



Queens
Cross
Housing
Association



Estate Caretaking

A service guide
for tenants



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What we do

- **ENVIRONMENTAL SERVICES**
- **FIRE SAFETY**
- **SECURITY AND CCTV**
- **OUT-OF-HOURS SERVICE**
- **PROVIDE A SERVICE TO TENANTS WHO NEED SUPPORT**



Estate Caretaking

Queens Cross Housing Association's Estate Caretaking service helps keep properties safe, clean and in good condition.

The teams provide an around-the-clock service.



What We Do

Estate caretakers carry out a range of duties to keep environments clean and safe. The exact work they do depends on the needs in your neighbourhood. It's an around-the-clock service.

Some duties are carried out every day, others less often.

Daily

- Check the neighbourhood for any new issues or damage
- Open and close shared facilities, such as laundry rooms
- Check laundry equipment is working
- Check for hazards in foyers, landings, lifts and stairways
- Sweep and mop lifts and foyers
- Check rubbish chutes for blockages
- Check communal bins, and disinfect bin areas
- Organise cleaning for stairways and landings
- Test the lifts

Weekly

- Pick up litter, sweep paths and keep outside areas clean
- Inspect play areas
- Carry out communal repairs, such as tightening door handles

Monthly

- Deep clean landings
- Join resident groups on estate visits
- Carry out fire risk inspections, Legionella checks and emergency lighting tests

As and when required

- Remove cobwebs from internal communal doorways and wall lights if accessible

Our Estate Caretaking Teams also fix any issues they find in their checks. You can report issues to the team too - from broken lights to graffiti.





What we don't do

Estate Caretakers are only responsible for communal areas, not individual homes. They aren't there to:

- Sign for or take in parcels
- Connect a washing machine in your home
- Remove litter or waste from individual gardens
- Collect prescriptions or groceries, or otherwise handle cash
- Clean windows
- Do gardening work

Estate Caretakers don't have keys to your home unless this is pre-organised with a Housing or Technical Officer and you.

How you can help

- Report spillages or wet floors to our caretakers
- Don't smoke in public areas
- Put all rubbish in the chutes and dispose of bulky items appropriately, leaving landings and stairways clear
- Use lifts, rubbish chutes and laundries carefully

**REQUEST A REPAIR
ON 0808 143 2002**

Fire safety

The Fire Service has advise a 'stay put' policy in our multi-storey properties. This means you should stay in your flat unless it is on fire. The Fire Service will tell you if you need to evacuate.

For more information on health and safety in your home, visit www.firescotland.gov.uk

What we do

- Carry out daily inspections to check for fire hazards, such as abandoned rubbish bags
- Make sure corridors and fire exits are clear
- If there's a fire, ensure the Fire Service have clear access to properties
- Replace smoke detector batteries if you can't do this yourself
- Check fire escape signage is in place and that fire doors work properly

How you can help

- Close internal doors to stop any fires from spreading
- Switch off electrical items that don't need to be on
- Don't smoke in communal areas
- If you do light candles, use them safely in your home
- Keep exits clear
- Keep door and window keys to hand





Security and CCTV

Estate Caretaking teams regularly patrol our neighbourhoods to check for security issues – particularly in our multi-storey and deck-access properties. We use CCTV to make our communities safer.

What we do

- Make sure door entry systems work properly
- Challenge anyone trying to get in without an authorised key fob
- Check buildings are well lit
- Remove obstructions in communal areas
- Work with outside agencies to tackle anti-social behaviour
- Report trip hazards on our paths and connecting public paths

How you can help

You can support our security patrols by reporting:

- Building defects – to the caretaking staff on site
- Anti-social behaviour – to your housing officer
- Criminal activity or vandalism – to the police

CCTV CONTROL CENTRE

Our CCTV control centre has access to over 200 cameras; these cover our multi-storey and deck-access properties, plus some of our offices and community spaces. The control centre is staffed around the clock, 365 days a year.

Having a central CCTV system means our estate caretakers can spend more time patrolling, keeping common areas clean and tidy, and helping you.

What we do

- Record high-quality CCTV images that can be used in court, if required
- Collaborate with police partners
- Answer door entry and handset calls
- Answer out-of-hours emergency calls and work with contractors to arrange repairs

How you can help

- Make a note of the time, date and location of any incidents you witness, to help us find the CCTV footage
- Tell us if you see anyone acting suspiciously or vandalising common areas or buildings
- Only let people you know into your building

Environmental Services

GRAFFITI

What we do

- Clean graffiti off walls and other areas and remove all graffiti within five working days
- Remove any offensive graffiti that falls under hate crime, within four hours of you reporting it.

How you can help

- Report any new graffiti
- Tell us if you know who is responsible

RUBBISH AND WASTE

What we do

- Make sure cleansing teams can access communal bins
- Tell the council when recycling bins are full
- Investigate and remove any hazardous items left in landings or stairwells
- Check estates for fly tipping and report those responsible to the local enforcement team.

How you can help

- Use the rubbish chute appropriately — don't force items into the drawer as they're likely to get stuck
- Put items in the correct recycling bin — the council won't take mixed waste
- Don't overfill recycling bins — this creates mess
- Don't leave rubbish bags outside your door — this is a fire risk
- Keep rubbish chute and bin areas tidy — put your rubbish in the bins, and pick up anything you drop
- Report fly-tipping as soon as you see it





REMOVING LARGE ITEMS - AT SITES WITH CARETAKING STAFF

What we do

If you need extra assistance, we can help you move large unwanted items to one of the bulk stores, or take it to the waste and recycling centre. You qualify for this service if you:

- Are over 60, or
- Have a physical disability, or
- Are unable to move it yourself, for example, if it's too heavy or you have no-one around to help

We don't have the resources to help you move house, or provide a clear-out service. It's up to you to arrange this.

How you can help

If you need help removing a large item from your home, let us know 48 hours in advance. Contact us on 0808 143 2002 or on your handset.

If you need to access one of the bulk stores, we'll meet you at an agreed time and open it for you.



LITTER REMOVAL

What we do

We regularly remove litter from:

- Pathways
- Association playparks

Around the entrances and exits of our multi-storey and deck-access buildings

How you can help

- Don't drop litter in your neighbourhood or common areas
- Don't throw anything out of your windows
- Let us know if your neighbours are littering the area

DOG FOULING

What we do

- We regularly empty all Association bins that can be used for dog dirt
- Our frontline staff work with Glasgow City Council enforcement teams, if dog owners are not being responsible
- Encourage tenants to help keep the environment free of dog dirt so everyone can enjoy a clean area

How you can help

- Be a responsible dog owner
- Report dog fouling using the Glasgow City Council online form or the MyGlasgow app, or call Glasgow City Council on 0141 287 1059
- Report dog fouling using social media – follow the Glasgow City Council’s Environmental Task Force on Twitter @theenvtaskforce or on Facebook @envtaskforce



MINOR REPAIRS

Our team can carry out minor repairs. Including:

- Changing light bulbs
- Re-pressurising boilers
- Changing locks
- Tracing minor electrical faults
- Tracing water leaks

Before they start a job, the team will assess what you need and decide whether they will do the job or our contractor is required.

OUT-OF-HOURS SERVICE

Our Estate Caretakers manage the out of hours emergency service, out with normal working office hours.

If you are experiencing one of the following:

- No heating or hot water
- Loss of electrics
- Flood
- Fire damage
- Insecure property

They will assess your situation and either attend to make the item safe or call out the contractor. There may be times, where it's not an emergency, that they will report your repair the next working day.

You can get in touch using your handset in your flat or call our free emergency number 0808 143 2002





Tenants who need support

Small property repairs, like changing locks, replacing smoke-detector batteries and maintaining fixtures and fittings are normally a tenant's responsibility. However, we carry out these minor maintenance jobs at no charge for some tenants.

To qualify for this service, you must:

- Live in Association supported accommodation, or receive support from Queens Cross East
- Be physically unable to do the repair yourself due to health issues
- Be unable to ask a family member to do the work

You will still need to provide the materials for the job.

Where we are

Teams are based across our four neighbourhoods. As far as possible, caretaking staff in each neighbourhood are familiar with the properties they look after. We move teams around our properties to widen their knowledge and support different residents.

WHERE OUR TEAMS ARE BASED

To contact the service either call 0808 143 2002 or call from your flat handset. If available, we will help you with your enquiry. Please note that all our staff might be out and about working in or around buildings or dealing with customers' requests.

Neighbourhood	Address & Type of Properties
Woodside	<ul style="list-style-type: none">• 3 multi storey flats at Cedar Street and Cedar Court• Deck access buildings at 434 St George's Road• Deck access buildings at 10 to 40 Raglan Street• Deck access buildings at 23 and 26 Burnbank Terrace and 12 Napier's Path• Braid Street/Square, 91-115 North Woodside Road and St Peter's Path (daily environmental service only)
Hamiltonhill and Westercommon	<ul style="list-style-type: none">• 4 multi storey flats at Westercommon Road• Maisonettes at Westercommon Drive/Road, Panmure Street/Close/Place
Dundasvale	<ul style="list-style-type: none">• 3 multi storey deck access buildings at Dundasvale Court• Deck access buildings at Dundasvale Court
All Properties	Out of hours emergency repair reporting



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How We Work

All of our staff work shifts. This helps us provide a round-the clock service.

Staff work on a shift pattern of 4 days at work and 4 days off.

A night shift operates from 8.30pm to 7.30am.

Sessional staff help us cover training, team meetings and staff absences.



Useful contacts

Queens Cross Housing Association

Call: **0808 143 2002** or via your flat handset (if available)

Email: contactus@qcha.org.uk

Glasgow City Council

- fly tipping, dog fouling, bulk uplifts, roads and pavements

Call: **0141 287 9700** or **0141 287 1059**

Visit: www.glasgow.gov.uk or www.fixmystreet.com

Use: **MyGlasgow** app

SP Energy Networks - power cut emergency

Call: **105** • Visit: www.spenergynetworks.co.uk

National Gas - emergency service

Call: **0800 111 999** • Visit: www.nationalgrid.com

Scottish Water - report a problem

Call: **0800 0778 778** • Visit: www.scottishwater.co.uk

Email: help@scottishwater.co.uk

Social Care Direct

Call: **0141 287 0555**

Glasgow and Partners Emergency Social Work Service

Call: **0300 343 1505**

WANT ANOTHER VERSION OF THIS DOCUMENT?

If you would like this information in another language, in large print, Braille, Easy Read, on tape or disk or in British Sign Language (BSL), please ask us. You can call us on 0808 143 2002 or email contactus@qcha.org.uk

如果您希望将该信息翻译为其他语言、或用大号字体印刷、或盲文、或易读格式、或刻录在磁带或光盘中、或者翻译为英国手语，请联系我们。您可以致电 0808 143 2002，或发邮件到 contactus@qcha.org.uk

若欲將該資訊翻譯至其他語言、或用大號字體印刷、或盲文、或易讀格式、或刻錄到磁帶或光碟、或者翻譯為英國手語，請聯繫我們。您可致電 0808 143 2002，或電郵至 contactus@qcha.org.uk

إذا كنت تريد الحصول على هذه المعلومات بلغة أخرى، أو مطبوعة بحروف كبيرة، بلغة برايل، القراءة السهلة (إيزي ريد)، على شريط أو قرص، أو بلغة الإشارة البريطانية (BSL) فالرجاء أن تطلب منا هذا. يمكنك الاتصال على 0808 143 2002 أو مراسلتنا عبر البريد الإلكتروني: contactus@qcha.org.uk

Jeśli chcą Państwo uzyskać informacje w innym języku, wielką czcionką, alfabetem Braille'a, w formacie Easy Read, na taśmie lub dysku bądź w Brytyjskim Języku Migowym proszę skontaktować się z nami telefonicznie na numer 0808 143 2002 lub wysłać wiadomość na contactus@qcha.org.uk

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਮੋਟੀ ਲਿਖਾਈ, ਬ੍ਰੇਲ, ਸੌਖ ਦੇ ਨਾਲ ਪੜ੍ਹਨ ਵਾਲੇ ਨਮੂਨੇ, ਟੇਪ, ਡਿਸਕ ਜਾਂ ਬ੍ਰਿਟਿਸ਼ ਸਾਇਨ ਲੈਂਗੂਏਜ (ਬੀ ਏਸ ਐਲ) ਦੇ ਵਿਚ ਚਾਹੀ ਦੀ ਹੈ ਤੇ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ। ਤੁਸਾਂ ਸਾਡੇ ਨਾਲ ਫੋਨ ਨੰਬਰ 0808 143 2002 ਤੇ ਗੱਲ ਕਰੋ ਜਾ ਫਿਰ ਸਾਨੂੰ contactus@qcha.org.uk ਤੇ ਈ ਮੇਲ ਘੱਲੋ।

اگر آپ کو یہ معلومات کسی دیگر زبان، بڑے پرنٹ، بریل، آسانی سے پڑھے جانے والے نمونے، ٹیپ، ڈسک یا برٹش سائن لینگویج (بی ایس ایل) میں چاہیے تو براہ مہربانی ہم سے بات کریں۔ آپ ہم سے فون نمبر 0808 143 2002 پر بات کریں یا ہمیں contactus@qcha.org.uk پر ای میل بھیجیں۔

GET IN TOUCH

For all opportunities to get involved with us, please:

- Call** 0808 143 2002
- Visit** www.qcha.org.uk
- Email** contactus@qcha.org.uk
- Follow** www.twitter.com/QueensCrossHA
- Like** www.facebook.com/QueensCrossHousing
- Write** Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE



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