



# Milnbank

Housing Association

TENANT'S HANDBOOK

**Milnbank Housing Association**  
**53 Ballindalloch Drive**  
**Glasgow**  
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[www.milnbank.org.uk](http://www.milnbank.org.uk)

As a Tenant of Milnbank Housing Association we hope that you will enjoy living in your new home. This Handbook is provided to give you advice and information we feel you may find useful to help you get the most out of living in your home. We hope that you find the information helpful and interesting. Please keep it in a safe place so that you can refer to it. Should you find any items which are not fully explained in this Handbook, please contact a member of Housing Services who will be happy to answer your questions.



Armadale Path



Cathedral Square



Dunragit Street



Recycling Centre, Roebank Street



Corsock Street

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## **1. The Association**

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Milnbank Housing Association was founded in 1975 and is a Registered Social Landlord operating in the East End of Glasgow.

The Association is a non-profit making Organisation and is a registered Charity. The Association is registered with and regulated by The Scottish Housing Regulator.

As a Registered Social Landlord Milnbank's main function is the provision of affordable rented housing stock for people in housing need. The Association manages in excess of 1640 properties for rent, more than 30 leased properties and 7 shared ownership properties. In addition to this Milnbank Housing Association's subsidiary company, Milnbank Property Services, manages the factoring service for a further 1249 owner occupied properties.

### **The Office**

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Milnbank Housing Association's office is situated at 53 Ballindalloch Drive, Glasgow, G31 3DQ. The Office is open 8.30am to 5pm Monday to Friday.

Contact details are:

Tel: 0141-551-8131

Fax: 0141-550-2060

E-mail: [admin@milnbank.org.uk](mailto:admin@milnbank.org.uk)

Website: [www.milnbank.org.uk](http://www.milnbank.org.uk)

### **The Management Committee**

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Milnbank Housing Association is controlled by a Management Committee who are volunteers committed to the improvement of housing conditions in the Milnbank area. Committee members are local people, elected by Members of the Association.

You may become a lifelong member (and share-holder) of the Association by a one-off payment of £1.00 membership fee. Membership allows you to stand for election onto the Management Committee and to vote for anyone standing. The Membership Policy has full details; all policies can be acquired from the reception at Milnbank Housing Association's offices by request.

The Management Committee meet on a monthly basis and they decide on the policy issues which are implemented by the staff. There is also a Services Committee which meets monthly to discuss Housing Services, Maintenance and development issues.

Milnbank is very much a community based Housing Association and therefore we encourage you to get involved and participate in all the activities the Association has to offer.

## **The Staff**

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Please visit our website [www.milnbank.org.uk](http://www.milnbank.org.uk) for current staff details.

## **2. Your Tenancy Rights**

### **Moving in**

Milnbank Housing Association will provide you with advice and information at the start of your tenancy which we hope will assist you to move into your new home with ease. This may be your first tenancy or you may have already held a tenancy elsewhere. Regardless of what your background maybe, this section of the handbook will ensure you understand fully what you will be required to do once in your new home. Please note that you must use the property as your principal home.

A new tenant should:

- Pay one month's rent in advance of the sign up – your rent will always be due on or before the 1<sup>st</sup> of the month
- Register their details with all suppliers including electricity, gas and water supply by contacting all relevant providers
- If you have children at school, advise and inform the education authority of your move
- Contact your G.P/Hospital
- Contact your phone company
- Contact Insurance companies
- Contact Royal Mail to redirect your post
- Contact Glasgow City Council regarding Council Tax
- Contact Television Licensing
- Contact Benefits Agency to commence claim for Universal Credit or to amend an existing Housing Benefit claim by submitting a change of circumstances
- Contact D.V.L.A. if applicable to change your driving license and registered car details
- If you have any bulk items following on from your move please consult with Milnbank Housing Association to arrange uplift
- Should you have any repairs please contact the office on 0141 551 8131

A Post Allocation Visit will be carried with you within 14 working days of you moving into your home. It is important that you contact your Housing Officer to arrange a suitable time and date to carry out this visit.

## **Your Tenancy**

The tenancy agreement used by Milnbank Housing Association is a Scottish Secure Tenancy Agreement. **This Handbook is not a part of the agreement and should not be used as a substitute in any circumstance.**

The Scottish Secure Tenancy Agreement signed by you and Milnbank Housing Association, at the start of your tenancy, is a legal document which contains all the terms of your tenancy. This Agreement will also stipulate the rights and responsibilities that both you and your landlord must adhere to. When you sign this document you agree to those terms.

The date you became a tenant is important as this will determine how your monthly rental amount is calculated. Changes to the Housing (Scotland) Act introduced in 2014 means that you are no longer able to buy your property.

As a tenant you have a legal right to stay in your own home provided you do not break the terms of the Tenancy Agreement.

The Association will never seek to end any tenancy without very good cause and receiving permission of the Court. Tenancies can be ended in the following ways:

- By giving one month's written notice to the Association
- By written agreement between the tenant and the Association
- By repossession of the house by the Association, which will require a Court Order
- By you abandoning the property
- If a tenant dies and there is no-one who has the right of succession to the tenancy

## **Succession Rights**

In the event of a tenant's death the tenancy may be inherited by one of the following people (who have been registered as part of your household for at least one year) in the following way:

### Level One

- Your husband or wife or co-habitee, if the house was their only or principal home on your death; OR
- A joint tenant, if the house was his or her only principal home on your death.

### Level Two

If no-one qualifies at Level One, or a qualified person does not wish to take up the tenancy, it may be inherited by a member of your family as long as:

- He or she is aged at least 16 at the date your death and the house was his or her only or principal home at the date your death

### Level Three

If no-one qualifies at Levels One or Two, or a qualified person does not wish to take up the tenancy, it will be inherited by a carer as long as:

- He or she is aged at least 16 at the date your death;
- The house was his or her only or principal home at the date of your death;
- He or she gave up another only or principal home before your death.

If more than one person qualifies for the tenancy under Levels One, Two or Three and they cannot decide who should take over the tenancy; the Association will make the decision.

### **Giving up your tenancy**

When you want to end your tenancy you should contact the Association and give 28 days' notice in writing via the termination notice document which can be requested from a member of Housing Services. You will be charged additional rent if you fail to give us the required 28 days' notice. You will be charged additional rent if you fail to hand in your keys on the specified termination date. Once the termination date has passed the Association has the right to change the locks and end the tenancy. You will be charged for the lock change and any other costs incurred.

When vacating your property, you may be entitled to claim compensation in respect of works deemed as improvements you have carried out during your residence. The amount of compensation is detailed in the Alterations/Improvements Policy. All policies can be requested from the reception at Milnbank Housing Association's offices.

You must leave the flat in a clean and tidy condition, all furniture items and floor coverings must be removed from the flat. An inspection will be carried out by the Association after you have vacated the property and any cost incurred by the Association in respect of the removal of items or damage to the property will be recharged to you.

In the case of a deceased tenant, two weeks is allowed for the next of kin to remove personal effects from a deceased relative's home where they have been the sole tenant. The tenancy will normally end as soon as the household effects have been cleared. However, if a solicitor wishes to retain keys for any purpose then the rent charged against the deceased tenants' estate.

### **Repossession by the Association**

If you are in breach of your tenancy obligations, the Association will make every attempt to meet the tenant(s) involved to resolve the problem. Only after every effort has been made to resolve the situation will the Association seek to evict a tenant.

The Association cannot simply evict a tenant; there are legal steps which must be followed:

- The Association must serve a notice of proceedings telling you the grounds, i.e. reason(s) on which the eviction is to take place.
- The Association cannot take any further action for a set period of time after serving this notice. The time period is normally for a minimum of 28 days. Only after this period can legal action be started which involves the court deciding if the Association has acted reasonably and if so, the Association will be granted an Order for Repossession (Eviction Order).

Situations where the Association may consider repossessing a tenant's flat include:

- Non-payment of rent
- A breach of the Tenancy Agreement
- A nuisance being caused e.g. proven antisocial behaviour
- The flat being used for illegal or immoral purposes

If the Association ever serves you with a Notice of Proceedings you should contact the Housing Officer IMMEDIATELY to discuss the matter. You are also strongly advised to consider taking independent advice from a Solicitor.

### **Marital/Relationship Breakdown**

If your marriage/relationship has broken down, both partners still have the right to occupy the house. This applies even if the house is in one partner's name providing the Association has been notified that the other partner has been resident within the flat.

The Association's Allocations Policy makes provision for the breakdown of relationships. If you should find yourself in this position you should contact a member of our Housing Services staff to discuss the matter and seek legal advice which is directly applicable to your circumstances.

### **Sub-letting and Lodgers**

The Association does not normally encourage sub-letting or the taking in of lodgers, however if you wish to do so, you must obtain written permission from the Association. We will not withhold permission without good reason.

You should note that lodgers and sub-tenants are not tenants of the Association and there is no obligation to re-house them under any circumstances.

Remember that your entitlement to Housing Benefit/Universal Credit and other benefits will be affected by having a lodger or sub-tenant.

### **3. Rents & Benefits**

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As a tenant of Milnbank Housing Association you will be charged a monthly rent. The Association uses rent money to cover the running costs of the organisation and includes:

- Day to day management, maintenance and repair of our homes;
- Interest and repayment of money borrowed to improve the property and to build new homes;
- Establish a fund to allow the Association to carry out major works to our property in the future.

#### **Rent Payments**

- All rents are due on the 1<sup>st</sup> of the month, in advance. As well as monthly, tenants may pay their rent on a weekly, fortnightly or 4 weekly basis so long as this is agreed with Housing Services staff.
- Payments can be made using ALLPAY payment card, which can be used at the Post Office as well as any shop which displays the Pay Point signs.
- Tenants may also arrange to pay by Direct Debit – please discuss this with a member of Housing Services.
- Tenants may wish to make payments by Standing Order via instruction through your bank.
- Payments can also be made through the internet using a debit card at <http://www.allpayments.net>
- Payments can be made using the Chip & Pin device via Debit & Credit Cards at the Association's office or via telephoning into the office.
- It is worth noting that if you are in receipt of Housing Benefit/ Universal Credit your rent may be sent direct to the Association. You are required to instruct this payment at your local benefit office, or ask your Housing Officer to assist you.
- Payments are accepted in the office.

#### **Rent Arrears**

It is important that you pay your rent promptly. If you know that you will be unable to pay rent when it is due you should let a member of Housing Services know as soon as possible so that an alternative payment plan can be discussed.

Please be aware that the Association is keen to help you avoid getting into rent arrears, and will give you every possible assistance to enable you to

stay in your home if you are having financial difficulties. Help or advice is always available, on a confidential basis, if vital contact is made at an early stage when more options will be possible. A repayment arrangement can be made weekly, fortnightly, 4 weekly or monthly to suit your own circumstances. The arrangement must cover the monthly rent whilst ensuring any outstanding debts are reduced on the rent account.

**PLEASE REMEMBER:** Rent arrears can be grounds for evictions – please do not ignore this problem and contact us as soon as possible.

If you are experiencing financial problems, Milnbank Housing Association have close associations with agencies such as GEMAP, Scotcash & G-HEAT. A member of staff can arrange an appointment with the Association's Income Maximisation Team for tenants who may wish to discuss benefit entitlement or any other money related worries.

### **Housing Benefit/ Universal Credit**

If you are unemployed or have a low income, you may be entitled to Housing Benefit/Universal Credit. A member of Housing Services and/or the Income Maximisation Team will be able to provide you with assistance to complete a Universal Credit application online, or to submit a Housing Benefit change of circumstances form manually.

You may also qualify for Discretionary Housing Payment; contact a member of Housing Services for more information.

### **Rent Increases**

- All new tenants since 30 September 2002 have been Scottish Secure tenants.
- All Post January 1989 tenancies and new tenants' rents will continue to be determined by the Association's Rent Policy.
- All Pre 1989 tenancy rents will continue to be determined by the Rent Registration Service once every 3 years.

### **Pre-1989 Tenancies**

All 'fair' rents are determined by an independent Rent Officer. Although the Association proposes rental charges which are compiled from the Rent Policy, the final amount is determined by the independent Rent Officer. Each tenant has the right to appeal this figure, which is reviewed every three years. The Association also has the right of appeal. The Association strives to ensure parity pre and post 1989 tenancies.

### Post 1989 Tenancies

All Post 1989 tenancy rents are determined and set by the Association's Management Committee and are subject to annual review. There will be no more than one rent review per year.

The Association will set rents at a sufficient level to cover the costs of managing and maintaining all types of property under its control.

Tenants are lettered every year informing them of any proposed rent increases which are effective from 1<sup>st</sup> April; a summary of how the rent figure is determined is given to the tenant.

For full details relating to rent issues, please refer to the Rent Policy.

## **4. Allocations & Transfers**

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The Association has an Allocations Policy which is designed to allocate houses on the basis of housing need.

To do this the Association operates a points system in order that everyone who applies to be rehoused can be pointed on the same basis e.g. points may be awarded for overcrowding, medical, lack of or sharing amenities etc.

The housing list is open to all applicants of 16 years and over and application forms are available from Milnbank's office.

Allocations are made on a percentage basis with 80% of vacant flats being allocated to external applicants, and 20% to Milnbank transfer applicants.

### **Internal Transfers**

If you wish to apply for a transfer to another flat you should contact the Association's office to complete a transfer application. The points system for deciding the need for a transfer is contained within the Allocations Policy. All applicants will receive a maximum of 2 offers. If both offers are refused your application will be cancelled. Your own home will be inspected by a member of Housing Services, and must be in good repair condition. If your home has been intentionally damaged or misused you could be recharged the cost of any damage and your transfer could be refused.

### **Mutual Exchanges**

You can swap homes with another Milnbank tenant, or with a tenant from another housing organisation provided you meet their terms and conditions. You must ask the Association's permission, we will usually agree as long as the exchange is deemed suitable in terms of size of accommodation and that you have maintained your tenancy in a

satisfactory manner. You should have normally been resident in your home for a minimum period of 2 years before considering a mutual exchange.

## **5. Estate Management**

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### **Neighbour Disputes**

Milnbank Housing Association is committed to providing a high quality service to our tenants; in order to do this we need your help. Being a good neighbour is crucial to delivering good quality housing. Every tenant should be able to enjoy living in their home without nuisance or annoyance from their neighbours or their visitors. It is the responsibility of every tenant to ensure that their family and visitors do not disrupt the peace within the common areas.

The main reason for disputes between neighbours is noise. This can usually be avoided by being considerate towards your neighbours and not playing music, televisions etc., too loudly at any time.

If you experience any problems the first step should be to contact the Association. Your complaint will be recorded and actioned. In addition to this the Association employs services to specifically deal with Antisocial Behaviour complaints. This service is employed by the Association to respond swiftly and effectively to complaints of Antisocial Behaviour. We rely on tenants to give information and more importantly to [report incidents as they happen](#) in order to achieve best resolutions to these problems.

If problems persist –do not hesitate to contact Police Scotland on **101** in order that the problems can be logged. If other neighbours also have a grievance then it is advisable that they put their complaints in writing.

**PLEASE REMEMBER** – It is a condition of your Tenancy Agreement not to cause a nuisance to others, and any breach of this agreement can result in the Association starting an action for eviction against you.

The team works closely with other Council services and agencies, such as the Police, Mediation Service and Social Work Services.

### **Harassment**

'Antisocial' can be defined as causing or likely to cause alarm distress, nuisance or annoyance to any reasonable person or causing damage to anyone's property.

Milnbank Housing Association views any form of harassment very seriously. If you suffer from racial, sexual or any other form of harassment you should contact a member of Housing Services.

### **Stair Cleaning**

Milnbank Housing Association provides a regular, comprehensive stair cleaning service to all our properties.

Tenants are invited to take their turn of cleaning the stairs over and above this service if they wish to do so, or if required. It is suggested that:

- a) Tenants on the ground floor are responsible for the cleaning and washing of all ground floor passages.
- b) Tenants on all floors above ground level are responsible for the cleaning and washing of landings and stairs from the floor below to their own level.

Inspections are made on a regular basis by our staff and should tenants wish to make a comment on our stair cleaning service then please contact the Association.

### **Gardens**

The Association provides a grass cutting service to all grassed gardens. Tenants are encouraged to tend to all other aspects of gardens themselves.

### **Bin Shelters**

As a tenant you have a duty, as part of your tenancy agreement to ensure that bin shelters are kept clean and tidy (common parts). If you have any large, bulk items please leave them in the designated back court as neatly as possible and without blocking access to the bin collection areas. Please contact us on 0141 551 8131 to arrange uplift of such items.

### **Pets**

You may keep pets within your homes as long as you get the Association's permission in writing. You must ensure pets, whether your own pet or one that is visiting your home, are kept under control at all times and do not cause a nuisance.

Any complaints recorded about a pet will be investigated by Housing Services staff who may recommend that, in the case where constant complaints are made, your pet be removed from your house, by instigating court action if necessary.

It must be stressed that you, the tenant, are totally responsible for your pet/animal. It is not permissible for you to allow your pet/animal to use the back courts, front gardens and common areas for toileting. If dog fouling is reported, the Association will treat this very seriously and your tenancy could be at risk.

## **6. Maintenance Services**

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### **Landlord/Tenant Relationship**

#### THE LANDLORD'S RESPONSIBILITIES

The Association will maintain the structure, exterior and common parts of the property. We will also keep in good working order the Association's installations of the supply of water, gas, electricity, sanitation & water heating, and all fixtures and fittings owned by the Association.

In particular, all building elements owned by the Association which are near the end of their economic lives will be repaired, maintained and renewed. Should you require further information about the elements owned by the Association please contact our maintenance department.

Additionally, the Association may from time to time agree to repair and maintain, but not renew, specific tenants' fixtures, fittings or appliances.

#### THE TENANT'S RESPONSIBILITIES

You are responsible for the following:

- a) Day to day repairs of a minor nature
- b) Maintaining the property in a reasonable state of decoration
- c) Repairs arising as a consequence of negligence, misuse or abuse by the tenant.
- d) Repairs associated with forced entry where the forced entry was made by or at the request of the tenant. If Police Scotland obtain a warrant to force entry to your property, you will be charged for the cost of repair or renewal of the door.
- e) The removal of internal fixtures, fittings, appliances, floor coverings etc. which are not owned by the Association and which are considered by the Association to be detrimental to the property or where removal is necessary to enable the Association to inspect, repair, maintain or renew any building element.
- f) Informing the Association of repairs required to the property as soon as you see them.
- g) Taking reasonable precautions to prevent damage to the dwelling by water, fire and frost.

Where appropriate the Association will carry out remedial works referred to in the above, the cost of which will be recharged to you.

### **Repair Reporting**

Repairs may be reported in writing, by email, by telephone or by visiting the office during office hours. The telephone number is 0141 551 8131 at all times, including evenings and weekends.

When you call out-with office hours you will hear a recorded message which will give the option of leaving a message on the answering machine or

speaking to the staff member on-call if your call is for an emergency repair. With regards to repairs it is recommended that you speak with the staff member on-call as they will be able to put your mind at rest as to whether this repair requires immediate attention or can wait until the next working day.

Whenever you report a repair, please take care to provide sufficient information to assist us in arranging the right tradesman with the right materials to call at the right time: we would wish to complete all repairs at the earliest date upon the first visit.

### **Emergency Repairs**

An Emergency Repair is a repair required to remove a risk to health, safety or security or where delay could result in significant damage to the property.

The Association will endeavour to respond to all emergency repairs within 4 hours of receiving the emergency repair request. Should we fail to meet this timescale, you may be entitled to claim compensation from the Association. See the Right to Repair Policy for more details or contact the Association for further information.

### **Other Repairs**

The Association operates an Appointment Based Repairs Service for all non-emergency repairs.

### **Preventative Maintenance**

Where possible, the Association uses planned programmes of work to reduce the frequency of faults and failures to ensure that the fabric, fixtures and fittings are maintained in a safe condition. These programmes are as follows:

#### **Gas Fires, Heaters & Central Heating**

Annual inspection, service and repair. Gas appliances must, by law, be inspected annually. You **must** allow access or we will force entry to your home.

#### **Drains**

Annual inspection, service and repair

#### **Roofs**

2 yearly gutter clean/service and Annual Roof Inspection

#### **Electrics**

5 yearly inspection service and repair

## **Close Decoration**

6 yearly redecoration

## **Smoke Detectors**

Your smoke detector is hardwired back to the main electricity distribution board. It should have a dedicated fused way or circuit breaker to allow it to be isolated without disruption to the rest of the circuitry. Your smoke detector also has an internal battery backup which takes over in the event of power failure. Should you hear an occasional high pitch chirp, there may be a problem with the supply of electricity to your smoke detector. Please report any problems like this to our Office.

Should your smoke detector sound off, the alarm will continue until the air circulating inside the detector is free of smoke particles. Ensure windows and doors are open to allow sufficient fresh air to circulate around the smoke detector.

## **TV and Satellite Systems**

Milnbank Housing Association does not allow individual TV aerials or satellite dishes to be fixed to the fabric of the property without written permission. The Association have recently undertaken an exercise whereby existing satellite dishes on the front of buildings have been relocated to the roof area.

Please note that any further dishes installed on the front of the building or installed without the Association's agreement will result in the dishes being removed and should they be re-instated legal action will be initiated for further removal.

## **Alterations and Improvements**

You must seek the Association's written consent prior to carrying out any alteration or improvement to the property. Consent will not be unreasonably withheld. Works required to restore a property after unauthorised alterations or improvements may be recharged to you. Conversely, some types of authorised alterations and improvements may entitle you to compensation at the end of your tenancy. Please contact our office should you require any further information.

## **Rechargeable Repairs**

You risk being charged for works should any of the following apply:

1. Remedial works required to restore the property after discovery of any unauthorised alterations or improvements.
2. Remedial works arising as a consequence of negligence, misuse or abuse.
3. Remedial works associated with forced entry where the forced entry was made by or at your request.

4. The removal of internal fixtures, fittings, appliances, floor coverings etc., which are not owned by the Association and which are considered by the Association to be detrimental to the property, or where removal is necessary to enable the Association to inspect, repair, maintain or renew any building element.

### **Building Insurance**

The Association pays building insurance premiums to cover remedial works arising from fire, storm, flood and vandalism. This does not include your own possessions or floor coverings, nor those of your neighbour. You are advised to subscribe to house contents insurance to cover these risks.

### **Electrical Appliances and Supply**

Most modernised houses are fitted with consumer control units (what used to be called a fuse box), usually fitted close to the electricity meter. Instead of fuses your unit is fitted with MCBs (Miniature Circuit Breakers) and ELCBs (Earth Leakage Circuit Breakers).

## **WHAT TO DO IF YOUR POWER GOES OFF**

### **Situation 1**

You have just plugged in an appliance and all the power has gone off.

- a) Turn off the appliance at the switch and unplug the appliance
- b) Reset ECLB and MCB (turn all switches to on)
- c) Power should come on again
- d) Have your appliance checked by an electrician

If the power does not come on again go to situation 2.

### **Situation 2**

Your power has gone off but you do not know why!

- a) Switch everything off (plugs, lights, cooker and water heater)
- b) Reset ECLB (and MCB) if required
- c) Switch lights on one at a time
- d) Switch plugs on one at a time

If a light or appliance is faulty the power will go off again when this item is switched on, so:-

- a) Switch it off. Reset ECLB (and MCB) if required.
- b) Power should come on again.

If further problems arise contact the Housing Association.

## **Gas Leaks**

If you smell gas:-

- a) Contact Scottish Gas Networks (0800 111 999)
- b) Switch off any working gas appliances/meter
- c) Put out cigarettes and do not light any matches
- d) Do not use electrical switches
- e) Open doors and windows to get rid of gas
- f) Phone the Association on the out of hour's number

## **Burst Pipes**

To prevent burst pipes you should keep your home as warm as you can. Remember also to switch off the water supply in your flat and drain down your water cylinder (if applicable) if you are leaving your home for any length of time.

If you do have a burst pipe or any signs of flooding:

- a) Turn off the water at the stopcocks
- b) Fully turn on all the taps as quickly as possible to drain the system
- c) Switch off the electricity supply at the consumer control unit (by the meter) if water comes into contact with any electrical fittings.
- d) Contact the Association
- e) Warn neighbours who might suffer any damage

## **Carbon Monoxide Poisoning**

Carbon monoxide poisoning can be caused by faulty gas appliances. There are no obvious signs of carbon monoxide poisoning although symptoms may include tiredness, drowsiness, headaches, nausea, visual impairment and chest pains.

To reduce this risk the Association recommends regular checks to the gas appliances to ensure high safety standards. To prevent any further risk from carbon monoxide poisoning following these instructions:-

- a) Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames, soot or stains around the appliance and pilot lights which frequently blow out.
- b) Never cover an appliance or block the vents.
- c) Never block or cover outside flues

If you have any doubts about the safety of your gas appliances contact the maintenance team.

## **Asbestos**

The use of Asbestos in building construction was banned in 1985 under the Asbestos Prohibition Regulations 1985. If you detect any signs of Asbestos within your home you must contact a member of the Association who can assess the extent of the problem and if need be commission any relevant treatment to the contaminated area.

## **Condensation**

Condensation is the most likely form of dampness that can affect your home. This occurs when warm moist air hits a cold surface, such as a window or a wall. If you allow this to occur regularly, black mould will start to form around your windows. You can prevent the occurrence of condensation by following some easy steps:

- Dry clothes outdoors whenever possible
- Use pan lids to reduce the amount of steam generated
- If you use a tumble dryer ensure the vent end is guided through a window
- Shut doors to kitchens or bathrooms when cooking or washing up to stop steam spreading through the house
- Keep your home well ventilated by opening your windows at least once a day for 5 minutes at a time
- Open your windows, particularly if they are misted up
- Use extractor fans where possible

## **7. General Information**

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### **CCTV**

CCTV has been installed in some of our areas. This system acts as a deterrent against crime and to ease resident's anxieties against the fear of crime. The system will record activity for 24 hours a day. CCTV footage will be made available to and as requested by the Police Scotland.

### **Window Cleaning Service**

The Association employs a window cleaner. Residents can pay for their home windows to be washed once a month. Prices range from £4-£6.

### **Estate Management Service**

The Association's Estates Team provide a Summer and Winter Estates Service to all front/back courts and common areas; this includes grass cutting, de-littering, cleaning bin stores, bulk removal and small landscape works.

### **Annual Visits**

We carry out a visit to your home one time each year and will arrange this visit around your own circumstances.

## **Social Activities**

The Association places great emphasis on social activities within our community. The Community Hall adjoining the main office and the Bluevale Hall are available to hire. Please contact the office for more details.

- Parents & Toddlers Group held on Tuesday mornings from 10am-12noon
- Monday Club – Children’s Youth Club from 6.30pm-8pm
- Breakfast Club – Thursday from 9:30 – 11:30am
- Bingo Club on Thursday evenings at 7pm
- Credit Union Wednesday at 9 – 11:15am
- Recycling Centre – 104 Roebank Street, open Monday-Friday 10/3pm
- 1 Culloden Street – Offers a range of daily activities. Please contact the office for further details.
- Shift Project (grow your own food, reduce your carbon footprint) meet in the Bluevale Hall Mondays, Wednesdays and Fridays each week. Please contact the main office for further information
- Alexandra Park Cycle Hub – free bike hire, cycle to work schemes, mechanic classes and workshops. Contact direct on: 0141 551 8065.

## **Association Policies**

For clarity, the Association has written policies and procedures. These documents are set by the Management Committee and put into practice by the Association staff. All policies are displayed in the office reception area, are on our web-site and are available on request free of charge. Any amendments to policies and procedures are highlighted in the Milnbank newsletter, the ‘Milnbank Messenger’.

## **Home Security**

Never allow strangers into your home unless you have first checked their identity. All public officials now carry identification cards which you should ask to see. At night when you go out, make sure you close all your windows and doors, and never leave notes outside for callers or friends.

Turn off electricity, water and gas if you go away for any length of time and if the weather is cold, protect your pipes by draining the system.

If you lose the keys to your house or lock yourself out you will have to pay for any damage caused by forcing the door open. It may therefore be wise to leave a spare key with a relative or with someone you can trust.

## **Complaints**

Milnbank Housing Association aims to provide a first class service but there may be occasions when you’re unhappy about something, and if this is the case it is important for you to tell us. A formal Complaints Procedure Policy has been adopted for this purpose.

Complaints can be made in writing using our freepost service: Milnbank Housing Association, FREEPOST SCO738, Glasgow, G31 1BR or by telephoning 0141 551 8131 or by e-mail on [admin@milnbank.org.uk](mailto:admin@milnbank.org.uk)

If your complaint relates to our Support Service, after we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we have dealt with your complaint, you can contact, The Care Inspectorate at [www.scswis.com](http://www.scswis.com) or by telephoning 0845 600 9527 or online complaints for email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

**Scottish Public Sector Ombudsman (SPSO)**

The Ombudsman deals with complaints of mal-administration. If you have followed the Association's complaints procedures and feel that your complaint has not been dealt with satisfactorily you have the right to appeal to the Ombudsman. The address is:

The Scottish Public Services Ombudsman  
99 McDonald Road  
Edinburgh  
EH3 4NS  
(0800 377 7330)

Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile site: <http://m.spsso.org.uk>

## 8. Useful numbers

Scottish Gas Network	0800 111 999	
Police Scotland	101	
Scottish Fire and Rescue Service (Home Fire Safety Visit)	0800 0731 999	<a href="http://www.firescotland.gov.uk">www.firescotland.gov.uk</a>
Glasgow City Council	0141 287 2000	<a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Crime Stoppers	0800 555 111	<a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a>
Bulk Refuse Uplift and Needle Uplift	0141 287 9700	
Water Mains leakage or bursts	0800 077 8778	<a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a>
Roads and Lighting Faults	0800 37 36 35	
GEMAP	0141 773 5850	<a href="http://www.gemap.co.uk">www.gemap.co.uk</a>
Scotcash	0141 276 0525	
GHEAT	0800 092 9002	<a href="http://www.g-heat.org.uk">www.g-heat.org.uk</a>
SSPCA (Scottish Society for the Prevention of Cruelty to Animals)	03000 999 999	<a href="http://www.scottishspca.org">www.scottishspca.org</a>