



Queens  
Cross  
Housing  
Association

# YOUR NEW QUEENS CROSS HOME

## A HANDY GUIDE FOR TENANTS

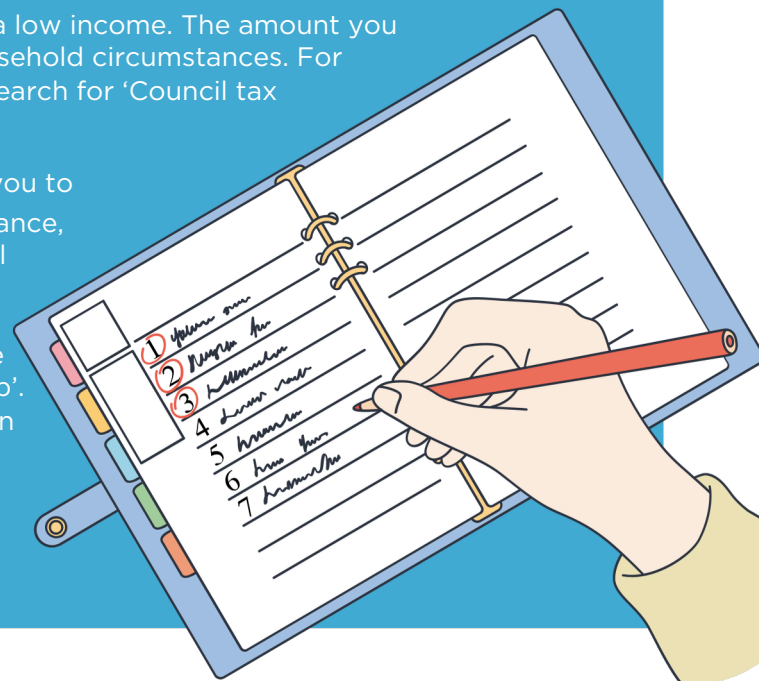


# WE HOPE YOU'LL BE VERY HAPPY IN YOUR NEW HOME

There's a lot to think about when moving home so we've put together this guide to help you with your move.

## TASKS TO COMPLETE AFTER MOVING

- **Let people know you have moved** including the Housing Benefit department, Department of Work and Pensions, the Electoral Register and Royal Mail
- **Set up your electricity and gas accounts** within the first few weeks of your tenancy. Even if the property has a pre-payment meter, you must set up an account so you start with a clear balance. You can find out who supplies your electricity by phoning **0845 270 9101** or visiting [www.spenergynetworks.co.uk/pages/who\\_is\\_my\\_electricity\\_supplier.aspx](http://www.spenergynetworks.co.uk/pages/who_is_my_electricity_supplier.aspx). You can find out who supplies your gas by phoning **0870 010 0808** or visiting [www.findmysupplier.energy](http://www.findmysupplier.energy). We took meter readings on the day you started your tenancy and these have been recorded on your paperwork. You will need these meter readings when setting up your accounts. If you need help setting up your accounts, please get in touch with your housing officer.
- **Take out home contents insurance.** Floods from above are a bigger risk when you live in a flat. Queens Cross insures the structure of your home but our cover doesn't include what's inside it like your furniture, flooring or personal belongings. We strongly recommend that you get your personal belongings insured against events including accidental damage, fire, theft and flooding.
- **Arrange for a TV licence.** You need a TV licence if you plan to watch live TV, stream programmes online or download them. You can find more information and purchase a licence at [tvlicensing.co.uk](http://tvlicensing.co.uk).
- **Apply for council tax reduction.** Council tax reduction can help towards your council tax bill if you are unemployed or on a low income. The amount you receive will depend on your income and household circumstances. For more information visit [glasgow.gov.uk](http://glasgow.gov.uk) and search for 'Council tax reduction'.
- **Download the QC app.** The QC App allows you to report and track repairs, check your rent balance, report anti-social behaviour, update personal information, make a complaint or give us a compliment. To get started, download the app from the Apple App Store or Google Play Store. Just search for 'Queens Cross app'. You'll need your tenancy number to set up an account. If you don't know it, contact us to get this.



# YOUR TENANCY RIGHTS

WHEN SIGNING UP FOR YOUR TENANCY YOU HAVE ENTERED INTO A SCOTTISH SECURE TENANCY AGREEMENT WHICH GIVES YOU THE FOLLOWING RIGHTS:



- **A well maintained and safe property** – We make sure your property is safe and secure when you move in. We carry out regular safety checks to ensure everything is functioning correctly. If something needs to be repaired then let us know as soon as possible.
- **Consulted before your rent is increased** – We carry out a rent consultation every year to get your views.
- **Right to Information** – We give our tenants a written tenancy agreement which explains their rights and responsibilities in full. We also publish our policies on our website and consult with tenants before making changes to these.
- **Right to get involved** – Our tenants can get involved in the local community and can influence the way we do things. You can become a Board member, a member of our Neighbourhood Groups, part of our Residents Task Force or an Association Member. For more information please visit [qcha.org.uk/volunteer](http://qcha.org.uk/volunteer)
- **Make a complaint or give us a compliment** – We value complaints and use information from them to help us improve our services. We also like to hear from tenants when we have done something well.

# YOUR TENANCY RESPONSIBILITIES

AS A TENANT, YOU HAVE THE FOLLOWING RESPONSIBILITIES:

- **Keeping up-to-date with rent payments** – Rent payments are due on the first day of every month and you are responsible for paying the rent for the property in full. If you have any concerns about paying your rent, you should contact us as soon as possible. There are lots of things we can do to help and tackling these issues early is the best way to get them resolved.
- **Take care of your property** – You are expected to take good care of your property and report any repairs to us as soon as possible. You must give us access to carry out repairs and safety checks.
- **Live in the property and tell us if you are going away** – You should let us know if you are going away for more than four weeks. If you regularly spend time away from the property, for example if you work away from home, please let us know.
- **Be a good neighbour** – We all make our communities the best they can be by respecting each other. You're responsible for your behaviour and the behaviour of anyone you invite to your home. Please be a good neighbour by not making excessive noise. We take complaints of anti-social behaviour and hate crime seriously, we will fully investigate any complaints received and we will take appropriate action. Your tenancy could be at risk if you demonstrate repeated anti-social behaviour.
- **End your tenancy** – You can end your tenancy at any time by giving us 28 days' notice in writing.

# MORE INFORMATION ABOUT YOUR TENANCY

## REPAIRS & SAFETY CHECKS

The association's responsibility for repairs & maintenance is detailed in section 5 of your tenancy agreement. You can report repairs to us by phone, email, website or through our QC app.

We're committed to providing you with an excellent repairs service and will aim to respond within the below timescales depending on the severity of the repair:

- **Emergency repairs** - within 4 hours
- **Urgent repairs** - within 2 working days
- **Routine repairs** - within 5 working days
- **Non-urgent repairs** - within 28 days

If a repair is needed because you have caused damage or neglected your property, then you may be charged for the cost of the repair.

You can carry out minor repairs, like changing a toilet seat, replacing light bulbs or tightening loose door handles by yourself.

If you don't have the tools you need you could consider joining the **Glasgow Tool Library**. This is just like a normal library but you can borrow tools instead of books. Visit [glasgowtoollibrary.com](http://glasgowtoollibrary.com) for more information.

If your property has a gas supply, we will check this once a year to ensure that it is functioning correctly and safely. We'll arrange an appointment which suits you.

In the event of an emergency, like a fire or flood, we may need to access your property at short notice. It is important that you give us access to prevent damage to other properties.

## ALTERATIONS AND IMPROVEMENTS

If you want to alter or improve your property, you need to get our written permission before you start any work.

You can paint or wallpaper the walls in your home without getting written permission, but you need our permission before making any changes to fixtures and fittings like kitchen units or your bathroom fittings. More information can be found in section 5 of your tenancy agreement.



# MORE INFORMATION ABOUT YOUR TENANCY

## KEEPING PETS

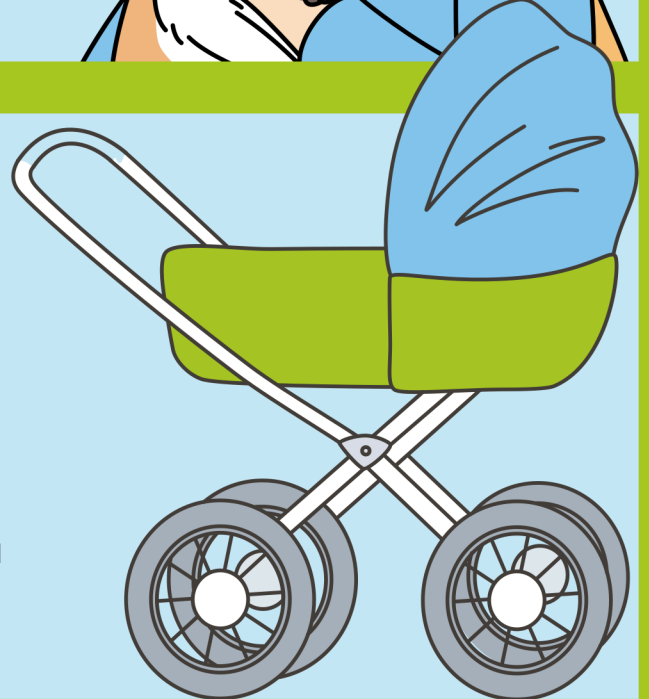
In most of our properties you're allowed to keep pets as long as you seek our permission first. Dogs are not permitted in our multi-storey properties located at Dundasvale, Westercommon and Cedar. You must look after your pets responsibility and clean up after them.



## LOOKING AFTER COMMUNAL AREAS

Communal areas such as stairwells, gardens and bin stores must be kept clear of personal belongings including bikes, prams and wheelchairs as they could block exits in the event of an emergency.

Front and back close doors must be closed and locked at all times to ensure the building is as secure as possible for all residents. Smoking is not permitted in communal areas.



## DISPOSING OF RUBBISH

Disposing of your household waste properly is good for the environment and creates a nicer place to live in. Rubbish dumped or put in incorrect bins may not be collected, which can lead to overflowing bins and cause issues with vermin.

You can check when your bins are collected by visiting [glasgow.gov.uk](https://glasgow.gov.uk).



# WHICH BIN SHOULD I USE?

## BLUE RECYCLING BIN

- paper and cardboard
- magazines and newspapers
- drinks cans, plastic bottles and food tins
- empty aerosol cans
- × plastic cartons (yogurt pots etc)
- × plastic bags
- × paint cans
- × foil (if it has food or grease on it)
- × books
- × glass bottles and jars



## FOOD WASTE RECYCLING BIN

- food items
- tea bags
- × food packaging
- × oils
- × liquids



## GENERAL WASTE BIN (NON-RECYCLABLE ITEMS)

- general waste
- × glass bottles and jars
- × hazardous waste
- × bulky waste
- × electrical items
- × batteries



# DISPOSING OF BULKY ITEMS?



Glasgow City Council offer a service for bulk uplifts. This is a chargeable service and items are collected from the grounds of your property, like a back court or garden. For more information, please visit **[www.glasgow.gov.uk](http://www.glasgow.gov.uk)**.

You can also take your bulky items to a household waste and recycling centre or consider donating them to a charity if they are in good condition.



# HOW WE CAN HELP

We are here to help you throughout your tenancy. We have a number of services available to ensure that you get the support you need.

## *BENEFITS AND DEBT ADVICE*

Our financial wellbeing team offer free, impartial and confidential benefits and debt advice.

## *ENERGY ADVICE*

Our energy advisers can help to reduce your fuel bills, manage fuel debt, switch supplier and apply for a fuel crisis payment.

## *HELP WITH REPAIRS*

You can report repairs to us by phone, email, through our website or the QC app.

## *ISSUES WITH NEIGHBOURS*

You can report anti-social behaviour to us where we will offer support and explain the next steps. We treat all information confidentially and work with other organisations such as Police Scotland and Glasgow City Council to help you.

## *QUESTIONS ABOUT YOUR TENANCY*

If you have any questions about your tenancy we can help. you can talk to your housing officer or another member of your housing team

## *SUPPORT FOR YOU AND YOUR CHILDREN*

Our Family Wellbeing Project provides support to young families who are at higher risk of homelessness and provides them with support. They focus on parents and children to improve the wellbeing of the whole family.

## *AGED 60 OR OVER AND NEED SOME SUPPORT*

The Older People's Wellbeing service helps people manage their tenancy if age related health and mobility concerns reduce their confidence. This includes helping arrange repairs or adaptations, accessing money and benefits advice and getting help from other services.

## *ACCESSING AFFORDABLE FOOD AND HOUSEHOLD GOODS*

The Courtyard Pantry, located on Westercommon Drive, is a partnership between mental health charity Flourish House and Queens Cross. Local residents can become members for £1, which gives you the opportunity to spend £2.50 in return for food and household goods worth £10-£15 per visit. The Pantry is open on Tuesdays and Wednesdays from 11am-3pm.

## *GET INVOLVED IN COMMUNITY ACTIVITIES*

Our regular events, groups and activities are for people of all ages and are a great way of meeting people in the community. To find out what's happening in your area, visit our website - [qcha.org.uk/whats-on](http://qcha.org.uk/whats-on).

## *JOIN A WORKING GROUP OR BOARD*

You can also get involved in shaping the way we deliver services and manage our neighbourhoods. Visit our website, [qcha.org.uk](http://qcha.org.uk), to find out the different ways you can have your say.

**FOR MORE INFORMATION ABOUT ANY OF THESE SERVICES,  
VISIT [QCHA.ORG.UK](http://QCHA.ORG.UK) OR CALL US ON 0808 143 2002.**

# USEFUL CONTACTS

## GLASGOW CITY COUNCIL

for Housing Benefit & Council Tax Reduction, Anti-social behaviour, refuse collection and other council services •  
Call - 0141 287 2000 • Website - [glasgow.gov.uk](http://glasgow.gov.uk)

## POLICE, FIRE OR ACCIDENT EMERGENCY

- Call - 999 in an emergency, 101 for Police non-emergencies
- Website - [scotland.police.uk](http://scotland.police.uk)

## CITIZENS ADVICE SCOTLAND

- Call - 0800 028 1456 • Website - [cas.org.uk](http://cas.org.uk)

## NHS 24

- Call - 111 • Website - [nhs24.scot](http://nhs24.scot)

## GLASGOW NORTH WEST FOODBANK

- Call - 0141 959 9813 • Website - [glasgownw.foodbank.org.uk](http://glasgownw.foodbank.org.uk)

## UNIVERSAL CREDIT

- Call - 0800 328 5644 • Website - [gov.uk/universal-credit](http://gov.uk/universal-credit)

## SCOTTISH WATER

to report water supply issues  
• Call - 0800 0778 778 • Website - [scottishwater.co.uk](http://scottishwater.co.uk)

## SCOTTISH WELFARE FUND

- Call - 0141 276 1177 • Website - [glasgow.gov.uk](http://glasgow.gov.uk), search for Scottish Welfare Fund

## GET IN TOUCH

**Call** 0808 143 2002  
**Visit** [www.qcha.org.uk](http://www.qcha.org.uk)  
**Email** [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)  
**Follow** [www.twitter.com/QueensCrossHA](https://www.twitter.com/QueensCrossHA)  
**Like** [www.facebook.com/QueensCrossHousing](https://www.facebook.com/QueensCrossHousing)  
**Write** Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE



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