

# Tollcross Housing Association Newsletter



Autumn 2025

Congrats to **Emily**  
who won our  
Autumn Newsletter  
cover competition!

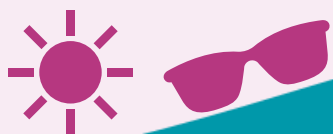


Read  
our  
Factoring  
update on  
page 5.

5

Summer of  
Fun pictures  
on page 8&9.

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Our annual  
performance can  
be seen on page 15.

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Local people, local control

## Welcome from our chair

We have had a busy Summer, and it was great to see so many of you at our community events (page 8) and AGM (page 3).

Work has continued during the Summer on our Altyre Street development, and with some scaffold already down on the completed blocks, you can really see how the development will look.

We have recently published our Annual Landlord Performance Report. This report looks at how we are performing against the Scottish Social Housing Charter, our previous year's performance and the Scottish National Average. You can find out more about our performance on page 15.

The Management Committee will also be reviewing the Association's level of compliance in relation to our regulatory and legislative requirements at our September meeting. We will consider a report completed by an independent auditor in relation to this and our Annual Assurance Statement will be available on our website in October.



### Halloween

Join us for our Spookiest event of the year!

**Saturday 1 November**  
**11.00am to 2.00pm**  
**Tollcross Swimming Centre**

We will have lots of fun activities, facepainting, arts & crafts and more. For more information, visit our website.



### Christmas Panto

It's that time already!

We have **250 FREE**

Panto tickets to give away for

**Jock and the Beanstalk**  
**Saturday 13 December**  
**Pavillion Theatre**

Tickets can be requested on our website or by the form on the back page.

Don't delay – tickets are given on a first come first served basis.



### £500 Big Prize Winner

Congratulations to Frances McShane, who won our £500 Big Prize Draw for Autumn 2025, she was over the moon with her win and plans to share it with her family.

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.



# Annual General Meeting

Our AGM took place on 9 September 2025, and we were pleased to see so many of our membership attend. The AGM is a great opportunity for members to hear how we have been performing throughout the year, nominate individuals to sit on our Management Committee and provide feedback to us.

We also like to say thanks to our membership with a bit of fun after the AGM closes with some bingo and a prize draw. Our lucky winners won prizes from £10 to £300.



Our winners were Mary May, Abdoulaye Djimare, Esther Skimins , Alice Lyness, Christine Smith, Margaret Bell, Janet Carmichaell, Chris Elliot, Kathleen McNally, and Helena McKale.

We are also pleased to confirm the continued support and commitment from the following confirmed Management Committee Members:

Chris Elliot, Chair	Bill Dougan	Alice Lyness	Geraldine Connolly
Drew McPhail, Vice Chair	Gail Jackson	Agnes Phillips	Ellen Garscadden
Esther Skimins, Secretary	Sharon May	Steve Fleming	John McMorrow (co-optee)
	Jackie Jeffs	Eileen Watters	

## Under Par's Golfing Adventure

A great day golfing was had by Under Par at St. Cuthberts in Prestwick. Unfortunately, no one was under par on the course, but the camaraderie and banter ensured that everyone was feeling like an Open winner afterwards. Despite the aches and pains it was a fantastic day for everyone.



Under Par is a Men's Group focused on improving health and wellbeing and reducing isolation and loneliness. You can find out more about the group from our Advice & Learning Centre.

## Summer Fun at Helenslea

The tenants of Helenslea have enjoyed a packed Summer of activities and events. The tenants have participated in numerous games days, afternoon teas and visits from family members, friends and entertainers.

Our talented tenants showed their artistic skills on our arts and crafts days and extended a warm welcome to Crystal, our visiting artist.

Everyone made the most of the fabulous weather and spent lots of time outdoors in our beautiful courtyard. We celebrated lots of birthdays this summer and we are all eagerly awaiting the new season.





## Customer Satisfaction Survey

**YOUR  
OPINION  
MATTERS!**

Our 3-yearly customer satisfaction survey is currently underway. Some of you may have already had an opportunity to speak with Research Resource (the independent organisation carrying out the survey) about our performance and how we can improve our services for you.

The information gathered is confidential and will help shape our services moving forward. It will also help us identify any areas of dissatisfaction to ensure we work to improve these.

We will keep you updated with the progress of the survey, so keep your eyes peeled.

## 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

**litter  
lotto**

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.

## 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.



## Factoring Invoices

We issued six-monthly factoring invoices to owners on 18th August 2025. Depending on your account settings, this may have been posted to you or sent by email. If you didn't receive your invoice, please let us know and we will arrange for a copy to be issued. Remember to check your spam folder if receiving by email.

Invoices are due to be paid within 28 days. If any invoices remain unpaid or an agreed payment plan has not been put in place, then reminder letters will be issued shortly after.

If you have not received your invoice or are having difficulty paying your invoice and would like to discuss a possible payment plan, then please contact the Finance team.

## Save money by going paper free!

We would encourage all owners to take advantage of the reduced management fee by going paper-free. All you need to do is provide us with an email address to send letters, statements and invoices too.

The Annual Management Fee for owners with paper billing and letters is £200 + VAT (£240), the fee for owners who accept their correspondence by email is £180 + VAT (£216)

Many of our owners have already taken up that great offer and this allows us to communicate with you in a much quicker way than sending letters out by post.

If you want to take advantage of this discount, please contact the Finance Team.

If you already receive emails, please remember to keep us updated with any changes to ensure you continue to benefit from the discounted fee.

## Building Insurance

You can download a copy of your Summary of Cover from our website, [tollcross-ha.org.uk/policies-finance/](http://tollcross-ha.org.uk/policies-finance/)

There is both residential and commercial cover documents available.



## Get in touch

Want to know more about anything you have read on this page, get in touch with our finance & factoring team on 0141 763 1317 or [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk)



## Welcome to Joanne MacMillan, our new Factoring Officer

We are pleased to welcome Joanne to our Finance Team. She brings with her many years' experience in the Factoring field. She will be overseeing owner accounts, including billing, statements and arrears or payment arrangements, and she will be available to assist with any questions you may have regarding these matters.

Joanne is settling into her new role and looks forward to getting to know you over the coming weeks and months. We are confident that she will be a valuable point of contact and support for all the owners and we encourage you to reach out to her as needed.

Joanne's working week is Monday, Tuesday and Thursday, Friday.





## Winter Heating Payment

Pension Age Winter Heating Payment helps people of State Pension age pay their heating bills. It's paid once a year and replaced Winter Fuel Payment. You could get a payment of between £101.70 and £305.10.

Most eligible people get the payment automatically and do not need to apply. You'll get a letter to confirm your payment. Letters will be sent from November 2025. Social Security Scotland will send the payment to the same account as your State Pension, or any Social Security Scotland benefits you get. If you are unsure if you will receive the payment, contact the welfare rights service who can help you check.

## Warm Home Discount Scheme

If you're on a low income, the Warm Home Discount Scheme is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill. You may be able to get the discount on your gas bill if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

You do not need to apply if you get the Guarantee Credit element of Pension Credit. You'll automatically get a letter telling you about the discount if you're eligible. Otherwise, you'll need to apply directly to your energy supplier.

### How to get the discount

Contact your electricity supplier to check if you're eligible and to apply. They will decide who gets the discount in Scotland. The number of discounts suppliers can give is limited. Contact them as early as possible. Check with them even if you were eligible for a discount last year. If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2026. You'll need to stay with your supplier until it's paid.

You might be eligible if all the following apply:

- your energy supplier is part of the scheme.
- you (or your partner) get certain means-tested benefits or tax credits
- your name (or your partner's) is on the electricity bill

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean you are eligible.



## 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.*

## TSMAS Money Advice

Tollcross & Shettleston Money Advice Service provides a referral based service for you from our Advice & Learning Centre. They can 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) and home insurance advice.

**Get in touch** 0141 764 1234 | [advice@tollcrosscommunitytrust.org](mailto:advice@tollcrosscommunitytrust.org)

Matthew Leach, Project Coordinator or Mari Cummings, Money Advisor

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



## Pension Age Disability Payment

Scotland now has its own social security system called Social Security Scotland, they are in the process of moving those pensioners living in Scotland who are in receipt of Attendance Allowance to Pension Age Disability Payment. You do not need to apply for Pension Age Disability Payment if you live in Scotland and get Attendance Allowance.



Pension Age Disability payment is still paid at the same rates as Attendance Allowance: Lower rate is £73.90 a week. For those who need help or supervision during the day or night. Higher rate is £110.40 a week. For those who need help or supervision during the day & night.

Social Security Scotland will:

- move you to Pension Age Disability Payment without you having to do anything.
- send you a letter telling you what will happen when you transfer.

The Department for Work and Pensions (DWP) will continue to pay you Attendance Allowance until Social Security Scotland start to pay you. You do not need to contact DWP to have your benefit stopped.







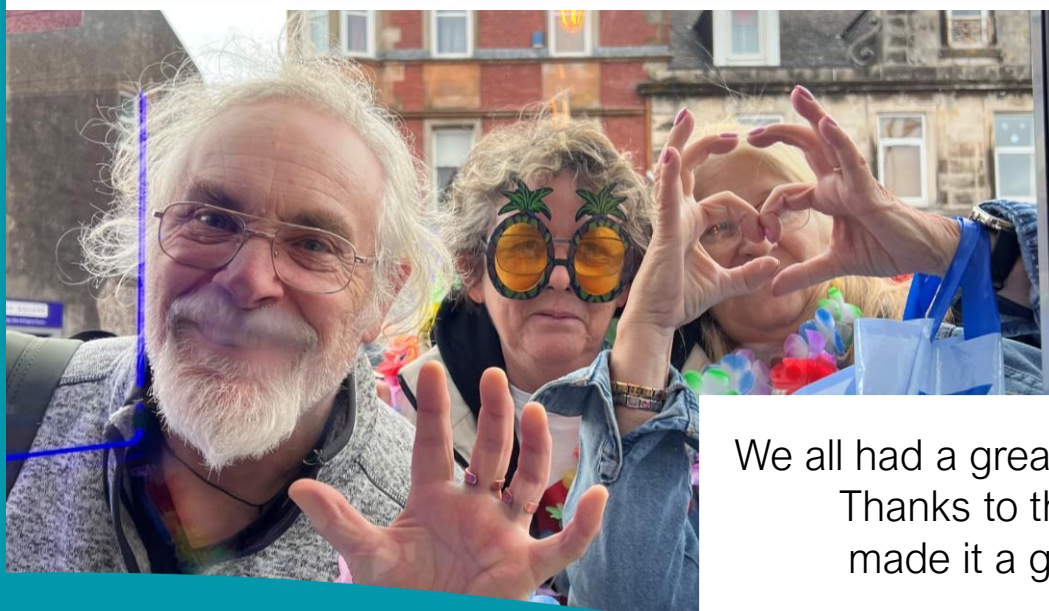
Thanks to everyone who joined us on 1 August for our **Summer Fun Day**. It was a great day, and it was nice to see so many smiling faces.





✧

And let's not forget about  
our over 60s Bus Trip



We all had a great time in Largs.  
Thanks to those who  
made it a great day.



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.

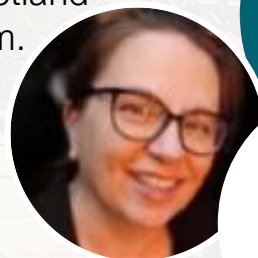
### Construction Skills Certificate Scheme | Friday 09.30-12.30

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.

## 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.

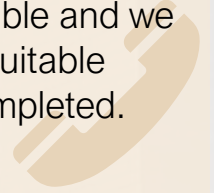
Allow us access for our legal safety checks (gas & electrical). Failure to do so may result in forced action being taken, which is rechargeable to you.



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 weekly.
- ✓ 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*



# Our performance 2024/25

We are pleased to present our annual landlord performance report on the Scottish Social Housing Charter. Looking at key areas, you can see how we have done compared to other landlords (measured against the Scottish National Average) and how we have performed compared to last year.

## Our average weekly rents breakdown

Size	Homes	Weekly rent	Scottish average	Difference
2 apartment	669	£78.32	£102.72	-£24.40
3 apartment	1,200	£88.09	£104.17	-£16.08
4 apartment	391	£106.84	£114.78	-£7.94
5 apartment	44	£118.96	£127.25	-£8.29

- We own **2,304** homes.
- We increased our weekly rent by **4.3%**
- Total rent due to for the year was **£10.9m**
- We factor **611** properties
- We own **12** mid-market rented properties

The results are based on our independent customer survey, completed every 3-years and information gathered during the year. You can find out more about our current customer survey on page 4.

	Our 2024/25	Our 2023/24	Scottish Average 2024/25
Satisfied with the overall service provided	95.9%	95.9%	88.1%
Good at keeping tenants informed	98.2%	98.2%	91.9%
Satisfied with the opportunities to participate	99.0%	99.0%	88.5%
Homes that meet the Scottish Housing Quality Standard	82.3%	81.6%	92.4%
Time to complete emergency repairs	2.3-hrs	2.3-hrs	3.0-hrs
Time to complete non-emergency repairs	2.8-days	2.8-days	6.4-days
Reactive repairs completed 'right first time'	94.4%	93.2%	90.0%
Satisfaction with the repairs service	91.8%	91.8%	87.1%
Total rent collected for current & past rent	99.3%	101.4%	100.1%
Rent not collected due to empty homes	0.57%	1.4%	0.7%
Average time to re-let homes	27.6-days	28.1-days	29.4-days
Anti-social behaviour cases resolved	94.9%	96.3%	95.5%

## What is the Scottish Social Housing Charter?

The Charter, introduced by the Scottish Government, is designed to help improve the quality and value of services provided by Social Housing Landlords. The Charter does this by:

- stating what tenants and other customers can expect from social landlords.
- providing a focus on achieving outcomes that matter to tenants and other customers
- providing a framework for monitoring performance and identifying improvements.

Full performance data can be found on our Landlord page on the Scottish Housing Regulator's website, visit [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot) or scan the QR code.





# 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  
Housing | HousingManagement@tollcross-ha.org.uk  
Advice & Learning Centre | advice@tollcross-ha.org.uk  
Finance & Factoring | Finance@tollcross-ha.org.uk  
New kitchen, bathrooms & heating | investment@tollcross-ha.org.uk  
Repairs, maintenance & landscaping | repairs@tollcross-ha.org.uk  
Gas servicing | 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.

## Pantomime Ticket Request Form

Jock & the Beanstalk  
13 December 2025  
Pavillion Theatre

Name		
Address		
Mobile		
Number of adult tickets		
Number of child tickets		

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

Tickets issued first come first served | You must be a tenant or a factored owner | Tickets are only issued for members of your household | Tickets must be collected from our office after receiving confirmation | The form submitted contains accurate details | We require valid contact information to contact those successful in obtaining tickets | Tickets not collected by the deadline will be offered to those on the reserve list.

Return form no later than  
Friday 31 October.



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

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