

# Tollcross Housing Association Newsletter



Spring 2025

Congratulations to  
Brooke Johnstone,  
P7B for winning our  
front cover competition!

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Our new  
customer  
management  
system is live.

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What's  
happening at  
Tollcross

Page 14

Looking after  
your home.

Local people, local control

# Message from our Chair



We had a busy 2024, celebrating turning 50 with all our customers, employees, volunteers, partners, and members of the community. Our year was full of free events, bringing fun and activities to those who not only live in our homes but live in our community. Thanks to everyone who made these events a success.

This year, we will continue with the success of our events, starting off with an Easter Event on Thursday 17<sup>th</sup> April. You will find out all the details of the event on page 8.

### Our strategic objectives:

- 1. Quality, value for money services that meet customers' needs.
- 2. Quality homes & neighbourhoods.
- 3. Manage our assets well, by spending wisely.
- 4. Building a stronger community through partnerships.
- 5. Great workplace environment.
- 6. Well-governed and financially sustainable.

We will also be looking to the future in 2025, with Management Committee and employees reviewing our operational priorities for our next 3-year business plan. These priorities will underpin our 6 strategic objectives and will ensure we deliver the right services to our customers, at the right time, while remaining flexible to the changing environment.

## Valuing complaints (Q1-Q3 2024/25)

We value all complaints received and urge you to get in touch with any failure in service you receive from us. We use complaints to build better services for you.

106 stage 1 complaints  
Target response 5-days. Our time 3.1-days

8 stage 2 complaints  
Target response 20-days. Our time 15.3-days

**You said** we failed to update you in relation to a complaint made.

**We** apologised for the breakdown in communication and our failure to keep you updated. We provided further training to all employees in relation to updating customers during the process.

**You said** you were unhappy about the standard of close cleaning.

**We** explained the expected duties to be carried out (what is and isn't covered) and feedback the expected standards to the contractor.

## 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. Here are some of our key performance indicators monitored throughout the year by our Management Committee. Visit our website for more information or the Scottish Social Housing

Routine repairs target 3-days. Our time 2.7-days.

Emergency repairs target 6-hours. Our time 2-hours.

95% repairs completed right first time

Relet target 16-days. Our time 27-days.

97% resolved anti-social cases

2.8% rent arrears



Regulator's website to compare our performance with other Social Landlords.



## Help us do To better

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 and how to join.*

## 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.



## HomeMaster Now Live

In our winter newsletter, we gave an update on our plans to implement a new housing software system which will bring efficiencies to the way we operate. It will also bring in an interactive customer portal for our tenants and owners to be able to manage their accounts by viewing digital correspondence and to allow repair reporting, plus much more.



We successfully went live with HomeMaster during week commencing 3 February 2025. We'd like to thank our customers for their understanding through the transition as we begin to use the new system. Staff have undergone essential training on the system and when the time comes, we will inform customers on the release of the exciting new features.

To give customers the best service possible, we want to ensure that the contact details we hold for our tenants are correct and up to date. If you have not already done so we ask you to get in touch to update your household information, it may be that some of your details have changed, and we have not been notified. To ensure future communications are not missed we ask that all tenants update their details by completing our 5-minute form which can be accessed by:

- <https://forms.office.com/e/5RwRrbx46C>
- Calling or visiting our office
- Scanning the QR code



## £300 Big Prize Winner

Congratulation to Mr & Mrs Drulea, who won our £300 Big Prize Draw for Spring 2025. They said *"they were very grateful to have been chosen for the prize draw"*.

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





Spring is finally here,  
and temperatures are on the rise.

There might even be (whisper it!) the odd sunny day.

It's tempting to think that when winter's over, there's no point in trying to save money on your gas or electricity bill by saving on energy at home. But we're here to tell you that you can still lower the cost of running your home by following these simple tips.

## Get your heating right for spring

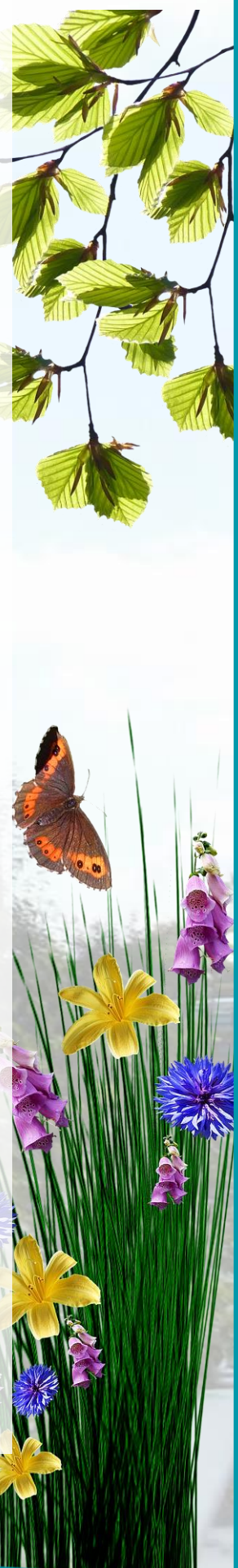
- Spring sunshine is surprisingly warm, so open all the curtains first thing in the morning to let the light in to heat things up. Close them again as soon as it gets dark to stop the warmth escaping.
- Make sure it's on a timer and check your temperature settings are right now that it's getting warmer outside.
- Keep your internal doors shut where you can, to keep heat in the areas you want it.

## Use less energy in the kitchen

- In an average home, you use around 3-5% of your energy in cooking. That may not sound a lot but 5% of £2000, for example, is £100. For maximum efficiency, use a microwave to reheat things, then an air fryer for 1-2 people and electric ovens for batch cooking.
- Instead of turning on the extractor fan, which can cost up to £13 a year to run, open a window to bring in fresh air without the need for electricity.
- When boiling vegetables, use as little water as you can – you don't need to cover them completely as the steam will cook them.
- Save more by boiling water in your kettle before adding it to the pan, rather than heating it up from cold on the hob. It's quicker too!
- Check to see whether your fridge or freezer needs defrosting. If it's clogged with ice, it will be using more energy.

## Clean up (on savings)

- If you've got a dishwasher, use it – and make sure it's full. On average, they use under a quarter of the hot water needed for hand washing.
- Wash your clothes at 30° to use 57% less electricity and save 20kg of CO2 per year. Your clothes will be just as clean.
- If you have the space, dry your clothes outside when it's dry – you can save up to £30 a year by doing this.
- Take a quick shower or share your bath water. On average a bath uses around the same amount of hot water as a 10-minute shower, so make those showers speedy to maximise your savings.





Are you entitled to pension credit?



Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges. You might get extra help if you're a carer, severely disabled, or responsible for a child or young person. Pension Credit is separate from your State Pension. You can get Pension Credit even if you have other income, savings or own your own home. Find out more online at [gov.uk/pension-credit](http://gov.uk/pension-credit) or phone 0800 99 1234.

Pension Age Disability Payment

Attendance Allowance is changing to Pension Age Disability Payment. If you already get Attendance Allowance, you don't need to do anything. You cannot get both Pension Age Disability Payment and Attendance Allowance at the same time.

Pension Age Disability Payment is not means-tested. Your income and savings are not taken into account. They will not affect any award you might get.

You do not need to have someone caring for you in order to get Pension Age Disability Payment. If someone does care you for, they could get Carer Support Payment.

Applications for Pension Age Disability Payment will open in Glasgow on 22 April 2025. You can still apply for Attendance Allowance until this date



Pension Age Disability Payment is paid at 2 different rates, lower and higher. The amount you get depends on your care needs. If you're terminally ill, you'll automatically get the higher rate.

Lower rate	Higher rate
£72.65 a week	£108.55 a week.
Day <u>or</u> night help required.	Day <u>and</u> night help required.

If you think you may be eligible for Pension Age Disability Payment, contact our Welfare Rights Officer, or find out more at [mygov.scot/pension-age-disability-payment](http://mygov.scot/pension-age-disability-payment) or call 0800 182 2222.



Budgeting Basic Workshop

General tips on budgeting.  
Income maximization and benefit checking.  
General debt advice.  
Phone 0141 764 1234 to book a place.  
Friday 30 May 2025 | 10.30 – 12.30



## Welfare Rights

Need help with benefit claims, checks and appeals, pension credit, carer support, council tax, and more.

### Get in touch

Andrew Sproul, Welfare Rights Officer  
0141 763 3517  
Andrew.Sproul@Tollcross-ha.org.uk



## 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 and checking if households are on the correct tariffs, and more.



### Get in touch

James Stewart, Energy Advisor  
0141 763 1317 | 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.*

## Welfare rights drop-ins

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

More welfare, money, debt & energy advice available on our website.



## 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 negotiation with creditors.
- benefit application completion assistance & 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 Co-Ordinator 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 insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments. They work with social housing tenants to provide cover suitable for them.

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





Thank you to everyone who attended our 50<sup>th</sup> Anniversary Events last year. We received lots of positive feedback from the events and the impact it had on those who attended.

We are delighted to confirm that our Events Focus Group have been nominated for a Community Impact Award, at the Share Awards, based on all the hard work they carried out to make these events a success. The winner will be announced at the end of April. Good Luck!

What’s happening for 2025?

Following on from the successful 50<sup>th</sup> Anniversary year, we plan to run legacy events to ensure everyone, tenants & members of our community, have the opportunity to have some fun. We are kicking things off with a Free Easter Event, everyone welcome.



Free Easter Event

Be a good egg and join us . . . test your cluck at the end hunt, do the chicken dance with our DJ, ruffle some feathers at the games, try your wing at some arts & crafts, and lay on some face paint.

Easter Fun Day  
Thursday 17 April  
11.00 to 14.00  
Winter Gardens  
Tollcross Park

Over 60s Bus Trip

We are also preparing our next over 60’s bus trip away, so look out for more information in our Summer edition of the Newsletter.

Get Involved

We are always looking for volunteers for our Events Focus Group. Find out more email [corporate@tollcross-ha.org.uk](mailto:corporate@tollcross-ha.org.uk)





# Helenslea & Orchard Court



Our tenants continue to enjoy a packed programme of events at both Helenslea and Orchard Court complexes. In January, there was a joint day of celebration in honour of Robert Burns.

Our CEO Clive piped in the haggis to Helenslea Complex and gave a stirring address to the haggis. Our own talented tenants Catherine and Jack entertained everyone with music and verse from the Bard.



Tenants in both complexes are now looking forward to visits from the local schools and nurseries in the coming weeks to celebrate Easter. Chocolate for all...

Our tenants at Helenslea are continuing to enjoy regular pamper sessions and the dominoes league is hugely popular with all at the complex.



Tenants at Orchard Court have just had their annual Spring Lunch and enjoyed tucking into fish and chips. They are looking forward to pottering about in their gardens, enjoying the lighter nights and hopefully better weather.





# Our Advice & Learning Centre . . .

## Get in touch

0141 764 1234 | [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)  
84 Braidfauld Street | G32 8PJ

## Welcome Space

Open Monday to Friday, our welcome space offers a warm and friendly space where you can enjoy a cuppa, soft drink, snack, and somewhere to have a chat or simply to watch some TV. All free of charge.

## Community Café

You can enjoy a free bite to eat at our Community Café. Tuesday (10.00-12.00), Thursday (13.30-15.30) & Friday (13.30-15.30)

## Free wi-fi & computer hub

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

## Open

Monday to Thursday  
09.00-12.30 | 13.30-17.00  
& Friday 09.00-16.30

## Free training & courses

Throughout the year we offer free training and certificated courses in our Centre, such as Beauty, Child Development, First Aid, and Food Hygiene. Contact us at the Centre for more information.

## Some of our regular events & activities



### 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.

### Live Well Coffee Morning | Every 2<sup>nd</sup> Monday 10.00-12.00

Glasgow Life host a drop-in coffee morning where you can meet for a cuppa, chat & take part in a relaxation session.



### Support for young people drop-in (16-24) | Every second Tuesday 13.30-16.00

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.



### Supporting parents into work

Enable provide support and advice for parents who or whose children have a disability and are facing obstacles getting into work. Contact 0141 483 1550 for more information.

## Work support

### Helping you into work | Wednesday 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.





## 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).



### Affordable loans and savings



BCD 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.

**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.



Report abandoned trollies for uplift through Trollywise.



### 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.



## Keep Tollcross 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. The Hub contains litter pickers, black bags, gloves, and hi-vis vests and you can borrow the equipment by contacting the Centre.



### Bins, bulk and rats!

Rats and other pests are attracted by waste left in easy 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



# What's on in the neighbourhood

Free certificated course  
Food Hygiene  
Starting 9 May 2025  
Tollcross Advice & Learning Centre  
Book now | 0141 764 1234



## WORKSHOP: BUDGETING BASICS

- GENERAL TIPS ON BUDGETING
- INCOME MAXIMISATION & BENEFIT CHECKING
- GENERAL DEBT ADVICE

PHONE 0141 764 1234  
TO BOOK A PLACE



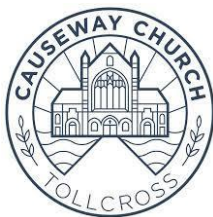
Tollcross & Shettleston Money Advice Project  
Tollcross Advice & Learning Centre  
84 Braidfauld Street  
Glasgow G32 8PJ  
0141 764 1234

FRIDAY 30/05/25  
10:30AM – 12:30PM

## Community



Dinner



YMCA  
Tollcross

Enjoy a FREE 2 course meal at  
Causeway Church Hall  
1134 Tollcross Road, Glasgow  
at 5pm on Sunday 27th April 2025

Book your reservation by emailing:  
[tollcrossymca1870@gmail.com](mailto:tollcrossymca1870@gmail.com)  
Or texting 07400 618538

COME ALONG  
AND MAKE  
SOME NEW  
FRIENDS



SENSORY PLAY  
MESSY PLAY  
SONGTIME  
FREEPLAY &  
EXPLORE



YMCA  
**ASN GROUP**

EVERY TUESDAY

10AM-11AM

A SUPPORTIVE ENVIRONMENT FOR KIDS PARENTS AND CARERS



## Fees & Invoicing

We issue invoices every 6-months (May & November) for your annual factoring management fee and any relevant charges (e.g. repair costs).

### What does the management fee cover?

It covers services such as arranging common repairs and major works, arranging building insurance, meetings, stair cleaning and lighting, communication and general administrative services.

### Don't miss out on savings

Depending on your account setting you will receive invoices either by post or email. You can make savings by opting for electronic invoicing. Get in touch to make the change.

### Don't get extra charges

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, we will take steps to recover the amount owed. This can lead to additionally late payment fees being added to your account, as well as possible court action, so please do not ignore your invoice, or any reminder letters you may have received.

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 us.



## Selling your property?

Don't forget to instruct your solicitor to contact us 28-days (Finance@tollcross-ha.org.uk) in advance of the sale of your property, with the properties address, the date of sale, the purchaser's name, and details of the purchaser's solicitor. Our sales admin fee is £65 +VAT. (£97.50 +VAT for less than 28-days notice).

## 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.

## Get in touch

Our Finance Team are here to help with all your factoring queries, or if you just want a bit more information, you can find out more on our website.

E: [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk)  
W: [tollcross-ha.org.uk/factoring/](http://tollcross-ha.org.uk/factoring/)  
P: 0141 763 1317



## 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



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

## Water

Allow access to contractors to carry out essential maintenance.  
If you leave the property for over a week, flush outlets for ten minutes before using.  
Clean outlets regularly, and descale & disinfect shower heads every two months.  
Report any discoloration in water us.

## Fire

Report and faulty or missing equipment.  
Do not remove any fire detection equipment from the property.  
Do not paint over any equipment.  
Clean equipment regularly.  
Test Equipment weekly.  
If you have a fire call 999 immediately.

## Know your responsibilities

## Electrical

Give access for 5 yearly electrical inspection.  
Report any faulty equipment immediately.  
Do not overload sockets, interlink extension cords or use outlets unsafely.  
Do not use unsafe appliances.

## Gas

Report any faults or damaged equipment as soon as possible.  
If you smell gas call the national gas line on 0800 111 999 right away.  
Give access for annual gas service.  
Do not attempt any unauthorized gas installations.

**Lost power?** Check with your neighbours, if they are having a problem it may be a power cut. If it is just you, check to see if the fault is with an appliance or wider issue before reporting the repair (to ensure you are not charged for an unnecessary call out).

If you sockets or lights stop working, a common cause can be the distribution board tripping. This is a safety feature and generally is caused by a fault at the individual appliance or light fitting.

### How to check your distribution board

Check that all switches are ON.  
If OFF, switch then back ON.  
Complete a check of all lights & appliances.  
The board will 'trip' when the fault is switched on.

If an appliance is at fault, do not use again until it has been checked by a qualified electrician. If the light fitting caused the system to trip, contact the repairs team.

**Gas Safety & Carbon Monoxide:** If you have gas in your home, you should also have a carbon monoxide detector. If you don't contact us immediately.

### Smell gas? Alarm has sounded?

- Turn off all appliances.
  - Open all doors and windows.
  - Don't use matches or any open flames.
  - Put out candles or cigarettes.
  - Don't use electrical appliances or switches.
- And call SGN immediately 0800 111 999.





## Home improvements

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 then confirm in writing if consent is granted.

**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.



### 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.

## Asbestos Safety

Asbestos is not dangerous if it remains intact, sealed and in good condition. If you plan to do any improvements and worried about asbestos, get in touch.

**Hints & Tips:** Don't drill through, cut or break off parts of asbestos boards. Don't rub down or remove Artex or textured coatings. Always get help with any concerns.

*Homes built since 2000 should not contain asbestos.*

## Damp, mould & condensation?

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

**What are the signs of condensation?** Black mould on affected areas. Water collected on windows. Wallpaper coming away from walls. General dampness smell within property.

**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. We will conduct a home visit to ensure that there is nothing else causing the problem. Read our guide to preventing damp, mould & condensation on our website.





# 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

Out of hours repairs | 0345 604 4686

## 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)  
New kitchen, bathrooms & central 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)  
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)

## Emergency Contacts

Gas (SGN) 0800 111 999  
Electricity 0800 092 9290  
03301 012222 (mobiles)

## 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.



## Help us to help you

It is important that we have the right information about you, to allow us to deliver the right services, in the right way. If there has been any changes about the information we hold (including about your household), please get in touch. Alternatively, scan the QR code to complete an online update form.



## Right to Repair

Under the Housing (Scotland) Act you have the right to have small urgent repairs carried out within a given timescale. This is called the Right to Repair scheme.

You can find out more at [www.gov.scot](http://www.gov.scot) or scan the QR code.



## 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.

Alternative formats available



Happy to translate

Możemy przetłumaczyć

Раді перекладати

Ni Fahari kutafsiri

حن سعاداء 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