

Welcome to your new home



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Moving in



Now that you have your keys, you can start to set up your new home. Make sure you get in touch with key organisations to set up your accounts for:

- **Gas**
- **Electric**
- **Water**
- **Council tax**
- **Internet/phone**
- **TV Licence.**

It's also important to note down your tenancy reference number. This will be used in many of our letters to you and it's needed for rent payments.

My tenancy reference number is:

Keep an eye on your keys!

Lock changes are expensive and we don't keep spare copies.

Setting up your utilities

When moving into a new home, it can be easy to forget about your energy supply in all the excitement. But getting it sorted is an essential job.

Here's everything you need to know about setting up gas and electricity for the first time, from finding your meter to saving on energy bills.

1. Find out who supplies your energy

As the tenant you're responsible for gas and electric bills for the property. The first step to setting up energy bills in your new home is to find out who already provides the gas and electricity. Unfortunately, CHA does not have this information.

You should also look out for a letter addressed to 'the occupier' when you move in. This should give you any information you need about your gas and electricity or dual fuel supplier.

Alternatively, if you're still not sure:

For gas – use the <https://www.findmysupplier.energy/> service or call the Meter Number Helpline on 0870 608 1524.

For electricity – contact the Local Distribution Centre for your area. <https://www.energynetworks.org/customers/find-my-network-operator> for a full list of numbers.

2. Find your gas and electricity meters

During the house-moving process, we will advise you where the meters are. Depending on how you want to pay, you'll need to choose between two types of meter – but you can potentially get smart meter versions of both if your supplier is offering them in your location.

- A standard credit meter, which displays numbers in dial or digital form. You'll pay either monthly or quarterly if you have

one of these.

- A prepayment meter, which is a type of 'pay-as-you-go' meter. It lets you pay for your energy in advance, usually by inserting a smart key/card that you top up with credit. If you run out of credit on your meter you could be left without gas or electricity.

3. Take a meter reading

On the day you move in, you should take meter readings and submit them to the supplier when they set up your account. That way, you'll avoid getting charged for any energy used by the previous occupants.

If you've got a smart meter, your readings should be transmitted automatically to the supplier, who should be able to tie this together with the date you move in.

However, it's a good idea take a photo or smart meter reading in case there's a problem when the bill is issued.

If you're disabled, elderly or vulnerable and you're finding it tricky to read the meter:

- Give your supplier a call so they can send someone to read it for you.
- Ask them about the Priority Services Register, a free service offering prioritised assistance for customers in need.

It's a good idea to submit readings every month or so to keep your bills accurate. If your new home has a smart meter, it will automatically send the readings to your supplier so you don't have to.

4. Find the consumer board (fuse box and trip switch)

As a tenant, it's important to know where the trip switch is in case the electricity cuts out. This can happen because of an electrical surge or faulty appliance. The trip switch is usually on or near the fuse box.

If you've got gas, it's also a good idea to know how to turn off the gas isolation valve in case of emergency.

In most of our houses the valve is normally outside with the meter box. In some homes it could be under the sink or in another kitchen cupboard or under the stairs

To turn off the gas, turn the lever so it's at 90 degrees to the gas pipe. Always make sure all appliances are off first.

5. Find your meter number

Both gas and electricity meters have a supply number, unique to your home. You may need these numbers when you contact the supplier to set up your account.

The gas supply Meter Point Reference Number (MPRN) is usually between six and 10 digits long and it will be on your energy bill (not to be confused with your customer reference number).

- If you don't have a bill, you can request your MPRN from the Meter Point Administration Service.
- The electricity supply Meter Point Administration Number (MPAN) is usually 21 digits long and can also be found on your energy bill.
- Contact the supplier directly if you can't find a bill.

6. Get in touch with your new energy supplier

Once you've found out who supplies your energy, you'll need to contact them and register as a new gas and electric customer. You should do this as soon as possible after moving in. They will create your new account for you and answer any questions you might have.

Apart from helping you to avoid any previous occupant's energy debts, a utility bill in your name can be used as proof of address – for everything from getting a parking permit to opening a new bank account.

You should also get in touch with your supplier if your home has a prepayment meter but you'd rather be on a standard credit meter that lets you pay by direct debit and gives you a better choice of deals.

7. Find out what tariff you're on

When the previous homeowner moves out, you (as the new occupier) will usually be transferred automatically on to the current energy supplier's standard tariff to maintain the energy supply.

A tariff is how much you'll be charged for your gas and electricity. There are two main charges you'll see on your electricity bill:

Unit price – the amount of gas or electricity you use in pence per kWh.

Standing charge – a fixed daily charge for being connected and having a meter.

A standard tariff has historically been the most expensive type of plan, with fixed-rate plans being cheaper. But in the current energy crisis it's hard to find a new-fixed rate plan that's cheaper than a standard tariff.

Top tip

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For pre-payment meters, you need at least £5 credit on both your gas and electric meter card.

Paying your rent



There are various easy and convenient ways for you to pay



All Pay

- Go to www.allpay.net and enter your payment card or reference number
- You can download the allpay app for compatible mobile devices
- You can phone 0330 041 6497



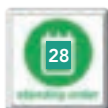
Direct Debit

- You can call us on 0808 175 6288 or call us to arrange an appointment at our office at 39 North Vennel, Lanark and we will help you set up a direct debit



Clydesdale Housing Association

- All debit and credit card payments can be made to us by calling 0808 175 6288



Standing Order

You can call us on 0808 175 6288 or call us to arrange an appointment at our office at 39 North Vennel, Lanark and we will ensure you have the appropriate form.



It's important you pay your rent on time. Every Clydesdale Housing Association tenant is due to pay their rent on or before the 28th day of every month.

Supporting you



If you are struggling to pay your rent, contact your Housing Officer on 0808 175 6288 to see how they can help.

Your Housing Officer can also refer you to South Lanarkshire Councils Money Matters Advice Service for specialist advice.

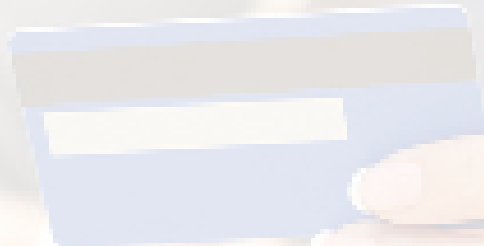
Money Matters Advice Service

The Money Matters Advice Service is a free and confidential service that helps people living in South Lanarkshire or working for South Lanarkshire Council claim benefits and deal with debt.

They can give you free unbiased advice on a range of benefit and debt issues and will work with you by discussing all your options and come up with a plan together. They can help with:

- the cost-of-living crisis including advice on energy arrears.
- gas and electricity top up vouchers.
- debt advice including mortgage and rent arrears and dealing with creditors.
- benefits advice
- budgeting

You can call them on 0300 029 0041 or [click here](#) to view full details of the services they provide and access to their online enquiry form.



Supporting you



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We will not tolerate anti-social behaviour amongst our tenants. All reports of this are taken seriously, logged and investigated.

If you feel threatened or concerned speak to Your Housing Officer. Call 999 or call your local police station if an incident is so serious that you're in immediate danger

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Domestic abuse

If you're experiencing domestic abuse, call us on 0800 175 6288 for advice. We can help make your home more secure, or if necessary, help you find a new place to live.

Call 999 if you or someone else is in immediate danger. Alternatively, contact your local neighbourhood policing team for support if it's not an emergency. You can also contact the National Domestic Abuse Helpline on 0808 200 0247, 24 hours a day.

We know that some people may struggle to find a time to talk and need to keep things confidential. Email us on mail@clydesdale-housing.org.uk for advice if necessary.

Your tenancy



Sole to joint

If you have an assured or secure tenancy and the tenancy is solely in your name, you can ask us to make it a 'joint tenancy' by adding another person to it. Whilst it is not a legal right to grant joint tenancies, we will consider all requests and visit you in person to discuss this and review the condition of your home. We will take into account any tenancy agreement breaches as part of our decision.

Joint to sole

If you have a joint tenancy and are applying for a sole tenancy (to remain in the property alone as a sole tenant), we must first receive confirmation from the other tenant that they no longer wish to be a tenant of the property. We will also carry out affordability checks and a property inspection.

Supporting You

Our Housing Management Team provides support to all tenants to help them sustain their tenancies. They also assist tenants in practical aspects of managing a home.

Your tenancy



Management Transfer

We will consider transfer requests in the following instances:

- There is a medical need to move
- Our Property Services team advises that a home requires major works that are not financially viable
- You and your household need to move house urgently due to an evidenced risk of physical or emotional harm should you continue to remain at home. We will assist where possible, and may restrict the areas considered for rehousing to ensure safety. However, we will also expect you to make a homeless declaration to the local authority where you live and we will support you with this.

In all cases, we will support and assist you to register for mutual exchanges (see above).

To increase your housing options, we will help you apply for a home and be placed on the housing list with another housing associations, co-op or with South Lanarkshire Council.



Succession

If a tenant dies, you may have the right to inherit the tenancy – this is called succession. Your right to inherit a tenancy depends, amongst other factors, how long you have lived in the tenancy address.

We appreciate this is a difficult time for anyone in this situation, and will deal with your request sensitively. If you are worried that you do not have succession rights, rest assured that we will work with you to find another home if that is the case. Please do get in touch with us so that we can help you.





Your neighbourhood



All customers are allocated a Housing Officer to discuss any issues relating to your tenancy, home, or neighbourhood.

Talk to them about anti-social behaviour, litter fly tipping or any concerns with estate management. Your Housing Officer will carry out a settling in visit within 6 weeks of the date of entry to review any tenancy issues or support needs.

As your landlord, CHA has responsibilities to keep communal areas within our properties in a safe condition. This includes removal of any items that could cause a fire risk or be a trip hazard to anyone trying to leave the building in an emergency. You should therefore not keep any of your possessions in communal areas and closes.



Your neighbourhood



If you or your neighbours leave items within communal areas, we will work with you to remove them within a reasonable time period. However, if you or your neighbours refuse to remove items, we will need to enforce this and remove items ourselves. You could be charged for the costs to clear and store your belongings until you collect them or we dispose of them.

Disturbance Allowances

Sometimes, we will have to ask tenants to move out of their homes temporarily as a result of emergency situations (e.g. to carry out comprehensive modernisation or other reasons, e.g. fire, flood etc. where the tenant is not responsible).

If you need to move out temporarily while CHA carries out major repairs, we will find alternative accommodation that meets your household's needs. However, hotels or bed and breakfasts may be used in an emergency.

During this period CHA will reimburse costs for reasonable expenses for the duration of the work.

Reporting repairs



Our Technical Services team provides a comprehensive repairs service.

Repairs are completed within set timescales, depending on how urgent they are.

We've included examples of how we prioritise repairs below:

| Category | Type of repair | Overall timescale |
|-------------------|---|--|
| Emergency repairs | To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to. | Attend within 5 hours and make safe |
| Urgent repairs | To repair any defects that significantly detract from the tenant's use of the property, and which would cause rapid deterioration if not attended to. | Attend and complete within 2 working days |
| Routine repairs | Any repairs which are identified as responsive repairs, and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal | Attend and complete within 7 working days |
| Right to Repair | Qualifying repairs as per legislation | 1, 3 & 7 working days |

If you have an emergency repair and need to report it when the office is closed please call: 01555 435944



What to do if you smell gas

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If you smell gas, immediately call the **National Grid emergency number on 0800 111 999**. You should:

- Turn off the gas supply if possible and extinguish flames
- Do not smoke, light matches or turn any electrical switches on or off
- Open windows and doors.

After calling the National Grid and following this safety advice, please call us to report the issue on **0808 175 6288**.

Making changes to your home



Check with us before you complete any home improvements, as you need written permission before any work can go ahead.

Failing to get this may result in charges or us asking you to undo the work.

Adaptations

All adaptations requests for minor adaptations such as grab rails, lever taps and major adaptations such as lifting equipment, wet rooms etc. must be requested by South Lanarkshire Council's Occupational Therapist team who will assess your needs. The Occupational Therapist recommendations can be emailed to our Technical Services team.



Remembering the small things

Tenants often assume that small changes don't require permission. Whether you're considering new laminate flooring or mounting a TV to the wall, we'll need to know.

We want you to make your home as comfortable as possible, so informing us helps to ensure that all work is completed safely.

Top tip

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Make sure the work is completed to a good standard, as we'll get one of our technical officers to check after it's done.

Lorem ipsum

Keeping you safe in your home



Our Technical Services Team are working hard to ensure your homes are safe and that we are meeting our obligations according to the law and all housing regulations for landlords.

Electrical Safety

CHA also has a responsibility to carry out basic safety checks to ensure electrical installations work safely. The law requires us to ensure the installations in our homes are safe when a tenant moves in.

You should never try to carry out your own electrical repairs and always let us know if you suspect an electrical problem in your home.

During your tenancy we will also carry out a periodic electrical inspection. These are recommended to take place every 5 years to make sure there is no deterioration due to damage, wear and tear or other environmental factors such as overloading or corrosion.

Gas Safety

As your landlord, we are responsible for making sure any gas appliances and pipework in your home are safe and working normally. So, we carry out annual gas safety checks in all our properties with a gas supply. The law

also applies to you in ensuring that you allow us access to your home to carry out the annual Gas Service Inspection.

To ensure we meet our obligations, we program gas servicing every 10 months. This allows time for any replacement parts that might be needed and to work around your availability.

Help us keep you safe by allowing access to your home promptly.

When your next safety check is due, we will send you a letter with an appointment date and time. Please use the contact details on the letter to inform us if this date/time is not convenient for you so that the appointment can be rearranged. Failure to comply with the gas safety appointment could result in legal action being taken against you/your tenancy.

On completion of the Gas Service, we will provide you with a copy of the relevant certificate within 28 days, so you too have assurance that your gas appliances are safe to use.

Asbestos safety

The use of asbestos was banned in the UK in 1999, however, a lot of our housing was built or refurbished before this time and some properties may contain asbestos materials. Products containing asbestos can look the same as those that do not, so you should always be careful.

In line with legislation and Health and Safety Executive's guidance, it is our policy to leave asbestos containing materials that are in good condition in place. We ask our contractors to assess homes for asbestos during improvement or alteration work and will tell you about any possible risks.

CHA operates an asbestos management system which allows us to monitor and manage the presence of asbestos containing materials within our housing stock. This system is reviewed regularly to ensure our contractors' and tenants' safety. We will make sure that any

material containing asbestos is kept in a safe condition. If we need to remove any material containing asbestos from your home, we will use a specialist contractor.

The asbestos found in houses presents a low risk and is unlikely to harm your health. It is important to remember that as long as asbestos containing materials are in good condition, they do not pose a significant risk to health.

Other safety inspections and servicing requirements exist for services such as:

Fire alarms and emergency lighting systems

Water Hygiene and the prevention of legionella

It is important you allow access whenever asked so we can identify any potential risk to your home and your safety.

If you have any queries about gas or other safety inspections, you can call our Technical Services Team on 0808 175 6288 option 1.

Fire safety

As a landlord, we have an obligation to do everything we can to keep our customers safe.

As part of this, we are currently placing an increased focus on fire safety. This includes making sure that all closes, shared internal areas, landings and stairwells are kept free of all items and personal possessions.

Our Housing Officers regularly carry out close inspections and, if they find any items in closes or communal areas, they will knock on the tenant's doors or letter them and ask for these to be removed. If items remain after you have been asked to remove them, we will remove them ourselves and charge you for the cost of their removal. In the event that an item poses a serious hazard or fire risk, we may remove it immediately.

To be clear, **NOTHING** should be kept in common closes or garden areas. This includes window coverings and door mats.

You can help to keep everyone safe by ensuring that you adhere to this.

If you have any questions about this, please contact us on 0808 175 6288.



Building safety

Regular health and safety checks are conducted in all communal areas to ensure building safety.



Water Safety within your home:

The risk of contracting legionella in the domestic home is minimal and most protection from legionella must be undertaken by people living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

- 1 – Dismantle, clean, de-scale and disinfect shower heads and hoses on a quarterly basis, or more frequently if required.
- 2 – If on holiday or away from the property for any more than 7 days flush your water system on return by running each water outlet (sinks, baths, and showers) (one at a time, not all together) until optimum temperature is reached. Once reached move on to the next outlet. This allows optimum flow of pressured water to each outlet flushing out any stagnant water that has gathered while the system has not been in use.
- 3 – If you have an outside tap, please ensure you are flushing this at least once a week putting it to full pressure and allowing it to reach optimum temperature. These taps are not used often and therefore are ideal outlets for stagnant water to gather.
- 4 – If you have a spa / hot tub please ensure these are cleaned thoroughly on a regular basis using approved chemicals.

Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children or vulnerable adults in your property.



How to identify damp, mould and condensation

We undertake stock condition surveys and ongoing checks to ensure properties are monitored as part of our zero tolerance approach to damp and mould. On the next page there are some things you can do to help prevent, identify and report damp and mould issues so we can take swift action.

Damp

Signs: Damp may appear as a dark, wet patch that may also cause flaky plaster and a pungent smell.

Causes: Damp occurs when water finds its way into a property due to problems such as:

- Damaged gutters or broken roof tiles
- Rising damp through flooring
- Internal leaks.

Mould

Signs: Mould can appear in different colours, but it's often dark and spotty.

Causes: Mould is a kind of fungus that develops from airborne spores:

- It usually grows in damp conditions without much airflow
- Bathrooms and loft spaces often suffer from mould.

Condensation

Signs: Visible water droplets gathering on surfaces, usually cold surfaces such as windows or walls.

Causes: Condensation is a build-up of moisture that usually occurs on windows and walls when there is too much humidity in the air.

- Humidity causes water droplets to form and soak into the cooler areas of a room, like walls and windows
- Condensation can result in mould growth if not treated.



How to help prevent damp and mould



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These suggestions may not remove damp and mould, but they can help manage it while we're taking other steps. They're good practice to follow even when damp and mould is not a problem in your home.

- Good ventilation – open windows/curtains daily, keep trickle vents open, and use extractor fans and dehumidifiers when cooking/bathing/drying clothes
- Don't block radiators with furniture – tip: tuck curtains behind your radiator
- Avoid moisture getting into the air – e.g. run an extra spin cycle on laundry, dry clothes outside where possible, and keep lids on saucepans
- Use heating systems effectively – Set your thermostat to maintain a temperature of around 18 degrees where affordable
- Radiator valves – Set radiator valves (TRVs) low for unused rooms ('2-3') to maintain a baseline heat and higher for used rooms ('4-5').

Please report any issues to our Technical Services team immediately (**mail@clydesdale-housing.org.uk** **0808 175 6288**) so we can act quickly to resolve any concerns and keep your home free of damp and mould.

Getting the most out of your heating system

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The Technical Services team offers further guidance and resources for customers with various forms of heating including:

- Combination ('combi') boilers
- Electric storage heaters
- Gas heating with a hot water cylinder – please note that minimum temperatures need to be higher for this heating type to prevent legionella.
- Air Source Heat Pumps

It is important to note that guidance may be different depending on your type of heating system.

Call us: 0808 175 6288 option 1

Repairs responsibilities

As your landlord we are responsible for some of the repairs and maintenance to your home; however, some of these responsibilities are yours as the tenant. The tables below show CHA's responsibility as your landlord and your responsibility as a tenant.

| Description | Landlord | Tenant | Comments |
|--|----------|--------|--|
| Ant/insect infestation | | ✓ | |
| Back Boiler | ✓ | | |
| Banisters (internal) | ✓ | | |
| Barges, fascias, soffit boards, etc. | ✓ | | |
| Bath panels | ✓ | | |
| Bathroom suites | ✓ | | Unless installed by tenant |
| Baths | ✓ | | |
| Bin stores | ✓ | | |
| Brickwork, blockwork | ✓ | | |
| Ceilings | ✓ | | |
| Chimney stack / pots / cowl | ✓ | | |
| Cisterns | ✓ | | |
| Clothes poles | ✓ | | |
| Communal areas to flats | ✓ | | |
| Communal TV systems | ✓ | | |
| Contents Insurance | | ✓ | |
| Damp proof course | ✓ | | |
| Decoration – internal | | ✓ | |
| Door bell | | ✓ | |
| Door entry system | ✓ | | |
| Door name plates | | ✓ | |
| Doors internal | ✓ | | We do not alter doors after floorcoverings has been laid |
| Driveways | ✓ | | Unless installed by tenant |
| Drying areas | ✓ | | |
| Electric central heating system | ✓ | | |
| Electrical appliances & plugs | | ✓ | |
| Electrical wiring, sockets & switches | ✓ | | |
| External door lock, fittings & furniture | ✓ | | |
| External drainage | ✓ | | |

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| Description | Landlord | Tenant | Comments |
|-----------------------------|----------|--------|--|
| Fences & gates - boundary | ✓ | | |
| Fences & gates - divisional | ✓ | | |
| Fire – electric & gas | | ✓ | |
| Floor coverings | | ✓ | Tenants must cover via home contents insurance |

| | | | |
|---|---|---|----------------------------------|
| Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc. | ✓ | | |
| Glass – external | ✓ | | |
| Glass to internal doors / screens | ✓ | | |
| Immersion heaters | ✓ | | |
| Keys & keys fob replacements | ✓ | □ | |
| Kitchen fittings / worktops | ✓ | | |
| Kitchen units & sink | ✓ | | |
| Landing & stairs (communal or internal) | ✓ | | |
| built in wardrobes | ✓ | | Unless installed by tenant |
| Parking area (communal) | ✓ | | |
| Path & steps giving access to property | ✓ | | |
| Play area and equipment | ✓ | | Only if owned by THE ASSOCIATION |
| Plugs & chains | | ✓ | |
| Public utility supplies / meters/ teleswitches | | ✓ | |
| Refuse / recycling / garden Waste Wheelie bin | | ✓ | |
| Retaining walls | ✓ | | |
| Roof coverings | ✓ | | |
| Roof lights / skylights | ✓ | | |
| Ropes for clothes drying | | ✓ | |
| Ropes for windows (sash cords) | ✓ | | |
| Rotary drier & clothes lines | | ✓ | Unless in a common area |
| Roughcast | ✓ | | |

Repairs responsibilities

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| Description | Landlord | Tenant | Comments |
|-----------------------------------|----------|--------|-----------------------------|
| Sheds / outbuildings | | ✓ | |
| Level access shower & enclosure | ✓ | | Unless installed by tenant |
| Over bath shower | | ✓ | Unless a Stage 3 adaptation |
| Sink unit top | ✓ | | |
| Skirting | ✓ | | |
| Smoke detector batteries | | ✓ | |
| Smoke detectors | ✓ | | |
| Solid fuel central heating system | ✓ | | |

| | | | |
|---|---|---|---|
| Stair lighting (communal) | ✓ | | |
| Taps | ✓ | | |
| Toilet seats | | ✓ | |
| TV aerial communal sockets | ✓ | | Unless installed by tenant |
| Extractor fan | ✓ | | |
| Vermin (rats/mice) infestation within the homes | | ✓ | Environmental issue |
| Vermin (rats/mice) infestation in common area | ✓ | | |
| Wash hand basin | ✓ | | |
| Wasp nest | | ✓ | Unless attached to exterior of dwelling |
| Washer on Taps | ✓ | | |
| Water Heating | ✓ | | |
| Water Storage Tanks | ✓ | | |
| Water Supply | ✓ | | |
| WC | ✓ | | |
| White Goods | | ✓ | |
| Window Frames, sills, fittings | ✓ | | |

Have your say



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We pride ourselves on having high levels of customer involvement to ensure that we're delivering great services.

There are lots of ways to have your say both formally and informally:

What you can do:

- Become a share member of the Association for £1.00
- Join our Management Committee
- Form a tenant or resident organisation in your area
- Read our leaflets and newsletter articles, and give us your comment
- Complete and return our questionnaires or surveys
- Let our Corporate Services Officer know that you would like to be involved and what subjects interest you
- Join our Tenant and Residents Group
- Take part in Scrutiny Projects
- Let us have your comments, suggestions and complaints

Feedback and complaints



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We welcome your feedback and use it to improve the services we provide.

If something has gone wrong with your home or our services, please let us know so we can put things right. We'll try to resolve your issue when you first contact us.

If you're not happy with the outcome of a complaint you can have the issue reviewed by a manager.

Please also let us know when we've gone the extra mile – it's always great to record this and make our employees aware of it.



If after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it. Our Complaints leaflet gives you more details on how to contact the SPSO.

www.clydesdale-housing.org.uk/wp-content/uploads/2021/08/Complaints-Leflet.pdf

Getting in touch

For any other queries, contact us using the details below:



Call us on 0808 175 6288

Email us at: mail@clydesdale-housing.org.uk

Send us an online message:

www.clydesdale-housing.org.uk/contact-us/

Find us on Facebook



Opening Hours:

Monday, Tuesday & Thursday: 9.00am – 5.00pm;
Wednesday 10.00am to 5.00pm & Friday: 9.00am – 4.00pm

Out of Hours emergency repairs call

01555 435944