

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SUMMER 2019

*We are
off to
Perth*

Don't miss out on this year's annual bus trip – fill out your application for a ticket on the back page and get it back to us – it's first come first served again this year!

See PAGE 2 for Office Closure details

Would you like easy access to the Association's services with the click of a button?
Then try out our new app.

Android Phone Users If you have an Android phone please select



Apple Phone Users If you have an Apple phone then please go to <http://app.tollcross-ha.org.uk/>

OFFICE CLOSURE ARRANGEMENTS

Our offices will be closed for “The Glasgow Fair” as follows:

Friday, 12th July and Monday, 15th July

Please refer to the emergency telephone numbers provided so that any emergency repair you may have can be dealt with while the office is closed. If you call the usual office number (0141 763 1317) during this period you will be put through to our emergency repairs service. You can also call them on 0345 6044686

If you need to report a repair to keep your house wind and watertight, or there is a fault with essential services such as water supply and gas, you should contact the relevant number provided.

Emergency Repairs 0141 763 1317 and 0345 604 4686

Gas Escapes 0800 111 999

Scottish Power Emergencies

(from landline) 0800 092 9290

(from mobile) 03301 010222

Handyman Service Free of Charge to OVER 65's

If you are over 65 and have no rent arrears, we'd love to hear from you. If you have a job that's not on the list outlined below, **please** ask us: Contact the Maintenance Team on 0141 763 1317 (select Option 1).

- Replacing high or awkward light bulbs
- Fitting light shades
- Hanging mirrors or pictures
- Moving furniture (light weight)
- Change electrical plugs or fuses
- Assembling flatpack furniture (small scale)
- Assist in clearing out property
- Lift and relay carpets (pre and post works contracts)
- Ease sticking doors
- Minor plumbing (connect washing machines, choked sinks)
- Securing trailing wires and flexes
- Fitting bathroom accessories (small scale)
- Replacing curtain rails, poles & blinds
- Removing and refitting curtain rails, poles and blinds (to allow works to proceed)
- Minor joinery work
- Sealing around bath or sink
- Minor garden maintenance
- Household letter drops
- Affixing notices in closes

If not on the list - ask: Contact Maintenance on 0141 763 1317 Option 1

New Activities within the Advice & Learning Centre

Everyone is settling in well at the new Centre and we have new activities for you to come along and join in or pop in and find out more



COMMUNITY CONNECTORS are running a Lifestyle Management Course for people aged 50+ in the Centre on Thursday's from 10am-2pm, this free course offers social interaction and friendship and a cuppa is provided.



THE YOUNG PARENTS PROJECT provided by Kiran from Rosemount Learning Centre is a service that works with young parents, Kiran is in the Centre every Thursday afternoon. The Project can help young mums and dads identify and access education, training, voluntary or employment opportunities.



JOBS & BUSINESS GLASGOW are available to provide employment advice every day. You can get assistance to apply for work on line or have a CV written up. J&BG also run a Job Club on Tuesday mornings.

Are you interested in working on a building site? Then Jobs & Business Glasgow run 2 CSCS (Construction Skills Certification Scheme), these sessions run from the Centre getting people ready to gain their CSCS card.

All of our other activities are running as normal including Welfare Rights, Credit Union, G-Heat, Free Courses in the Community and Digital Support.

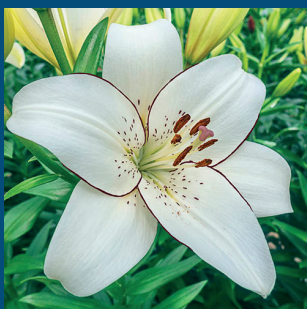
Did you know that you can bring old photos into the Learning Centre and we can help clean them up and bring them back to life and print them too?

As if all of this isn't enough, we are still asking you what you would like to see take place in our new Community Room, some ideas mentioned already include Movie Afternoon, over 50's Club, Homework Club and History Project – so please feel free to come in and speak with Veronica, Liz or one of our Volunteers.

TOLLCROSS ADVICE & LEARNING CENTRE

84 Braidfauld Street
Glasgow G32 8PJ

Tel: 0141 764 1234
advice@tollcross-ha.org.uk



Frank O'Brien

It is with great sadness that we are reporting the recent passing of Frank O'Brien. Frank worked with us for many years as a volunteer in our Advice & Learning Centre, assisting and supporting many families throughout our communities. He was a real "character" and will be sadly missed. Our thoughts are with Frank's family.

Welcome to your quarterly update on our Performance Improvement Network (PIN). The members of the PIN understand the importance of the requirement for the Association to meet the outcomes and standards set by the Scottish Government within the Scottish Social Housing Charter and this underpins the work the PIN members do.

PIN UPDATE



PIN ACTIVITIES

Members of the Performance Improvement Network have been helping the Association review and consider the changes to the Scottish Secure Tenancy and our Anti Social Behaviour Policy, both further to the implementation of the Housing (Scotland) Act 2014.

In addition to this, the group has been working hard on considering the format and content of the Association's current Sign Up Pack for new tenants, including; a review of other organisation's packs; consideration of what additional information would be useful and how this should be conveyed to new tenants – work is ongoing and we will keep you posted.

Once this work has been completed and a recommendation made to the Association's Management Committee, work will commence on looking at void numbers/allocations/turnover of properties – Watch this space for more details.

Why not help us to improve services and enjoy some local company?

- The PIN members are keen to ensure that they are represented from each of the areas which Tollcross Housing Association serves. The meetings are informal and members enjoy a good get together and chat over a sandwich/cuppa as well as helping to improve our services. So, if you are interested in taking part or just want to find out a bit more about the Performance Improvement Network, please contact the office on 763 1317 or e-mail info@tollcross-ha.org.uk.

CUSTOMER SATISFACTION

The Association has independent surveys undertaken on a monthly basis by Research Resource and we monitor the outcome of several specific questions. As well as helping us improve our services in a pro-active way, it also enables us to provide an accurate reflection of our customers' views when completing the Annual Return on the Charter to the Scottish Housing Regulator. The table below outlines the customer satisfaction results for previous years and quarters one, two, three and four of the financial year 18/19.

| Question | Satisfaction Levels | | | | | | | 18/19 Performance |
|--|--------------------------------|--------------------------------|-------------------|---------------------------------|----------------------------------|---------------------------------|---------------------------------|-------------------|
| | 2013 Full Survey 907 sample | 2016 Full Survey 900 sample | 17/18 performance | Q1 Apr-Jun '18 120 sample | Q2 Jul-Sept '18 120 sample | Q3 Oct-Dec '18 120 sample | Q4 Jan-Mar '19 122 sample | |
| Percentage of tenants satisfied with the overall service provided by their landlord | 90% | 96% | 91% | 96% | 97% | 93% | 96% | 95% |
| Percentage of tenants satisfied with the standard of their home when moving in (for tenants moving within last 12 months) | 70% | 82% | 78% | 82% | 81% | 71% | 65% | 77% |
| Percentage of tenants who have had a repair carried out within the last 12 months satisfied with the repairs & maintenance service | 90% | 96% | 97% | 94% | 98% | 96% | 95% | 96% |



What a PERFORMANCE

The Following statistical information has been reported to the Management Committee and is for Quarter 4 of the year 18/19 – 1st January to 31st March 2019.

Maintenance

Repairs & Gas Safety

| Q 1-4 | Target | 18/19 Total | 17/18 Total | 16/17 Total |
|--|--------|----------------|----------------|----------------|
| Average length of time to complete emergency repairs | 6 hrs | 2.1 hrs | 2.2 hrs | 2.1hrs |
| Average length of time to complete non-emergency repairs | 3 days | 2.2 days | 2.3 days | 2.37 days |
| Non-emergency repairs completed Right First Time | 95% | 95.8% | 95% | 94.6% |
| Gas Safety Inspections completed within 12 month period | 100% | 100% | 100% | 100% |
| Number of Repairs | N/A | 5912 | 6181 | 5912 |
| Average number of repairs per occupied property | N/A | 2.6 | 2.8 | 2.6 |
| Emergency repairs completed within 6 hour target | 100% | 99.7% | 99% | 98% |
| Urgent repairs completed within 3 day target | 100% | 95.5% | 95.5% | 97.5% |
| Routine repairs completed within 5 day target | 98% | 96.5% | 95% | 94% |

Housing Management

Our gross rent arrears at the end of the 4th Quarter was £179,526 which represents 2.06% of the total rent due. You can see from the table below how this has been split.

| Arrears | Target | Actual |
|------------------------|--------|--------|
| Current Tenant Arrears | 2% | 1.195% |
| Former Tenant Arrears | 1% | 0.865% |
| Total Arrears | 3% | 2.06% |

Voids & Re-Lets

| | |
|---|-------|
| Properties re-let | 37 |
| Percentage of rental income lost due to un-let properties | 0.36% |
| Average number of days to repair & re-let a void property | 16 |

Anti-Social Behaviour

| | |
|--|----|
| Number of Anti-Social complaints received | 64 |
| Number of Anti-Social complaints resolved in timescale | 54 |

Evictions

| | |
|-------------------------------------|---|
| Evictions for Non payment of rent | 0 |
| Evictions for anti-social behaviour | 0 |
| Total evictions | 0 |

Eviction is always a last resort for the Association and staff work hard to help everyone that gets into difficulty with their rent. Tenants can access the Association's Welfare Rights Officer and Tollcross Advice & Learning Centre for free advice and assistance.

Governance & Corporate Services

Management Committee Details

13 full members of Management Committee and 1 Co-optee

Audit & Business

Finance, Staffing, Risk, Business Planning

Operations -

Maintenance, Housing Management, Asset Management, Development

Performance Improvement Network

(Tenant Scrutiny) Service review and improvement

Monitoring Complaints 1st January to 31st March 2019

| | Stage 1 | | | | Stage 2 | | | |
|---------------------------------------|--------------|------|-------------------|------|--------------|------|-------------------|-----|
| | Other Issues | | Equalities Issues | | Other Issues | | Equalities Issues | |
| | No. | % | No. | % | No. | % | No. | % |
| Received in Quarter 4 | 16 | N/A | 1 | 100% | 4 | N/A | 0 | N/A |
| Number of complaints c/fwd from 17/18 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| Responded in full | 15 | 100% | 1 | 100% | 3* | 75% | 0 | N/A |
| Upheld | 5 | 31% | N/A | N/A | 0 | N/A | N/A | N/A |
| Responded in timescale | 12 | 80% | 1 | 100% | 2 | 67%* | N/A | N/A |

*One complaint carried over to financial year 2019/20

LESSONS LEARNED

As a direct consequence of responding to complaints from our customers, we give you a list of actions we've taken within each edition of the Tollcross Newsletter. This edition shows you the actions taken during the quarter between 1st January to 31st March 2019

| You Said | We Did |
|--|---|
| The Association did not investigate your repair thoroughly | Follow up on the repair, carry out further works and resolved the fault |
| The Association did not investigate your repair thoroughly. | Investigate straight away and various solutions sought but the cause of the problem was not immediately obvious leading to a delay in the final repair. |
| You considered the call handler for a contractor to be rude and dismissive. | Raise the matter with the contractor who apologised for the incident and will provide further training for the individual involved. |
| The external condensate pipe from your boiler freezes up in cold conditions. | Instruct all known problem condensate pipes to be insulated, and included the insulation of external condensate pipes within heating renewal contracts. |
| You felt that organisations representing the Association should have identification on them to demonstrate who they are when out in the community. | Agree that although generally our contractors and others acting on our behalf do carry identification, we would remind them to make it available when out in the community. |
| The bulk rubbish in the bin store at the new build development is not being removed. | Arrange for bulk rubbish to be removed for uplift on a weekly basis. |
| No-one returned your call, despite phoning twice. | Reinforce with staff the need to ensure that messages are passed on to the appropriate staff ASAP. |

INVESTIGATIONS There have been no investigations reported during the year.

CONTINUAL IMPROVEMENT We remain committed to continual improvement and when you tell us you have a complaint or are dissatisfied about something we've done or not done can we find ways to resolve this for you and make enhancements and adjustments to our service.

If you have followed the Association's Complaints procedure and are still dissatisfied with the outcome you can contact one of the following:

Complaints About Factoring

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing and Property Chamber to look at it.

They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:

Housing and Property Chamber
First-tier Tribunal for Scotland,
20 York Street, Glasgow G2 8GT
Telephone: 0141 302 5900 Fax : 0141 302 5901
E-mail: HPCadmin@scotcourtribunals.gov.uk

Housing and Property Chamber
First-tier Tribunal for Scotland



Complaints about Care Service

If your complaint relates to a care service we provide you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure or make a complaint by contacting the Care Inspectorate:

www.careinspectorate.com

Telephone: 0345 600 9527
Fax : 01382 207 289

E-mail: enquiries@careinspectorate.com



All Other Complaints

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- Events that happened or that you became aware of, more than a year ago
- A matter that has been or is being considered in court

You can contact the SPSO:

Scottish Public Services Ombudsman,
Bridgeside House,
99 McDonald Drive,
Edinburgh, EH7 4NS
Freephone: 0800 377 7330
Website: www.spsso.org.uk



ANNUAL GAS SAFETY INSPECTION

The Association has a legal responsibility to gain access to carry out annual gas appliance inspections to all properties with a metered gas supply. This includes properties with communal heating that also have a metered gas supply, whether or not the meter is capped.

To ensure that we gain access to all its properties within the annual deadline, our contractor City Technical will write to tenants 10 months after the previous annual inspection date.

If the date offered is not suitable, please contact City Technical's call centre on 0844 579 6493, who can arrange an appointment around work patterns, medical appointments etc. The call centre is open 24 hours a day, 365 days a year. Please note that if you have not allowed access after 2 visits you must contact the Association's Maintenance team directly on 0141 763 1317 Option 1 to prevent Sheriff Officer involvement and cost.

The majority of Association tenants provide access on the first or second inspection date, and the Association appreciates your assistance in achieving this requirement.

However, during the year **1st April 2018 to 31st March 2019:**

3,597 annual services were planned (on a 10 month cycle to achieve inspection within anniversary),

756 (21%) properties failed to provide access at the first visit,

322 (9%) properties failed to provide access at the second visit,

48 (1.3%) properties failed to provide access at their third visit, requiring the Association to instruct Sheriff Officer involvement which costing the Association **£3,728.45** in addition to staff and contractor resources. These costs have been recharged to the relevant tenants.

In the current year, for the period **1st April to 31st May 2019**, the Association has spent **£1,393.92** on Sheriff Officers fees to gain access to **16** properties.

WASPS - WHY ARE WASPS A PEST?

Wasps are not considered a public health risk but can present a nuisance when a nest is found in or around your home or garden. Wasps like other insects are beneficial to the environment as they eat other insect pests. Unless the location of the nest is causing a problem to you or other members of the public treatment should be avoided.

The Association will not treat a wasp's nest unless it is within your home or directly affecting access to your home.



Tenant Alterations

All tenants should be aware that if intending to make any alterations to an Association property, you must firstly obtain approval through the Maintenance Department before the work is undertaken. Requests should be submitted in writing, giving details of the intended work, and marked for the attention of the Maintenance Manager.

Permission will normally be granted to carry out the works, subject to the extent of alteration works, and a member of the Maintenance team is likely to visit you to discuss your proposals prior to written consent being given. On completion, a further inspection will be carried out to ensure the works conform to the written request and that the work is to a satisfactory, and safe, standard.

You should consider the points below if you are considering any work of this nature, and note that our Maintenance team would be happy to discuss any enquiry:

- The work should comply with statutory legislation.
- The work should be carried out by qualified, competent tradesmen.
- The work may only be suitable for your use, so you may be required to reinstate the property to the original condition should you terminate your tenancy.
- You will be liable for the cost of any reinstatement work that is carried out by Tollcross Housing Association in the absence of written permission for works, or if you fail to reinstate prior to the end of your tenancy.
- Certain alterations qualify for compensation under the Housing (Scotland) Act 2014. Literature on this is available at our offices or can be sent out upon request. Any certification, receipts or invoices should be retained as proof of conformance and costs.

If you have already carried out any alterations and were unaware that our consent was required please contact our Maintenance Manager in order that an assessment can be carried out and the correct guidance provided.



Help us to Help you!

It is important that we have up-to-date and correct information about you so that you have access to the right services.

If there have been any updates to your information or information about other members of your household (e.g. change of phone number or e-mail address or of household members) or any change in circumstances (e.g. employment or income), please let us know.

This will allow us to help you receive all the services that you are entitled to. Please contact us with any updates on 0141 763 1317 or e-mail info@tollcross-ha.org.uk or you can use the contact us page on our website, www.tollcross-ha.org.uk.

Did you know

that as well as making payments online, you can log in via our website and view:

- **the last six repairs carried out at your property**
- **the last six transactions on your rent or factoring account**
- **the contact details that we hold for you**

This service is safe, secure and easy to use.

The Payment and Log in service is available to all of our tenants and factoring customers.

To register for this service simply log into our website: www.tollcross-ha.org.uk, click on "Customer Login" and follow the directions.

SPOTLIGHT ON POLICIES

The Association's services are underpinned by a number of policies across all departments and Management Committee members are responsible for ensuring their timely review. In accordance with the Policy Review Schedule, proposed changes to (or introduction of new) policies are presented to Management Committee. Where deemed appropriate we carry out consultation on these policies too. This involves meeting with our PIL members and also making the policies available on-line via our website, for other customers to provide feedback. This is for a specific period of time and is generally a month. We then provide any feedback to the Management Committee with a view to having the policy approved and made ready for implementation. In the last edition of the Tollcross Newsletter we told you that we would be working on some service policies and we put them out for consultation. Below you will find an outline of the main changes to the policies recently reviewed and approved by Management Committee.

Customer Service Standards

Management Committee members approved this policy for immediate implementation at the meeting held on 24th June 2019. The main changes to the Customer Service Standards Policy relate to our change of address, that we now have photographic ID for our staff members and a new section on GDPR and how we manage any data processed. We remain committed to our overall objectives:

- We will deliver high quality services
- We will keep you advised of our activities and consult with you when major changes to services are planned.
- We will use your views to improve the quality of our service.
- We will treat you fairly and with respect.
- We will respond to your enquiries and complaints.
- We will always be approachable and professional.

BIG PRIZE DRAW WINNER



James Johnstone is our lucky Prize Draw winner this month and has won an amazing £300!!!!. James has been a tenant of the Association since 1988 and said "I have never won anything in my life and I am absolutely over the moon about winning the money". Well done James and happy spending!

Remember The Big Draw is open to all Tollcross Housing Association tenants that meet the qualifying criteria.

HOW TO QUALIFY

- You should have no debts with the Association or you have a debt with us but you are sticking to a repayment agreement.
- You have no anti-social behaviour issues with the Association.
- You have provided access to your home when requested to do so by the Association.

If you meet the above criteria then you will be in the draw every three months for a £300 prize!

Easter Eggvent

What a Great Success!

Our annual Easter event was held at Causeway Church on Thursday, 18th April. We were all entertained by Gary Dunn and Chico the monkey with a spectacular show that was truly magical. Our special guests, the Easter Bunnies were also there and everyone had a great time. Thanks to everyone for joining in.



There are more images of the event on our website

YMCA Summer Fun Programme

Tollcross Tiny Tots (0-5yrs)

10am - 12 noon

Juniors (5-10yrs)

12.30pm - 2.30pm

Seniors (11-18yrs)

3pm - 6pm

Full Range of Activities!



Sports

Arts



Healthy Meal Every Day!

Gardening



Contact us on:

Tollcross YMCA Facebook

07548 694 107

tollcrossymca1870@gmail.com



Funded by
Glasgow City
Council



Membership of the Association

As a community based organisation we recognise the benefits of having a wide-ranging membership from the community and especially from our own tenants. We will actively encourage membership from our existing tenants, new tenants and other customers.

If you would like to become a member of Tollcross Housing Association, please complete and return the application outlined below.

I wish to become a member of Tollcross Housing Association Limited

I confirm the following (Please tick one box):

- ☐ I am the tenant, or joint tenant of a Tollcross Housing property, or
- ☐ I am a member of a tenant, or joint tenant's household aged over 16 years of age, or
- ☐ I am a resident with an interest in the Tollcross area, aged over 16 years of age, or
- ☐ I am an individual with particular skills or experience detailed below

Occupation and details of relevant skills or experience:

- ☐ I enclose £1.00 for my Share Certificate. In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Tollcross Housing Association.

| |
|---------------------------------|
| Mr/Miss/Mrs/Ms* (please delete) |
| First Name |
| Surname |
| Full Address |
| Flat position (if applicable) |
| Postcode |

Signature: _____

Date _____

Please return to: The Secretary, Tollcross Housing Association Limited
868 Tollcross Road, Glasgow, G32 8PF

Development update

Dunira Street Phase 2, Tollcross

You might have noticed that almost all of the scaffold is now down, just the last bit at each end is still up to allow for the completion of the balconies on the end flats. The scaffold coming down is always a good sign as it means that the job is nearing completion.

The first hand overs are planned for the 5th August 2019 and the whole project should be complete and occupied by the beginning of September.

Allocations for the 24 new flats haven't started yet but within the next month or so the first lucky tenants should begin to get offers through for their new homes.



Canmore Street MMR

The Association's first Mid Market Rent (MMR) scheme is progressing well, with works on site now slightly ahead of programme. There's been a lot of interest in these properties and this new form of tenure, so it looks like this will be a form of development that the Association will continue to consider in the future.

The project should be handed back to the Association in February next year. Details of how these properties will be allocated will be provided in the Autumn newsletter and we'll be in contact with everyone that's expressed an interest in this development at the same time.

Altyre Street, Tollcross

The Association is progressing with proposals for the sites on both sides of Altyre Street. Unfortunately, early investigations have shown that the ground conditions in this area are terrible. Many years ago the Mutton Pit was located in the area between Wellshot Road and Altyre Street and as a result the whole site has problems with old mine workings and mine shafts. We are currently working to establish just how much it will cost to carry out all the remediation works required. When that's all been confirmed we can then decide if it's going to be possible to undertake the development of the site.

The Association and the City Council realise the importance of the regeneration of this site so we'll both be doing everything possible to make sure that more high quality, affordable new homes are built on this site.

Early proposals are based on a development of around 43 flats and houses. These properties will provide mainstream accommodation but also include some specially designed wheelchair properties and some larger family homes.

We are going to Perth

The Association's Events Focus group have listened to your feedback from last year's trip and decided to continue with the more traditional bus trip this year. So, we're off into the country. Up to 100 lucky over 60s will be spending the day in Perth on **Friday, 16th August 2019**.

Here's the itinerary to help you decide if you'd like to join us this year:

- Friday, 16th August 2019
- Departure from 868 Tollcross Road – 9.30am prompt
- Departure from Perth – 4.00pm prompt
- We will provide you with a contribution to enjoy lunch at your leisure and at a venue of your own choice in Perth (see Terms and Conditions). →
- There will also be an entertaining quiz and an opportunity to win some fabulous prizes in our free raffle.

TERMS & CONDITIONS

- Tickets are being issued on a first come first served basis, so you should book soon.
- You must be 60 or over and tickets are limited to one per person, however you may bring one guest and they will travel free on the coach.
- Guests and factored owners will require to fund their own lunch.
- You must either be a tenant or an owner who pays for the factoring service with the Association.
- Please remember that we reserve the right to refuse you access to the coach if you are unruly.

TICKET

Please complete your ticket request form and **bring it to the office at 868 Tollcross Road, G32 8PF** **BEFORE FRIDAY, 26th JULY 2019.**

Tenant Information

Name
Address
.....
Contact Number

Date of Birth
Please tick one
Tenant? ☐
Factored Owner? ☐

Please tell us about any mobility requirements

Guest Information (If you are bringing a guest with you, please provide their details below)

Name
Address
.....
Please tell us about any mobility requirements

Contact Number
Date of Birth

Join the Events Focus Group

The Association's Management Committee approves the budget each year to allow us to arrange these types of events and the Focus Group are members of the local community who help make it happen. If you would like to join the Events Focus Group, then please contact the office on 0141 763 1317 or e-mail info@tollcross-ha.org.uk



TOLLCROSS
housing association limited



868 Tollcross Road, Glasgow G32 8PF
Tel 0141 763 1317
Email info@tollcross-ha.org.uk
www.tollcross-ha.org.uk

**FOR OUT OF HOURS EMERGENCIES CALL
0141 763 1317 or 0345 6044 686**

Honorary President: Bill Dougan
Property Factor Registered No PF000261

Registered with the Scottish Housing Regulator registration No. 197 and with the Financial Conduct Authority as a registered society under the Co-operative and Community Benefit Societies Act 2014 – Registration No. 1798RS. Tollcross Housing Association Limited is a Registered Scottish Charity, No SC040876

Do you need information in a larger font/different language? Please contact us and let us know.