

Meeting Housing Needs
in Windlaw, Peebles

Advice & Information

NORTH VIEW
Housing Association

Registered as a Scottish charity (SC032963)

Index

Housing

Money Advice

Safety

Health

Refuse and Recycling

*Other Useful Telephone
Numbers*

HOUSING

Ardenglen Housing Association Ltd
0141 634 8016
info@ardenglen.org.uk

Cassiltoun Housing Association Ltd
0141 634 2673
housing@cassiltoun.org.uk

Castle Stuart Housing Association Ltd
0141 634 2673
fiona.mcgowan@gha.org.uk

***Castlemilk Tenants Housing Association
Ltd***
0141 274 7450
info-castlemilk@gha.org.uk

Craigdale Housing Association Ltd
0141 634 6473
info@craigdaleha.co.uk

The Glasgow Housing Association Ltd
0845 900 1001
0141 274 6200
info@gha.org.uk

Hamish Allan Centre
0800 838 502

This is an emergency number to call if you find yourself homeless for any reason. They can provide temporary accommodation and practical assistance.

***Hanover (Scotland) Housing
Association Ltd***
0141 353 1353

Hanover (Scotland) Housing Association manages the sheltered housing complex at Stravanan Road.

Illustration 1. Caption – “North View has nothing to do with your Council Tax. Glasgow City Council does”.



**Thenew Housing Association Ltd
(Netherholm Office)
0141 634 7000**

MONEY ADVICE

**Castlemilk Law & Money Advice Centre
0141 634 0313 or 0314
mail@castlemilklawcentre.co.uk**

Castlemilk Law and Money Advice Centre offers free help, information and representation on matters relating to housing, debt, employment, benefits, women's rights and disability rights.

**Castlemilk Citizens Advice Bureau
0141 634 0338**

The Citizens Advice Bureau offers advice and practical help and can provide representation at tribunals. The service is free, completely confidential and there is no need to make an appointment.

The main areas covered are:-

benefits

housing issues

money problems – including debt

complaints about products and services

personal or family matters

employment rights

**Castlemilk Credit Union
0141 631 2952
eileenmckee@castlemilkcu.co.uk**

The Credit Union, which is based at 155 Castlemilk Drive, is a financial co-operative owned and controlled by its members. It aims to create a fair source of credit for people in Castlemilk, encouraging people to

save and manage their financial affairs wisely. It provides low cost loans for members at lower rates than banks or financial companies. The savings of fellow members are used to make loans to other members. The amount you can borrow depends on your savings record and only Castlemilk residents, including children, can join. All business is confidential.

**Council Tax – Enquiries (Glasgow City Council)
0845 600 8040**

North View does not set or collect your Council Tax. Glasgow City Council sets and collects your Council Tax. You contact the City Council on the above number if you have any questions about your Council Tax.

**Glasgow City Council Housing Benefit Section
0141 287 1170**

Phone this number for help assistance and information about your housing benefit claim.

**Post Office – General Helpline
0845 7223344**

You can pay your rent at the Post Office. They also offer a range of other services.

SAFETY

Roads and Lighting Faults (including close and backcourt)

0800 595 595 – to report faults with close and backcourt lighting.

0800 37 36 35 – to report streetlighting faults, and repairs to the road and pavement.

If the lights in your close or backcourt are not working properly you should report it to Glasgow City Council at the above number.

The Council – not North View – maintain these lights.

Gas (Emergency)

0800 111 999

www.scotiagasnetworks.co.uk

Call this number immediately if you can smell gas.

Fire Station

0141 634 2223

www.strathclydefire.org

If a fire hydrant has gone off, you should phone the local fire station.

In an emergency you should phone **999**.

Crimestoppers

0800 555 111

www.crimestoppersscotland.com

The Crimestoppers Trust is a charity dedicated to tackling criminality within our communities – it is not part of the Police force. Anyone with information can call Crimestoppers give as much information as they want, but they do not have to give their name or any other personal information, the call is not recorded nor can it be traced.

Strathclyde Police (Aitkenhead Road)

0141 532 4900

www.strathclydepolice.uk

The office at Aitkenhead Road can be contacted day and night to make an enquiry or report.

If you wish to speak to the Community Police you can contact them on the above number.

You can contact the Police if you are concerned about criminal behaviour, noise from stereo equipment causing an annoyance or concerns about dangerous dogs and traffic offences.

In an emergency, however, you must call 999.

ScottishPower (Emergency)

0845 272 7999

Call this number in the event of a power cut in your area.

Victim Support

0845 603 9213

vsglasgowcity@victim-support.demon.co.uk

Victim support cares for victims of crime by offering practical help and support through a personal visit to your home. Free and confidential, it offers a chance to talk about the experience and help with insurance and compensation claims, information about replacing benefit books, credit cards etc.

Water Board (Emergency)

0845 600 8855

Call this number if you have no water in your area and want an update on the situation.

HEALTH

Castlemilk Health Centre

0141 531 8500

www.castlemilkgp.co.uk

A wide range of services are available at the health centre, including physiotherapy, dentistry, chiropody, child health and well

woman clinic etc. You do not have to be registered with a GP at the Health Centre to make use of these services.

Glasgow Council on Alcohol

0141 353 1800

email@thegca.org.uk

You can get free counselling from this organisation if you have alcohol related concerns.

Health Spot

0141 560 3034 or 3035

www.healthspot.org.uk

Health Spot is a health service for young people aged 12 to 25 years. A wide range of services are on offer including a 'drop in' facility, counselling, education, training and information.

National Drug Helpline (24hrs - Confidential)

0800 77 66 00

www.talktofrank.com

This Helpline provides information and advice about drugs. You can speak to someone to discuss your concerns.

National AIDS & Sexual Health Line

0800 567 123

If you have concerns about any of the above, you can phone this number to get information or speak to an advisor.

Castlemilk Stress Centre

0141 630 0111

www.castlemilkstresscentre.co.uk

For a small fee, the Stress Centre offers stress management services and individual treatments, such as reflexology and aromatherapy.

CHILDCARE

Castlemilk Childcare

0141 634 6161

caschildcare@ntlbusiness.com

Castlemilk Childcare provides a wide range of childcare services, including after school care, at various locations across Castlemilk.

Jeely Piece Club

0141 634 7305

The Jeely Piece Club, based at 55 Machrie Road, provides a wide range of services and activities for children of all ages, including the playzone. The centre also has a community café.

Glasgow City Childcare Strategy & Information Unit

0141 287 7972 or 5223

The Childcare Strategy & Information Unit operates a "one-stop shop" approach towards the co-ordination of childcare provision across the city. The unit supplies up-to-date information on over 1100 childcare providers within the city.

REFUSE AND RECYCLING

Glasgow City Council

0141 287 9700

Glasgow City Council is responsible for the collection of your household waste. They regularly uplift your wheelie bins, remove bulk refuse and fridges and freezers. Arrangements for bulk refuse and uplift of fridges and freezers are covered in the 'Looking After Your Area' section of the Handbook, but this is the number you should use to call the Council if you have any queries regarding refuse collection.

To report flytipping, call Clean Glasgow on **0800 027 7027**.

Community Can Cycle

0141 630 1015

www.communitycancycle.org.uk

Community Can Cycle refurbish old bicycles, which can then be bought by the community at vastly reduced prices. They also carry out a free bicycle repair service for local children, and operate an aluminium and steel can and lemonade bottle collection service. The money that Community Can Cycle raises through recycling lemonade bottles and crushing the cans is invested into their bicycle repair work.

Second Opportunities

0141 425 1177

www.secondopportunities.org.uk

Second Opportunities are a furniture re-use service. They take most items of furniture, provided that they meet current fire regulations, are clean and in reasonable condition. They will also uplift white goods such as fridges, fridge/freezers, microwaves, washing machines and electric cookers.

OTHER USEFUL NUMBERS

Birgidale Complex

0141 631 1161

birgidale.complex@virgin.net

The Complex is a community resource that offers a meeting place and a community café.

Castlemilk Community Transport

0141 630 1300

www.castlemilkcommunitytransport.co.uk

Castlemilk Community Transport offers low cost transport to local groups and organisations.

Castlemilk Community Centre

0141 634 2233

The Community Centre has a community café, provides facilities for groups and is a base for a number of local organisations.

Castlemilk Domestic Violence & WAVes (Women Against Violent Environments)

0141 634 4053

domviol2000@yahoo.co.uk

This organisation offers help and assistance to anyone concerned with or experiencing violence. Help can also be in the form of housing and financial advice. There is a drop-in facility at the Community Centre on the first Monday of each month between 7.00pm and 9.00pm.

Castlemilk Jobcentre Plus

0141 800 3400

www.jobcentreplus.gov.uk

If you are looking for a job or change of work, Castlemilk Jobcentre Plus has information on vacancies from all over the country. You can also find out about training schemes.

Castlemilk Library

0141 276 0731

Use your library to borrow books, CDs and videos. You can also get free use of the Internet and you can get help to set up your own e-mail address. There are special children's workshops and a variety of activities during the school holidays.

Castlemilk Sports Centre

0141 276 0725

Castlemilk Youth Complex

0141 630 0000

www.castlemilkyouthcomplex.com

The Complex provides information and advice to young people on the widest range of issues. It also provides a wide range of facilities and programmes for young people. Support is also available on matters ranging from benefits and housing through to health issues, education and employment opportunities.

Glasgow City Council (Glasgow Parking)

0141 276 0859

Contact this Department of the Council if you have concerns about suspected abandoned vehicles.

Glasgow City Council Land & Environmental Services (Environmental Health Issues)

**0141 287 9700 (Office Hours) or
0141 287 6688 (5pm to 3am)**

This Department can help you if you are bothered by incessant dog barking, dog fouling, stray dogs, rubbish, litter, vermin and discarded needles.

Glasgow City Council Education & Social Work Services (Emergency)
0800 811 505

Glasgow City Council Education & Social Work Services (Castlemilk Office)

0141 276 5010

Glasgow City Council Social Work is one of the main agencies offering caring services in Castlemilk. They also support a range of community, voluntary and statutory organisations in Castlemilk.

Contact Social Work if you are concerned about the welfare of any child or if you are

worried about anyone whom you suspect is having difficulties coping with every day living.

Glasgow South East Carers Network
0141 423 0728 or 0141 634 1874
dixon.carers@btconnect.com

This organisation has a base in Unit 20 of the Braes Shopping Centre. It provides carers with advice, benefit checks, help to fill in forms and a listening ear. The network also has a campaigning role and can provide carers with training.

Glasgow South East Regeneration Agency (GSERA)
0141 634 1024 or 0800 0272628
info@gsera.org.uk

GSERA offers help to provide people with skills to help them get back to work. A wide range of services are on offer and it can also provide help if something is stopping you from working – like if you require childcare services.

Pensioner Action Centre
0141 634 9301

The Centre offers café facilities and a range of activities, classes and services for the over 55s who have retired.

Women's Aid
0141 553 2022

Women's Aid offers advice and assistance to women and families who are living with or fleeing from domestic violence.

Meeting Housing Need
in Windlaw

North View Housing Association

29A Stravanan Road

Castlemilk

GLASGOW G45 9LY

telephone:- 0141 634 0555

facsimilie:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk

web:- www.nvha.org.uk

Out of Hours Emergency Contact

Telephone no:- 0141 634 0555



INVESTOR IN PEOPLE

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