

Good News – Tenant Funding

Financially, we know that everyone is feeling the pinch due to rising energy costs and the increasing cost of living. We are always on the look-out for any funding opportunities we believe may be of great benefit to our tenants. One such example is the Tenant Grant Fund from Glasgow City Council. The scheme had specific criteria but it allowed us to nominate debt cases for urgent assistance to improve tenancy sustainment and prevent potential tenancy action being taken. We have so far had 12 applications approved for payment. This has seen over £13,600 being paid off in current tenant arrears. This works out at an average of over £1100 received for each debt case!

Some of our tenants have given us some really positive feedback on the impact of receiving the assistance with clearing their arrears:

“Thank you so much! This will help us so much. We can stop worrying about paying it off and use the money for other things! That’s over £1000 I would have had to have paid otherwise, and during a time like this it’s so useful. Thanks to all you guys for finding this for us and making sure we got the money!”

“I’ve been in arrears for years and I just never thought it would end! It’s just coming up for my wee boys birthday in a few months and the money I’m saving on payments for arrears can go towards a birthday present for him – and maybe a new uniform next year! This is such good news and what a relief!”

We understand that getting in to rent arrears can be daunting and scary, but we are always here to help. Even if we do not have funding opportunities available, we will always do our best to work with you to identify a long term sustainable solution to ensure every tenant is able to continue effectively managing their tenancy and rent payments.

Glasgow City Council have now advised that they have completed all family referrals for the scheme and will be progressing with all remaining single household referrals. We are hopeful that we will be able to generate further fund receipts in the near future for those tenants.

Need a chat? Message us or call the office today.
0141 944 3891, mail@pineview.org.uk, text: 0741 834 7038

Scheduled Office Closure

The staff team will be unavailable **from 17.00pm on 2nd April 26 until 09:00am 7th April 26, 16.00pm on 1st May 26 until 09.00am 5th May 26, 17.00pm on 21st May until 09.00am 26th May. 16.00pm on 12th June 26 until 09.00am 16th June 26.**

For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call **City Building on 0800 595 595.**

Inside...

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Contact Us

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Drumchapel, Glasgow
G15 7QR

T: 0141 944 3891

mail@pineview.org.uk

www.pineview.org.uk

2026 Annual General Meeting (AGM): Date for your Diary.

Date/Time: **Tuesday 23rd June 2026 @ 6:00pm**

Where: **Drumchapel St Mark's Church
281 Kinfauns Drive, G15 7BD**

The agenda:

- Approval of Minutes of the Thirty Fourth Annual General Meeting held on 24 June 2025.
- Chairperson's Report.
- Annual Accounts.
- Approval for Re-Appointment of Auditors.
- Election of Committee of Management.

Anyone interested in the work of the Association can attend, however only members have the right to stand for election and vote at the meeting.

To Do ✓
Pineview AGM
Tuesday
23rd June 2026
6:00pm

Drumchapel
St Mark's Church
281 Kinfauns Drive
G15 7BD

We hope as many of our members as possible will be able to join us for this annual event. More details, including Committee Member nomination forms and AGM papers, will be issued throughout May and June. We look forward to seeing you!

Pineview in Bloom: The Garden Competition Returns.

Our very popular **Garden Competition** is officially back, we want to celebrate the best kept, most imaginative, and original gardens in our community.

- **When:** During our upcoming estate and close inspections, our team will be on the lookout.
- **The Judging:** Our **Customer Forum** will judge the entries after the Summer, with prizes up for grabs for the winners.
- **Enter or Nominate:** Whether you are proud of your own garden or want to nominate a green-fingered neighbour, we want to hear from you.
- **Categories:** Pot Luck and Window Boxes, Most Colourful and Best Ornament's (those without grass).

Get involved: Call us on **0141 944 3891** or email mail@pineview.org.uk to put a name forward.



Reminder: The Allpay app is closing soon.

If you haven't already switched, please move to the new **allpayments** app to continue paying securely from your mobile device.

All you need to do is:

1. Download the new **allpayments** app – contact us if you need assistance.
2. Sign in with your existing allpay username and password

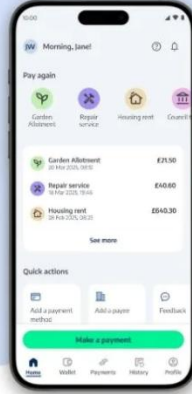
Your details will transfer automatically; you can also make payments online using the refreshed web portal at new.allpayments.net

Please switch as soon as possible so you can continue to manage and make payments without interruption.

For help and guidance, visit [allpay's Customer Help Centre](#).

Download the



allpayments app



The quickest and smartest way to make and manage your payments on-the-go!

- Simple account set-up
- Repeat payments with 'Pay again'
- Fast & smooth performance
- Instant push notification
- Secure Face ID log in
- Apple & Google Pay

Download for free from:

Staffing Update

Double Congratulations to Our New Housing Services Officers.

We are absolutely delighted to announce that following a recent recruitment process, Sinead Sharkey and Caitlin Gillespie have both been promoted to Housing Services Officers, starting April 1st.

Since September 2024, Sinead and Caitlin have been working incredibly hard, balancing their traineeships here at Pineview with undertaking Post Graduate Diploma in Housing Studies at the University of Stirling. Their dedication to their studies and the hands-on experience they've gained makes them the perfect fit for these roles. We couldn't be prouder of their achievement and know they will be fantastic in their new positions.

Warm Wishes for Joanne

In more happy news, our colleague Joanne began her maternity leave this March. We wish her and her partner all the very best as they prepare to welcome their new bundle of joy. We hope she enjoys every second of this special time off.

A Fresh Face in the Office

Joanne's leave has also opened a wonderful opportunity for a new temporary Housing Assistant (Maternity Cover) to join the Pineview family. They will be starting with us in April, and we can't wait to introduce them to you all soon.



Sinead Sharkey



Caitlin Gillespie



Kaitlyn Baxter

Wider Action Update

Growing Together with Local Partners

At Pineview, we believe in the power of community. We are thrilled to be working closely with **Fortune Works** to keep our planters throughout the Cairnsmore area looking vibrant and well-maintained. Their hard work helps ensure our streets stay green and welcoming for everyone.

Supporting Local Projects

We are also proud to be championing the incredible work of **Growchapel**, the **Cycle Hub**, and **Drumchapel High School**. By providing funding and support for their community-based projects, we're helping to create more opportunities for outdoor fun, healthy living, and youth development right here in our neighbourhood. Keep an eye out for these exciting projects blooming over the coming months.

Unlock Your Rights with Citizens Advice

We want every Pineview tenant to feel confident, informed, and supported. That's why we partner with the **Citizens Advice Bureau (CAB)**—to ensure you have expert guidance on everything from benefit entitlements to energy savings and consumer rights.

Flexible Appointments to Suit You - Whether you prefer a friendly face-to-face chat or a quick phone call, help is available every **Tuesday and Friday morning** right here at our office.

- **Book with us:** Call Pineview on **0141 944 3891** to secure your slot.
- **Contact CAB directly:** Reach the Drumchapel team at **0141 944 2612** or visit their website for more resources.

A Quick Favour: If you can't make it to your scheduled appointment, please let us know as soon as possible. This allows us to offer that valuable time to another customer who might need it. We'll even give you a friendly reminder call the day before.

Getting to Know You: Our Home Visit Update

At Pineview, we want to make sure we're providing the best possible service for you. Over the coming months, we'll be dropping by for our friendly two-yearly visits.

This is a great chance for us to catch up, hear your thoughts on how we're doing, and make sure our records are up to date. Most importantly, it helps us identify if there's any extra support, we can provide to make your life easier.

By now, you should have received two letters about your visit. We know you're busy, so we'll do our absolute best to find a time that fits your schedule.

Haven't heard from us yet?

If you haven't received a letter or had your visit, please just give us a shout at the office. We'd love to get you booked in!

Keeping Your Home Safe & Sound

We work hard to ensure your home is a safe haven. Here is what you need to know:

- **Gas Servicing:** Our partners at **City Building (Glasgow)** will visit every 10 - 12 months to check you boiler, your gas pipework, gas meter connection and your alarms. It should only take about 30 - 40 mins and will ensure you and your home are safe.
 - *Top Tip:* Please ensure there is credit in your gas and electric meters so the engineer can complete the check.
- **Alarm Checks:** We test your Smoke, Heat and CO alarms during your gas service. Please help protect your family by testing them weekly! **SMOKE ALARMS & CO ALARMS SAVE LIVES.**



- City Building (Glasgow), will postcard each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595 or calling our office.
- **Electrical Inspections:** Every 5 years, we'll carry out a full safety check on your home electrical installation. We'll be in touch when your home is due.

Home Improvement & Maintenance Update

We are pleased to report that our recent round of home improvements has been a huge success, ensuring our properties stay modern, comfortable, and efficient.

- **Modern Bathrooms:** Our 2025/26 Bathroom Contract is now officially complete.
- **Kitchens & Heating:** The Kitchen, Boiler, and Radiator replacements for 2025/26 are also finished.
- **Finishing Touches:** A small number of boiler installations requiring scaffolding for flue work are being finalised now to wrap up the project entirely.

Spring Spruce-Up: Gutter Cleaning.

We know many of you are looking forward to our routine gutter maintenance.

- **The Plan:** While this was briefly on hold due to contractor staffing, we have a clear restart date.
- **Restarting in April:** Gutter cleaning is scheduled to kick off again in April, ensuring your home is ready for the spring showers.

Free Bulk Uplift Service.

Pineview Housing Association currently provides a **free** service for our tenants for large household items.

How it Works:

- **Where:** Place items at the Front of your property (no back garden collections).
- **When:** Put items out the night before or the morning of your collection day.
- **Note:** Items left out at other times will trigger estate management procedures.

Your Collection Days:

- **Monday:** Waverley
- **Tuesday:** Pinewood
- **Friday:** Cairnsmore & Broadholm

✔ What We Can Take:

- Beds & Mattresses
- Wardrobes, Tables & Chairs
- Sofas & TV Units
- Broken-down sheds, decking, or fencing
- Large old toys (consider charity first!)

✘ What We Cannot Take:

- Fridges & Freezers
- Bagged Rubbish (If it fits in a bag, it fits in your bin!)
- Household Recycling (Flatten cardboard and put in blue bins)
- Clothes (Please use charity shops or textile bins)
- Garden Waste (Grass cuttings/soil)

Important Updates:

- **Bin Stores:** Do not dump bags on floors or on top of bins. Please place all rubbish inside the appropriate bins to prevent vermin.
- **Dawsholm Closure:**

From 20th March 2026, they will close for 20 days. Uplifts will take longer during this time—thank you for your patience. It should be noted that the household waste recycling centre will remain open.

Need Help?

If you cannot move items yourself or have questions, call the office:

0141 944 3891

More info: www.glasgow.gov.uk



Before 1



After 1

Help Keep Glasgow Clean – Just One Scan Away.

Spot an overflowing or damaged bin while out and about? You can now report it in seconds using your smartphone. Glasgow City Council has added unique QR codes to over **5,000 street litter bins** and **700 recycling points** across the city to make reporting faster and easier than ever.

Why Use the QR Codes?

- **Instant Reporting:** Scanning the code takes you directly to the [Report a Problem](#) page with the bin's exact location already identified.
- **No Calls Needed:** Forget waiting on hold; you can report issues 24/7 on the go.
- **Anonymous Options:** You can choose to provide your details for updates or submit your report anonymously.
- **Rapid Response:** These reports help Council staff identify "surges in demand" and respond quickly to keep our neighbourhoods tidy.

How It Works

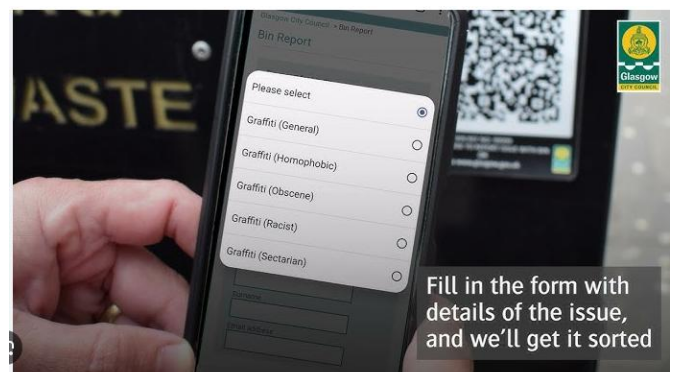
1. **Spot It:** Find the scannable QR code sticker on the side or end panel of any public bin.
2. **Scan It:** Use your phone's camera or a QR reader app to scan the code.
3. **Submit It:** Select the issue (e.g., full, damaged, or graffiti) and hit submit.

Make a Difference in 10 Seconds

"People Make Glasgow Cleaner" isn't just a slogan—it's an **action**.

When you scan a bin QR code, you're giving the environmental teams a "heads up." It helps them work smarter, faster, and keeps our streets looking their best for everyone.

Scan. Report. Sorted.



Strapline, Mission, Vision and Values

What are Pineview's Vision, Mission and Values?

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

Mission: To provide quality affordable homes and deliver excellent service through listening to and engaging with our customers.

Our Values – CRIDD: The values that our staff and Committee members are expected to adhere to at all times:

Community – engaging, collaborating, and including.

Resilience – continuously learning, developing, and adapting.

Integrity – being open, honest, and fair.

Diligence – working conscientiously and to a high standard.

Dignity – treating everyone with respect and compassion.

Your Voice, Your Community.

Business Plan

Our business plan is made publicly available on our website for all our customers.

The update planner details when each section of the business plan is scheduled to be updated - [Business Plan](#)

If you would like more information on this, please contact us and ask to speak with Joyce. Tel 0141 944 3891 or email mail@pineview.org.uk

Committee of Management










We keep our website updated so customers can see who makes up our Committee of Management.

The Agendas and Minutes of committee meetings are also uploaded to our website - [Committee of Management information](#) .

If you would like to know more, consider getting involved, or give us some feedback about our committee meeting minutes please contact us and ask to speak with Joyce. Tel 0141 944 3891 or mail@pineview.org.uk

Performance

Below is a summary of 2025-26 performance outcomes to 31 December 2025. The Scottish Average figures noted relate to the 2024-2025 year end performance as reported by the Scottish Housing Regulator.

 <p>3.37 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 3.89 hrs</p>	 <p>3.59 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 9.13 Days</p>	 <p>95.18% (Target >95%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 86.75%</p>
 <p>14.38 Days (Target 10 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 60.59 Days</p>	 <p>4 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.35 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 93.44%</p>
 <p>3.76% (Target <5%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.17%</p>	 <p>100.74% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 100.15%</p>	 <p>0.16% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.27%</p>

Complaints and Compliments

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. We take any complaint about our service delivery very seriously and always want to improve on anything we have not got quite right.

If you have a complaint about our service delivery or simply have a suggestion that you think would be good for us to consider so we can make our service better, please let us know.

We record all our complaints and report on these anonymously to the Committee of Management every quarter.

Complaints summary 01 April 2025 – 31 December 2025

No of Complaints		Responded to in Full	
Stage 1 Complaints	Stage 2 Complaints	Stage 1 Complaints	Stage 2 Complaints
73	4	73/73 - 100%	4/4 - 100%
Responded to within Timescales		Average Time to Respond	
Stage 1 Complaints (Target 5 Days)	Stage 2 Complaints (Target 20 Days)	Stage 1 Complaints (Target 5 Days)	Stage 2 Complaints (Target 20 Days)
64/73 - 87.67%	2/4 - 50%	4.04 days	29.25 days

Learning from Complaints

You Said – We Did

A tenant contacted PHA to advise that they were unhappy with the length of time they had been waiting on the transfer list and outlining several allocations related queries. They also outlined their dissatisfaction with the content of letters regarding rechargeable legal debt.

We responded to every query in detail and provided links and explanations with reference to specific policies. We upheld the complaint with regard to the wording of specific debt reminder letters which made reference to the withholding of non-emergency repairs.

We agreed in the team that such wording should be removed. The tenant responded to advise they were happy with the response provided and did not want to take further action.

You can read our latest complaints performance report on our website: <https://www.pineview.org.uk>

We also take time to acknowledge when a customer wants to give us a compliment.

It is encouraging when someone lets us know that they think we have done something well and it gives our team member(s) a nice boost, so thank you.

Case Study

This was a case where a tenant had phoned up to advise of persistent bird fouling as a result of neighbours feeding birds. We had confirmed with the tenant that we would follow up with the neighbour and the issue was resolved with feeding stopped. However, the tenant phoned back the following month raising an SPSO complaint as the bird fouling had never been cleaned up.

The Housing Officer discussed the case with the tenant and apologised for any misunderstanding as the staff member had not realised that the tenant was expecting the bird fouling to be cleaned by PHA. The tenant advised that they had now cleaned the mess but were left disappointed. The Housing Officer apologised and offered an additional solution whereby an old TV aerial would be removed to prevent future birds sitting on the roof. The tenant was happy with the proposed action and said they were happy with the explanation provided and understood that there had not been a definitive agreement over who would clear the bird fouling.

Lesson – This demonstrates the importance of ensuring that complaint resolutions are clearly agreed and set out in writing with tenant. The case was discussed within Housing Services team and colleagues were reminded to always clearly outline in letters what actions will (or won't) be taken.

Updated SHR Serious Concerns Factsheet – What Tenants Need to Know

The Scottish Housing Regulator (SHR) has completed its consultation on the updated **Serious Concerns Factsheet**, which explains when and how tenants of social landlords can raise serious concerns directly with the Regulator. The revised guidance sets out what tenants should expect from their landlord, how complaints should be handled, and the circumstances in which an issue becomes a serious concern affecting a group of tenants.

The factsheet also outlines the steps tenants must take before contacting the SHR, including completing the landlord's complaints procedure and, if necessary, approaching the Scottish Public Services Ombudsman (SPSO).

Key updates include:

- Clear expectations of how social landlords should meet the Scottish Social Housing Charter.
- Examples of issues that may be considered a serious concern, such as repeated failures in repairs, gas safety checks, or governance.
- Guidance on how to submit a Serious Concern form and what information tenants should provide.
- An explanation of how the SHR assesses concerns, the timescales involved, and what happens if an investigation is required.

Tenants are encouraged to familiarise themselves with the new factsheet to understand their rights and the Regulator's role.

The full updated Factsheet is available on the [SHR website](#) and on [Pineview's website](#). If you have any questions or would like support in understanding the process, please contact our office.



Tenant Satisfaction Survey 2025 – Thank You.

Thank you to everyone who took part in our recent tenant satisfaction survey – we very much appreciate you taking the time to provide this essential feedback to the Association.

The Association strives to provide excellent service to our tenants and owners and during 2025 Research Resourceⁱ carried out our three yearly independent survey to get feedback.

The Committee of Management and the Resident and Customer Forum will consider the full results over the coming months and will devise and agree any action plan to be implemented by the staff team. The comments provided by tenants as part of the survey will be invaluable in helping Pineview develop a plan to try to improve further where possible.

Scottish Social Housing Charter Indicators - comparison					
	2016/17	2019/20	2022/23	2025/26	ARC 24/25
1 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? (% very/fairly satisfied)	93%	87%	91%	91%	87%
2 - How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very/fairly good)	96%	97%	97%	99%	90%
5 - How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlords decision making processes? (% very/fairly satisfied)	97%	95%	99%	99.7%	86%
7 - Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	94%	90%	86% ⁱⁱ	94%	85%
12 - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord? (% very/fairly satisfied)	93%	82%	92%	93%	87%
13 - Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/fairly satisfied)	97%	93%	95%	96%	84%
25 - Taking into account the accommodation and the services your landlord provides, do you think the rent for this property represents good or poor value for money? (% very/fairly good)	94%	89%	94%	94%	92%
Taking everything into account, how satisfied or dissatisfied are you with the overall factoring service provided by Pineview Housing Association? (% very/fairly satisfied)	-	-	50%	62%	58%

The summary table details the key findings from the survey against the indicators used by the Scottish Charter to assess and monitor landlord performance. This compares the 2025/26 survey results with previous survey results. Satisfaction levels have remained high and seen no significant change for 7 out of 8 indicators. Satisfaction with the quality of the home has seen a significant increase to 94% in 2025. Satisfaction levels are higher than the Scottish average as reported in the 2024/25 ARC in all respects.

Satisfaction with customer care

Tenants were also asked to think about the contact they have with Pineview staff and were asked how satisfied they are with the customer care provided. The response was exceptionally positive, with 98% of respondents saying they were very or fairly satisfied with the customer care provided. The proportion of tenants who were satisfied is consistent with the 2022 survey (when we first asked this question) where 98% were satisfied.

While the results are fantastic, the team at Pineview (committee, staff and the resident and customer forum) know there is always opportunities to make improvements. We will analyse the survey results in detail and acknowledge what tenants tell us is good and will learn from our tenants comments on where improvements could be made.

Once any follow-on action plan from this survey has been agreed and finalised, we will publish this and then keep under review and report back progress.

Once again thank you to everyone who takes part in our surveys – without your invaluable input we cannot deliver to best meet what you want.

You can let us know your views at any time by:

- [Completing the Contact Us form at our website - Contact Us](#)
- [Telephoning our office and arranging to speak to a member of staff – 0141 944 3891.](#)
- [E-mail: mail@pineview.org.uk.](mailto:mail@pineview.org.uk)

ⁱ <https://www.researchresource.co.uk/>

ⁱⁱ In 2022 there was a drop in quality of home satisfaction. This was not surprising given our inability to undertake planned maintenance and improvements work due to various covid lockdowns and restrictions and impacts.

Calling all customers – We Want You and We Need You.



The number of tenants and residents on our Committee of Management has fallen over the years and the committee are keen to get numbers increased again. The Association exists because of, and for, our tenants and residents, and we need you involved in the strategic management of the Association, making the right decisions for current and future tenants and residents.

What's Involved?:

Being a committee member is a voluntary role where your commitment and enthusiasm are rewarded by seeing real transformation take place in peoples' lives and living conditions – we always want to do better.

You will learn all about the Association's work and attend 8 committee meetings in a year. This can be done in person or via MS Teams.

You will also have the opportunity to attend training, seminars and conferences. Full training will be given, and these new skills and knowledge can enhance your CV.

Remember the Association needs you and this is an ideal opportunity for you to make a real difference to housing and living conditions in your local area.

If you are interested or want further information of what is involved, please contact Isobel Ferguson on: **0141 944 3891** or e-mail Isobel through: mail@pineview.org.uk or pop into our office to chat.

Join our Customer Forum

Life is busy, and we know that getting involved in housing matters is not always the first thing on your mind. Between work, kids, caring for family, or just keeping up with everyday life, it can feel like there is no time left for anything else. But your voice genuinely shapes what happens in our community, and we do not want anything to get in the way of you being heard.

That is why we are committed to making involvement as easy and accessible as possible. If childcare or other caring responsibilities make it challenging for you to take part, we can help. We offer support to cover reasonable expenses so you can join in without added stress or cost. Your time and your perspective matter, and we want to remove the barriers that might hold you back.

Our Customer Forum is a friendly, down-to-earth group of tenants who come together to share ideas, highlight issues, and help us improve the services you rely on. It is a space where your lived experience really counts; whether it is about repairs, communication, neighbourhood improvements, or anything else that affects your home.



By joining the forum, you will be helping shape decisions that make a real difference. You will also meet other tenants who care about their community and want to see positive change. No special knowledge is needed — just your voice, your ideas, and your willingness to get involved in a way that works for you.

If you would like to find out more or are thinking about giving it a try, we would love to hear from you. Your insight could help make our neighbourhoods even better places to live. Next meeting date: 8th April 6pm to 8pm.

Upcoming dates for Forum meetings - <https://www.pineview.org.uk/resident-and-customer-forum/>

You can contact us or keep updated with our news in several ways:

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk



Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

Useful Contacts

National Gas Emergency Service	0800 111 999
Police Scotland	101
Emergency Services	999
Women's Aid	0800 027 1234 https://womensaid.scot/contact/
NHS 24	111 https://www.nhs24.scot/
Samaritans	116 123 https://www.samaritans.org/samaritans-in-scotland/

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Registered Society under the Co-operative and
Community Benefit Societies Act 2014 - 2375R(S).
Registered Scottish Charity No. SC038237.
Registered Social Landlord, Scottish Housing Regulator
registration no. HAC231.
Registered Property Factor No. PF000151.
HMO Licence - HMO01004.

