Community Counts

Milnbank

Housing Association

Tenants Handbook

A Guide for Tenants of Milnbank Housing Association



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1. WELCOME & GENERAL INFORMATION ABOUT MILNBANK

Welcome to Milnbank Housing Association (MHA). We hope that you will enjoy your new home and your tenancy with us. 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 1315 owner occupied properties.

As your landlord, we aim to provide an excellent service, and the information in this handbook should help you to access the services you need as our tenant.

You can visit our website for more information, or contact us by email at any time. Our staff are available for telephone contact within normal office hours, and in-person contact can be arranged by booking an appointment either at our local office or at your home.

Our Office:

53 Ballindalloch Drive
Glasgow
G31 3DQ

Tel: 0141 551 8131
Email: admin@milnbank.org.uk

Office Opening Times:

Monday – Friday: 9.00am-5.00pm

Website:

www.milnbank.org.uk

The Management Committee

Milnbank is a community-based Housing Association, and is controlled by a Management Committee who are volunteers, committed to the improvement of housing and the environment in the Milnbank area. The Association encourages local residents to become members and elects it's Management Committee from the members each year at an Annual General Meeting (AGM).

You may become a lifelong member of the Association by making a one-off payment of £1.00 membership fee. Membership allows you to attend the AGM and to vote for Committee members. The Membership Policy has full details; all policies can be found on the website.

The Management Committee meet on a monthly basis, and they decide on the Association's policies, services and charges which are then implemented by the staff.

The Staff

We have a dedicated staff team providing services to our customers. Our staff are based both in our office and out in the community.

Please visit our website **www.milnbank.org.uk** for current staff details.

Your Housing Officer

You have a designated Housing Officer who will visit your area on a regular basis. Your Housing Officer is your key contact at the Association, and will be able to provide housing advice and/or signpost you to other agencies if we can't help. Details of your housing officer can be found on our website under 'Find my Housing Officer'.

When you move into your new home your Housing Officer will arrange a settling-in visit within 4-6 weeks to find out how you are getting on and to answer any questions you have. Your Housing Officer can assist with general housing matters such as transfers, subletting, maintaining your home and garden, neighbour disputes, rent enquiries, benefits and complaints. If you have any concerns, please ask your Housing Officer for advice and assistance.

The Housing Officer will then visit you in your home each year as part of our efforts to improve the service we provide as a landlord. Annual Tenancy Visits are an opportunity for you to keep in touch with us and discuss any concerns you may have. It also gives us the chance to check that our homes are not being used for anything that breaches tenancy conditions and are kept in a good condition.

2. YOUR TENANCY AGREEMENT

Your tenancy agreement is the document you signed to start your tenancy when you were offered a home by Milnbank. It is a legal agreement between you and the Association, which sets out the terms and conditions of your tenancy. This will also let you know what rights and responsibilities you have for the property as well as what you can expect from us. Please keep your tenancy agreement in a safe place. You must use the property as your main home. Milnbank uses the Scottish Secure Tenancy agreement, although we can use a Short Scottish Secure Tenancy in special circumstances.

Scottish Secure Tenancy (SST)

The Scottish Secure Tenancy gives you 'security of tenure', which means you can keep your tenancy for as long as you want, unless you break the conditions of the tenancy.

The Scottish Secure Tenancy can only end in one of the following ways:

- If you give us 28 days' notice in writing that you want to end your tenancy
- If we agree with you in writing that you can end your tenancy
- If we take court action to take back your home under one or more of the grounds set out in the Housing (Scotland) Act 2001
- If you die and no-one meets the legal conditions to take over your tenancy
- If you, or a member of your household has an antisocial behaviour order, and we take action to change your tenancy to a Short Scottish Secure Tenancy
- A joint Tenant (someone who shares your tenancy) can end their part of the tenancy by giving us and you (and any other joint Tenants) 28 days' notice.

Short Scottish Secure Tenancy (SSST)

There are some circumstances in which we may offer you a Short Scottish Secure Tenancy (SSST). You can find out more about different tenancies and your rights at **www.scotland.gov.uk**.



3. CHANGES IN YOUR TENANCY OR HOUSEHOLD

Your tenancy agreement gives you the right to request certain changes to your tenancy.

You must ask us in writing for permission if you want to do any of the following:

- Take in a lodger
- Sub-let all or part of your home
- Pass on the tenancy to someone else
- Carry out an exchange with someone else
- Move out for other reasons

You should write to us giving details of the change you wish to make, any payments involved, and when you would like it to happen.

Joint Tenancy

If you want another person to become a joint Tenant, you have a right to make this request and you must apply to us in writing. We will generally agree to your request unless there is good reason to refuse it.

Adding a Household Member

You must tell us in writing within 28 days' if there is any change in who is living in your home. If you are on housing benefit or universal credit, you must also inform Glasgow City Council housing benefit office and/or Department for Works and Pensions (DWP).

You must not allow your house to become overcrowded. If this happens because more children are born, you can apply for transfer via our website to a larger property.

Breakdown in Relationship

If your relationship has broken down in some circumstances you may still have the right to occupy the house, even if the tenancy is in your partner's name. You should contact your Housing Officer who will be able to give advice on your rights and your housing options.

Succession / Assignation

Section 13 of the Housing (Scotland) Act 2014 introduces a new 12-month qualifying period and notification requirement before certain categories of persons become 'qualified persons' and have the right to succeed to a Scottish secure tenancy on the death of the tenant.

Level One
There continues to be no qualifying period under the new provisions for the tenant's spouse, civil partner or joint tenant, provided that the person's only or principal home was the house in question at the time of the tenant's death.

Level Two
A person falling within the following categories are qualified persons where the house has been their only or principal home throughout the 12 months ending in the tenant's death:

- partners (cohabitants of either sex and including same sex cohabitants);
- members of the tenant's family aged 16 or over; and
- carers aged 16 or over who have given up a previous only or principal home.

To have a right to succeed to a tenancy after living in the house for 12-months, the 'qualifying person' or the tenant must also have notified their landlord that the person wishing to succeed to the tenancy is living in the house and that the house is that person's only or principal home. The 12-month qualifying period does not start until that notice has been given. The tenant (or any one of joint tenants) or the person who has moved into the house are responsible for notifying the landlord that the person has moved in and this must be done in writing by email or letter.

Where there are several qualifying persons, and/or a qualified person advises that they do not wish to succeed to the tenancy, the landlord will need to apply the rules about the order of succession rights and the rules about succession for properties designed or substantially adapted for the use of people with special needs.



4. YOUR RENT

When you sign your tenancy agreement, you agree to pay your rent monthly in advance, due on the 1st of each month. Your rent payment should always be paid in advance even if you pay weekly, fortnightly or four weekly rather than monthly. It is your responsibility to make this happen whether you are working or claiming benefits.

It is important that your rent is paid regularly and on time. If you don't pay your rent, you are at risk of losing your home.

How to Make Payments

You can pay your rent in the following ways:

- By Direct Debit (please call a member of Housing Services)
- Online at https://pay.allpay.net/milnbank/Recipient
- Online at allpayments.net (Debit Cards only) or via the Allpay App available for download on smartphones / tablets
- Over the phone by calling our office on 0141 551 8131
- At a pay point or post office using a rent payment card
- By Housing Benefit, which is paid directly to us
- You can also make payment in person at our office

If you're having difficulties paying your rent, we are here to help. We understand that there are many reasons why people may find themselves in arrears and that people might find it difficult to face up to financial problems and may not know where to start.

It's important you contact our housing team as soon as you know there's a problem with your rent – don't allow a rent arrear to build up.
We can talk to you about:

- Paying your rent arrears in instalments
- Benefits you might be entitled to but are not currently claiming
- Support on welfare rights and money advice services.

Rent Setting and Increases

The Association will set rents at a sufficient level to cover the costs of managing and maintaining all the property we own whilst aiming to keep rent charges affordable for our Tenants.

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.

Tenants will receive formal notice by letter every year informing them of any proposed rent increases which are effective from 1st April each year; 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.

What About Council Tax?

MHA's Income Maximisation Team can assist you with setting up your council tax and applying for the available discounts that you may be eligible for depending on your circumstances, such as for people on low incomes, or those who live alone.

Please note that Milnbank is not responsible for the administration or collection of Council Tax. It is your responsibility to ensure your council tax is paid.

For more information about Council Tax, contact Glasgow City Council **0141 287 5050**.



5.LOOKING AFTER YOUR HOME

Responsibility for looking after your home is shared between you and Milnbank.

Milnbank's Responsibilities

In general terms, Milnbank will maintain the structure, fixtures and fittings in your home. Where Milnbank owns the entire block or is appointed as the Factor, we also maintain any common parts of the property such as the roof, the close or common entrance, and the backcourt. We will also look after the utilities, such as water, gas, electricity, heating systems and sanitation within your home.

The Association will organise repairs and maintenance works in line with the landlord responsibilities stated in your tenancy agreement. Our Maintenance Policy, which is available on our Website, explains how we categorise and prioritise repairs to make best use of our resources and protect your home.

Milnbank will also be responsible for maintaining adequate Building insurance for all our homes.

Tenant's Responsibilities

In general terms, you are responsible for taking reasonable care of your home including carrying out minor repairs, maintaining decoration and floorcoverings, and keeping the property (including common areas) clean and tidy.

You have responsibility for your own furnishings and appliances, including those fixed to the property and you will be due to meet any maintenance costs for these. We recommend that you protect your personal belongings with a contents insurance policy.

Tenants are responsible for reporting any required repairs to the Association promptly and providing access to Milnbank's staff or contractors to inspect or carry out repairs. You must also ensure reasonable precautions are taken to protect your home from fire, flood or frost damage.

6. BEING A GOOD NEIGHBOUR

Antisocial behaviour

MHA 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. Living close to other residents means that some noise is unavoidable. You may have different lifestyles, but we expect everyone to show consideration for their neighbours. We ask that you are considerate towards your neighbours and not play music, televisions etc., too loudly at any time.

If you do experience any problems, please contact the Association and we will review and assess your report and determine the most appropriate method for the issue. 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.

Further information can be found within the ASB & Harassment Policy on our website.

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.

MHA work closely with other Council services and agencies, such as the Police, Mediation Service and Social Work Services.

Pets

You must get written permission from us if you wish to keep an animal as a pet. 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.

Permission may be given under certain conditions:

- Your pet is not prohibited by the Dangerous Dogs Act 1991
- You will supervise and keep your pet under control
- You will not allow your pet to foul or cause damage to the property, common areas or neighbouring properties
- You are responsible for the behaviour of your pet. If you do not keep to the conditions as detailed above, then permission to keep your pet will be withdrawn

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.

Drying Areas

Most properties will have their own drying facilities outside in the common backcourt area. In these cases, you should talk to your neighbours to make sure everyone has enough space to dry their clothes and be considerate when using the drying area.



7. REPORTING REPAIRS & YOUR RIGHT TO REPAIR

If you require any repairs to your home, you should report this to the Association as soon as you become aware of it. Repairs can be requested via the Association's website, by email or telephone. We will categorise your repair and our response time will be set depending on the category allocated – emergency, urgent or routine. Outwith normal office hours, emergency repairs can still be reported and will be responded to by our contractor. Please read the Association's Maintenance Policy on our website to understand the different repair categories.

Occasionally repairs may take longer than our target timescales, for example if spare parts or non-standard materials are required. We will notify tenants if a delay is anticipated and explain the reason for this. If any repair is not to your satisfaction, you should advise Milnbank as soon as possible, so we can ask the contractor to return to remedy any issues.

The Right to Repair Scheme applies to Milnbank tenants and gives tenants rights to arrange their own repair, or to claim a compensation payment, if certain urgent repairs are not carried out within the stated timescale. The Association's policy on Right To Repair has further details on which repairs qualify and what timescales apply – you can find the policy on our website.

8. CARRYING OUT ALTERATIONS & IMPROVEMENTS

You must get written permission from us for any improvements or alterations that you wish to carry out in your home, excluding redecoration. If you are thinking of making an alteration, please read the Association's policy and complete the Permission Request before arranging any work. Permission will not be unreasonably withheld, and in some cases tenants may be entitled to compensation for the costs incurred for approved alterations, when they end their tenancy.

Adaptations

Should you require any adaptations carried out to your home to meet specific medical requirements then please contact the maintenance team or your housing officer to discuss.

For any request for an adaptation we will require a referral from an Occupational Therapist and to assist you with this Glasgow City Council Health and Social Care Partnership can be contacted on 0141 287 0555 or visit their website at Your Support Your Way Glasgow - Occupational therapy.

It is MHA's policy to respond wherever possible to adaptation requests (via the Occupational Therapist assessment) for tenants or members of their family with a disability or a specific housing need. A copy of our Adaptations Policy can be found on our website, and this sets out the process involved with any application for a medical adaptation. Any request will be considered in line with the Occupational Therapists report and availability of funding to carry out such work.



9. LOOKING AFTER YOUR ENVIRONMENT

Milnbank aims to provide and maintain a pleasant environment for you to live in and works with residents to ensure the upkeep of our neighbourhoods. As our Tenant, you have a role in keeping the environment around your home in good condition.

Stair Cleaning

The Association provides a regular fortnightly stair cleaning service to all blocks where Milnbank owns all the properties or is appointed as the property factor. Tenants are expected to spot-clean stairs or landings where they are responsible for spillages or dirt occurring in their close, between visits by the close cleaning contractor.

We inspect our closes regularly and welcome tenants feedback on the stair cleaning service which will be investigated and addressed by the contractor.

Dealing with Vandalism

We regularly inspect our blocks to ensure there is no graffiti or vandalism (deliberate damage). If you witness vandalism, please report it to us for investigation. We may charge the person responsible for the cost of removing graffiti or repairing the damage they have caused. If someone repeatedly writes graffiti or damages property, we will ask the police to take action in cases where we can provide evidence.

Common Areas

Tenants should ensure that common areas such as landings and stairs are always kept clear. Milnbank does not allow the storage of possessions by tenants in common areas to protect escape paths in the event of a fire and ensure the fire and rescue service are not hindered from doing their job.

Corridors, stairs and lobbies must always be clear and personal belongings must only be kept inside individual flats. Common electrical and gas cupboards must also not be used for storing personal items.

Landscape Maintenance

The Association maintains areas of common landscaping associated with our property such as backcourts, gardens and bin areas. Our service includes grass cutting, de-littering, cleaning bin stores, removal of bulk refuse, and small landscape works. Tenants are encouraged to tend to all other aspects of gardens themselves.

Bin Areas

You have a duty, as part of your Tenancy Agreement, to ensure all your household rubbish is properly bagged and put in the bin store or other proper place allocated for it before the collection day. Tenants should ensure bin areas / shelters are kept clean and tidy if they are within the common areas of your building.

If you have any large, bulk items of refuse, contact us on **0141 551 8131** to arrange uplift. We will advise you when we are able to collect and where to safely store items without blocking access to the close or bin collection areas.

Glasgow City Council Services

Glasgow City Council (GCC) provides various services in our neighbourhoods, and you may need to contact them regarding some of the following services:

Cleansing Service

The Cleansing service empties your bins and deals with bins that are overflowing, missed bin collections, and fly tipping. Please refer to the GCC website – **www.glasgow.gov.uk** to report any of the above issues or alternatively download the **MyGlasgow App** where you can report any issues relating to GCC services.

Please note, if you have a wheelie bin it is your responsibility to take out your bin for collection each week and return it afterwards.

Pest Control

The Pest Control service deals with problems with mice or other pests within the home environment. The Council deals with traps and bait to catch and remove the pest, but the Association will also carry out proofing works, if required, to ensure the pests cannot re-enter your property. Issues should be reported via the GCC website - **www.glasgow.gov.uk/article/5060/Report-Mice-or-Rats-Problem**. For any other enquiries relating to Pest Control, you can also phone **0141 287 1059**.

10. IMPORTANT SAFETY INFORMATION

Gas Safety

As your landlord, we have a legal obligation to make sure all gas appliances, flues and pipework are safely maintained and checked once a year. If your home has gas installed, it is important that you give access to our gas engineers for the inspection to be completed. You will be notified of your appointment date and time for the annual gas safety check in advance, and you must contact us to arrange another time for the visit, if the appointment doesn't suit. If we are unable to arrange a suitable appointment with you, we can (as a last resort) force access to your home, to ensure this important safety check is carried out.

Milnbank has fitted carbon monoxide detectors within all properties where gas is installed. During your annual gas safety check, our contractor will also check that your carbon monoxide detector is operating as it should. You should never remove or disable a detector installed by the Association (which is there to protect you and your family) and contact the Association immediately if the detector activates the alarm system in your home.

Electrical Safety

Milnbank will carry out an electrical installation inspection within your home every five years to ensure that the electrics are safe and fit for use. When you are contacted for an electrical inspection, it is important that you allow our contractor access to your home for this important safety check. As with the annual gas safety check, the Association will notify you of your appointment in advance. We can force access for the electrical inspection where the tenant does not respond to us or fails to arrange an appointment for access, but we try to avoid this.

Fire Safety

All of Milnbank's homes have an integrated fire detection system installed, to help keep you safe. Smoke and heat detectors are linked to an alarm which will sound to alert you in the event of fire. In addition, doors within your home and your block are fire doors which are designed to slow the spread of fire, allowing residents time to evacuate. These doors should generally be kept closed. You should never tamper with these fire safety measures in your home as they could save lives. Report any repairs required promptly to the Association.

If you live in a flat, it is important that all landings and stairwells in your block are kept clear, as this is the escape route for residents in the event of fire and allows access for the emergency services.

Please note, smoking is not allowed in any Milnbank closes, and in newer closes, smoking will trigger the automatic smoke vents, opening and disabling security on the close entry doors. By taking fire safety seriously and following these guidelines, we can work together to keep our community safe.

Free home safety visits are offered by Scottish Fire and Rescue Services and can be easily scheduled by either calling **0800 0731 999** or **texting "FIRE" to 80800** from your mobile phone. Additionally, we highly recommend visiting the website **www.firescotland.gov.uk** for a wealth of valuable fire safety information and tips.

Water Safety / Legionella

Some of our blocks have communal water tanks in the loft area which require to be tested periodically. Water tanks and systems that are in regular use are unlikely to cause any issues but stagnant water can become contaminated with bacteria such as legionella, which can cause serious illness. The Association will arrange for water quality in communal systems to be checked regularly to ensure the safety of residents.

Within the home, there are some actions you can take to keep yourself safe.

- If your shower is used only occasionally then flush it through by running the water for at least 2 minutes once a week.
- Clean the shower head at least every three months and descale and disinfect it.
- Run taps for 2 minutes when you come back home if you have been away for a few days, make sure that you run all hot and cold water taps.

Asbestos Safety

Some Milnbank homes were built prior to 1999, when asbestos was used widely in building materials, particularly in decorative finishes like Artex. Asbestos fibres can cause serious illness, so where asbestos is found within our property, the Association will obtain a specialist report to decide if it must be managed or removed. Where asbestos is mixed or sealed with a coating and not disturbed, it does not pose a safety risk, so in most cases we do not need to remove it.

If your home contains asbestos (most commonly in Artex on the walls) you will be advised of which areas are affected when you agree the tenancy. If there is asbestos within the common areas in your block, you will receive a letter from the Association once a year to remind you of this. This notification is simply to ensure tenants are aware of the risk and that the asbestos must not be disturbed. You should notify the Association if you are planning any DIY work which could disturb the fabric of the building in areas where we have notified you that there is asbestos.

Dampness and Mould

Keeping your home warm and dry and reducing condensation, particularly when the weather outside is cold and damp. Failing to heat your home adequately can give rise to problems of dampness and mould, which can impact on your health.

Condensation is the most common form of dampness in buildings and occurs when warm moist air comes into contact with colder surfaces such as windows, walls and ceilings. Moisture builds during everyday living including when you cook, dry your washing indoors and take a shower or bath. It's important that you take steps to limit the moisture in the air in your home and report any issues of dampness and mould to us so

For the majority of cases there tends to be four main causes of condensation and dampness problems:

- Lack of adequate heating
- Lack of insulation
- Lack of ventilation
- Excess moisture production





From experience, there are several tips that tenants have told us helped them to reduce condensation in their home. Try implementing this advice in your home:

- If you have an extract fan in your kitchen or bathroom, make sure you know how it works and use it when cooking, bathing or showering. Some fans have a boost setting for when the air in the room is very moist, or if there's a window open it to let the moist air out.
- Try to use pans with well fitting lids if you are cooking on the hob – lids not only reduce the amount of steam, but your food will cook quicker and you'll save energy.
- Keep ventilation ducts and vents open and free from obstruction. If there are trickle vents in your windows, leave these open to allow fresh air into your home.
- Make sure you know how to use your heating system as efficiently as possible. It's more effective to control your heating by keeping the thermostat on a low temperature during the day, rather than heating to a high temperature for a short burst.
- If you can dry clothes outdoors, do so. If that's not possible, think about air-drying clothes in a well-ventilated room rather than drying them on radiators. And if you have a tumble dryer, make sure this is vented outside your flat.
- When condensation appears, wipe it dry with a cloth or towel, to avoid a build-up of moisture which could lead to a mould issue on walls, curtains and woodwork.

If you have any concerns regarding dampness or mould in your property then please contact our Maintenance Team as a matter of urgency.

11. ENDING 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. Please note, you will be charged rent until the expiry period (the 28th day from the date the termination form is signed) or the date the keys are handed in, whichever is the latter.

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.

You must leave the home in a clean and tidy condition, with all furniture items and floor coverings removed. An inspection will be carried out by the Association prior to you vacating the property. At the visit we will advise you what steps you must take prior to you vacating the property. A visit will then be carried out once 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.

12. COMPLAINTS

There may be occasions when you're unhappy about our service, and if this is the case it is important for you to tell us, as genuine complaints give us valuable information that we can use to improve customer satisfaction.

You can complain in person at MHA office, by phone, in writing or by email. You can also submit your complaint online through our "Contact Us" form which can be accessed via our website which is: **Contact - Milnbank Housing Association**

Our complaints policy can be found on our website using this link: **Publications - Milnbank Housing Association**



13. OTHER USEFUL INFORMATION

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.

Home Security

Never allow strangers into your home unless you have first checked their identity. All public officials 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.

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.

- **Monday Club** – Children's Youth Club from 6.30pm-8pm
- **Parents & Toddlers Group** held on Tuesday mornings from 10am-12noon
- **Credit Union** Wednesday at 9 – 11:15am
- **Breakfast Club** – Thursday from 9:30 – 11:30am
- **Bingo Club** on Thursday evenings at 7pm
- **Recycling Centre** – 104 Roebank Street, open Monday-Friday 10-3pm
- **1 Culloden Street** – Offers a range of daily activities.
  Please refer to the website for further details.

Association Policies

All policies are displayed on our website and are available on request free of charge. Any amendments to policies and procedures are highlighted in the Milnbank newsletter, the 'Milnbank Messenger'.

Useful Numbers

Scottish Gas Network	0800 111 999	
Police Scotland	101	
Scottish Fire and Rescue Service (Home Fire Safety Visit)	0800 0731 999	www.firescotland.gov.uk
Glasgow City Council	0141 287 2000	www.glasgow.gov.uk
Crime Stoppers	0800 555 111	www.crimestoppers-uk.org
GCC Bulk Refuse Uplift and Needle Uplift	0141 287 9700	
Water Mains leakage or bursts	0800 077 8778	www.scottishwater.co.uk
Roads and Lighting Faults	0800 37 36 35	
GEMAP - Financial inclusion and money advice services	0141 773 5850	www.gemap.co.uk
GHEAT - Independent advice on energy related issues	0800 092 9002	www.g-heat.org.uk
SSPCA (Scottish Society for the Prevention of Cruelty to Animals)	03000 999 999	www.scottishspca.org









The purpose of Milnbank Housing Association is to provide excellent homes and services in a thriving community.

Community Counts

Milnbank
Housing Association

Milnbank Housing Association
53 Ballindalloch Drive
Dennistoun, Glasgow G31 3DQ

Telephone: **0141 551 8131**
Email: **admin@milnbank.org.uk**
Website: **www.milnbank.org.uk**
Facebook: **www.facebook.com/milnbankHA/**

Chair: Allan Scott
Chief Executive Officer: Paul Martin

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