friday.





## Tenant safety Know your responsibilities

We recently underwent an independent audit of tenant safety within the Association, and as a result we have launched a suite of new and revised tenant safety policies in May.

These policies detail what our responsibilities are as your landlord in terms of asbestos management, electrical safety, fire safety, gas compliance, lifts, water systems and legionella, and damp and mould. You can find all these policies in full on our website.

We have also developed a Tenant Safety booklet, which provides a quick and simple guide to both our and your responsibilities for tenant safety, as it is critical that we work together to make your home a safe and healthy place to live.



Below is a quick summary of your key responsibilities for tenant safety but you can download the booklet from our website or pick up a copy from our offices.

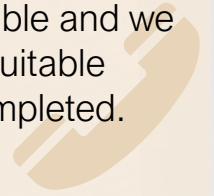
Allow us access for our legal safety checks (gas & electrical). Failure to do so may result in forced action being taken, which is rechargeable to you.



Let us know if you are leaving the property for a long period of time. We will make sure any safety checks are carried out before you go.



Report any repairs, damages, or concerns to us as soon as possible and we will arrange for suitable repairs to be completed.



### Fire Safety for Summer

Useful tips and information to keep you and your family safe.

Free fire safety inspection with  
Scottish Fire & Rescue:  
Text 'FIRE' to 80800 | Call 0800 0731 999



- ✓ Test your smoke alarm regularly.
- ✓ Never leave food cooking unattended.
- ✓ Always extinguish cigarettes and candles after use.
- ✓ Don't overload sockets or extension leads.
- ✓ Don't leave mobile phones or tablets charging overnight.
- ✓ Only use the charger which was designed for the appliance.
- ✓ Never put your phone under your pillow at night, it can overheat and cause a fire.
- ✓ Keep exits free from clutter and leave communal areas clear.
- ✓ Don't wedge fire doors open. Closed doors helps stop fire from spreading.
- ✓ Be prepared by making a plan of escape (best route out in case of fire).



## Damp, mould & condensation

Mould and damp can cause serious problems to your health if left untreated. We are committed to ensuring your home is safe and habitable by actioning any reports of damp and mould. We do this by inspecting the property and attempting to identify the causes. We will issue work orders to contractors to carry out repairs.

### Condensation

Condensation occurs when there is too much moisture in the air and can often worsen in cold weather. This is common with daily activities such as cooking, cleaning and showering.



### Penetrating Damp

Penetrating damp can be caused by leaks from pipes outside of the property, structural issues or blocked guttering which if identified, we as the landlord will repair. If your property is factored by another company, they would be responsible to repairing issues with the building, however if the issue is reported directly to us, we will report this to them on your behalf.



Most damp is caused by condensation, which can lead to the growth of mould.

**How can I reduce condensation?** Heat your home a little. Let out the damp air. Reduce moisture (e.g. hang washing outside). Wipe down your windows daily to stop the build-up.

**What should I do if I find a patch of mould?** The first thing to do is to clean off the area with suitable cleaning materials. Anti-fungal wash can help with the spread of the mould. You need to let the area dry and keep ventilated. Once dry, the area can then be treated with a mold-resistant paint.

**What if the problem continues?** If you have continual damp or mould problems, you should report this to the repairs team. and we will conduct a home visit to ensure that there is nothing else causing the problem.

**Home improvements** are significant changes to your home and does not include general decoration. You must seek permission in advance of any work taking place (for all alteration or improvement work you wish to carry out in your home or garden).

**Before** - Put your alteration request in writing, giving details of the intended work.

**During** – Consideration will be given to the request. When considering the request, we may need to conduct a visit to discuss the proposals. We will confirm request outcomes in writing.

**After** – On completion of work, a further inspection may be carried out to ensure the work conforms to the required standards and safety. You should keep evidence of the work carried out for any potential future queries.

Any work carried out must be completed by a qualified and competent tradesperson.

### Get in touch

✉ [repairs@tollcross-ha.org.uk](mailto:repairs@tollcross-ha.org.uk)  
☎ 0141 763 1317 (option 1)

### Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home once their tenancy has ended. If you wish to find out more, get in touch.



We are committed to continually improving our services for our customers and to do this successfully we need to listen to what they have to say. To ensure our customer voices are heard, we have established our:

### Performance Improvement Loops

Focusing on topics detailed within the Scottish Housing Charter, our PIL members look at specific areas where improvements can be made to ensure we meet or exceed the standards set. PILs provide recommendations to the PIN to consider.



### Performance Improvement Network

Focusing on wider performance matters and key areas of commitment, our PIN members monitor, assess, and review policies, practices, and action plans, to ensure we meet or exceed the standards set. The PIN provides progress updates and recommendations to the Management Committee to consider.

**How does it work?** Both groups are supported by Association employees to turn ideas into proposals for improvement. Once ideas are given the green light from the Management Committee, the PIN are tasked with monitoring progress, with the PIL providing feedback with how things are working with the changes made. *Contact us for more information & how to join.*

### Spotlight on policies

We are always looking for ways for our customers to engage with the work that we do and to help shape services. As part of this process, we are opening our consultation process for new and reviewed policies, strategies or key documents.

We will consider all feedback made when finalising the document. Once the final draft is ready, we will submit it to either our Management Committee, or relevant Sub-Committee for approval.

#### How to get involved

1. Visit our website.
2. Select a policy of interest.
3. Read through the contents.
4. Complete our online feedback form.



*Want a more hands-on approach to reviewing our documents, join our Performance Improvement Network.*

### Join the Association



#### Why become a member?

Members are those who hold a share in the Association and influence the decision making and direction of the Association.

#### Can I become a member?

If you are over 16-years old, have an interest in the work that we do, and have a spare £1, you can become a member.

*Pick up a membership form from reception*



# Factoring Invoicing Delay

We would like to inform owners that the factoring invoices for the six-month period ending 31 March 2025, which are usually issued in May, have been delayed. We now expect to issue these invoices by 31 July 2025.

The upcoming invoice will have a new format designed to be clearer and easier to understand. In the meantime, we encourage all owners to consider switching to our paper-free service, which includes a reduced Management Fee—details of which can be found in the article below.

We appreciate your patience and understanding.

## Understanding Factoring Fees & Invoicing

We issue factoring invoices every six months—in May and November—which cover your annual management fee and any additional charges such as repair costs.

Management fee 25/26	
Management Fee (paper communication)	£200
Management Fee (electronic communication)	£180
Sales administration fee (with 28-days notice)	£65
Sales administration fee (more than 28-days notice)	£97.50
Final demand	£15

### What Does the Management Fee Include?

Your management fee covers a wide range of essential services, including:

- Arranging common repairs and major works
- Hosting meetings & handling communication
- Organising buildings insurance
- Stair cleaning and lighting
- General administration on your behalf



### Save with Paper-Free Invoicing

Depending on your account preferences, invoices are sent either by post or email. To save on costs and benefit from a reduced Management Fee, we encourage you to switch to electronic invoicing. It's simple, just get in touch with us to make the change.

**Stay informed, stay on top of your fees and save where you can!**

### Payment Terms and Avoiding Late Fees

Invoices must be paid within 28 days. If payment is not received and no payment plan is in place, we may begin recovery procedures. This could include late payment fees and even court action. Please do not ignore your invoice or any reminder letters. If you haven't received your invoice or are having trouble paying, our Finance Team is here to help. You can also visit our website for more information or to discuss setting up a payment plan.

### Selling Your Property? Let Us Know in Advance!

If you're planning to sell your property, make sure your solicitor contacts us at least 28 days before the sale. They should email [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk) with the property address, sale date, purchaser's name, and their solicitor's details. Please note: a £65 +VAT admin fee applies for timely notice, rising to £97.50 +VAT if less than 28 days' notice is given.



## Block building insurance

We encourage all owners to join our block building insurance policy. The insurance policy gives your peace of mind if anything happens to the fabric of your home. If you take out the policy, we will invoice you annually (you don't need to set up any other payments) and we will submit claims on behalf of owners for communal areas. A summary of cover will be issued, to participating owners on an annual basis and will include details of what is covered by the policy. If you require further information about what is covered and what isn't, please contact our Insurance Brokers, Arthur J Gallagher Housing, on 01245 341276.

	<a href="mailto:finance@tollcross-ha.org.uk">finance@tollcross-ha.org.uk</a>
	0141 763 1317



# Get in touch

Association Main Office | 868 Tollcross Road | G32 8PF | 0141 763 1317  
Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ | 0141 764 1234  
facebook.com/tollcrosshousing | tollcross-ha.org.uk

## Team contacts

General queries | [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)  
Housing | [HousingManagement@tollcross-ha.org.uk](mailto:HousingManagement@tollcross-ha.org.uk)  
Advice & Learning Centre | [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)  
Finance & Factoring | [Finance@tollcross-ha.org.uk](mailto:Finance@tollcross-ha.org.uk)  
New kitchen, bathrooms & heating | [investment@tollcross-ha.org.uk](mailto:investment@tollcross-ha.org.uk)  
Repairs, maintenance & landscaping | [repairs@tollcross-ha.org.uk](mailto:repairs@tollcross-ha.org.uk)  
Gas servicing | [gas@tollcross-ha.org.uk](mailto:gas@tollcross-ha.org.uk)

Out of hours repairs | 0345 604 4686

## Emergency Contacts

Gas (SGN) 0800 111 999  
Electricity 0800 092 9290

## Dates for your diary

We are closed on the following public holidays:

- Good Friday & Easter Monday
- First Monday in May
- Monday on or after the 24 May & preceding Friday
- Third Monday in July & preceding Friday
- Last Monday in September & preceding Friday
- Christmas Day, Boxing Day & next workday
- New Year Day, next 2 workdays

We also close the third Tuesday of every month,  
12.00noon to 5.00pm, for employee training.

We will reopen at 9am on the next available workday.

## Courtesy & respect for all

We believe that our customers have a right to be heard, understood and respected. We work hard to be open and accessible to everyone and to provide a good service to all. We also believe that our staff deserve to be treated fairly and with respect, free from intimidation, harassment or threats of violence. Aggressive, violent or abusive behaviour will not be tolerated and may result in your services being restricted. In extreme cases, we may contact Police Scotland. Visit our website for more information.

## Over 60s Bus Trip Request Form

By submitting this ticket request form, you are agreeing to the following to the following Terms & Conditions:

Tickets issued first come first served and limited to one per person | You must be a tenant or a factored owner | You may bring one guest | Only tenants will receive a contribution to their lunch | You may be refused access to the coach if you are unruly | We need contact details for you on the day and any relevant emergency contacts.

Name			
Address			
Date of birth		Contact number	
Guest name			
Please detail any mobility requirements for you or your guest:			
Emergency contact details:			



Happy to translate

Możemy przetłumaczyć

Раді перекладати

Ni Fahari kutafsiri

حن سداء لتقديم الترجمة

अनुवाद करके खुशी हुई

ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ

乐意翻译

You can also  
complete the  
form online.

Registered Scottish Charity No.SC040876 | Registered with the  
Scottish Housing Regulator No.197 | Registered Property Factor  
No.PF000261 | Registered Society under Co-operative and  
Community Benefit Societies Act 2014 No.1798RS