

Council Tax: Council tax is a Council responsibility and Easthall Park has no access to the Council Tax details for your property. If you have any queries with regards to your council tax banding, or claiming council tax reduction then you should contact Glasgow City Council on **0141 287 0300** or visit www.glasgow.gov.uk

Bulk uplift or cleansing enquiries: Glasgow City Council is responsible for rubbish uplift, lighting and roads and pavements. You should contact the Council directly to report any problems

- Cleansing Enquiries 0141 287 9700 (includes requests for FREE uplifts of bulky item)
- Roads and Lighting faults 0800 373635
- Fly tipping and graffiti 0300 343 7027

Gas & Electric suppliers: when we give you the keys of your property we will, if we know, tell you who the current gas and electricity supplier. If we don't know you should call 0870 608 1524 (gas) or 0845 270 9101 (electricity). You can change your supplier but please let us know.

Scottish Water: [0800 077 8778](tel:08000778778)

If your water goes off it is likely that there has been an emergency burst somewhere and Scottish Water will be working on it. You should phone them first to find out. We usually have no knowledge of this happening. However if there are scheduled repairs on pipes Scottish Water will usually write to you in advance.

Website: Our website www.easthallpark.org.uk is regularly updated with important information and news. Tenants can log on and access their rent accounts and their repairs history, report repairs and complaints. All of our information leaflets, policies and committee minutes are available for download. Ask at the office to get log-in details

How to contact us

By phone 0141 781 2277 By email enquiries@easthallpark.org.uk
via Facebook or Twitter [#Easthallpark](https://twitter.com/Easthallpark) or calling in to the office at:
Glenburn Centre, 6 Glenburnie Place, Easterhouse, G34 9AN



Opening hours;

9 am – 5pm Monday/Tuesday

9 am – 5pm Thursday

9 am – 3pm Wednesday

9 am – 3.30pm Friday

We will give details of closures because of public holidays, training or other reasons in our newsletters and on our website

Your Housing Officer is

Your Housing Assistant is

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception at the above address.

USEFUL INFORMATION FOR NEW TENANTS

INFORMATION SHEET 23



Paying your rent

The money we receive from tenants' rents is needed to allow us to provide our services and to maintain and improve our homes. Without rent we couldn't do all these things.

It is your responsibility to make sure your rent is paid to us every month. You can pay your rent. weekly, fortnightly or monthly as long as it is paid in advance- **this means on or before the 28th of the month before- so, June rent is due by 28th May.**

We provide different ways to pay rent. See details below and decide what suits you best.

By Direct Debit: If you have a bank account, the easiest way to pay is by Direct Debit.



By Standing Order: If you have a bank account, you can also pay by Standing Order.

Allpay At a "Paypoint": You can use your plastic payment card to pay your rent at any shop or outlet where you see the "Paypoint" logo.



At the Post Office: You can use your plastic payment card to pay your rent at any Post Office.

Online: You can pay online at www.allpay.net by using your plastic repayment card.

By Phone: You can pay Allpay on 0844 557 8321 to make a payment over the phone.

Or you can scan this code to download the Allpay app to your smartphone making it even easier to pay.



callpay

Callpay: Or you can phone us on 0141 781 2277 and a member of staff can take a debit card payment over the phone for you.

By Cheque: You pay cheque either at our office or by sending it by post

If you are out of work or on benefits you may be entitled to Housing Benefit (or housing costs if you are on Universal Credit). We can help you apply for this but it is your responsibility to make sure your claim is made on time and your rent is paid.

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INFORMATION SHEET 23

Welfare Rights Service:

Are you struggling with debt, not sure you are receiving the correct benefits or tax credits? We have a full time welfare rights adviser Leigh Marinelli who can provide a whole range of money advice and assistance. Appointments are available with Leigh Monday-Thursday 10-4 or twice a month until 6pm. Call the office to book or just pop in on Fridays 10-12.

REPAIRS

At Easthall Park we want to maintain our homes and environment to a high standard. To do this, we are committed to delivering a responsive and comprehensive repair and maintenance service.

Getting Repairs done

Contact us at the office if you have a repair and we will arrange for a contractor to come out

If you have an EMERGENCY repair when the office is closed please use these numbers

Emergency repairs: 0845 600624

Gas Sure: 01294 468113

Looking after your home is a shared responsibility. We have responsibilities as a landlord and you have responsibilities as a tenant of Easthall Park. When you signed your tenancy agreement you agreed to accept these responsibilities.

Our Responsibilities Include:

- The structure and fabric of your house and common areas
- Fixtures and fittings supplied by the Co-operative, for instance, kitchen units.
- Installations provided by the Co-operative, for instance, central heating.

if we have to attend to any of the above due to misuse or negligence by members of the household or visitors, we may not proceed with the repair or, alternatively, the cost of the repair or replacement will be charged to you.

Your Responsibilities Include:

- Letting us know when a repair is needed and allowing us access to carry it out.
- Internal decoration.
- Blocked sinks and waste pipes if caused by your negligence.
- Replacing batteries in smoke detectors.
- Replacing locks and keys if you lose your keys.
- Replacing broken windows unless reported to the Police as criminal damage.
- Any deliberate damage or vandalism by you, a member of your household or a visitor to your home.
- Television equipment owned or rented by you including digital receivers.
- You are responsible for repairs to anything that belongs to you

Repair Timescales

We aim to attend and make safe emergencies within four hours of you contacting us. An emergency is when there is an immediate risk to your safety, security or health or could lead to serious damage to your property. For instance it is an emergency when you have no heating/hot water, flooding from a pipe or a electrical failure.

All non-emergency repairs will be carried out within four working days or, earlier if covered by the Right to Repair timescale legislation - contact us for more information about this.

Heating instructions: We will supply you with instructions for your heating. If you unsure about this we will or want to make sure you are using it efficiently we can arrange for someone to come out and explain how to get the best from your heating.

Estate caretaking service: The Co-operative has an in-house team of caretakers who are responsible for the maintenance of common areas and closes to help keep our estates looking good. Let us know if you are unhappy (or happy) with the service. Please note that much of the land around our estates is owned by the Council and they are responsible for maintenance. The Estate caretakers may also cut the grass for tenants unable to manage this themselves – ask your housing assistant for details.

House contents insurance: Although Easthall Park insures the building we are not responsible for your contents. That means if there is a fire/flood you will have to meet the cost of replacing your belongings. We encourage all tenants to get contents insurance. We will give you details of two insurance schemes which are specially designed for Scottish social housing tenants and offer good rates, however you can get details of other providers on comparison site likes www.uswitch.com and www.comparethemarket.com