



TOLLCROSS
housing association limited

NEW TENANT WELCOME PACK

Tollcross Housing Association



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WELCOME TO YOUR NEW HOME

This welcome pack provides essential information about your tenancy, the services we offer, and your rights and responsibilities as a tenant. It is designed to help you get settled into your new home.

Inside you'll find clear and practical information about your tenancy, the services we provide, and the support available to you.

Our Vision

“

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

”



Our Commitment to Equality and Human Rights

Tollcross Housing Association is committed to providing an environment that promotes equality, diversity, and inclusion in all our policies and procedures. We treat everyone equally and fairly in relation to the protected characteristics outlined in the Equality Act 2010. Read more at www.tollcross-ha.org.uk/document-hub.

Tell Us What You Think

To help us improve and if you ever need to raise a concern, make a complaint, or even share a positive experience — we want to hear from you.

Call us on 0141 763 1317
Visit www.tollcross-ha.org.uk/get-in-touch or scan the QR code



SECTION 1: SIGNING UP

Who Should I Update?

As a new tenant, there are several agencies that you may need to contact to ensure they hold the most up-to-date information:

- Department for Work and Pensions (DWP)
- Your utility suppliers
- Council Tax
- Housing Benefit
- Post office (to redirect your mail)
- TV Licensing
- DVLA
- Home Contents Insurance

As part of your sign-up today, you'll receive several important documents, including:

- Right to Repair booklet
- Useful Contact information
- A gas safety certificate
- Tenant safety booklet
- A copy of your tenancy agreement
- Details of your utility suppliers

Tenancy Agreement

Your tenancy agreement is a legal contract between you and your landlord. It outlines the details of your tenancy, your responsibilities, and our rights and responsibilities as the landlord.

These Include:

- **Updating** household information - keep your housing team updated with changes to your household.
- **Requesting** permission before making alterations or improvements to your home.
- **Keeping your home in good condition** - reporting repairs as soon as possible.
- **Respecting** neighbours and not causing anti-social behaviour.
- **Allowing** access for inspections and safety checks when required.
- **Providing** 28 days' written notice if terminating your tenancy

Information Sharing

At Tollcross, we're committed to being transparent about how we collect and use your data. By signing your tenancy agreement, you consent to Tollcross Housing Association sharing relevant information about your tenancy with external agencies — including Universal Credit, Housing Benefit, and local authorities — to help manage your tenancy.



SECTION 2: UPDATING UTILITY SUPPLIERS

When you move in, you'll need to contact the gas and electricity companies to set up your accounts. On moving in, you must:

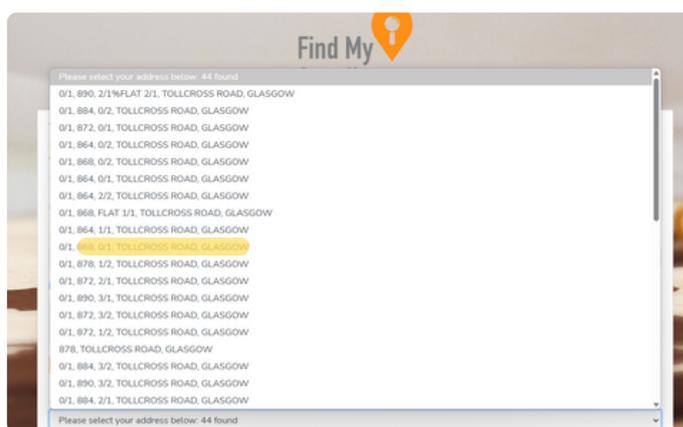
- Take meter readings
- Contact the existing supplier to give them your readings and set up an account in your name

To Find Your Gas Supplier

- Visit www.findmysupplier.energy or scan the QR code



- Enter your new postcode and select your address
- Select the correct flat position
- Find supplier details and contact supplier to update account details



*Remember to select the correct address and flat position

To Find your Electricity Supplier

- **Contact** - 0330 101 0300
- **Enter details** - postcode, property number & flat position.
- An operator will ask you for the same information and provide you with your electric supplier's details, including the MPRN (Meter Point Reference Number) and energy supplier contact details.
- You may need to **provide the meter number**, which is found on your electric meter serial number (a mixture of numbers & letters).
- If there is no supplier, you're free to choose a supplier of your choice.
- **Contact the energy supplier** and register as the new tenant.



SECTION 3: UPDATING HOUSING COSTS

Universal Credit

If you're on Universal Credit, remember to update Universal Credit with your new housing costs (your housing team will assist with this at your sign-up)

- Visit www.gov.uk/sign-in-universal-credit
- Sign in and select 'Report a change'
- Select 'Where you live and your housing costs'
- Follow the on-screen prompts to complete details of your new address, tenancy start date, housing and service charges.

Rent Increase

Rent costs increase annually on the 1st of April. We'll always give you at least 28 days' notice, if your rent is due to change.

If you receive Universal Credit, you must update UC via your journal, no earlier than the 1st April. Log in to your Universal Credit account:

Confirm your housing costs

Date of change

Did your housing costs change on 1 April 2025?

Yes No

Continue

Select the 'To-do list' tab

Select 'confirm your housing costs'

Update with the new rent amount.

*Those with a phone claim must call Universal Credit to update them.

Council Tax

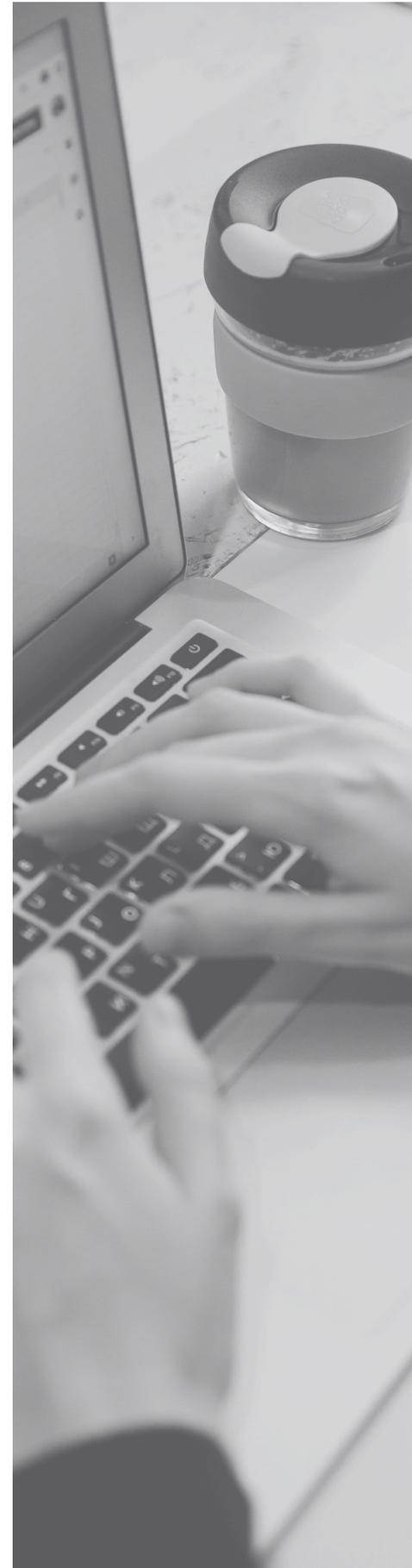
Don't forget to contact Glasgow City Council via www.glasgow.gov.uk/ct to set up your Council Tax account or update your circumstances. Our Welfare Rights Officer can help apply for any Council Tax exemptions or reductions, if eligible. (page 9)

Housing Benefit

If you're unemployed, on a low income, or of state pension age, you may be eligible for Housing Benefit to help pay your rent.

Our housing staff will help you at sign-up to update your new circumstances, and our Welfare Rights Officer can help you apply if needed. For more information, visit:

www.glasgow.gov.uk/ben or call us on 0141 763 1317.



SECTION 4: MAKING RENT PAYMENTS

Your rent is due monthly, in advance, and by **the 1st of each month**. Your rent payments help us manage and support tenancies, maintain safety standards and improve your community.

How to Pay Your Rent:



By telephone using your Allpay reference and debit or credit card. Call 0844 557 8321 24 hours a day.



On-line at www.tollcross-ha.org.uk by clicking on Allpay internet Payment Service



Direct Debit, call us on 0141 763 1317 (option 2) and we'll help you set this up.



PayPoint or Post Office using your Allpay rent card

If you're struggling to pay rent, let us know early — our housing team are here to help.

Further information on our rent arrears policy can be found in the 'Avoiding Rent Arrears' booklet - provided at sign up.

Need help with benefits or maximising your income?

We know it can be overwhelming understanding benefits and budgeting, so we offer free Welfare Rights appointments with our Welfare Rights Officer - Andrew Sproul (see page 9).

Communal Heating Charges

Some properties are supplied with communal heating, where heating and hot water are provided through a shared system instead of a private boiler.

If applicable, you'll be required to pay an additional monthly heating charge in one of two ways:

Standing Order

Set up a regular monthly payment through your bank using your heating charge reference (see page 4) and

Sort Code: 82-64-30

Account Number: 10000220

Manual Payment

Pay by card each month either by calling us or visiting the office.



SECTION 5: WIDER ROLE & SUPPORTING YOUR TENANCY

Advice & Learning Centre

A welcoming community space offering free support with finance, employment, learning, wellbeing, and more. We run regular events like the **Community Food Project** and our **Welcome Space**, and work with partners to provide advice and learning opportunities.

Monday to Thursday 9am-12.30pm & 1.30-17.00pm
Friday 9am-4.30pm

For up-to-date information on the services provided visit www.tollcross-ha.org.uk/help-advice



84 Braidfauld Street, G32 8PJ
 0141 764 1234

Welfare Rights Service

Get a benefit check and support with claims, reviews, appeals. We'll help ensure you receive your full entitlement. Whether you're unemployed, on a low income, sick, disabled, or claiming for the first time, we're here to help.

Drop-in Times:

Mondays 1pm–4:30pm
 868 Tollcross Road, G32 8PF

Wednesdays 9am–12:30pm
 Advice & Learning Centre, 84 Braidfauld Street

Andrew Sproul

0141 763 1317 (option 4)

andrew.sproul@tollcross-ha.org.uk

Energy Adviser

Get support with energy issues, including fuel debt, tariff checks, switching, and dealing with utility companies.

Energy Advice Appointments
 James Stewart
 0141 763 1317
info@stepadvice.org.uk

Money Advice Service

In partnership with Shettleston Housing Association, TSMAS offers referral-based money advice including: Budgeting & banking, Debt and Benefit applications.

84 Braidfauld Street
 0141 764 1234
advice@tollcrosscommunitytrust.org



SECTION 6: YOUR REPAIRS SERVICE

Repairs and Maintenance Service

Tollcross Housing Association is committed to keeping your home safe, comfortable, and in good condition. We provide a responsive repairs service that covers emergency, urgent, and routine repairs, such as plumbing, electrics, heating, and structural issues.

We also carry out planned and cyclical maintenance, including gas safety checks, electrical testing, roof and gutter works, and seasonal landscaping.

For more details on repair types and response timescales, please visit:
www.tollcross-ha.org.uk/report-a-repair.



How to Report Repairs

- **Call** the repairs team on 0141 763 1317 (option 1).
- For **emergency repairs** outside of our usual hours call 0345 604 4686.
- **Email** your repair into Repairs@tollcross-ha.org.uk
- Report a repair **online** at www.tollcross-ha.org.uk/report-a-repair
- **In-person** at our main office at 868 Tollcross Road

Right to Repair Scheme

Under The Right to Repair Housing (Scotland) Act 2001, tenants are entitled to have certain small, urgent repairs completed within legal time limits. Where these timescales are not met, you can claim compensation.

For more information refer to your copy of '**Right to Repair Scheme**' [provided at sign up](#).

Tenant Safety Booklet

At Tollcross Housing Association, tenant safety is a top priority. As part of your sign-up, you'll receive a Tenant Safety Booklet, which outlines our responsibilities as your landlord in areas such as fire, gas, and electrical safety.

It details the measures we take to manage water safety, damp and mould, and asbestos, ensuring your home remains safe and compliant at all times.



SECTION 7: KEEPING YOUR COMMUNITY CLEAN & SAFE

We ask all tenants to help keep the bin areas and the surrounding community clean and tidy for everyone. Please ensure household waste is securely bagged and disposed of in the appropriate bins:

Green Bin

General Waste

Blue Bin

Paper & Cardboard

Brown Bin

Food & Garden waste

Report a 'Missed Bin Collection' via www.glasgow.gov.uk/missedbincollection or call 0141 287 2000.

To find out when your bins are emptied visit www.glasgow.gov.uk/Collectiondays

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.fireScotland.gov.uk



Communal Areas

Keeping the common areas clear of personal items and rubbish keeps everyone safe and ensures emergency access is available. For the safety and comfort of all residents, please do not leave anything in these areas.

Request a Bulk Uplift



To remove unwanted items, including furniture, you must book a collection with **Glasgow City Council**.

Book a collection at www.glasgow.gov.uk/bulkywaste or call 0141 287 9700 on Tuesdays and Wednesdays 9am - 3pm.

Anti-Social Behaviour

Defined as acts "likely to cause alarm, distress, nuisance and annoyance", anti-social behaviour can include:

- Intimidation or Harassment
- Aggressive Pets
- Excessive noise disturbances
- Threatening Behaviour & Vandalism
- Behaviour of visitors and children.

How to Tell us?

Call us on 0141 763 1317 (options 2)

Visit www.tollcross-ha.org.uk/get-in-touch

In-person at 868 Tollcross Road.

We investigate complaints in confidence and in line with our Anti-Social Behaviour Policy, keeping you informed every step of the way.



SECTION 8: USEFUL CONTACTS

Contact Us

Housing Enquiries - 0141 763 1317 (option 2)
housingmanagement@tollcross-ha.org.uk

Repairs Team -
0141 763 1317 (option 1)

Report a repair at
www.tollcross-
ha.org.uk/report-a-repair



Out-of-Hours Emergency Repairs
0345 604 4686

Tollcross Advice Centre - 0141 764 1234
84 Braidfauld Street, G32 8PJ
advice@tollcross-ha.org.uk

General Enquiries - 0141 763 1317
info@tollcross-ha.org.uk

Raise a Complaint or Compliment
If something goes wrong or you're unhappy with any part of our service, please let us know as soon as possible so we can put it right.



0141 763 1317
www.tollcross-ha.org.uk/get-in-touch

Glasgow City Council Services

Missed Bin Collections -
www.glasgow.gov.uk/missedbincollection

Pest Control - 0141 287 1059
www.glasgow.gov.uk/pestcontrol

Council Tax (Register, Pay & Update)
www.glasgow.gov.uk/ct

Utility Suppliers

Scottish Power - 0345 270 0700
www.scottishpower.co.uk

British Gas - 0330 808 3880
www.britishgas.co.uk

OVO - 0330 303 5063
www.ovenergy.com

EDF Energy - 03330 069 950
www.edfenergy.com

Finding your Gas Supplier
www.findmysupplier.energy



Find your Electricity Supplier - 0330 101 0300

Utilita - www.utilita.co.uk

USwitch - www.uswitch.com/gas-electricity

Advice Services

Citizens Advice Scotland
www.citizensadvice.org.uk/scotland

Shelter - www.scotland.shelter.org.uk

Universal Credit Support - 0800 328 5644
www.gov.uk/universal-credit

MyGlasgow App

Download Glasgow City Council's reporting app via the **Google Play Store** or the **Apple App Store**.

Report missed bin collections, request bulk uplifts and report fly-tipping.



MYGLASGOW

SECTION 9: AFFORDABLE FURNITURE AND FOOD SUPPORT

The Halliday Foundation (Houses2Homes)

Charity offering second-hand furniture support

Request a referral via 0141 763 1317 (option 2)

Tollcross Advice Centre Community Food Project

Tuesday - 10:30 - 12:30pm

Thursday - 1:30pm - 3:30pm

Friday - 1:30pm - 3:30pm

Contact 0141 763 1317 (option 2)

NE Foodbank Project (food parcel support)

Referrals only via 0141 763 1317

Calton Parkhead Parish Church

142 Helenvale Street, G31 4NA

Scottish Welfare Fund

www.glasgow.gov.uk/swf

British Heart Foundation Furniture

Unit 5, Forge Retail Park, G31 4BW

Spruce Carpets

0141 425 1555

www.sprucecarpets.org.uk/contact

Emmaus Glasgow (Reused furniture collection)

www.emmaus.org.uk/glasgow

SECTION 10: GETTING INVOLVED

At Tollcross, we're committed to continually improving our services. To achieve this, we need our customers and stakeholders to get involved to influence and shape the future of the Association. We encourage feedback through satisfaction surveys and consultation requests, as well as complaints and compliments.

Get Involved & Have Some Fun!

Join our Events Focus Group to help plan fun, local events.

A dedicated yearly budget allows us to bring people together and create a sense of community.

Performance Improvement Groups

Consider joining our performance feedback groups.

Discuss key issues that matter most to you and help shape the association.

Become A Member

Members are invited to our Annual General Meeting (AGM) to learn about the future direction of the association.

For just £1, you can help make a real impact.

To get involved visit www.tollcross-ha.org.uk/get-involved or email corporate@tollcross-ha.org.uk to find out more.



SECTION 11: WHAT SHOULD I DO NEXT?



Home Contents Insurance

We hope you never suffer flood or water damage but these things can happen.

While the Association covers the building we are not responsible for replacing your belongings. We strongly recommend home contents insurance for peace of mind.

Thistle Tenant Risks is one provider of home contents insurance and was designed for tenants in social housing.

THISTLE
TENANT RISKS

The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants and owner occupiers wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

How can you do this?

Visit: www.thistletenants-scotland.co.uk complete the enquiry form and wait for one of our helpful Team to call you back.

Email: tenantscontents@thistleinsurance.co.uk leave your contact details and someone will call you at a convenient time.

Thistle Tenant Risks – making life a little easier!

Find out more at Thistle Home Contents Insurance Scheme at www.thistlemyhome.co.uk or call **0345 450 7288**

Go Digital, Go Green!

Opt in for email communication and benefit from a faster more efficient service while helping Tollcross reduce it's carbon footprint.

Going Green has never been so rewarding! If you opt in, you'll **be automatically entered into our monthly prize draw** with a chance to win £50 cash.

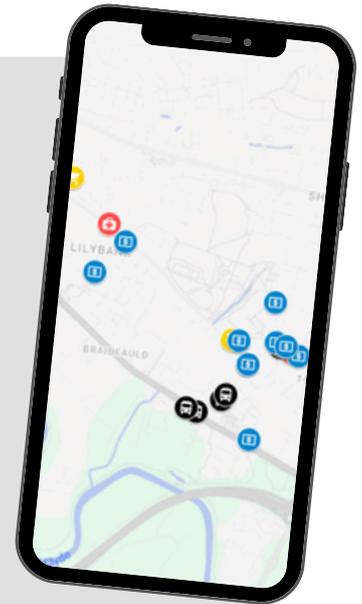
We'll discuss "Email Communication" at sign up, but if you change your mind, please contact your housing team on **0141 763 1317 (option 2)** to opt in and switch.



Interactive Local Services Map

An **interactive Map** has been created by Tollcross Housing Association to help you easily find essential services in and around your local area.

- Local Housing Services
- GP Surgeries & Pharmacies
- Local Supermarkets
- PayPoint locations
- Nearby support services
- Transport routes



Scan the QR code and click on the pins to find details of your local services

We're Here to Help

If you're still unsure about any of your next steps or need help getting started, our team is available to assist with things like setting up utilities, registering for Council Tax, or updating your benefit information.



Call: 0141 763 1317

Office: 868 Tollcross Road, G32 8PF

Online: www.tollcross-ha.org.uk/get-in-touch/

Need help in another language?

As members of Happy to Translate, we can provide this information in your preferred language or explain it to you with support. Just get in touch — we're here to help.



Możemy przetłumaczyć | Раді перекладати | ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ
Ni Fahari kutafsiri | حن سعاء لتقديم الترجمة | अनुवाद करके खुशी हुई | 乐意翻译





Tollcross Housing Association

868 Tollcross Road,

Glasgow, G32 8PF

Monday - Thursday 9am - 5pm & Friday 9am - 4pm

✉ info@tollcross-ha.org.uk

☎ 0141 763 1317

www.tollcross-ha.org.uk

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