

# TENANT HANDBOOK

A Guide for Tenants of New Gorbals Housing Association.

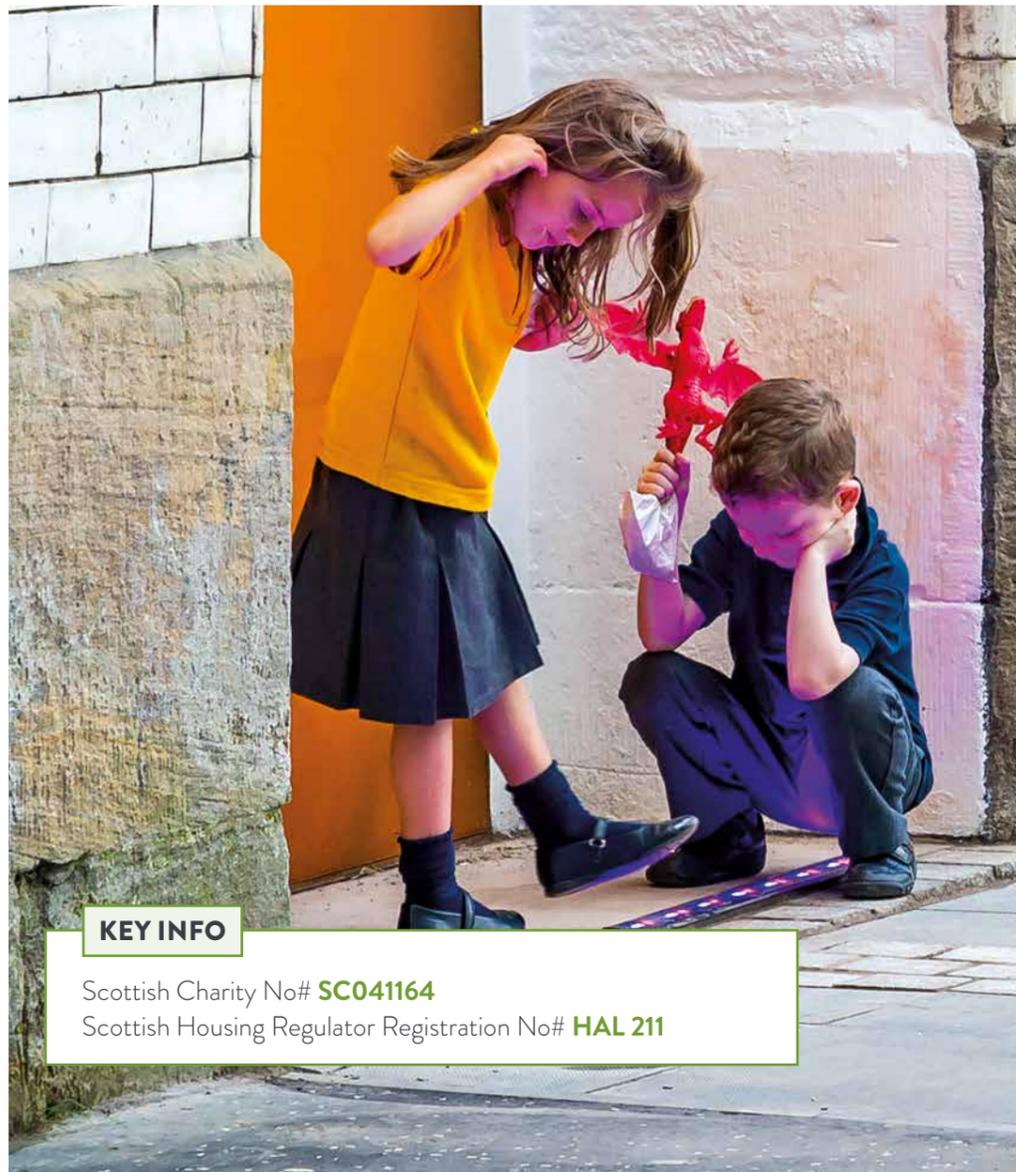
---



**NEW** ———  
**GORBALS**  
HOUSING ASSOCIATION ———

# CONTENTS

1.0 About Us .....	04	8.0 Carrying Out Alterations & Improvements .....	16
2.0 Your Tenancy Agreement .....	06	9.0 Your Environment .....	17
3.0 Changes in Your Tenancy or Household .....	08	10.0 Your Home Safety .....	19
4.0 Your Rent & Service Charges .....	09	11.0 Ending Your Tenancy .....	20
5.0 Looking After Your Home .....	11	12.0 Your Complaints .....	21
6.0 Being a Good Neighbour .....	12	13.0 Reporting a Significant Performance Failure .....	21
7.0 Reporting Repairs & Your Right to Repair .....	14	14.0 Other Useful Information .....	22
		15.0 Useful Telephone Numbers .....	24



## KEY INFO

Scottish Charity No# **SC041164**

Scottish Housing Regulator Registration No# **HAL 211**

# WELCOME

Welcome to New Gorbals Housing Association. We hope that you will enjoy your new home and your tenancy with us.

As your landlord, we aim to provide an excellent service, and the information in this handbook should help you to get the best out of your time in the property.

You can contact us in person at our local office, by telephone or online.

## Our Office:

187 Crown Street  
Gorbals  
Glasgow  
G5 9XT

Tel:

**0141 429 3900**

Email:

**admin@newgorbals.org.uk**

## Office Opening Times:

Monday, Tuesday, Thursday & Friday **9.00am-5.00pm**

Wednesday

**9.00am-1.00pm**

If you are unable to visit our office we can arrange a home visit.

Please contact us during working hours to arrange an appointment.

As a tenant of a registered social landlord it is important that you are given clear information about renting our property. Our Tenant Handbook should provide all the relevant information that is important to your tenancy with New Gorbals Housing Association.

However, if you want any additional information you can contact the Scottish Housing Regulator on **0141 242 5642** or email **shr@scottishhousingregulator.gsi.gov.uk**.

Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

If you want more detailed legal information or opinion, you should seek specialist advice.

## 1.0 ABOUT US

New Gorbals Housing Association is a community-controlled housing association operating in Gorbals, Hutchesontown, Laurieston and Oatlands.

We own and manage more than 2,500 homes for social rent and factor a further 1,600 privately owned properties.

We are committed to ensuring equal opportunities and fair treatment for all people in our service provision and work in the community. We will not discriminate against any person on the grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Our aim is to make sure that all our tenants experience high standards of customer service when staying in our homes. As part of this commitment our key aims and core values reflect how we deliver our service.

### Our Key Aims

Central to all aspects of our work are our key aims:

- To provide the highest possible quality housing, environment and services to all of our customers
- To maximise our contribution to the overall regeneration of the Gorbals, addressing wherever possible the needs of those in the community who are disadvantaged.

### Our Core Values

Our core values are reflected in how we deliver our service.

These are:

- Completing the physical regeneration of the Gorbals
- Keeping rents affordable, and supporting our tenants in dealing with welfare cuts and the high cost of energy
- Providing high quality, value for money services, and managing our assets effectively
- Strengthening our engagement and communication with tenants and the wider community
- Making Gorbals a Thriving Place
- Ensuring that we are a cost-effective and well-managed organisation, achieving high standards of governance and of financial probity and competence.

### Our Management Committee

We are managed by a voluntary committee of tenants and residents. Members of the organisation elect committee members once a year at our annual general meeting.

Our Management Committee is responsible for running the Association and for considering and approving our policies.

### Our 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, and cover a range of services such as:

- Maintenance and repairs
- Housing management
- Development and regeneration
- Finance and administration

If you need to get in touch with a member of our staff, you can contact them through our office. Call **0141 429 3900**, visit **187 Crown Street, Gorbals**, or email [admin@newgorbalsha.org.uk](mailto:admin@newgorbalsha.org.uk) for more information.

#### KEY INFO

Call **0141 429 3900**, visit **187 Crown Street, Gorbals**, or email [admin@newgorbalsha.org.uk](mailto:admin@newgorbalsha.org.uk) for more information.

## 2.0

## YOUR TENANCY AGREEMENT

Your tenancy agreement is the document you signed at the start of your tenancy.

We give all our tenants a Scottish Secure Tenancy, although we can use a Short Scottish Secure Tenancy in special circumstances.

Your tenancy agreement 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.

### **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](http://www.scotland.gov.uk)

**KEY INFO**

Find out more about Scottish secure and short Scottish secure tenancies and your rights [www.scotland.gov.uk](http://www.scotland.gov.uk)



### 3.0

## 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.

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.

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, we will help you apply for transfer to a larger property.

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.

If you die, other members of the household may have a right to take over your tenancy. These include your husband/wife or partner, a joint tenant or a member of your family over 16. If there are no family members, a carer may qualify to take over the tenancy in certain circumstances. In all cases the person who takes over must have been living there as their main home. This does not apply to some types of property that have been specially adapted, although we may be able to offer alternative accommodation.

### 4.0

## YOUR RENT & SERVICE CHARGES

When you signed your tenancy agreement you agreed that you would pay your rent monthly in advance due on the 28th of each month.

Your rent account should be one month 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 and service charges are 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 us your rent and service charge in the following ways:

- By direct debit (contact our office for a direct debit form)
- Over the phone by calling our office on **0141 429 3900**  
You can also call allpay direct on **0844 225 5729**
- At a pay point using a rent payment card
- At a post office using a rent payment card
- By Housing Benefit, which is paid directly to us
- Using a switch, debit or credit card
- Online at **www.allpay.net**

We do not accept cash payments at any of our offices.

### **If You Owe Rent or Have Problems Managing Your Money**

If you are struggling to pay your rent, our Welfare Rights Officers may be able to help. They can help you find out what benefits you are entitled to, and help you with the application process. Contact us to see what they can do for you.

#### KEY INFO

Pay rent online at **www.allpay.net**

## 4.0 YOUR RENT & SERVICE CHARGES

### **Our Policy for Setting Rent**

Our rents are calculated using a formula that takes account of the size and type of property and any amenities, improvements or adaptations we have provided. This means that the rent for larger properties with more features, such as a balcony or extra bathrooms, is higher than for smaller properties without these features.

We aim to keep rent charges affordable for our tenants, particularly those on low incomes, while also covering the costs of managing and maintaining our properties.

Our rents are reviewed each year, taking into account our costs and affordability for our tenants. Any rent increase agreed upon will be applied once a year, at the end of March.

We will consult you on any changes we plan to make to rent and service charges. The Management Committee take your views into account before a decision is made. We try to keep rent increases low. We will give you at least 28 days' notice in writing of any increase to rent or service charges.

We will also send you a yearly statement of your rent account to let you see the payments you have made in the previous year. We will also provide you with an annual calendar so you know when payments are due for the year ahead.

### **What About Council Tax?**

It is your responsibility to pay council tax. Your bill will be based on the value of your property compared to others in the area. There are various discounts available depending on your circumstances, such as for people on low incomes, or those who live alone.

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

Please note that New Gorbals Housing Association is not responsible for the administration or collection of Council Tax.

#### KEY INFO

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

## 5.0

# LOOKING AFTER YOUR HOME

We both have responsibilities when it comes to maintaining your home.

### **Our Responsibilities**

- The maintenance of all installations provided for heating, water heating and sanitation and for the supply of water, gas and electricity
- To maintain drains, gutters and external pipes (excluding blockages caused by tenant carelessness)
- Internal and external walls, floors, ceilings, doors and doorframes (excluding internal decoration)
- To provide buildings insurance
- Chimneystacks and flues
- Pathways, steps or other means of access
- Boundary walls and fences.

### **Your Responsibilities**

- To keep the interior of your home clean and in good decorative order
- To keep common areas, such as communal stairs and bin sheds, clean and tidy
- To keep the common grounds tidy
- To report all repairs, including those caused by accidental damage or vandalism, to New Gorbals Housing Association
- To allow our employees and our approved contractors access at all reasonable times to inspect the property and carry out repairs or safety inspections
- To repair any items damaged through your, a member of your household's or a visitor to your home's, neglect or carelessness e.g. blocked toilet
- To ensure reasonable precautions are taken to protect your home from fire, flood or frost
- To protect your personal belongings with a contents insurance policy
- To carry out minor routine repairs such as sink plugs or chains, light bulbs, and smoke alarm batteries
- To cover any costs that result from forcing entry due to lost keys.

## 6.0

**BEING A GOOD NEIGHBOUR**

Everyone has the right to live safely and peacefully in their home and neighbourhood.

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.

**Antisocial Behaviour**

If noise or other behaviour becomes frequent and causes significant disturbance, this can be unacceptable. Antisocial behaviour includes actions that cause — or are likely to cause — fear, alarm or distress. Antisocial behaviour can cover a wide range of issues, such as:

- Persistent, excessive noise
- Leaving items and black bags in the common areas including closes and backcourts
- Dog fouling
- Verbal or physical abuse of neighbours by you or a member of your household
- Racial or sexual harassment by you or a member of your household
- Vandalism in the neighbourhood or damaging neighbours' property
- Drug abuse or selling drugs
- Using your home for a business.

You are also responsible for the behaviour of family or friends visiting your property and we may take action against you if you have broken a clause in the tenancy agreement which refers to antisocial behaviour.

If you are affected by other people's antisocial behaviour, you should keep a written record of the incidents, with dates and times. Depending on the seriousness of the situation and how badly it affects you, you should contact us, the Police or your nearest Citizens Advice Bureau.

Your local council's antisocial behaviour team, Glasgow Community Safety, should also be able to give you more information if you are experiencing any issues or difficulties.

We will investigate all complaints of antisocial behaviour with the view to stopping the behaviour impacting on our tenants. If necessary we will take legal action to resolve the situation.

**Pets**

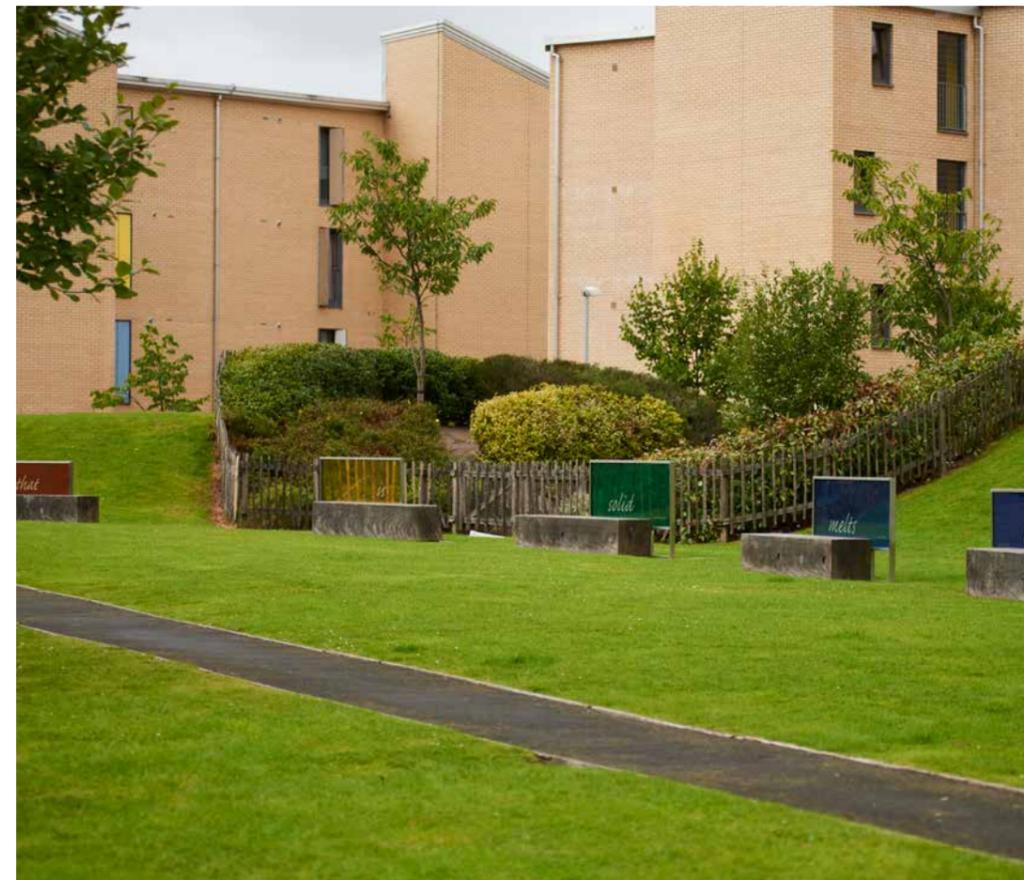
You must get written permission from us if you wish to keep an animal as a pet.

**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
- If you live in a building higher than 5 storeys you are not allowed to keep cats and dogs, except for registered assistance dogs.

**Drying Areas**

Most properties will have their own drying facilities either outside or inside. However, in tenement properties most drying areas are shared. In these cases, you should talk to your neighbours to make sure everyone has enough space to dry their clothes.



## 7.0

# REPORTING REPAIRS & YOUR RIGHT TO REPAIR

All emergencies related to your property should be reported to New Gorbals Housing Association.

All repairs related to your property should also be reported to us. If you have a repair that requires attention, please help us fulfil our responsibilities by reporting it to us without delay either by telephone on **0141 429 3900** or in person at our office.

In an emergency out with our office opening hours you should call **0800 783 7937**.

Please do not call out our emergency contractor after hours for non-emergency repairs. If this is found to be the case, we reserve the right to recharge you for the cost.

## Your Right to Repair

During your tenancy we will carry out any necessary repairs to keep the property windproof, watertight and fit to live in.

Normally we will arrange to have these repairs carried out as either a routine or urgent repair.

There are some small repairs which are considered urgent and which are covered under the Scottish Government's 'Right to Repair'. These are known as qualifying repairs and you can find a full list of qualifying repairs over the page.

When you report a repair to us, we will let you know if it is a qualifying repair. If our contractor does not attend to the qualifying repair within the specified timescale, then you can instruct another contractor from our list to carry out the work. We will provide you with the contact details of another contractor, in writing when you report a qualifying repair to us.

If our contractor fails to attend to your repair within the given timescale then you will be entitled to £15 for the missed appointment and an additional £3 for each working day until the repair has been completed. This amount can add up to a maximum payment of £100 for any one repair.

Sometimes there may be circumstances which we as your landlord or the contractor has no control over which means we are unable to do the repair within the time frame, such as severe weather. In these circumstances we may have to extend the maximum time. We will let you know if the maximum time must be extended.

### KEY INFO

Report an emergency repair **0800 783 7937**

## What Happens if it is Not a Qualifying Repair?

If your repair is not a qualifying repair, we will deal with it as one of the following:

- Emergency Repair - we will make safe within **4 hours**
- Urgent Repair - we will aim to complete within **3 working days**
- Routine Repair - we will aim to complete within **10 working days**.

To find out more about our, and your own, repair responsibilities you can check our website, [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk), call us on **0141 429 3900**, or visit the office.

## Qualifying Repairs

This table shows what repairs are qualifying repairs, and the maximum time we have to carry them out.

TYPE OF REPAIR	MAXIMUM NO. OF WORKING DAYS TO CARRY OUT REPAIR
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked sink, bath or drain	1
Loss or partial loss of electric power or gas supply	1
Insecure external windows, doors, or locks	1
Unsafe access to a path or step	1
Significant leaking or flooding from a water or heating pipe, tank or cistern	1
Loss or partial loss of space or water heating (where there is no alternative)	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power of lighting socket, or electrical fitting	1
Full loss of water supply	1
Partial loss of water supply	3
Loose or detached bannister or hand rail	3
Unsafe timber flooring or stair tread	3
Mechanical extractor fan in a room with no external windows or doors	7

## 8.0 CARRYING OUT ALTERATIONS & IMPROVEMENTS

You require our permission in writing before carrying out any alterations or improvements to your home.

We will not withhold permission unreasonably. However, we will not give permission for extensions, loft conversions or conservatories.

Application forms are available from our offices or our website [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk). A member of staff can help you complete the form if you need help. We will consider your request and will let you know our decision. We may also carry out a home inspection before the work is approved.

You must carry out any work to an acceptable standard. We recommend that you always employ fully qualified tradespeople to carry out work to your property. It is your responsibility to get all legal permission for work, such as building warrants or planning permission.

We will always carry out an inspection after the work is completed to make sure the quality of work you have carried out to your property is satisfactory. When dealing with electricity or gas, we may carry out a safety check to make sure that the work is safe.

If you do carry out improvements to your property, you may be entitled to compensation for the work if you decide to end your tenancy. Improvements which you may be able to get compensation for include:

- Central heating
- Bathroom suites
- Double glazing
- Fitting a new kitchen.

We work out how much compensation you may be entitled to using a system that takes into account the cost of the improvement, how long ago you carried out the work and how long we expect the improvement to last. You can get full details of the way we work out compensation and other information on improvements from our office and our website. We will not give compensation for improvements made without our permission.

If you do not ask for permission, we may return any alterations or improvements to their original condition and re-charge you the cost of these works.

It is your responsibility to maintain the property to the standard recorded at the start of your tenancy agreement.

## 9.0 YOUR ENVIRONMENT

We aim to provide and maintain a pleasant environment for you to live in. As our tenant you are responsible for keeping your home and its shared areas clean and tidy.

If you see someone causing damage to property or public areas, please let us know. We all have a role to play in making our environment a nice place to live.

We provide the following services to keep your local environment clean and well maintained.

### Cleaning Stairs

If you live in a block of flats with a shared entrance, we will provide a service to clean your stairs. For the majority of our flats this service covers the following:

- Stairwells and landings swept and washed, and small areas of graffiti removed
- Glass in windows and doors cleaned every four weeks
- Tiles and walls washed every four weeks
- Stair railings dusted.

The cost of this service is included in your service charge. We monitor our cleaning contracts to make sure you are satisfied with the service.

Between cleans, it is the responsibility of you and your neighbours to make sure that the close and landings are kept clean and tidy.

### Your Garden

If you have a garden, you must keep it tidy and free from litter. We provide a grass cutting service during the growing season and this is included in your service charge.

### Landscaped Areas

Our estates team make sure that shrub areas are maintained, the grass is cut and landscaped areas free from litter and weeds. The cost of this is included in your service charge.

### Dealing with Vandalism

We regularly inspect our estates for graffiti or vandalism. If you witness vandalism, please report it to us for investigation. We will charge the person responsible for the cost of removing graffiti or repairing the damage they caused. If someone repeatedly writes graffiti or damages property, we will ask the police to take action in cases where we can provide evidence.

## 9.0 YOUR ENVIRONMENT

---

### Glasgow City Council Services

Glasgow City Council provides various services that you may want to use. These include:

#### **Cleansing Service**

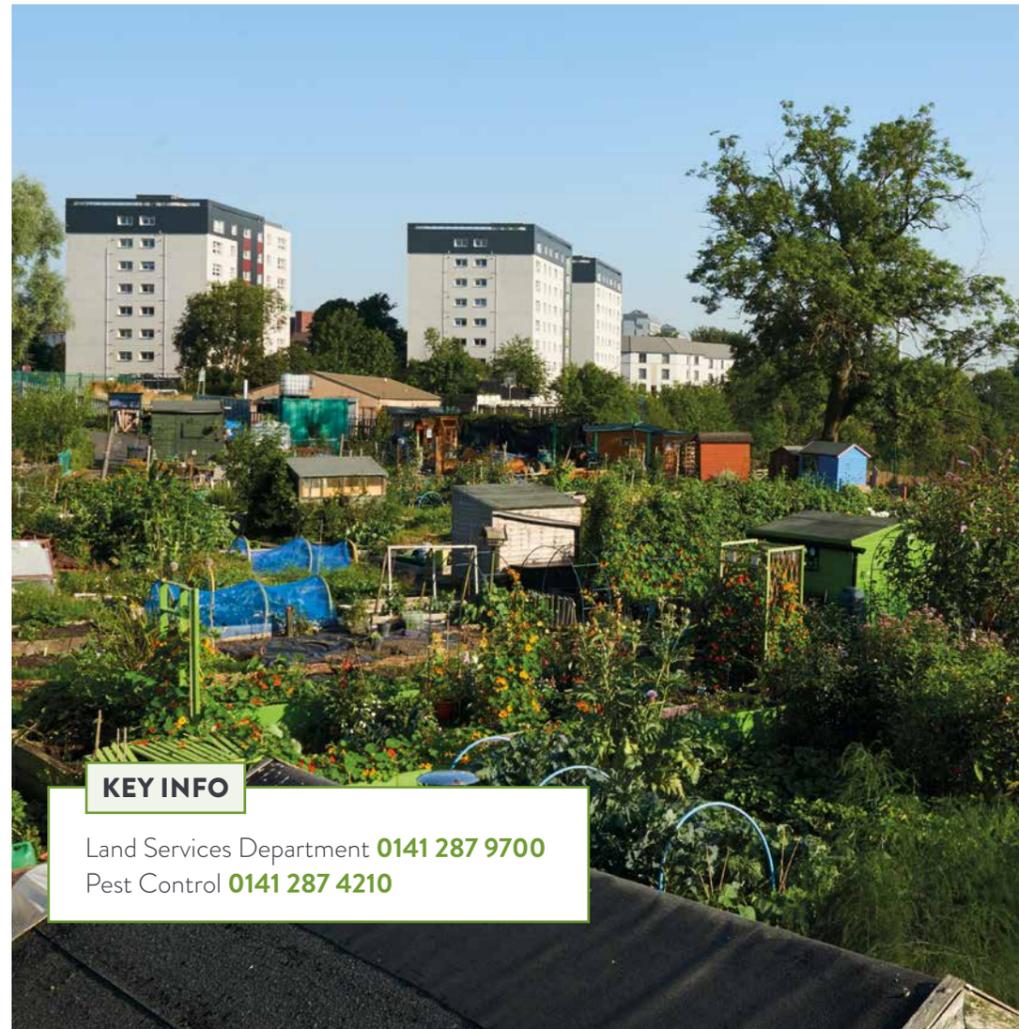
The cleansing service empties your bins and can also take away bulky items such as furniture. If you have a wheelie bin it is your responsibility to take out your bin for collection each week and return it afterwards. You must put all of your household rubbish in your bin, unless you live in a block of flats with a chute.

Put out larger items for bulk collection as arranged – the timetable can change so check with the Land Services Department if you are unsure. Our staff can also provide some information.

If you have any problems with this service, please contact Glasgow City Council's Land Services Department on **0141 287 9700**.

#### **Pest Control**

If you have any problems with insects or vermin, you should contact Glasgow City Council's Pest Control on **0141 287 4210**.



#### **KEY INFO**

Land Services Department **0141 287 9700**  
Pest Control **0141 287 4210**

## 10.0

# YOUR HOME SAFETY

---

We want to make sure you are safe in your home.

### Contents Insurance

Accidents happen and it is important that you have insurance to cover any damage to your home. Please make sure that you have full contents insurance, which covers risks such as fire, flood and leaking water pipes. You can suffer severe financial loss if you do not have insurance or enough cover.

### Smoke Alarms Save Lives – Do Not Disconnect!

All smoke alarms fitted in our properties are wired into the mains, while some have additional battery back-up. It is important that you check the battery regularly to ensure it does not need replaced, that you clean the alarm out twice a year and that you test your alarm regularly to check it still works.

### Gas Safety Inspections and Servicing

As your landlord we have a legal obligation to inspect all pipe work and our gas appliances to ensure they are in a safe condition. This is to reduce the risk of injury to members of your household or neighbours. It is important that you give access to our gas engineers for the inspection to be completed.

If we send you a letter about a gas safety check please make every effort to be available at the time and date we have asked for. If you know that you will not be available, please contact us to arrange another time for us to call at your home.

We also have a responsibility to make sure that you know the energy efficiency of your home. An Energy Performance Certificate (EPC) shows a property's energy efficiency and this will be displayed within your property.

## 11.0

## ENDING YOUR TENANCY

If you decide to move on, there are a number of things to do before moving out.

You can pick up a leaflet from our office with more information, or read more at [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk). You must give us **28 days'** notice if you are moving out of the property.

It is your responsibility to leave the property in the condition that it was originally let to you and hand in all sets of keys on or before the last date of your tenancy. A charge will be made for any costs we may incur in bringing your property up to a satisfactory condition.



## 12.0

## YOUR COMPLAINTS

We value complaints and use them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us.

We have a two stage complaints procedure in line with Scottish Public Service Ombudsman guidelines. We aim to respond to all complaints within the timescales set by the Ombudsman.

More information on our Complaints Handling Procedure is available from our office and at [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk).

## 13.0

## REPORTING A SIGNIFICANT PERFORMANCE FAILURE

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.

A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systemic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

Significant performance failures are not dealt with through our Complaints Handling Procedure. For more information, please contact us.

**KEY INFO**

More information on our Complaints Handling Procedure is available from our office and at [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk).

## 14.0

**OTHER USEFUL INFORMATION**

More information on how we allocate our homes, and how you can be involved in the decisions we make.

**Right to Buy**

'Right to Buy' ended for all council and housing association tenants in Scotland on the 31st July 2016. This means you no longer have the right to buy your home from us even if you were a tenant before this date.

**Letting Our Homes**

Anyone aged 16 or over can apply for one of our homes. We house people in line with our allocations policy, which takes account of the Housing (Scotland) Act 2001. Please be aware that interest in our homes is high, and the number of applicants on our housing list is much greater than the number of properties that become available each year.

In addition to our housing list, you can also consider a mutual exchange. If you already live in a social rented property, you can swap your property with another of our tenants, or a tenant of another council or housing association. You must have the permission of the landlords of both properties before a mutual exchange can take place.

You can get a copy of our full allocations policy from our office which explains how you can access our housing list, the priority for allocating our houses, transfers and exchanges.

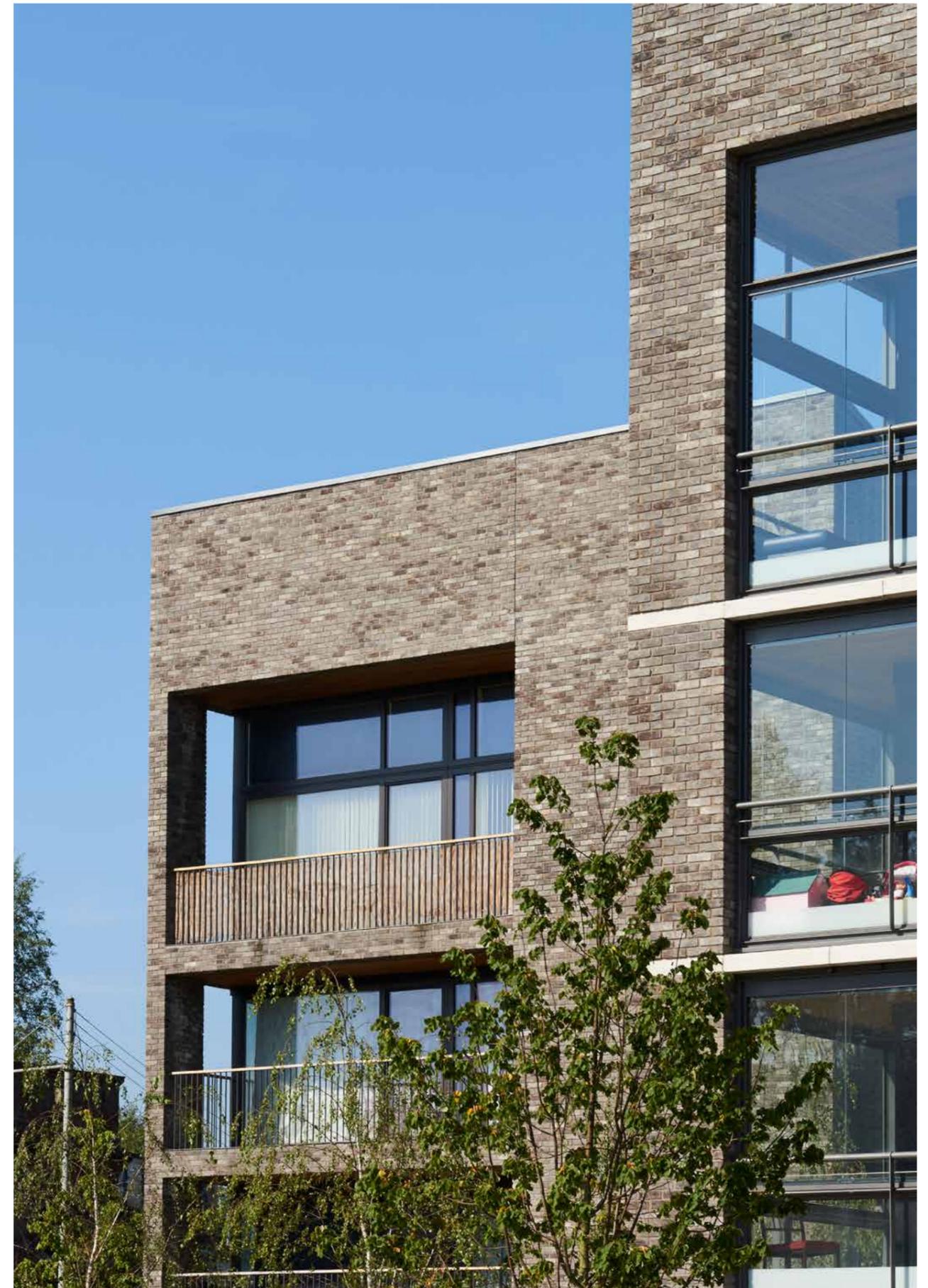
**Involving Our Tenants**

We are committed to working with you to improve our services. We are keen to see as many tenants as possible taking part in our consultation processes, either as an individual or through tenants' groups. We want you to tell us about how we develop and deliver our services and to tell us how we can improve them.

You can get involved by:

- Joining our Consultation Register
- Contacting us with your ideas and comments
- Register to attend our focus groups
- Joining or starting a Tenants' and Residents Group in your local area
- Joining our Tenant Panel
- Becoming a member of the Association.

If you would like more information on local community activities, please get in touch.



## 15.0

**USEFUL TELEPHONE NUMBERS**

---

Out of Hours Repairs: **0800 783 7937**

---

Main Office: **0141 429 3900**

---

Citizens Advice Scotland  
0808 800 9060

---

Glasgow Community Safety  
0800 0273 901

---

Energy Saving Trust  
0800 512 012

---

NHS 24  
111

---

Office of the Gas & Electricity Markets (Ofgem)  
0141 331 2678

---

Glasgow Royal Hospital  
0141 211 4000

---

Shelter Scotland  
0808 800 4444

---

Queen Elizabeth Hospital  
0141 201 1100

---

Scottish Housing Regulator  
0141 242 5642

---

New Victoria Hospital  
0141 347 8475

---

Electrical Safety Council  
0131 445 4690

---

Gorbals Health Centre  
0141 531 8200

---

Scottish Power  
0845 027 0072

---

Blackfriars Primary School  
0141 429 2444

---

Gas Emergency  
0800 111 999

---

St Francis Primary School  
0141 429 3687

---

Scottish Water  
0800 0778 778

---

Shawlands Academy  
0141 582 0210

---

Street Lighting  
0800 373 635

---

Holyrood Secondary School  
0141 582 0120

---

Bulk Uplift  
0141 287 9700

---

Police Scotland  
101

---

Noise Service  
0141 287 6688

---