**WE WANT YOUR FEEDBACK**

IF YOU HAVE ANY COMMENTS ABOUT THIS HANDBOOK, PLEASE LET THE MANAGER KNOW OR USE THE SUGGESTION BOX IN THE COMMON ROOM

YOU CAN ALSO CALL US ON 0141 766 2580 OR EMAIL INFO@SVRONLINE.ORG

Welcome to

SCOTTISH VETERANS RESIDENCES BELLROCK CLOSE

CRANHILL

GLASGOW

G33 3HU

0141 766 2580

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**I would like to welcome you to Bellrock Close**

I sincerely hope that you enjoy your stay at Bellrock Close and please remember that staff here at Bellrock are here to help you and to assist in the delivery of your support.



We have designed this handbook to provide you with information to help enjoy your stay.

This handbook is split into easy-to-read sections, and it covers all areas of our service. If you would like more information, or if something is not clear, please contact us and we will be happy to help.

I hope that you find the handbook useful and if you have any suggestions on how we can improve our service, any comments or would just like a chat, please come and see any of the staff.

We look forward to seeing you around the residence.

Ken Nisbet - Bellrock Close Manager.

**ABOUT SCOTTISH VETERANS RESIDENCES (SVR).**

**In the early 1900s, two Seaforth Highlanders – Charles Pelham Burn and Chilton Lind Addison Smith – saw the squalor veterans in Edinburgh were existing in and decided something had to be done to help. They set up a fundraising campaign that led them to leasing Whitefoord House in the city’s Royal Mile to house and support veterans.**

Mrs W G McLaren of Hillpark, Bannockburn, donated the money to buy Whitefoord House in memory of her two sons, Captain James Marshall McLaren and Lieutenant William Victor St Clair McLaren, who both died in the service of their country.

The veterans who arrived at the doors of Whitefoord House in 1911 were veterans of 19th century wars such as the Crimean War, the Afghan Wars and the Boer War. They were housed in “spacious, light and airy” dormitories and the dining room was fully catered. Daily life was very regimented but after they had finished work veterans were able to borrow books or play games such as draughts and dominoes.

Veterans who come to Whitefoord House today will find a very different residence to the ones who arrived in 1911 but the ethos and spirit of SVR are just the same.

SVR operates three Residences: Whiteford House in Edinburgh, Rosendael in Broughty Ferry, Dundee and Bellrock Close in Glasgow. SVHA also has a number of affordable rental flats in Edinburgh, Dundee and Glasgow.

Anyone who has served in the Armed Forces, Reserve Forces or Merchant Marine is eligible to apply for SVR accommodation.

Our mission is to provide the best quality of affordable accommodation and care/support to as many ex-Service and ex-Merchant Marine men and women as possible, who find themselves in need, for as long as the need is there.

**About Bellrock Close**

Bellrock Close was opened as a housing support service for veterans in 2014. It has 30 one-bedroom flats as well as a common room, IT suite, GYM, Games room, Training rooms and Gardens.



**Our Team**

**Residence Manager:** Ken Nisbet

**Deputy Manager:** Suzanne Duffy 

**Support Worker:** Ann McMillan 

**Support Worker:** Fiona Stewart 

**Housing Assistant:** Ashley Miller 

**Housing Assistant:** Ryan Davey 

**Receptionist/Admin:** Lauren Buchanan 

**Night Concierge:** Bob Beagan 

**Night Concierge:** Derek Bonini 

**Night Concierge:** Allan Williamson 

**Domestic Assistant:** Robert Baird 

**Handyperson:** Brian Sweeney 

**Occupancy**

**Regulation**

SVHA is a registered social landlord. This means that we are inspected to ensure that we provide quality services which achieve value for money and promote equal opportunities. We are also registered with the Care Inspectorate as an approved provider of Housing Support Services. We are subject to inspection by the Care Inspectorate on the quality of these services. Inspection reports are available from the management team and are available at reception.

**Your Rights**

We will ensure the services we provide comply with the Health and Social Care Standards. Through the provision of support services, we will to the principles of dignity and respect, compassion, and to ensure that you are included in your support package. We will provide responsive support and will look after your wellbeing.

This means that as an individual you have the right to live your life according to your social, cultural and religious beliefs. Staff will help to support you to live your life as you wish to do.

Staff will also help you to make choices about the service that is provided and ensure that it meets with your individual needs.

We will also ensure that your right to privacy is maintained and all personal information is kept safe and secure. We will only ask you for information that is essential for us to carry out our Housing Support services. We will explain why we need specific information and what we will do with it. Any information we have about you will be available to you on request. We will ask your permission to share information if this is necessary in order to deliver Housing Support, for example, to share information in order to apply for Housing Benefit.

If you wish you can appoint an independent representative to speak or act on your behalf. Staff will speak with you about Advocacy Services when you move to Bellrock Close. If you appoint a Power of Attorney to deal with your affairs we will agree with you how this should work to suit your needs.



**Knowing your area**

Around Bellrock Close you have some local shops near you. Staff will guide you to these local shops if needed.

Around the corner from SVR you have a local shop for essentials. On Edinburgh Road you have Farmfoods and a Co-op for your food shopping.

We also have regular buses that travel in Glasgow City Centre, Glasgow Fort in Easterhouse and Glasgow Forge Shopping Centre.

First Bus – 46 travels into the fort going to Easterhouse.

46 travels towards Castlemilk with passing through Parkhead (Forge Shopping Centre)

41/38E Travels into Glasgow City Centre

On your mobile phone you can download the First Bus app which allows you to track your bus and plan ahead on your journey.



**If any questions please ask a member of staff who would be willing to help you out**

**Doctors/Dentist**

You are able to register with some of our Doctors and Dentists in the local area if you are not already. You will be given a GP registration form from staff and asked which Doctor/Dentist you would like.

Staff will support you with filling out this form and having you registered.

There are some local Doctors to choose from. We have -

**Edinburgh Road Surgery, 463 Edinburgh Road, Glasgow G33 3AL**

**Tel: 0141 770 4044**

**Lightburn Medical Centre, 930 Carntyne Road, Glasgow G32 6NB**

**Tel: 0141 778 0440**

**Carntyne Medical Centre, 275 Carntyne Road, Glasgow G32 6JP**

**Tel: 0141 550 7970**

**Easterhouse Medical Centre, 9 Auchinlea Road, Glasgow G34 9HQ**

**Tel: 0141 531 8100**

**Local Dentists**

**Diamond Dental Practice** is located on the first floor of **Easterhouse Medical Centre.**

**Tel: 0141 531 8100**

**Carntyne Dental Care, 686 Edinburgh Road, Glasgow G33 3PU**

**Tel: 0141 774 3116**

**Shettleston Smile Dental Surgery,** **950 Shettleston Road, Glasgow G32 7XW**

**Tel:** [**0141 778 3016**](https://www.google.com/search?q=dentist&hl=en&sxsrf=AOaemvKKt05cRpt2ydzPL44sO9BZIFEnDg:1641313778869&ei=kXXUYe2wGMOTkwWym6ygAw&ved=2ahUKEwilhISmwpj1AhXRNcAKHbE-CEIQvS56BAgnEH0&uact=5&oq=dentist&gs_lcp=Cgdnd3Mtd2l6EAMyDQgAELEDEIMBEMkDEEMyBQgAEJIDMgUIABCSAzIHCAAQsQMQQzIFCAAQkQIyBAgAEEMyBAgAEEMyCwguEIAEEMcBEK8BMgQIABBDMgQIABBDOg0ILhDHARCvARDqAhAnOgcIIxDqAhAnOgoILhDHARCvARAnOgQIIxAnOgoILhDHARCvARBDOgsIABCABBCxAxCDAToKCC4QxwEQ0QMQQzoHCAAQyQMQQzoNCC4QsQMQxwEQ0QMQQzoNCAAQgAQQhwIQsQMQFDoFCAAQsQM6CAgAEIAEELEDOggILhCABBCxAzoFCAAQgAQ6BAguEEM6BwgAELEDEAo6CggAELEDELEDEAo6CggAELEDEIMBEENKBAhBGABKBAhGGABQkBFY0FlgtlpoDXACeACAAZcBiAGPCpIBBDAuMTCYAQCgAQGwAQq4AQLAAQE&sclient=gws-wiz&tbs=lf:1,lf_ui:2&tbm=lcl&rflfq=1&num=10&rldimm=3442150741755105626&lqi=CgdkZW50aXN0SN7ZoJK8gYCACFoTEAAYACIHZGVudGlzdCoECAMQAJIBB2RlbnRpc3SaASNDaFpEU1VoTk1HOW5TMFZKUTBGblNVTXdOM05tUjJaUkVBRaoBDxABKgsiB2RlbnRpc3QoAA&rlst=f)

**Local Services**

**Auchinlea House Mental Health Resource Centre**

9 Auchinlea Road

Glasgow G34 9HQ

Telephone: 0141 232 7200

**Greater Easterhouse Alcohol Awareness Project (GEAP)**

51 Trondra Place

Glasgow G34 9AX

Telephone: 0141 773 1222

**Glasgow City Alcohol and Drug Recovery Services (GADRS)**

**The Newlands Centre**

871 Springfield Road

Glasgow G31 4HZ

Telephone: 0141 565 0200

**Westwood House**

125 Westerhouse Road

Glasgow G34 9EA

Telephone: 0141 276 3420

**Libraries**

**Riddrie Library**

1020 Cumbernauld Road

Glasgow G33 2QS

**Dennistoun Library**

2a Craigpark

Glasgow G31 2NA

**Parkhead Library**

64 Tollcross Road

Glasgow G31 4XA

**Shettleston Library**

154 Wellshot Road

Glasgow G32 7AX

**Local Amenities**

**Supermarkets**

**Co-op**

1111 Edinburgh Road, G33 3QE

**Farmfoods**

1111 Edinburgh Road, G33 3QE

**Asda**

The Forge Shopping Centre, 1300 Duke Street, G31 4EB

**Morrisons**

Unit 2/3, Glasgow Fort, G34 9DL

**Aldi**

1305 Shettleston Road, G32 9AD

**Tesco**

Shettleston, Annick St, Glasgow G32 7JE

**Takeaways**

**Dominos Pizza**

941 Edinburgh Rd, Glasgow G33 3QE

Telephone: 0141 [774 7777](https://www.google.com/search?q=dominos&hl=en&sxsrf=APq-WBvQEmQr1-m2JRM1a6Atm3whvI3H5g:1646063977940&source=hp&ei=ZfEcYpTTLp6FhbIP4cuQiAs&iflsig=AHkkrS4AAAAAYhz_dbzNIxx5ZnN-W4JcKX-xgDX6FG2H&ved=2ahUKEwinvLqV4qL2AhXlmFwKHXu1AUEQvS56BAg-EAE&uact=5&oq=dominos&gs_lcp=Cgdnd3Mtd2l6EAMyCgguEMcBEKMCECcyBAgjECcyBAgAEEMyBwgAEMkDEEMyBQgAEJIDMgUIABCSAzIHCAAQsQMQQzIHCAAQsQMQQzIHCAAQsQMQQzIFCAAQgAQ6BwgjEOoCECc6DQguEMcBEK8BEOoCECc6DQguEMcBEKMCEOoCECc6DQguEMcBENEDEOoCECc6CggAELEDEIMBEEM6DgguEIAEELEDEMcBENEDOgsIABCABBCxAxCDAToOCC4QgAQQsQMQxwEQowI6CAgAEIAEELEDOg0ILhCxAxDHARCjAhBDOgsILhCABBCxAxDUAjoLCC4QgAQQxwEQ0QM6DgguEIAEELEDEIMBENQCOhAILhCxAxCDARDHARDRAxBDOgoIABCxAxDJAxBDUIEDWKgLYLsSaAFwAHgAgAFmiAGJBZIBAzUuMpgBAKABAbABCg&sclient=gws-wiz&tbs=lf:1,lf_ui:4&tbm=lcl&rflfq=1&num=10&rldimm=13591986017492788724&lqi=Cgdkb21pbm9zIgOIAQFI_IzQzPGqgIAIWhMQABgAIgdkb21pbm9zKgQIAhAAkgENbWVhbF90YWtlYXdheaoBDxABKgsiB2RvbWlub3MoAA&rlst=f)

**Oriental Cuisine (Chinese)**

112 Smithycroft Road, Glasgow G33 2RQ

Telephone: 0141 770 5888

**Cranhil Tandoori (Indian)**

6B Lamlash Crescent, Glasgow G33 3LQ

Telephone 0141 774 4496

**Mario’s (Chip Shop)**

10 Redcastle Square, Glasgow G33 5EG

Telephone: 0141 [774 6007](https://www.google.com/search?q=marios&hl=en&sxsrf=APq-WBsu80jicgjhgAl8fSA5noApYKHybg%3A1646064247743&source=hp&ei=d_IcYoqRK4yagQa0zryQBA&iflsig=AHkkrS4AAAAAYh0Ah6AsEeE7bGQ9w9vTLMLvi7yX0Gza&ved=0ahUKEwjKqIyW46L2AhUMTcAKHTQnD0IQ4dUDCAk&uact=5&oq=marios&gs_lcp=Cgdnd3Mtd2l6EAMyBwgAELEDEEMyCwguEIAEEMcBEK8BMgQIABBDMgUIABCABDILCC4QgAQQxwEQrwEyCwguEIAEEMcBEK8BMgsILhCABBDHARCvATILCC4QgAQQxwEQrwEyCwguEIAEEMcBEK8BMgsILhCABBDHARCvAToHCCMQ6gIQJzoNCC4QxwEQrwEQ6gIQJzoNCC4QxwEQowIQ6gIQJzoNCC4QxwEQ0QMQ6gIQJzoECCMQJzoNCC4QsQMQxwEQowIQQzoOCC4QgAQQsQMQxwEQowI6DQguEMcBEKMCENQCEEM6BwgAEMkDEEM6BQgAEJIDOgoILhDHARDRAxBDOgYIABAKEEM6BwguELEDEENQngZYugxgpw5oAXAAeACAAcQBiAHUBZIBAzIuNJgBAKABAbABCg&sclient=gws-wiz)

**Websites**

[www.just-eat.co.uk](http://www.just-eat.co.uk)

[www.ubereats.com](http://www.ubereats.com)

**Taxi Services**

**Glasgow Private Hire**

0141 774 3000

Download Glasgocabs app on mobile phone

**Glasgow Taxis**

0141 429 7070

**Network Private Hire**

0141 557 1110

**Uber Taxi**

Download Uber app on Mobile Phone

**Train Services**

**Carntyne Train Station** – 15 minute walk from Bellrock.

**Shettleston Train Station** – 30 minute walk from Bellrock.

**Queen Street Train Station** – Located in Glasgow City Centre

Contact Staff for any more information on these train stations.



**Visitors**

You are encouraged to have friends and family visit you at Bellrock Close. For the security and convenience of all residents please observe the following:

Residents are welcome to have one visitor stay overnight. Visitors must not stay for more than **2 nights a week.**

**Children (under the age of 18) cannot stay overnight as visitors.**

All residents are asked to always accompany their visitors. Bellrock Close will not be responsible for locating a resident when a visitor arrives. Residents are responsible for their visitor’s behaviour.

All visitors are asked on arrival and departure to **sign in/out at reception area.**

Visitors are required to leave Bellrock Close by 11pm.

**Facilities on Site**

**IT Room**

Bellrock Close has two computers at reception and an IT Room which is located on the first floor that residents are welcome to use. The computers are fitted with a programme that return them to a default setting at the end of each session, so it is advised that you bring your own Memory stick if you wish to save information downloaded from the internet. Please report any breakages or hardware failure to the reception in order that it may be rectified.



**Games Room**

The games room is located on the second floor, which has a pool table and a darts board. Bellrock also have a Wii console located on the first floor in the library. Residents are welcome to use this at any time.

**GYM**

The Bellrock GYM is located on the ground floor. Residents may only use the GYM once a GYM induction has been completed by staff. Residents must book in to use the GYM which can be done by phoning down to reception or asking a member of staff.

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**Participation**

**Resident’s Meetings.**

SVR encourages residents to participate in the decision-making process which govern the way their residences are managed. This is a two-way process which involves sharing of information and ideas with the aim of improving the standards of service that SVR provides. The consultation process is through resident’s meetings. These are held every three months and are chaired by members of SVR Committee of Management. We hope to promote good working relations with all of our residents. You will be encouraged to attend as your views are important to us.

**Surveys**

You can take part in any of our surveys. Surveys are carried out to find out what you think about certain aspects of SVR services and are normally done by letter to each resident.

**What to expect from us.**

**Customer Care**

Scottish Veterans Housing Association are committed to providing an efficient and caring service. We train all of our staff to enable them to deliver such a service to its residents. We aim to meet our residents needs and wishes and we will consult with you regularly to make sure we know what these are.

**When you visit the reception:**

A warm welcome from the staff in the reception area and offered a Tea/Coffee.

If you have an appointment, you should be seen within 5 minutes of the appointment.

**When you write or email the Residence:**

We will respond back within 5 working days. We will reply in plain English.

**Services**

Telephone/Internet/Additional TV Packages (e.g Sky TV).

You may request a BT telephone be installed in your flat, this is entirely your own responsibility and staff of SVR will not sign any documentation relating to personal telephones, this also applies to the internet and additional TV packages.

**Communication**

SVR recognises the vital importance of effective communication with its residents. We want to provide you with useful information about our services and other issues that that may affect your occupancy. We will do this by:

Providing detailed “Welcome Packs” to all occupants.

Issuing regular Newsletters

Constantly updated our website

Having quarterly resident’s meetings

Displaying all information on residence notice boards

Having weekly staff/resident coffee mornings

Communication is a two-way process, and we will listen to your views and suggestions. Please feel free to let the staff know if you have comments or use our comment box in the common room. This will be checked weekly. All comments will be considered and we will respond to you in person or writing (unless the comment is anonymous).



**Problems with Neighbours**

How you get on with your neighbours can be one of the most important factors in determining whether you are going to be happy in your home. Problems with neighbours can range from rubbish not being binned appropriately and loud music to drug dealing and racial abuse. The generic term for this is anti-social behaviour and if SVR is satisfied that the behaviour is causing alarm, distress or harassment to other residents we will work with the persons involved to solve the problem.

If a disturbance is mild or a “one-off” it is best to speak to your neighbour and let them know how they are disturbing you. They may not be aware that there is a problem or how their behaviour is affecting you.

If this does not work, it is time to involve others, firstly speak to the on-duty staff who will carry out the initial investigation and log your complaint, and mediate between parties to resolve the problem. If necessary, they will call the duty manager or the Police. Where there has clearly been a breach of their occupancy agreement, we will remind the resident of their obligations and contact other agencies such as Environmental Health, Social Services or the Police.

**Parking Private Vehicles and Visitor Parking**

There is limited parking at Bellrock Close. If you own a car and it is parked on SVR property it is done so at your own risk and liability is not accepted by SVR for loss or damage.

**REPAIRS AND MAINTENANCE**

How to Report a Repair

Call in to Reception at any time. In the evenings report any repairs to the Concierge.

The more information you can give us about the problem the better, but the main details we need are:

Your flat number….

The nature of the problem…

Does it affect just your flat or does it also affect common parts or a neighbour?

When can you provide access for an inspection and/or work to be carried out?

Access arrangements are very important, please try to provide access immediately or on a lower priority job please give permission for the tradesperson to enter your flat accompanied by a member of staff. With your agreement a member of staff will accompany the tradesperson whilst work is being completed. Please be assured that we respect your right to privacy, and you will be consulted in every case.

**What happens after a repair is reported**

When we receive your report, a member of staff will call to check the nature of the repair and decide if it necessary to instruct a contractor to complete the repair and what category it falls into.

In case of an emergency and urgent repairs we will instruct contractors by phone and follow up any timings for entry/access with the resident.

**What happens after a repair is completed**

Once a repair has been carried out, it is important for us to check that the work was done to the correct standard and represent value for money. We do this in the following ways:

A member of staff will arrange to come and inspect the repair.

A member of staff may visit you to ask a few questions about how satisfied you were with the way your repair was handled.

This part of procedure is very important as it lets SVR know that its repair service is effective or not. Please provide feedback.

Response Times

Response times are split into three main Categories: Emergency repairs, Urgent repairs and Routine repairs.

Emergency Repairs

Timescale – A contractor will attend within 24 hours

Definition – Repairs that require immediate attention to ensure safety and security of the property.

Examples – Total loss of water or electricity, total loss of heating (in cold weather), breaches of security to doors or windows.

Urgent Repairs

Timescale – A contractor will attend within 3 days

Definition – Repairs that require attention to prevent further deterioration to the property or undue risk or inconvenience to the resident.

Examples – Plumbing leaks, central heating faults, blocked drains or minor electrical faults.

Routine Repairs

Timescale – A contractor will attend within 10 working days

Definition – any other day to day repairs

Examples – General joinery toilet fittings, Internal doors, minor plumbing repairs. etc

Please note that some problems may take longer to repair if they prove more complicated than first thought. Nevertheless, we will always respond within the timescale and keep you informed if there is to be delay in completing the job.

**Who is responsible**

While the majority of repairs are SVR responsibility, there are some that are the residents. This table gives some examples to illustrate where the responsibility lies.

|  |  |  |  |
| --- | --- | --- | --- |
| Repair | SVR | YOU | More Details |
| Replacing glass in Windows | Checkmark with solid fill |  | Except where breakage has been intentionally caused by the resident, their family or visitors. |
| Replacing lost keys |  | Checkmark with solid fill | Via Reception |
| Maintaining heating appliances | Checkmark with solid fill |  |  |
| Maintaining Sanitary Ware | Checkmark with solid fill |  |  |
| Decoration and Repair Of Common areas | Checkmark with solid fill |  |  |
| Replacing light bulbs in ceiling and fitted wall lights | Checkmark with solid fill |  |  |
| Replacing light bulbs in bedside lights | Checkmark with solid fill |  |  |
| Cleaning blocked waste pipes | Checkmark with solid fill | Checkmark with solid fill | If the blockage was caused by neglect or damage, you may be required to pay |
| Damage caused by neglect or misuse of the property by the resident, family or visitors | Checkmark with solid fill | Checkmark with solid fill | If the damage was caused by you, your family or friends you may be required to pay |

**Planned Maintenance**

Planned maintenance involves the renewal of certain items, normally when they reach the end of their useful life. SVR will notify you in advance of any works we plan to carry out in your flat.

Some jobs require entry to your flat when you may be out, we will give enough notice of these jobs to allow you to make your own decision if you would like to be in attendance i.e. P.A.T testing all plugs sockets and electrical equipment in each room throughout the residence.

SVR will make every effort to ensure that staff and contractors that enter your flat leave it as they found it. If any damage is made to decoration or surfaces this will be made good by SVR.

**Residents Alterations**

Residents generally are not allowed to make physical alterations to their flats although you may hang pictures or ornaments. If you would like any other alterations i.e. bookshelves or other forms of wall fixtures then you must ask permission and SVR will, if agreed ensure this work is completed.

**You should note that SVR may insist that the property is reinstated to its original condition when your occupancy ends.**

**Medical Adaptions**

SVR is committed to the principle of enabling occupants to stay at their respective residences as long as possible. One of the many ways of doing this is allow adaptations to be made to help people whose mobility needs have changed since they moved in. Adaptations are normally fitted by the Council (GCC) after assessment by Social Services or an Occupational Therapist who will make an application on your behalf.

If you would like to have an adaptation installed at your own expense please apply through the Reception Office and SVR will arrange for a contractor to complete the work.

**Insurance**

SVR insures all of its residences covering the fabric of the building themselves, SVRs fixtures and fittings, glass, and sanitary ware e.g. bath, shower, WC and wash hand basin.

**SVRs insurance does not cover –**

Your Furniture

Floor coverings

Personal belongings

We strongly suggest you take out your own contents insurance which would cover these items in case of fire, flooding, theft or damage/breakages.

**SECURITY IN THE HOME**

Please make sure you lock your flat when you are out.

Report any suspicious people to the duty staff.

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**Monthly H&S Flat Checks**

Every month our Housing Assistants will carry out a Health and Safety check on all flats. All residents will be given a week notice prior to this.

If a resident is not available for a H&S check, please give permission for two members of staff to enter your flat to carry this out.

The H&S check is to ensure that all of Bellrock’s flats are safe and all equipment is working correctly. This also gives residents a chance to report any repairs that they may need looked at.

**Fire Safety**

Bellrock Close is fitted with a comprehensive fire alarm system. The fire alarm equipment is regularly checked but let us know straight away if you think something is wrong.

Please do not use extinguishers unless it is an emergency.

For your safety staff conduct a weekly fire system check every Wednesday at 11.30am. We do this to ensure everything in in working order. There is no need to evacuate the residence unless otherwise advised.

If the fire alarm sounds out with the testing time you must leave the building and report to the designated area which is shown on the fire procedure which is displayed on the back of your flat door. Staff will ensure all residents are shown the designated area on arrival of their stay. Staff will then make sure all residents are accounted for and will notify you when it is safe to return to your flat.

Health and Safety is the responsibility of all staff and residents. We always review security at our meetings, but if ever there is a time when you do not feel safe and secure, please discuss it with a member of the support staff on duty.

**Flat rules and responsibilities**



**Cleaning**

It is your responsibility to keep your flat clean and tidy. There is a vacuum cleaner available that you may book out from reception. Please return the vacuum cleaner after use and dispose of bag if need be. Please keep the communal areas tidy by removing any rubbish to the bins provided.

**Smoking**

Smoking is permitted in your own flat and the smoking areas provided outside of the building. Smoking is prohibited anywhere else.

**Alcohol Consumption**

Alcohol is permitted in your own flats. We do not allow alcohol to be present or consumed in the communal areas.

**Electrical Portable Appliance Testing (PAT)**

You are required to allow the electrical testing team into your flat to check all your electrical equipment annually. Any recommendations made by the team are to be adhered to. Please notify the Support Team when electrical items which are not tested are brought into the Residence. Brand new items do not need to be PAT tested.

**PLEASE REMEMBER HEALTH AND SAFETY IS THE RESPONSIBILTY OF ALL**





**Rents set by SVR and Glasgow City Council**

SVR sets rent in accordance with the rent policy for Housing Support services laid down by Glasgow City Council. We must make sure we cover the cost of:

Managing and maintaining our residences on a day-to-day basis,

Improving our residences,

Rent lost through empty flats and rent arrears,

We review our rent each year, for the next SVR financial year starting in January. We look at all our costs over the last year and what costs need to be covered for the following year. These costs will include :-

Property Rates/Council Tax

Sewerage and Water Rates

Service charges i.e. Cleaning and Laundry, Heating and Lighting

Maintenance works and labour

Insurance

Staff remuneration

These charges are set as a percentage to residents with the remainder being offset by Housing Benefit.

Housing Benefit is set by local councils and is assessed individually for each resident and this amount depends on the individual’s income.

**WHEN AND HOW TO PAY YOUR RENT**

You are required to pay your rent weekly, fortnightly, or monthly depending on the arrangements that you have made. This will be agreed when you first move in. You are required to pay your rent either by card, cheque or cash at the reception office on the agreed day, or by Direct Debit or Standing Order.



**How to get help with your rent**

Residents on low income may be entitled to Housing Benefit to help pay their rent. If you receive benefits, you are likely to be entitled to maximum Housing Benefit. If you are on any other benefits, including pensions, or have a job with a low wage, you may get a contribution paid towards your rent.

Should you wish, SVR will apply for Housing Benefit on your behalf as soon as possible after your arrival as any delay may mean loss of this benefit and result in rent arrears.

You are recommended to authorise Housing Benefit to be paid directly to SVR and we are permitted to hold benefit letters that are addressed to SVR so that we can amend your rent accordingly.

Any changes to your income should be notified as soon as possible to the support staff, otherwise you may risk losing part or the whole of your benefit and may end up with rent arrears.

**What should I do if I cannot pay my rent**

If you cannot pay your rent, you should contact the support staff. We understand that you may at some point have difficulty in paying your rent. The earlier you tell us about it, the easier it is to sort the problem out.

We can give you help and advice to make an arrangement with you to pay your arrears in instalments.

**What is the SVHA policy on rent arrears**

Paying rent is not a matter of choice. If you do not contact us about missed payments or if you do not keep to an agreed payment plan to pay rent arrears, SVR will take action against you to recover the money owed. As a last resort, SVR will evict you from the residence, and ask the court to award legal costs against you. We may also charge interest on the total debt until the arrears are completely repaid.

It is vital therefore, that you contact us immediately if you have any difficulties paying your rent. The problem will not go away on its own and we are here to help.



**Employment Rent Relief**

Since 2017 SVR has offered an ERRF to help those who get into work afford to stay in our supported accommodation whilst they settle into employment and wait for permanent, affordable accommodation to become available. The scheme currently has SVR contributing 75% of the difference in housing benefit in weeks 1-4, 50% in weeks 5-8 and 25% in weeks 9-12 with nothing thereafter. Update this

Without this scheme in place Residents are more likely to turn down a job offer as they would have to leave SVR prior to getting into permanent, affordable accommodation.

This will support veterans to gain/retain employment which is a key part of SVRs objectives.

If residents would like any more information on this please see staff.



**Complaints**

We try to get things right the first time but we accept from time to time we may not. If this happens please do not hesitate to speak to us about it.

Complaints are an important source of information on how we are performing and strange as it may seem, we will be delighted to hear from you if our service has fallen short of your expectations.

Please see our quick guide overleaf and our separate complaints leaflet for a full guide on how to make a complaint.



**Guide to our complaints procedure**

Complaints Procedure

You can make your complaint in person, by phone, by email or in writing.

We have a two stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

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| **Stage 1 : Frontline Resolution**We will always try to resolve your complaint quickly, within five working days if we can.If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2. |



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| **Stage 2: Investigation**We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.We will acknowledge your complaint withing three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time. |



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| **The Scottish Public Services Ombudsman**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. We will tell you how to do this when we send you our final decision. |

**MOVING ON**

**ENDING THE SERVICE – MOVING ON**

Choosing to move on from the service should be a positive experience. You can choose when you wish to move on. We advise that this shouldn’t be rushed and time taken to consider all the options, this will enable you to make an informed choice.

Bellrock Close staff, in particular Support Staff will help you to plan and support you with advice or more practical help. This can all be discussed at your Support Plan’s review meetings.

We will discuss with you what will happen to your records. If your records have to be passed on to a new Housing Support provider. Your records will be complete and up to date. You will also be fully involved in this process.

When you do move on, we would really like you to complete an exit questionnaire which Support Staff will give you. It will help us to improve our service and can be completed anonymously.



**Chief Executive Contact Details**

Scottish Veterans Housing Association Limited

53 Canongate

Edinburgh

EH8 8BS

Telephone: 0131 556 0091

**Care Inspectorate Contact**

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Telephone: 0845 600 9527

**Glasgow City Council**

City Chambers

80 George Street

Glasgow

G21DU

Telephone: 0141 287 4018

**Veteran Support Organisations**

**SSAFA**

SSAFA Forces help provides financial, practical and emotional assistance to anyone currently serving or had ever served in the Army, Navy or RAF, and their Families.

Email: Glasgow@ssafa.org.uk

Main Phone: 0141 613 3002

Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)

**Forcesline**

Forcesline is a free and 100% confidential helpline that is completely independent of the military chain of command. The experienced civilian staff provide a supportive, listening and signposting service for serving personnel and their families, as well as former member of the Armed Forces. You can talk to them about anything including personal concerns, worries and problems. Where possible, they will give you factual information.

**Veterans First Point (V1P)**

A one-stop shop for veterans and their families. Veterans First Point (V1P) has been developed by veterans for veterans and is staffed by an alliance of clinicians and Veterans. The service we provide is free at the point of access and provided as part of the NHS.

Website: [www.veteransfirstpoint.org.uk](http://www.veteransfirstpoint.org.uk)

Telephone: 0131 221 7090

**Glasgow Help for Heroes (GHH)**

GHH provide a one point of contact Gateway Model, which will improve local access to a range of services including financial, housing, and employability advice and capacity for service personnel, veterans, their families and carers.

Embed the model into the local provision, giving confidence and sustainability over the longer term.

Raise awareness and understanding of issues affecting service personnel, veterans, their families and carers across mainstream financial, housing and employability services in Glasgow.

Improve the overall health, wellbeing and social inclusion of service personnel, veterans, their families and carers living in Glasgow.

Identify and address gaps in provision for service personnel, veterans, their families and carers.

Lobby and campaign for changes in policy and practice where required.

Call us on: **07393 243 331**

Email us at: ghh@ssafe.org.uk or

Visit us in person at:

Glasgow’s Helping Heroes

Pearce Institute

840 – 860 Govan Road

Glasgow

G51 3UU

Our Office opening hours are Monday to Friday, 9am to 5pm.

**SMART Recovery**

The SMART Recovery Programme can help if you are looking to change your harmful addictive behaviour and lead a balanced and fulfilling life.

SMART (Self-Management and Recovery Training) is a programme that provides training and tools for people who want to change their problematic behaviour, including addiction to drugs, alcohol, cigarettes, gambling, food, shopping, Internet and others.

All residents are welcome to join the meeting.

Veterans Discount Card

Official Ministry of Defence discount card for Veterans. That provides online and in-store. Wide range of offers from holidays, cars, days out, fashion, insurance, phones and many other items.

Website: [www.defencediscountservice.co.uk](http://www.defencediscountservice.co.uk)

Telephone: **01509 233 446**

Opening Hours: Monday to Friday 9am - 5pm



