



# Newsletter



July 2017

GLASGOW WEST HOUSING ASSOCIATION LIMITED

AGM 2017



## Annual General Meeting (AGM)

Thanks to everyone who came along to our AGM on Monday 26/06/17, enabling this very important event in our calendar to go ahead on schedule in accordance with our rules. Your continued support is welcomed and appreciated.



The Management Committee for 2017/18 pictured right (Back Row, from Left to Right):

Jim Michael (Secretary), Moira Wadsworth, Susan Mosedale, Yushin Toda (Vice Chairperson), Miroslawa Trzeciak, Steve Jenkins (chairperson).

Front Row: Margaret Semple, Joginder Makar (Treasurer), Nina MacNeill, Joe Heaney, Hanif Mirza, Linda Reid (Chief Executive).

*Welcoming newly elected members: Susan Mosedale, Miroslawa Trzeciak, Nina MacNeill and Joe Heaney.*

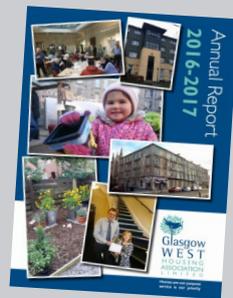
How did the change from Saturday morning to Monday evening work for you? If you would like to give feedback or attend our next AGM, please contact Carol Nicol on 331 6664.

## Annual Report Requests

If you would like a copy of the Annual Report please let us know by Telephone: 0141 331 6650 or

email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

The Annual Report will continue to be available on request from our office, from your concierge station, or online at [www.gwha.org.uk](http://www.gwha.org.uk)



## Outward calls from GW



You may notice whenever you receive a phone call to your mobile phone from a GW staff member that the number displayed is a mobile number. This is because our phone system allows us to make calls over a sim card.

The numbers to look out for are **07805 994 648 & 07805 994 649**

You can not call in on these numbers, please continue to contact the office using the main line on 0141 331 6650 or the direct dial numbers listed on your GWha calendar.

**Important Note**

## Office Closure Dates

Our offices (and the Hyndland concierge station) will be closed on:

Friday 14/07/16 - Monday 17/07/16 and will reopen at 9am on Tuesday 18/07/16.

Friday 22/09/16 - Monday 25/09/16 and will reopen at 9am on Tuesday 26/09/16

The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates.

If you would prefer to receive the newsletter in a different format or font, please contact the office and we will do our best to accommodate your requirements.

# Committee Training Forum (CTF)

The Committee Training Forum (CTF) provides an opportunity for any tenants and members of



GWHA, who are interested in joining the Management Committee, to take part in a learning programme.

The programme is designed to equip prospective members with the competencies and confidence to become a potential Committee Member.

A Committee Training Forum was held on Wednesday 17<sup>th</sup> May. If you are interested in joining the CTF please contact Carol Nicol, Corporate Officer, on 0141 331 6664.

## Subletting



We are taking legal action against a number of tenants who have been renting out their home for profit.

Remember you need our written permission **BEFORE** you sub-let your home. If you're thinking of sub-letting your flat please contact your Tenancy Services Officer (Lynne, Thomas or Jonathan) for advice on your available options.



**Glasgow Housing Register · Northwest**

The GHR has now launched and we have seen an incredible increase in the number of applications received.

**Applying is now an online service & GWHA will no longer accept paper applications.**

The online application form is easy to follow and allows you to apply to 15 RSL's at once!

If you are or a family member are looking to move you can apply online @ [www.glasgowhousingregister.org](http://www.glasgowhousingregister.org)



## Jim Michael Award

Congratulations to all the nominees, especially to Hazel Ralston and Isobel Campbell, the joint winners of this year's award. They have been rewarded for their passion and commitment to the Anderston community. In particular, for the good work at the Anderston Youth Café and joint endeavours in transforming the 'big square'.



Jim Michael presented the award to Hazel Ralston along with Andrew Campbell (from Anderston Youth Café).

## Transfers & Exchanges

Have your circumstances changed since your tenancy with GWHA began? If you find that your property no longer suits your needs (is it too big, too small, has too many stairs) we may be able to help you find a more suitable property, either through an internal transfer (assessed through our Housing Allocations Policy) or a mutual exchange (a swap of tenancy with another tenant of GWHA or other Registered Social Landlord).

If you are interested in moving home, please contact Laura Clapperton in our Tenancy Sustainment Team on 0141 331 6651.

Laura will be happy to discuss your housing options with you

**You must have GWHA permission before agreeing to a mutual exchange.**



# Rent Reward Scheme (RRS)

Well done to the Winner and Runner up of the March 2017 RRS Draw.

The remaining draw dates for 2017  
12/09/2017 & 12/12/2017.

Remember, you have to be in it to win it!  
If you are interested in joining or would like more information, please get in touch with Dominic McGonigle on 0141 331 6677.



Christine Turnbull - Winner



Elsie Tomlinson  
Runner Up

## Tenant Volunteers Wanted

Do you  
value good  
neighbours?

Could you give positive  
advice to households wishing  
to become GWA tenants?

Do you have 3 hours to spare  
every couple of months?

Do you like  
meeting new  
people?

With two of our panel members joining the management committee we are in search for some new volunteers. The panel meet households for an informal chat about what becoming a GWA tenant means, sharing knowledge and experience to provide prospective households with a welcoming informative experience.

This initiative is focussed on encouraging under-represented groups, couples and single women who are economically active to consider multi storey living.

We have had nothing but positive feedback from all prospective tenants who have attended and our continued thanks go to **Jessie, Barbara, Morris, Susan, Janet and Joe.**

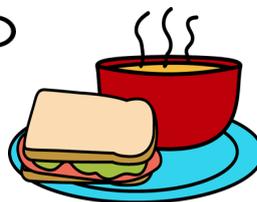
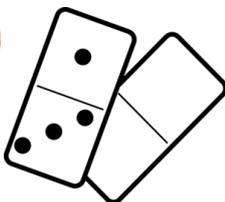
We couldn't do this without you!

If you are interested in joining our local lettings panel, please contact Jennie on 0141 331 6658 or email [JCameron@glasgowwestha.co.uk](mailto:JCameron@glasgowwestha.co.uk)



## GWA Men's Group

We are looking to establish a weekly get together for men (over 40's but we're open to anyone who would like to join in). We are just at the ideas stage at the moment but would love to hear from you if you're interested or have any ideas that would encourage people to come along.



If you have any ideas or feedback, please contact Alan McKee on 0141 331 6675.

Welfare Rights Appointments are available throughout the week,  
Call 0141 331 6665 to book.

Don't want to come to the office? Why not pop along to our surgeries, held monthly:

Keith/Walker Court	Hyndland	Blythswood Court	St Vincent Terrace
1st Friday of the Month	3rd Thurs of the Month	Last Thurs of the Month	Last Tues of the Month
10am-11am	10am-12pm	9am-11am	9am-11am

## Tax Credits

The deadline for renewal of tax credits is 31/07/2017. If you do not renew by then your Tax Credits may stop.

Remember the child tax credit element is no longer awarded for the third and subsequent children born after 06/04/2017 unless they are exempt.



## Getting back in to Work

If you are in receipt of ESA and wish to try out work you are no longer restricted to 52 weeks.

You can be in permitted work for an indefinite period if your earnings do not exceed £115.50 per week. If you are interested in getting back to work you can contact Jobs & Business Glasgow on 0141 274 3333 or go online

[www.jbg.org.uk](http://www.jbg.org.uk)



**Jobs & Business  
Glasgow**  
Improving Skills, Promoting Enterprise

## Scotland's Baby Box

If you are expecting a baby from **15/08/17** onwards you



will receive a baby box through your normal midwife appointments.

Scotland's Baby Box gives you some of the essentials for the early months of a new baby's life and will include items to promote the best possible outcomes for your baby.

## New Social Security Payments

The first social security payments to be delivered by the Scottish Government have been outlined: Increased Carer's Allowance (from Summer 2018) and the Best Start Grant (from Summer 2019).

We will keep you informed of all developments as they happen.

## Universal Credit (UC)

The roll out of UC continues throughout Scotland. If you are required to make a claim for UC you need to do this online. If you would like some assistance, please call us on 0141 331 6665.



We can also put you in touch with Glasgow Life

who provide free IT training at several library locations throughout Glasgow.



## Back to school...

Clothing grants of £52 per child & free school meals are available to eligible school children.

If you received an award last year and your circumstances have not changed you don't need to reapply. To apply or check if you are eligible call Glasgow City Council on 0141 276 1177.





COMMUNITY  
CONNECTORS  
*Looking forward, keeping well*



A partnership between GCVS and GWSF

We are working with Community Connectors to support our older tenants to help them take positive steps to improve health and wellbeing, increase levels of social interaction and help our elderly tenants enjoy a more **vibrant, independent** life within the community.

Community Connectors staff will spend time getting to know you and what matters to you. It is a free and confidential service for any of GWA tenants over 60, **or** any of our tenants who is caring for someone over 60.

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If you would like to know more about Community Connectors or would like for us make a referral for you please contact the Tenancy Sustainment Team on 0141 331 6676

**For more information visit:**

**[www.communityconnectors.org](http://www.communityconnectors.org) or [www.gcv.org.uk/communityconnectors](http://www.gcv.org.uk/communityconnectors)**

## Annual Report on The Charter (ARC)

Our ARC, summarising our performance against the Scottish Social Housing Charter, (SSHC) will be delivered to you with the September edition of our Newsletter. Further information on the ARC and the SSHC are available from the Scottish Housing Regulator's website: [www.scottishhousingregulator.org.uk](http://www.scottishhousingregulator.org.uk)



**Scottish Housing  
Regulator**

## Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014, which received Royal Assent on 01/10/14, has the objectives of "... safeguarding the interests of consumers, supporting improved quality, and delivering better outcomes for communities." The Scottish Government introduced the Act as a means of contributing to their vision that all people in Scotland live in high-quality, sustainable homes that they can afford and that meet their needs.

As well as abolishing the Right To Buy from August 2016, the Act replaced the Home Owner Housing Panel with the Housing and Property Chamber First Tier Tribunal.

Parts of the Act require secondary legislation or further guidance and this is anticipated over the coming months. The Act reinforces the importance of informing us should anyone move into your property. Changes to housing allocations and tenancies are anticipated and we will keep you informed as soon as the detail is confirmed by the Scottish Government.

Further information is available from:

<http://www.scotland.gov.uk/Topics/Built-Environment/Housing>

For information on how to reduce waste in your house hold, visit [www.recyclenow.com](http://www.recyclenow.com)

 recycle



- You will find information on:
- Buying habits
  - Repair and re-use
  - Packing and storage
  - Donating, selling and swapping
    - Junk mail
    - Composting



If you are looking to throw something away, stop & think; someone else may be able to use your unwanted items. You can donate household items locally at The Salvation Army, British Heart Foundation, Emmaus, Oxfam, Cancer Research and various other charities across Glasgow. If you want to sell items, websites such as Freecycle and Gumtree offer free advertising.

## Tampering with Utility Meters is Dangerous and Illegal!

Under no circumstances should you tamper with the utility meters in your home.

**Risks include: Electric Shock, Burns, Electrical Fires & Gas Explosions.**

**You not only put your own life in danger, but your family and neighbours too!**

If you believe there is a fault or problem with the meter, you should report it as a matter of urgency to your utility supplier for urgent attention.

If you are found to have altered with any meter within the property, it will result in a breach and possible legal action to recover your tenancy. Your utility supplier may take further action resulting in criminal prosecution.



## 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](http://www.firescotland.gov.uk)



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

# FIRE SAFETY IN MULTI-STOREY & DECK ACCESS PROPERTIES

Following the tragic events at Grenfell Tower in London it is important to review our routine fire safety measures, to ensure the safety of our tenants at our high-rise, deck access and other properties.

In the period since the incident in London, we have proactively engaged with Scottish Fire & Rescue Service (SF&RS), Scottish Government & Glasgow City Council, to ensure a comprehensive, considered review of the issues encountered at Grenfell Tower.

Our immediate response was to undertake a review of the cladding and external wall insulation installed and we can offer reassurance that the relevant properties have in place approved Building Warrants meeting the minimum Scottish Building Standard Technical Regulations. This includes fire separation between flats and the installation of non-combustible materials.

Robust regular checks are in place at our high rise and deck-access properties. These ensure ongoing safety and awareness and include: daily concierge patrols; quarterly SF&RS inspection; regular fire risk assessments; SF&RS local safety event; individual fire safety visits by a Community Safety Officer; regular servicing of dry risers; fire safety information available at all concierge stations and on our website; and investment in the bin chutes at Blythswood Court and St Vincent Terrace in 2016/17 to introduce further fire control measures.

To assist in robust fire safety, we ask for your continued vigilance and cooperation to ensure common areas are kept clear of obstructions. Please alert our concierge teams to any areas requiring attention. We encourage residents, who have not done so already, to sign up for Home Safety Visits by SF&RS.

SF&RS has confirmed that in the event of a fire, residents should **Stay in Place** to allow controlled fire-fighting and evacuation, as deemed appropriate by them, at the time. For further information from Scottish Fire & Rescue Service call **0800 0731 999** or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk).

Community Safety Advice Leaflets are available here:

## Multi Storey Flats

[http://www.firescotland.gov.uk/media/332080/multi\\_storey\\_fire\\_safety.pdf](http://www.firescotland.gov.uk/media/332080/multi_storey_fire_safety.pdf)

## General Fire Safety Advice

<http://www.firescotland.gov.uk/your-safety/community-safety-leaflets.aspx>



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland



# G3 Growers Annual Open Day - Tuesday 8<sup>th</sup> August

The G3 Growers and GWAHA annual Open Day at the Back Garden Tuesday 8<sup>th</sup> August from 10.am – 3pm at Brechin St (follow the lane between No.15 & 25)

Come along to this free event and learn more about volunteering within the Back Garden project, growing your own fruit and veg, pick up info on healthy eating, plant herbs to take home for your window sill, competitions for old and young with super prizes, and you can also have a relaxing hand massage!

This year we are also giving away free Love our Ladybird packs in conjunction with **Central Scotland Green Network Trust**. The packs, include a poster, leaflet showing the different types of Ladybirds found in central Scotland, wildflower seeds, pencils, stickers, games and all sorts of advice on how to improve gardens for ladybirds.

## G3 Growers

### Would you like to grow your own fruit & veg?

Do you have 2 hours to spare per month?

Could you attend 3-4 meetings a year (Tues. 6-7pm)? Can you afford £10 annually?

Still interested, why not become a “**G3 grower**” and help work in “**The Back Garden**” community garden, just off Brechin St. Active members share produce upon harvesting.

Learn  
New  
Skills

No  
Experience  
Necessary

Share  
Existing  
Skills

Grow Your Own  
Fruit & Veg

Make new  
Friends

Pop along when we are open:

**Mon.** 2-4:30pm, **Wed.** 12-2pm, **Thur.** 6:30-7:30,  
**Fri.** 10am-12noon.



## Dog Fouling

Dog fouling is a nuisance and a health hazard. We are experiencing an increase in the amount of complaints about residents allowing their dog to foul in our back courts, gardens & on streets.

If you own a dog please do the right thing, always pick up after it and exercise it away from our property. Thank you.

## Late bin collection?

If you are experiencing problems with late or missed weekly household waste bin or fortnightly recycling collection, please call GCC Cleansing Dept. on 0141 287 9700 to bring it to their attention. Always ask for a reference number when you call.



## Annual Gas Servicing

Required by  
LAW

We will force access to ensure we meet obligations as landlord.

Legal Action will be started as a last resort if there has been no contact from you, or you have delayed access to within 2 weeks of Service due date.

100%  
Compliance  
in 2016/17



Thank you for your cooperation.

## Home Contents Insurance

We have encountered an increasing number of tenants that do not have appropriate insurance for their own belongings.

Ensuring that you have that protection for unforeseen events is your responsibility as a tenant. We recommend that you consider arranging contents insurance cover if you do not already have anything in place.

Contents Insurance will provide cover for your belongings which includes carpets and laminate floor coverings.

**Damage to your belongings is not covered by the building insurance policy held by GHWA**

Information on Tenant Focused Home Contents Insurance Cover; as provided by Thistle Tenant Risks, is available in our offices. Other providers can be reviewed online through comparison websites.



## Development Activities

We are pleased to report good progress with the Dover Street Gap site development. Following a Community Consultation Event in February this year, the Formal Planning Application is anticipated in July 2017 with procurement of a contractor to begin building works later this year.

In parallel with GCC Planning Department's review of this application, site investigations will continue. This includes removal of the trees aligning Dover Street to enable assessment of the ground conditions.

Removal of trees will be done in conjunction with a wildlife surveyor to ensure no

disruption to nesting birds and will take us one step closer to achieving this exciting new build project.



## Medical Adaptations

It is important that your home meets your physical needs and we understand that these may change over time. If you are finding it increasingly difficult to move around your home or use your bathroom facilities it may be that relatively small changes in your home could make a considerable improvement for you.

If this applies to you then please contact your GP and request an assessment by your local Occupational Therapy Team. They can arrange for a short home visit to meet with you; consider your needs and discuss suitable adaptations that may improve your quality of life.

The Property Services Team have in the past instructed a variety of works that have included replacement of a bath with a walk-in shower or the simple addition of a handrail. The works are subject to availability of funding and are carried out on a needs priority basis as recommended by your assigned Occupational Therapist. In the previous financial year ending in March **£45,000** was invested in these works.



## Your Statutory Right to Repair (SRTR)

All tenants have a SRTR. This means certain repairs must be completed within defined timescales and if we fail to do so you will be due compensation.

You also have the right to contact a 2<sup>nd</sup> contractor, as nominated by GHWA, if the first contractor does not attend within the defined period.

The details of this scheme will be explained to you when you call to report the repair.

Further information is available on our website.



# Alterations & Improvements

We welcome applications to make improvements to our properties and appreciate steps taken by our tenants to invest in their home.

If you wish to carry out any alterations or improvement works in your home then you must notify the Property Services Team of your intention to request permission **BEFORE** starting the works. You need our written approval prior to undertaking any alterations including:



- Installing hard wood or laminate flooring
- Installing a shower
- Making alterations to your kitchen or bathroom
- Replacing internal doors



- Replacing/installing electrical fittings (this includes down lighters & light fittings)

We will not unreasonably withhold our permission however we need to ensure your proposals are safe and appropriate for your home and that they would not compromise on the quality of your home. When you ask for permission we will write to confirm the applicable conditions and standards that need to be met. If you do not have our written consent you may be responsible for reinstatement of the property or for the cost of removing your alteration.

## Major Repairs



### Bird Netting at St Vincent Terrace

A preferred contractor has been identified with works due to start late July subject to consultation with private owners.

### Major Works - Void Properties

P&D Scotland have been appointed to complete Kitchen and Bathroom replacement works to 6 void properties.

### Anderston Stonework

External works on this project are due complete through July with the internal reinstatement at 47 Beltane Street to follow in the Autumn.

### Blythwood Court - Central Heating

Hawthorne Boyle Engineers have been appointed to review all options available. The Project Team will write to residents with details of consultation opportunities anticipated in August to help shape this project.

## GWEn Save The Date - Owners Conference

Following the success of our first Owners Conference last October we are pleased to confirm the event will be run again this year.

At this stage we invite you take note of **5th October 2017** as a provisional date. Venue and other details will be confirmed in our September Newsletter and on our Website.



We look to use this opportunity to discuss issues such as common buildings insurance and Deeds of Condition however would be pleased to consider other ideas you may have.

If you require any further information regarding the above or wish to discuss any upcoming projects, please contact **Laura Cromar** on **0141 331 6674**.

# Opportunities To Participate

Please contact Carly McFadyen on 0141 331 6650 to register your interest in the following service reviews:

## Repairs / Maintenance / Environmental Maintenance

This is one of our most important services, and your input will help shape the service you receive. This group will meet 2-3 times this year to capture the key elements of a Great Repairs Service:

- ⇒ Right 1st Time
- ⇒ Appointment System
- ⇒ Reliability
- ⇒ Value for Money
- ⇒ All of the above?

There will also be an opportunity for Members of the group to take part in the process of deciding which contractor(s) provide our repairs/maintenance and environmental services in future.

## Rent Restructuring

Following lively debate and feedback at the Annual Tenants Conference, we are ready to start exploring what a new rent structure might look like.

Bearing in mind the principles from earlier consultation, this group will meet 2-3 times this year to consider rent levels for different property types and sizes, and how we introduce changes to our existing rent setting process.

**Affordability**  
**Fairness**  
**Consistency**

## Staff News

Congratulations to Brian Gilmartin who is the new Services Coordinator, in the Property Services Team.



Best wishes to Avril Stewart, Tenancy Services Manager who has moved on to pastures new. Avril has been with GWHA for over 20 years.

Best wishes to Jeff Wood, Repairs Coordinator who also recently left GWHA to take on a new challenge.



We wish them both well in their new roles!

## Charitable Events

The staff at Glasgow West continue raise money for Charity. All monies raised will be donated to a chosen charity at the end of the year.

## For Fun!!



## Summer Word Search



A	T	U	N	I	U	D	S	A	N	U	F	C	I
F	U	R	D	C	H	A	S	C	T	C	E	A	M
U	R	U	F	E	A	L	S	I	L	S	N	S	A
A	A	S	Y	C	T	N	A	C	A	C	S	D	S
B	F	A	M	R	E	K	N	C	N	E	M	S	H
B	C	F	A	E	E	C	D	T	B	F	C	S	N
E	C	F	M	A	A	C	D	E	E	N	U	A	M
A	M	C	M	M	M	A	S	K	E	E	M	M	G
C	E	N	A	N	R	T	B	C	L	M	C	M	N
H	N	A	N	U	A	M	S	U	E	R	B	C	I
U	F	N	F	S	M	P	N	B	N	N	U	D	P
R	U	H	M	M	A	Y	L	I	M	A	F	E	M
M	I	M	C	D	D	T	A	N	U	A	S	A	A
S	F	R	E	C	S	E	S	T	E	F	N	I	C



SUN  
BEACH

SPADE

ICECREAM

HAT

CAMPING

SAND

BUCKET

FAMILY

FUN



## Saturday Sing with Young at Heart Glasgow

**Saturdays, 11am-1pm, Glasgow Room, Mitchell Library.** A free community singing group, led by experienced tutors. No previous singing experience required!

## Daytime Disco

**Mondays, 11.30am- 1.30pm, The Sanctuary Nightclub, 59 Dumbarton Road.** Come on your own or with a carer, bring a friend or family member. Entry is £2 and includes lunch, all drinks less than £2. No alcohol is on sale.



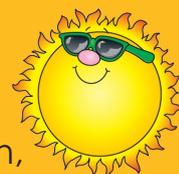
## Volunteering Opportunity - Be a Buddy!

If you would like to help us link others who may be lonely or isolated into community activities, please phone the Freephone number **0800 304 7690**. Even if you only have a couple of spare hours a week. Full training and all expenses are provided.

## Summer Events

### Work Experience

Scottish Gas are running a 2 week work experience court in Uddingston, Glasgow that will Commence 31/07/17. Courses are for students who are finishing school, college or university soon. If you are interested email **movementwork@centrica.com** with your **name, email address, post code, contact number, age** and the **location Glasgow**.



### Summer Treasure Hunts - The Tall Ship - 03/07/17 - 16/08/17

A daily treasure hunt to find Captain Scallywag's loot. £3PP



### The Great Big Heritage Bus Tour - Various Locations, 22/07/17, 11am - 4pm

Visit [www.gvvt.org](http://www.gvvt.org) for more info. Free vintage bus service will pick up and drop you off between various museums around Glasgow.

### The Royal Society for the Protection of Birds (RSPB) - Various Dates, 1pm - 4pm

<http://www.whatsonglasgow.co.uk/event/005324-the-rspb-at-kelvingrove/>

for all events. Suggested £1 donation.



### Various Fun Family Activities - Kelvin Hall

Visit [kelvinhall.org.uk](http://kelvinhall.org.uk) or phone 0141 276 1450 for more info.



5 Royal Crescent Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679

Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) • Website: [www.gwha.org.uk](http://www.gwha.org.uk)

Office opening hours: Monday, Wednesday, Thursday, Friday - 9am to 4pm.

Tuesday - 11.30am to 4pm.

Appointments are available at other times on request.

Registered with the Scottish Housing Regulator HEP 126.

Registered under the Co-operative and Community Benefit Societies Act 2014: 1955 RS.

Registered as a Scottish Charity SC001667