

Tenant Health and Safety Handbook





Table of Contents

2	Table of Contents
3	Using this Guide
4	Welcome
5-8	Fire Safety
9-11	Gas Safety
12-13	Carbon Monoxide Safety
14-15	Electrical Safety
16-17	Dealing with Damp and Mould
18-21	Aico Environmental Sensors
22	Water Safety
23	Asbestos Safety
24	Safety in Communal Areas
25	Accidents in the Home
26	Pest Control - Dealing with Rats and Mice
27	Pest Control – Dealing with Bedbugs and Cockroaches
28	Report a Repair & Other Useful Numbers
29-32	A guide to Asbestos in Homes
33-35	A guide to Asbestos Within Your Flat at 64 Curle Street
36-42	Fire Safety in 64 Curle Street - Multi-Storey Flats



Using this Guide



What We Will Do

Pages with a green outline and the 'what we will do' label contains information about what the Association is doing to keep you safe. These pages outline our responsibilities and obligations as your landlord.



What You Should Do

Pages with a blue outline and the 'what you should do' label contain information about steps you should take to make sure that you and your family stay safe within your home.



Pages with a red border contain important information referring to very urgent, potentially life threatening situations where emergency action is required.

Dear Tenant

Whiteinch & Scotstoun Housing Association (WSHA) Tenant Health and Safety Handbook.

It is a top priority for WSHA to keep our tenants safe in their homes and neighbourhoods. One of our key objectives is to ensure the trust and confidence of tenants in the safety of their home.

We developed this handbook following the Covid-19 Pandemic when health and safety awareness was heightened across the world. It showed that when groups work together, better health and safety outcomes can be achieved.

The handbook has been designed to give you information about the actions WSHA will take to ensure your home is a safe place to live and how you can help in that process. We have included lots of hints and advice on general home safety which we hope you find both informative and useful.

As a housing provider, WSHA must meet and maintain all regulatory standards and requirements to ensure homes are safe and we do this through routine inspection programmes and undertaking works as required (e.g. annual gas safety checks and servicing) .

All our work is monitored and some work is audited by independent bodies. We also report our performance to the Scottish Housing Regulator. You can read more about our performance on their website.

Please take some time to read through your handbook. If you have any questions or feedback please get in touch.



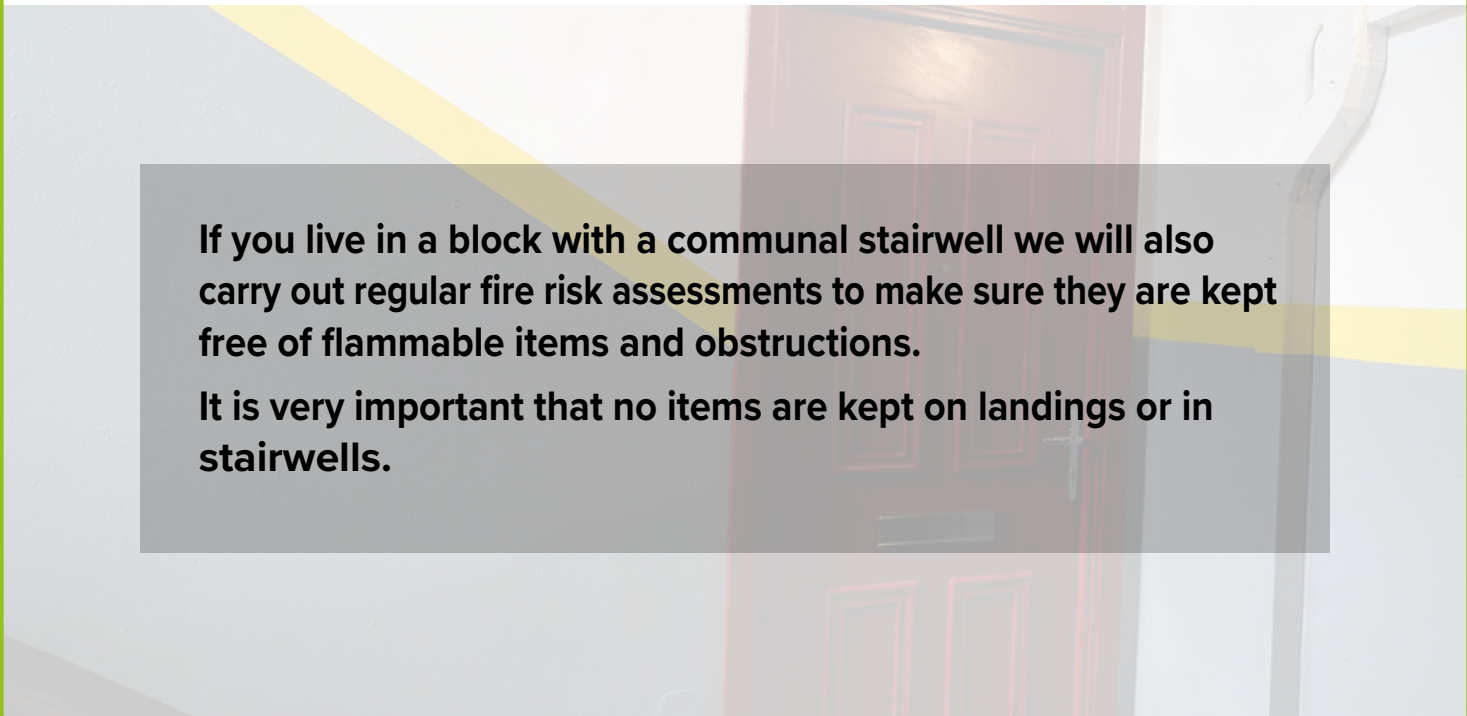


Fire Safety

Fire Safety in the Home: What We Will Do

- All individual homes will have the required levels of smoke and heat alarms installed, appropriate to both the home and the needs of the Tenant.
- Communal smoke vents, where present in a block, will be inspected every 6 months by a certified professional contractor.
- Let us know if you have a hearing issue which can make it difficult for you to hear an alarm. We can provide assistance to help you obtain specially enhanced equipment. Please report this to the Housing Association in the first instance.
- Emergency lighting fitted in communal areas will be tested regularly, where this is present.

Please do not tamper with fire doors – they could save your life.



If you live in a block with a communal stairwell we will also carry out regular fire risk assessments to make sure they are kept free of flammable items and obstructions.

It is very important that no items are kept on landings or in stairwells.



Fire Safety



Fire Safety in the Home: What You Should Do

- Don't leave chip / food pans unattended.
- Hoover extractor fans and clean to keep free from dust. Be careful not to overload electrical sockets.
- Use chargers for devices (e.g. mobile phones, laptops etc) supplied by the manufacturer of the device. Cheap replacements have an increased risk of catching fire.
- Unplug chargers when not in use - always unplug them overnight.
- Never charge phones or tablets under a pillow or cushion. This causes the device to overheat and can pose a fire risk.
- Close living room and kitchen doors at night. In the event of a fire this will help to hold back smoke and flames giving you vital time to escape or call for help.
- Keep matches and lighters out of reach of children.
- Keep portable heaters away from curtains and furniture. Only use the type with safety cut out which will turn the heaters off if they should fall over.
- Portable Calor-gas type heaters are NOT permitted.
- Never dry washing in front of an open fire.
- Ensure your furniture is fire retardant and keep combustibles away from any heat source.
- Keep an eye on lit candles - they should be on a stable surface, away from flammable items e.g. curtains, and kept out of reach of children.
- Never spray aerosols near an open flame or lit candle.

Oxygen Cylinders

If you have been supplied with an oxygen cylinder **you must ensure you inform us** and ensure that you have been fully trained by the supplier in their use and in the safe storage of full and empty cylinders. You must advise your House Contents Insurance provider that you have oxygen cylinders.

Plug in Air Fresheners

Reduce fire risks by following some basic safety precautions:

Don't cover plug-in air fresheners. Make sure there is plenty of space around them. Switch air fresheners off when you go to sleep or leave the house. Check plug-in air fresheners regularly for scorch marks or melting. You can also minimise the risk by only buying high-quality air fresheners from established brands. These products are likely to be tested to higher standards.



Fire Safety



**What You
Should Do**

Fire Safety when you live in a Tenement or Communal Stair Close

If you live in a block with a shared stairwell or other communal areas, there are a few other things you need to think about:

1. Keep communal stairs, landings and cupboards clear of all belongings. It is a legal requirement to keep communal areas clear (Civic Government(Scotland) Act 1982 Section 93)
2. Report issues of fly tipping to Glasgow City Council. Tell your Housing Officer of any unauthorised storage.
3. Keep communal doors closed and do not wedge them open as this could affect the security of the block and/or allow fire to spread more easily. Report issues with door entry systems and any other communal issues promptly.
4. Keep bin stores tidy and take excess rubbish and unwanted household items to the recycling centre or tip.
5. Keep drying rooms or areas free of belongings such as furniture, electrical items or any household item.

Looking after your smoke alarm

- Check your smoke alarm weekly by pressing the test button to make sure that it's working. If your alarm beeps intermittently this indicates a battery low fault or an alarm memory fault which needs attention - contact us if you need help with this. A continuous beeping is an activation that requires immediate action to stay safe.
- Never disconnect the alarm if it goes off by mistake. Vacuum the grill area of the smoke alarm every 12 months. Never cover smoke or heat alarms.
- Report any issues to WSHA.
- WSHA aims to replace all alarms to 10 year sealed for life battery backup or battery alarms for your safety. Do not install alarms that have replaceable batteries in your home.



Fire Safety



What You Should Do

What's your plan?

- Even with care, fires can happen. They can spread quickly, so you need to have a plan of how you would get out of your home, and make sure that everyone who lives there, as well as any visitors, are aware of it. You should check your escape route regularly to make sure that it's clear.
- You can find an example of a fire escape plan on the Scottish Fire and Rescue web page at firescotland.gov.uk/at-home/escape-plan/

If a Fire Breaks out in Your Home

1. Close the door of the room where the fire is.
2. Get everyone out of the house if possible. If you live in a flat with access to a communal stairwell the Scottish Fire and Rescue Service (SFRS) advise a "STAY PUT" policy if the fire is not in your home as you may get trapped in the stairwell.
3. If you need to break a window, the safest way is to break the glass in the bottom corner.
4. Call the 999- don't assume that someone else has.
5. Warn your neighbours and do NOT go back into the property, if the fire is within your home.

Did you Know?

The major causes of domestic fires are cooking, candles, smoking, heating and use of electrical gadgets. Fires can start suddenly and spread quickly, damaging your home, belongings and putting lives in danger.

Did you know around 48% of domestic fires start in the kitchen and are most commonly caused when cooking is left unattended.



Gas Safety

Gas Safety in the Home: What We Will Do

By law Landlords must make sure that all their gas appliances, flues and pipework are safely maintained and checked once a year. This is to ensure your home is safe to live in.

Unless gas appliances are serviced regularly, they can become dangerous and can kill.

- WSHA must carry out a service before the anniversary date expires on the previous certificate.
- WSHA's gas contractor will arrange to carry out your gas safety check each year. We will take all reasonable steps to get in touch with you to arrange this. These checks are essential for your safety and required by law. If we are unable to arrange a suitable time with your consent, we will commence our forced entry process.
- If additional works are identified during the safety check the contractor will call you to arrange an appointment to have the repair carried out.
- Engineers will leave confirmation with tenants to confirm their boiler has been serviced. This may look like a till receipt; please keep it safe. If you require a copy of your gas safety certificate, please contact us.
- We will carry out gas safety checks on all empty homes and cap the gas.
- All WSHA contractors carrying out works in our properties are properly gas qualified for the works they are undertaking.



Gas Safety



What You
Should Do

Gas Safety Checks

It is important that you keep the appointment given for the annual safety check and service given by WSHA's gas contractor. If you can't, call the gas contractor or the Association to re-arrange for a time that is suitable.

If you have a pre-payment meter please make sure you have enough credit available on your electric and gas meter for our gas engineers to complete a gas safety check.

Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

Tips for boiler faults

If you have a problem with your boiler, please take the following steps before calling to report a fault:

1. If you have a pre-pay meter, check it is in credit.
2. Check there has not been a power cut and there is power to the appliance.
3. Check to see if the pilot light has gone out.
4. Please try and reset the boiler - if you do not have an instruction manual, contact us and we will send you a copy.
5. Check the pressure gauge on the boiler when system is cold; it should be between 1 and 1.5 bar. Generally, this is indicated by a green zone on the gauge. Do not overfill past the green zone or 2-bar level. Check that the boiler has not been turned on to hot water only settings or on to a timer.
6. If you have a thermostat, check that this is set to the correct temperature or select 30 degree to test the boiler. You can then adjust to a comfortable temperature once the boiler is running.
7. In cold weather your condensate pipe that comes from your boiler to the outside of your property can become frozen. This can cause your boiler to shut down.



Gas Safety



**What You
Should Do**

Staying Gas Safe: Your Appliances

If you live in a flat, the law requires that any new gas cooker has a flame suppression device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished. Make sure you check with us before you buy a new cooker. Any new gas cooker you have fitted must be fitted by a qualified gas engineer and a certificate forwarded to WSHA. No gas fires can be installed in a property by Tenants. Any works to gas system must be approved in writing by WSHA before they are carried out.

If you suspect any problems with your gas appliance, please call the repairs line on 0141 959 2552.

Gas Cookers

All gas cookers must be fitted with a stability bracket. At each annual service a gas engineer will check that this has been fitted correctly.

The gas inspection will look at all gas appliances in your home to check they are working correctly. We shall repair any appliance that we own such as boilers. If there is a problem with an appliance that belongs to you, we will not carry out any repairs. Our contractor may fix a warning label to your appliance to warn you that it's not safe to use. It is illegal to remove this label and use the appliance until it has been made safe to use.

You are responsible for arranging any repairs that are necessary.

If you think you have a Gas Leak

1. Open all doors & windows.
2. Do not put off or on any electrical items or switches.
3. If any gas appliances have been left on, turn them off
4. If the pilot light is still on and your gas appliances are all off, there may be a leak.
5. Turn off the gas at the gas meter.

**Contact the Scottish Gas Network
IMMEDIATELY on 0800 111 999.**



Carbon Monoxide

What is Carbon Monoxide?

Carbon monoxide is a poisonous gas that can make you seriously ill if you breathe it in. Carbon monoxide can be made by fires and appliances that burn gas, wood, oil or coal. Carbon monoxide gas is colourless and does not smell, so you cannot tell if it is around you.

Carbon Monoxide: What We Will Do

- We will ensure homes with gas heating appliances are fitted with a carbon monoxide detector and appropriate ventilation.
- We will carry out a check of your carbon monoxide detector during your annual gas service.
- Where a fault is identified a temporary alarm will be left in place until the repair can be carried out.
- We will respond to reports of a carbon monoxide alarm activation as an emergency and if required replace the detector. Depending on the situation a WSHA officer or contractor may attend and carry out an inspection to assess the fault. This may be escalated to our gas contractor to carry out a more thorough investigation where required.



Carbon Monoxide



What you can do to keep yourself safe:

- Do NOT remove carbon monoxide detection alarms from your property – they are there for your safety and can save you and your family's lives.
- Report issues or activations promptly.
- Do not cover vents - they are there to ensure effective ventilation to prevent build-up of fumes.
- If your alarm bleeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention. Please call WSHA to have this rectified. WSHA actively replace all alarms to 10 year sealed for life battery backup or battery alarms for your safety. Do not install alarms that have replaceable batteries in your home. Call WSHA if you have any alarm issue you are not sure about.
- If your alarm activates, switch off gas appliance immediately and open all windows to ventilate, leave the property and make your way to a well-ventilated area and report to Scottish Gas Network (SGN) on 0800 111 999 and seek medical assistance.

Do not remove your Carbon Monoxide (CO) detector: it could save your life

If your alarm activates

- 1. Switch off gas appliances immediately**
- 2. Open all windows to ventilate**
- 3. Leave the property**
- 4. Call Scottish Gas Network (SGN) on 0800 111 999**
- 5. Seek medical assistance**



Electrical Safety

What WSHA is doing to keep you safe:

- We carry out an electrical safety check every 5 years on your home and undertake any works identified during the check promptly.
- We carry out an electrical safety check every 5 years in communal area of all blocks and undertake any works identified during the check promptly.
- During the empty homes process we will ensure every property has a safety check and any required works completed prior to the property being let.
- We maintain a register of all electrical checks carried out to ensure the effective management and monitoring of the electrical safety process.
- We ensures any WSHA Operative or contractor undertaking works in WSHA homes are properly electrically qualified for the works they are undertaking.

We need to carry out regular electrical checks (EICR) and tests because electrical installations deteriorate due to issues such as damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences.

Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

These checks are essential for your safety and are required by law. If we are unable to arrange a suitable time with your consent, we will commence our forced entry process.



Electrical Safety



What You Should Do

What you can do to keep yourself safe:

- Give access for all electrical safety checks.
- Ensure your main electrical board is clear of belongings and easily assessable at all times. Do not overload power circuits with multiple extension cables.
- Do not attempt to carry out any electrical works yourself, except plug changes. Switch off chargers etc. when not in use and check for overheating.

Mobility & E-Scooters

The health and safety of our tenants, visitors and fire protection of our buildings are our priority. **Mobility & E-scooter storage can pose unacceptable health and safety risks (including fire safety risks) because they are a potential source of ignition and their involvement in a fire can be fatal.**

Under-stairs spaces & communal landings must not be used for storage as they compromise the fire safety of the means of escape in the event of a fire. No alterations can be made to the communal areas, a customer's home or other spaces within a development without written consent from Property Services which will not be unreasonably withheld.

It is the scooter owner's responsibility to ensure they comply with the use of invalid carriages on highways regulations 1988. This includes registering all class 3 vehicles with the DVLA for road use.

Mobility & E-Scooters should not be charged overnight or left on permanent charge, and should only be charged for the manufacturer's recommended time. Tenants are advised to refer to their mobility scooter manufacturers guidelines for further information

Fire safety and storing mobility scooters:

<https://www.buildingtalk.com/blog-entry/fire-safety-and-storing-mobility-scooters/>

The effects of a mobility scooter fire: <https://www.youtube.com/watch?v=vq8uuAKEVZg>

Lost power? Here are a few things to try before you call to report a fault:

Check your trip-switch or fuses to make sure you do not have a fault with an appliance:

- **If the trip switch is on, turn the switch off and back on again.**
- **If the supply is not restored, push the "test" button.**

If the switch trips, there is a fault with one of your appliances. You should then turn off all appliances and turn the switch back on. Now switch your appliances on one by one and if the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb needs to be replaced.

Check with your neighbours - if they are having a problem it may be a power cut.

Damp and Mould

Did you know?

Just by breathing a family of four can add moisture to the air equivalent to **30 to 40 litres (53 to 70 pints) of water a week.**

Drying clothes indoors can add **10 to 15 litres (18 to 26 pints) of moisture a week.** Showering, cooking, bathing and washing can add **15 to 20 litres (26 to 35 pints) a week.**

See below for tips on how to identify different forms of Damp & Mould



Types of Damp

Penetrating damp

Caused by rainwater penetrating through the external structure, this is usually recognisable by a damp patch or discolouration on the internal wall, or flaking paint or wallpaper. Some examples of common causes of rising damp and signs to look out for are broken or blocked gutters and downpipes or damaged roofs. Mould may begin to grow.



Rising damp

Less common than penetrating damp as most homes have damp proof coursing (DPC) to prevent rising damp occurring. However this can fail or be breached due to debris in the cavity, or the external ground level being raised above the DPC level. Signs in the home of rising damp are similar to that of penetrating damp, but it usually only affects basement and ground floor rooms.

Both these types of damp will require works to be carried out.



Defective Plumbing

Such as leaking pipes, wastes or overflows. Plumbing defects usually look and feel damp to the touch and remain damp whatever the weather conditions.



Condensation

Created by high levels of moisture in the air. Condensation is the most likely cause of any damp problems occurring in the home, and appears as pinpoint black spots.



Keeping your Home free of Damp and Mould

- **Dry clothes outside if you can. If drying inside, put them in the bathroom with the door closed and window open/fan on. Any tumble drier vents should go outside (unless it's self-condensing).**
- **Keep furniture away from walls, particularly external walls to allow air to circulate around them. Allow room in wardrobes and cupboards for circulation.**
- **Keep lids on pans when cooking, and don't allow kettles to boil for longer than you need to.**
- **When bathing or cooking, use any extractor fans you have and open windows to remove the excess moisture from the air. Keep the doors closed to stop moisture travelling through your home.**
- **Very cold rooms encourage mould to grow. It's recommended that you don't allow the temperature in your home to fall below 18°C. Use trickle vents if you have them and dry the windows.**
- **Please report any damage or gaps in sealant around baths and showers as soon as possible.**

If you notice any signs of damp, mould or condensation in your home, please report it to us immediately. The Association will attend promptly upon receiving your report and begin its investigative process in line with our Damp, Mould and Condensation Policy, as well as all relevant legislative and regulatory requirements.

Our approach is tenant-focused and aims to:

- Identify and address the root cause of the issue.

- Provide clear communication throughout the process.
- Support tenants with practical advice and assistance.
- Monitor and follow up to ensure the issue is resolved effectively.

You can report a repair via our website, by phone, or in person at our office. We are here to help and will work with you to ensure your home remains a healthy and comfortable place to live.

Aico Environmental Sensors



As you may know WSHA are currently running a programme to install Aico Environmental Sensors within all residential properties. This will help meet the challenge of managing the daily issue of moisture related problems within the home. When the Aico Environmental Sensors are in place within your home, the Aico Resident App will be available to you. With the app you will be able to monitor temperature and relative humidity levels, and the app gives helpful advice on how to manage these within your home to reduce the risk of damp and mould.

Please see the following pages for more information on the Aico Resident App:

Our living conditions can dramatically affect our safety, health & wellbeing.

Several indoor environmental risks can have a huge impact on our physical and mental health:

- Damp & mould leads to increased infections, respiratory problems, allergies, skin problems, and mental health issues.
- Poor indoor air quality & ventilation can lead to asthma, heart disease, CNS damage, inflammation, and reduced cognition.
- Carbon monoxide is lethal at high levels but can often be undetected at low levels causing long-term physical and mental health problems.
- Excessively cold homes, often as a result of fuel poverty, cause more than 10,000 excess winter deaths every year*.
- Without proper fire safety protection our risk of injury or death from a fire dramatically increases.

*Based on figures from the World Health Organisation

The HomeLINK platform by Aico helps to solve these problems.

As a result, lives have already been saved and improved across the UK.

We received a CO alarm event notification followed by an alert that the alarm had been removed. We dispatched an engineer who immediately disconnected the cooker and reported the worst recorded level of CO he had seen in his career. It is extremely lucky no one died as a result."

Peter Chapman
Project Manager (Fire Safety) Barnet Homes

I like looking at the CO2 sensor for the living room - to know if there is too much dust pollution so I know to open the window and can see it go down."

Resident of Poplar HARCA

Stirling Council are using this opportunity to empower our customers because that is vital; the HomeLINK App will give us the ability to share information with you and give you the power to use that data."

Alexa Scrivener, Transformation Lead, Stirling Council



Your home may be fitted with the following cutting edge devices:

Fire and Carbon Monoxide (CO) Alarms

Your home should be fitted with smoke and heat alarms to protect you and your family from fire-related incidents. You may also have carbon monoxide alarms that will alert you if there are dangerous levels of CO present – a poisonous gas that is colourless, odourless and tasteless, and can kill very quickly.



Environmental Sensors

These clever devices will measure the indoor environmental conditions of your home to determine if there is a risk of conditions such as condensation, damp and mould.

Gateway

The Gateway will collect information from your alarms and environmental sensors to provide you and your landlord with insights that will help to keep your home healthy and safe.



What's the catch? There is no catch...

Your housing provider is required to make sure your home is healthy and safe. This technology helps your landlord to do so, as well as being more efficient in checking that alarm systems are working as they should be, and other ongoing maintenance duties.

Your landlord will be able to determine problematic conditions early, such as if your fire and carbon monoxide alarms fail, if there is inadequate ventilation, if your home needs an energy efficiency upgrade, or if there is risk of damp and mould.

They will then be able to carry out repairs to ensure you and your family continue to live in safe and healthy conditions.

Aico Environmental Sensors

The Resident App

How to get it:

- The app will provide you with insights and recommendations giving you peace of mind that your home is free from indoor environmental risks and is a healthy and safe place for you to live.
- Provide your email address to your landlord.
- You will be sent an invitation via email with instructions to download the app using the App Store (iPhone) or Google Play (Android).
- Once installed, you will be prompted to enter your email address and your postcode, which must match the details your landlord used.
- Enter the verification code which will be sent to your registered email address.
- Follow the tutorial to learn more about the app's features.

“My house icon, at the top of the home screen, is green and it is animated. I like that the colour green shows everything is good and the capitals ‘HAPPY’ make me feel happy and proud.”

Focus Group Participant, England



Frequently asked questions:

How much will it cost?

The product and service is completely free to use for residents.

Many of the devices are battery-powered but the Gateway requires a small amount of electricity to run. This is approximately £4.00* per year on average.



What data is collected and what is it used for?

Simple data points like alarm activation, system faults, temperature, humidity and carbon dioxide are gathered. We analyse this data to provide insights around potential risks such as:

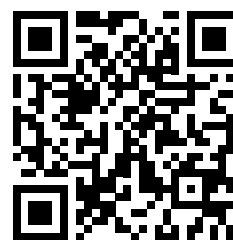
- Damp & Mould
- Ventilation
- Fire safety
- CO safety
- Indoor air quality

Watch segment on BBC Morning Live

The HomeLINK Platform has featured on BBC Morning Live. Scan the QR code to find out how other residents are using the technology to make their homes safer and healthier.

*Based on electricity costs on 01.01.2023

If you would like to know more about the HomeLINK platform, please visit the Aico website: www.aico.co.uk/smart-home or scan the QR code.



Water Safety

There are several water-borne bacteria/diseases, but the most well-known is **Legionnaires' disease (legionella)** which is a potentially fatal form of pneumonia, caused by infected water droplets/mist.

This disease can affect anybody, but mainly affects those who are more vulnerable because of age, illness, immunosuppression, smoking etc. It can be present in stagnant water taps or unused pipework with water enclosed unused pipes, water tanks and shower heads. **Breathing in small droplets of contaminated water is how the legionella bacteria infects your lungs.**



What WSHA is doing to keep you safe:

- We undertake regular checks of the communal tanks at 64 Curle St.
- WSHA will check communal attic water tanks on an annual basis and will carry out Water Risk Assessment across different properties over the next 5 years.
- We undertake quarterly inspections within properties that house vulnerable tenants.
- During the empty homes process we will carry out a water pipework system flush and replace a shower hose, shower head and curtain (if fitted) prior to a property being allocated.
- We maintain a register of all water checks carried out to ensure the effective management and monitoring of the water safety process.
- We ensure any WSHA Contractor undertaking works in WSHA homes is properly trained for the works they are undertaking.



What you can do to keep yourself safe:

- Grant prompt access where required to a communal water tank so the inspection and any works can be carried out.
- Ensure you run water through all your taps and showerheads regularly.
- Do not allow water to stagnate e.g. when water outlets are not in regular use.
- Unscrew your showerhead and hose regularly and immerse in disinfectant for a couple of minutes. If you are away from your home for more than 48hrs, upon your return run all taps and water outlets for 2 minutes.
- When you get back from longer holiday/breaks, you should run water through all your taps and showerheads for a longer period, 5 minutes and immerse your shower head in disinfectant for 10 minutes.
- Before using garden hose pipes, turn the water on without a spray nozzle attached and run for 2 minutes. This can reduce risks from scalding.
- Do not alter the settings on your boiler for water temperature as this will have been set to a level to ensure your safety.



Asbestos safety

Asbestos is a strong, durable, non-inflammable fibre widely used for reinforcing many materials in buildings prior to 1999. It was also a good insulator, so it was used extensively to protect building structures from fire and excessive heat. Because of its many uses, materials containing asbestos can be found in all types of buildings, especially those built between 1950 and 1999 where it was widely used in the construction and refurbishment of homes.

Where asbestos remains mixed, bound or sealed with other materials and not disturbed it does not pose a safety risk. If asbestos is disturbed and fibres released, serious health risks can arise in the long term from breathing in air containing asbestos fibres.



What WSHA is doing to keep you safe:

- We carry out surveys of communal areas in blocks to monitor and maintain asbestos in these areas.
- Where major works are required we assess the asbestos information we have for the property and where required carry out a further asbestos survey to ensure as far as possible asbestos is identified and taken into account when planning.
- Where day to day repairs are required we provide WSHA Contractors with the associated asbestos information for that property.
- We ensure our Contractors undertake regular asbestos awareness training to identify issues on site.
- We maintain a register of all asbestos identified and assumed and where removals have taken place to ensure the effective management and monitoring of the asbestos safety process.
- If your home is known to have, or is at risk of having asbestos, we will let you know, and will tell you what you need to do to either ensure asbestos is not disturbed, or have it removed.
- Asbestos surveys and removal are carried out by our approved and licensed contractor.



What you can do to keep yourself safe:

- Contact us before undertaking DIY work which would disturb the fabric of the building. Standard decorative work, such as scraping wallpaper or painting, is perfectly safe.
- You must however call us in advance of carrying out any work if you plan to:
- Remove, sand, drill or scrape any artex coatings to surfaces.
- Drill (other than minor work, for example to put up a picture frame or a hook).
- If you think you may have found asbestos in your home, you should: Report the matter to us without delay by telephoning 0141 959 2552 and make sure that the material is not disturbed.



Safety in Communal Areas



Communal safety is important to reduce unwanted access to the block and to keep communal areas (internal and external) free from hazards which could cause injury, catch fire or obstruct escape in an emergency.

Our Officers carry out regular health and safety inspections of the common parts of our properties. If you have any health and safety concerns, please report them to WSHA as soon as possible.

What WSHA is doing to keep you safe:

Where blocks are fitted with door entry systems these will be maintained to ensure they are in good working order.



- We carry out visual inspections of the blocks to identify and remove hazards.
- We provide a bin store for household day to day rubbish.

What you can do to keep yourself safe:

- Only 'buzz in' people you know or are expecting where a door entry system is fitted to avoid unwanted access to the block.
- Keep communal passageways and landings free from obstruction to avoid trip and fire hazards. Keep communal electrical cupboards or other areas clear at all times e.g. keep under stairs clear.
- **Report issues of fly tipping to Glasgow City Council on 0141 287 1058.** Unauthorised storage, issues with door entry systems and any other communal issues should be reported to WSHA promptly.
- Keep communal doors closed and do not wedge them open as this could compromise the security of the block and/or allow fire to spread more easily.
- Keep bin stores tidy and take excess rubbish and unwanted household items to the recycling centre or tip.



Safety in Lifts

WSHA has passenger lifts within some of its blocks. These lifts are vital for tenants who do not wish to or physically cannot use the stairs to access their home. WSHA has a duty of care to ensure the lifting equipment is kept and maintained to a safe standard for use.

What WSHA will do to keep you safe:

- Carry out monthly lift checks and ensure any works identified during these inspections are carried out promptly.
- Upgrade and replace lift parts based on their useful life.
- Respond promptly to reports of people getting trapped in lifts.
- Respond promptly to reports of issues affecting use and operation.



What you can do to keep yourself safe:

Follow the instructions that will be clearly displayed in each individual lift. Directions and emergency contact details will be shown. Please follow the weight restrictions that will be displayed. Promptly report issues affecting any lift. Smoking is not permitted in lifts. Any spillages should be cleaned up as soon as possible. DO NOT use a lift in the event of a fire.





Accidents In the Home



Every year, more people are killed or injured by accidents in the home than any other type of accident. On average 2.7 million persons in the UK each year require hospital treatment following an accident in their home.

Here is a checklist to help remind you to avoid some of the more common risks:

- Keep floors and floor coverings in good condition, free from slip & trip hazards.
- Replace used or broken light bulbs at once.
- Keep stairs well-lit and free from hazards. Use non-slip polishes and mats.
- Do not put mirrors above fires, as this could encourage people to stand too close to the fire.
- Ensure fixtures & fittings are properly secure.
- Cords from blinds should be safely fitted to reduce risks and hazards to children. Ensure you do not override the window safety catch fitted on your windows.
- Keep children away from cookers and turn pan handles away from the front of the cooker. Keep all medicines and cleaning products out of children's reach.
- Avoid long cabling and/or extension cables and replace worn cabling and or extension cables immediately. Keep flexes away from cookers.
- Do not mix toilet cleaners and bleaches as this can cause harmful gasses.
- Do not leave matches or lighters around if there are young children about.

Loft spaces are not designed for storage purposes. Any articles you store in your loft are there at your own risk. If we need to get access to your loft for maintenance work, you may be asked to remove any items you have stored there.

If you vacate the property, ensure the loft is clear of items or you may be recharged by WSHA for disposing of items.

Be aware there is potential fire risk in attics if you cover electric cables with combustibles.

Pest Control



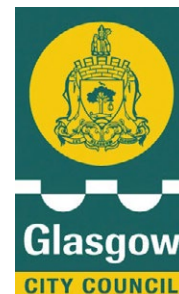
Common pests which can be found in and around the home include mice, bedbugs, cockroaches, rats and other crawling insects.

Mice and Rats

Rats can spread disease such as Weil's disease, salmonella and rat bite fever.

Mice are a nuisance and can cause considerable damage to plumbing (causing flooding) and cabling (causing fires). Traps for rats and mice can be bought from most hardware stores - follow the instructions for their use carefully.

Although Glasgow City Council are responsible for pest control issues, WSHA do provide an additional pest control service. The focus of this is when pests are in the home rather than just in communal areas, which we would encourage residents to report to Glasgow City Council. If you have seen evidence of pests in your home, please report this to WSHA for them to consider the next steps.



Pests can thrive in locations that are suitable for their size & population.

Food sources: please ensure all food products are stored in air tight containers and spillages are cleared up.

Most pests need shelter, please ensure your house is decluttered, as this can affect treatment plans. Water is a necessary factor for the survival of all creatures - please ensure water is not left lying about and is cleared away.

Mice prefer eating cereal based products, cheese, fruit, vegetables and chocolate. It is important to ensure that no food products are left unattended, and that food is stored in containers to provide suitable protection.

Ensure household waste is disposed of properly in bins provided, household waste should not be left in closes, landings or lying in the back court as this can attract pests to your area.



What You Should Do

Pest Control

Bed Bugs and Cockroaches



Dealing with a Bedbug Problem

Here are some suggestions that you might find useful for dealing with a bedbug problem:

- Wash affected bedding and clothing on a hot wash (60 degrees C) and tumble dry on a hot setting for at least 30 minutes.
- Put affected clothing and bedding in a plastic bag and put it in the freezer for 3 or 4 days.
- Clean and vacuum regularly – bedbugs are found in both clean and dirty places, but regular cleaning will help you spot them early.
- Steam cleaning is chemical free and instantly kills bed bugs and their eggs.
- Declutter your home as clutter can provide places for pests to hide.
- Do not bring second hand furniture in to your home as this may be contaminated.
- Do not take luggage or clothing indoors without checking it carefully if you have come from somewhere where you know there were bedbugs.



What You Should Do

Tips for preventing Cockroach Infestation

- Clear away food spillages.
- Have a diligent cleaning schedule to deny pests access to food and water.
- Good housekeeping can prevent pest issues from occurring.
- This can assist with pest treatment being more effective.

In some exceptional circumstances, such as flooding or outbreaks of infection, it may be necessary for us to introduce additional measures to keep you safe; for example, extra hygiene practices or restrictions on people visiting your home.

If this is the case, we will always keep you informed, explaining clearly what these measures are and why they need to be introduced.

In cases where such extra measures have had to be introduced, it may take longer than usual to carry out some services. Your safety will always be our top priority.

Repairs



**You can report repairs on our website,
<https://wsha.org.uk/home-page/> this will be
sent directly to our Property Services Team.**

Other Useful Numbers

- **In an emergency** Call 999.
- **If you smell gas:** If you have or suspect a gas leak or loss of supply, call the Scottish Gas Network on 0800 111 999 (24hrs, 7days)
- **Power cut:** If you have or suspect a power cut, call the National Power Cut helpline on 105 (24hrs, 7 days a week)
- Central & South of Scotland electric distributor **SP Energy Works** helpline on 0800 092 9290
- **Report Environmental Health Concerns**, Including Pests, Fly tipping and Noise please report to Glasgow City Council Environmental Health on 0141 287 1059.
- To **report any crime** anonymously please contact Crimestoppers on (crimestoppers-uk.org) or 0800 555 111.
- If you wish to speak to the Association about a Health and Safety matter please call 0141 959 2552 between 09:30-16:00. In the event that does not require the emergency services but is out of office hours please call 0141 959 2552 to be directed to the Associations call centre.

All the topics in this booklet have potential risks which could cause harm to tenants and damage property. Please follow the guidance given to help keep you and others safe.



Tenant Information

A guide to asbestos materials in homes

Whiteinch & Scotsoun Housing Association has a duty to manage asbestos in the common areas of its properties. However this leaflet has been produced to address any questions and concerns you may have regarding ‘asbestos containing materials’ in your home.

It gives advice on what it is, where it can be found and should a problem occur, how to deal with it.

What is asbestos

Asbestos is a naturally occurring mineral that has been used for many centuries. It has been mined extensively in a number of countries including South Africa, Canada and Australia. A large amount of asbestos material has been commercially imported into Britain over the last 150 years and used in a range of products to enhance their strength and durability.

Asbestos was used because it has many good properties including:

- Heat and fire resistance
- Strength and durability
- Non-corrosive - resistant to acids

As a result of having these qualities, asbestos fibres were added or mixed to a wide range of materials that have been used for fireproofing, insulation and soundproofing. Many asbestos materials have been used in the construction of buildings from the turn of the last century.

Due to concerns about the health risks associated with asbestos the importing and use of most forms of asbestos was banned in the early 1980's. Further action has since been taken to ban the import, sale and re-use of all types of asbestos material.

Properties built since the mid-1980's are very unlikely to contain any asbestos materials. However since asbestos materials were still in circulation after this date the HSE estimates that only properties built after 1999 can be considered to be asbestos free.

How could asbestos be a problem?

Due to its worldwide use and the mining operations to extract it, we are all exposed to very low levels of asbestos in the air we breathe every day, however it is unlikely to harm people's health.

It is also unlikely that levels of asbestos found in our buildings will be harmful, but if you have damaged, suspected asbestos materials in your home you should seek advice from the Property Services Team where you will be given guidance on the best course of action to take.

Where might I find asbestos in my home?

It is not always easy to spot materials that could contain asbestos on their appearance alone, especially if they have been decorated in some way. Experienced surveyors and health and safety specialists are best able to locate and identify them.

Typical locations of asbestos materials external to the dwelling:

- Eaves/soffits
- Rainwater goods (guttering, downpipes, soil pipes)
- Flue pipes and terminals
- Hip, ridge and roof tiles
- Corrugated cement sheeting- usually found on outbuildings and garage roofs

Typical locations of asbestos materials found inside properties are:

- Textured coating e.g. Artex type decorative coatings (prior to 1990)
- Fire stop panels (inside heater cupboards, drying cupboards and around boilers)
- Floor tiles and the adhesive bonding the tiles to floors
- WC cistern and seats
- Water storage tanks
- Flue pipes
- Electrical mains distribution cupboards (fuse box)
- Gasket and rope seals to gas and solid fuel fires
- Bath panels and boxing

Asbestos has also been used in other household products such as oven gloves and ironing boards. The use of asbestos within these products ceased in the mid-1980's.

Since 1985, all materials containing asbestos have to be clearly labelled, and since 1992, the use of asbestos in most products has been banned.

Advice and Guidance

Whiteinch and Scotstoun Housing Association seeks to maintain your property to a high standard and any materials containing asbestos are most likely to be in good condition and are unlikely to pose any significant risk to your health.

However, you could be potentially at risk when carrying out DIY or minor building repairs. Please read the guidance below and if you are at all concerned please contact the Property Services Team for advice.

What do I do if material containing asbestos is damaged?

If material containing asbestos is damaged:

Don't Worry

- Contact the Property Service Team and explain the problem.

Do Not

- Attempt to repair any damage or clean up any debris yourself.
- Sweep up or use a domestic vacuum cleaner, as this could lift asbestos fibres into the air.

What do I do if I want to Decorate?

Some older forms of decorative textured coatings e.g. Artex type decorative coatings are known to contain small amounts of asbestos. Please seek advice prior to these surfaces being disturbed.

Do Not

- Attempt to remove these types of coatings. Please seek guidance from the Property Services Team.

What do I do if I want to make alterations to my home?

You must not carry out structural alterations or improvements to your home unless Whiteinch & Scotstoun H.A. has given you permission. Please seek guidance and approval from the Property Services Team before carrying out work.

If you are concerned about any suspect material in your home, do consider that it may contain asbestos until proven otherwise.

Remember

- Asbestos materials which are in good condition and undamaged are not dangerous.



A Charity Registered in Scotland No. SC035633

Whiteinch & Scotstoun Housing Association Limited
The Whiteinch Centre, 1 Northinch Court, Glasgow G14 0UG
Telephone: 0141 959 2552 Fax: 0141 950 4432
wsha_admin@wsha.org.uk



Your Guide To Asbestos

Within Your Flat At 64 Curle Street

Whiteinch & Scotstoun Housing Association wish to ensure that all our tenants are safe and are not exposed to any unnecessary risks in our properties. The Association have prepared this Guidance Leaflet in order that you are informed about the asbestos materials in your property and are provided with guidance on how to prevent any risks arising from these asbestos materials.



As with many Multi Storey Blocks built in the 1960's and early 1970's asbestos containing materials were used in the construction of the properties. All flats in the Multi Story Block at 64 Curle Street have some asbestos containing materials and it is important that our tenants are made aware of this.

Asbestos containing materials do not present a significant risk to you or your family so long as they are in good condition and are not disturbed. The Health & Safety Executive who are responsible for ensuring that organisations like Housing Associations, Local Authorities and businesses comply with the law in relation to health and safety have made it clear that if asbestos containing materials are in good condition and are not likely to be damaged or disturbed then the best and safest option is to leave the asbestos materials in place.

Where are Asbestos Containing Materials in the Flats?

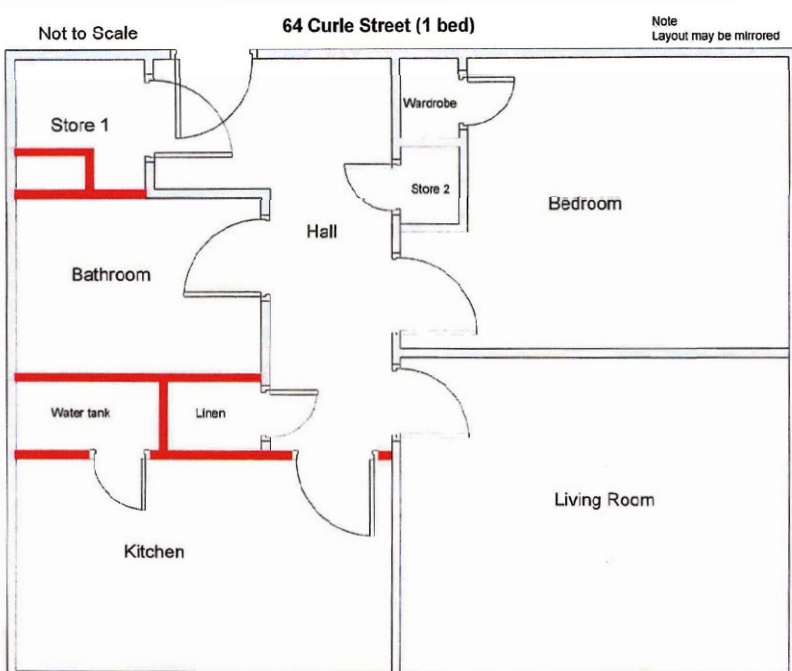
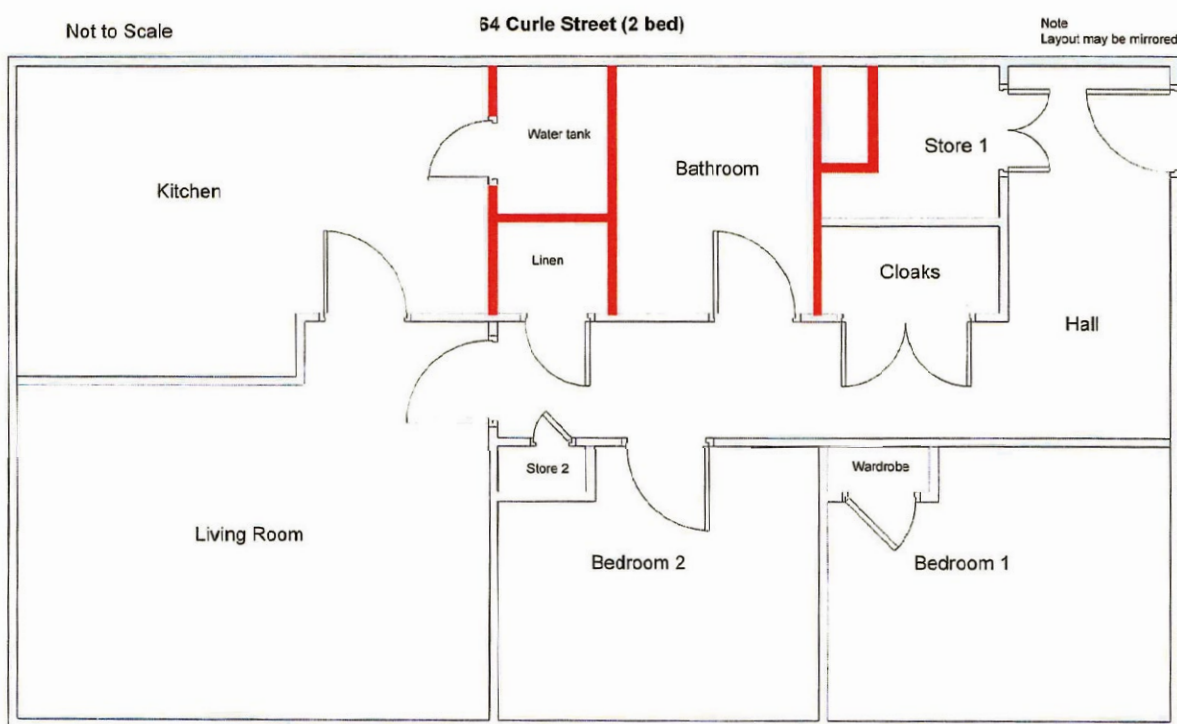
Location	Position	Asbestos Type
Kitchen	Wall Panel to Water Tank/Linen Cupboard	Asbestos Insulation Board
Bathroom	Wall Panel to Water Tank/Linen Cupboard	Asbestos Insulation Board
Bathroom	Wall Panel to Store Cupboard	Asbestos Insulation Board
WaterTank/Linen Cupboard	All Wall Panels Infill Panel above Door	Asbestos Insulation Board
Store Cupboard at Front Door	Wall Panel to Bathroom Panels around Service Duct	Asbestos Insulation Board
Ceilings	Potentially all Ceilings	Textured Coating (possible asbestos content)

The drawings included in this leaflet indicate the location of the asbestos insulation board wall panels in the flat types within 64 Curie Street.

Important Guidance

It may be difficult for you to be certain which wall panels may contain asbestos. If you are not sure it is important you contact Whiteinch & Scotstoun Housing Association where our staff will be pleased to provide advice.

You should not under any circumstances cause damage to the asbestos wall panels in your flat as this could result in asbestos fibres being released. Do not drill, sand, cut, or scrape asbestos wall panels or have anyone carry out this type of work for you. In addition you should not hang mirrors, pictures, kitchen utensils etc if this involves puncturing the wall panel and therefore disturbing the asbestos.



If you wish to make any changes or alterations to your flat including any which could possibly disturb any asbestos panels you **MUST** obtain consent from the Association's Property Services Team before works commence.



Whiteinch & Scotstoun
Housing Association

FIRE SAFETY

in 64 Curle Street- Multi-storey Flats

Questions & Answers

The hi-rise flats at 64 Curle Street have been constructed using materials and fittings that are specifically designed with fire safety as a priority, to prevent fire and the spread of smoke.

The construction of each flat, including the ceiling, walls, doors and floors are designed to stop fire and smoke from spreading to other areas of the building, but this relies on the fire doors being kept shut and the communal landings and staircase kept free from clutter.

Whiteinch and Scotstoun Housing Association liaises with the Scottish Fire and Rescue Service to keep you safe and if you have any concerns regarding fire safety in your home, please contact the Fire Service to book a **FREE HOME FIRE SAFETY VISIT** by calling **0800 0731 999** or texting **'FIRE'** to **80800** or by visiting **www.firescotland.gov.uk**

Q What measures do Whiteinch & Scotstoun HA have in place in terms of fire safety at Curle Street multi-storey block of flats?

A We have carried out a comprehensive Fire Risk Assessment and produced a Fire Safety Action Plan to carry out fire safety improvements to ensure fire safety is maintained throughout the building. The materials and fittings within the building are designed and constructed to prevent fire and smoke spread.

Q What is a Fire Risk Assessment (FRA)?

A It is an assessment of the building and communal areas to ensure the building is safe and that the fire service have the necessary facilities to fight fires and safely evacuate tenants quickly and effectively if required. The Association has also extended the FRA to include assessing fire safety measures within the individual flats. It is therefore essential that you allow access by the Association to inspect and carry out any improvement works that might be identified.

Q What do you check as part of a Fire Risk Assessment?

A We check that fire signage is in place, fire doors are fully operational and located where they are required, smoke & heat alarms are operational and smoke seals are fitted where required. We also make regular checks for rubbish or items left in the communal areas which could be combustible in the event of a fire, which could also restrict or hinder safe evacuation.

Q Why do you have a 'stay put' policy?

A Curle Street has a 'stay put' policy in the event of a fire as recommended by the Scottish Fire and Rescue Service, unless the fire is within your own flat. Every flat is built on the basis that it is a self-contained 'fire resisting compartment', which means that every flat is separated by fire-resisting materials from the rest of the building. It is considered safer to remain in your flat and keep the front door closed, unless you are affected by heat or smoke or otherwise advised by the emergency services.

The stairwell and communal landings are designed to provide fire protection to allow the Fire Officers to access each floor quickly and assess and evacuate tenants in a controlled, safe manner. You must NOT use the lift in the event of a fire and you must advise the Fire Officer if you will require assistance in the event of an evacuation.

Q Is a single staircase enough?

A The stairs are designed to be protected from fire and smoke. They are designed in an emergency to lead people safely to the ground floor, under the direction and guidance of the fire service. Only leave the safety of your flat, if you become affected by heat or smoke or if you are told to leave by firefighters or the police.

Q Why don't the communal landings have fire extinguishers?

A We do not want visitors or tenants putting themselves at risk by attempting to fight fires with extinguishers. If fire extinguishers were provided, every tenant would have to be trained on how to use them properly, including knowing how to fight fires caused by very different types of combustible materials, and that is simply not practical and would potentially put tenants lives at risk.

Fire extinguishers are also vulnerable to theft and vandalism, meaning they might not work or be available for use when required in an emergency.

Q Can I change or alter my front door?

A You must not make any alterations to your front door as this might reduce its fire resistance. Please contact the Association immediately if you have any concerns about the fire safety of your front door. Your front door is fitted with a door closer and if the door fails to fully close shut without assistance, please contact the Association's Property Services Team and report the fault.

Q Can I change or alter the internal flat doors?

A You must not make any alterations to the doors within the flat as this might affect the fire protection to the hallway, which is your primary escape route from the flat. The living room and the kitchen are considered to be the highest fire risk areas within your flat and these areas have 30-minute fire doors fitted with self-closer 'bomber' style hinges as follows:

1. In the two-bedroom flats a 30-minute fire door is fitted between the living room and the entrance hall. The kitchen does NOT require a 30 minute fire door as it does not open directly into the hallway.
2. In the one-bedroom flats a 30-minute fire door is fitted to both the living room and the kitchen door, as both of these doors open directly into the hallway.

The fire doors are fitted with a self-closing device and they must not be propped or held open for any reason. If the door does not close onto the doorframe you must immediately contact our Property Services Team to report the fault. These fire doors provide protection for you and your family to safely escape from the flat in the event of a fire and any faults must be reported as a matter of urgency.

Q Why do you not have sprinklers in the flats?

A There is currently no requirement to install sprinkler systems in the flats as there are other fire protection measures in place that meet the fire safety requirements. This will be fully reviewed when the UK or Scottish Government issue new guidance and/or fire safety legislation, following the Grenfell fire investigations and fire safety consultations/reviews.

Q Should the building be fitted with emergency lighting?

A The building is not currently fitted with emergency lighting in all of the communal areas and this is currently being reviewed and emergency lighting improvements will be installed shortly as part of a future upgrade.

Q How often are the electrics checked for safety?

A An 'Electrical Installation Periodic Inspection and Test' is carried out by our electrical contractors on a five year cycle. Please ensure that you provide access to have this essential safety inspection completed.

Q We see people ignoring the ‘no smoking policy’ in the communal landings and staircase.

A There is a no smoking policy to ensure public safety in the communal areas and staircase. If you are concerned by people’s behaviour, you should raise this with your Housing Officer.

Q Is the external cladding considered to be a fire hazard?

A The type of cladding installed at Curle Street is very different to the cladding that was installed at Grenfell Tower and it has the highest fire safety rating of Class ‘O’ for surface spread of flame and also the insulation is non-combustible with the highest Class ‘A’ rating. The main structure to which the cladding is attached is constructed from concrete, which is non-combustible and resistant to the spread of fire.

Q How often should I check my Smoke and Heat detectors?

A It is important that you test the alarms that are installed in your flat on a regular basis, at least monthly, but ideally weekly. Pressing the test button on any detector will set off all of the alarms together and if any of the interconnected alarms do not operate or operate simultaneously, you must contact the Association immediately and report any issues to our Property Services Team. It is essential for the safety of you and your neighbours that all of the smoke alarms fitted in your flat are fully operational and the Association will carry out a safety inspection and test of the smoke and heat alarms annually.

Q What do I do if I have a disability?

A If you have a vulnerability or disability which may make it more difficult for you to evacuate, or to be evacuated, in the event of a fire, please contact the Scottish Fire and Rescue Service and arrange for a HOME FIRE SAFETY VISIT or, alternatively, please contact your Housing Officer straight away, so that we can inform the Fire Service and obtain their advice.



HELP US TO KEEP YOUR BUILDING SAFE

- When requested, please allow access to your flat to carry out essential electrical and fire safety inspections within your flat.
- Make sure you know the exit route from the building and if you have to evacuate the building, please use the staircase and DO NOT attempt to use the lift due to the risk of becoming trapped.
- Keep exits and communal areas clear and dispose of rubbish in the bin chutes. Please contact the Association or the concierge, when on-site, if you become aware that the bin chute is blocked in any way. If you leave bikes, prams or other personal goods in the communal areas we may remove them without your permission in the interest of maintaining safe exit routes for you and your neighbours.
- Flat entrance fire doors, communal staircase doors, communal landing fire doors and dry riser landing valves are there to protect and assist with firefighting operations. If you see any damage to any of these features, please report it immediately.

- The doors in the common areas are fire resisting and fitted with self-closing devices and should never be wedged open in any circumstances. Please report any issues immediately to our Property Services Team.
- It is important that the fire doors within your flat are operating correctly and that you do not prop or wedge them open. Report any faults immediately to our Property Services Team.
- Do not leave or store anything on the communal landings or in the electrical riser cupboards at any time. Any use is considered unauthorised and goods will be removed without your permission, as they could compromise fire safety.
- Please switch off electrical items and shut doors before going to bed to prevent the spread of fire and smoke.
- Make sure you test your smoke alarms regularly, preferably on a weekly basis and never leave for more than a month between testing. Report any faults immediately.
- You must never store any gas cylinders, flammable liquids or fuel within your flat at any time.
- Do not leave lit cigarettes unattended and make sure they are fully stubbed out. NEVER smoke in bed
- Do not leave lit candles unattended and extinguish them before you go out or when you go to bed.

As with all of the Associations policies and procedures, this document, in full and in part, can be made available in summary, on tape, and in translation into most other languages. It is available to view and download from the website at **www.wsha.org.uk**.

If you would like a version in a different format, please contact Corporate Services at The Whiteinch Centre, 1 Northinch Court, G14 0UG, by telephone on: **0141 959 2552**, or by e-mail at: **wsha_admin@wsha.org.uk**.

Cantonese

如果你需要這份不同語言版本的簡訊，請聯絡WSHA辦事處 Corporate Services (地址: The Whiteinch Centre, 1 Northinch Court)，或致電 0141 959 2552，或電郵 wsha_admin@wsha.org.uk。

Gaelic

Cuiribh fios gu Corporate Services aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig wsha_admin@wsha.org.uk ma tha thu ag iarraidh dreach dhan iris-naidheachd ann an cànan eile.

Mandarin

如果您需要此报纸的其他语种译本，请与位于Whiteinch中心，1 Northinch Court WSHA办公室的 Corporate Services 联系，或者致电 01419592552，或者发电子邮件至 wsha_admin@wsha.org.uk。

Polish

Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego biuletynu, prosimy o kontakt z Corporate Services w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: wsha_admin@wsha.org.uk

Swahili

Ikiwa ungependa toleo katika muundo tofauti, tafadhali wasiliana na Huduma za Biashara kwenye

The Whiteinch Centre, 1 Northinch Court, G14 0UG, kupitia simu kwenye: 0141 959 2552,

au kupitia barua pepe kwenye wsha_admin@wsha.org.uk

Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی
”وائٹ انچ سینٹر“،
1 نارٹھ انچ کورٹ میں واقع ”ڈبلیو ایس ایچ اے“ کے دفتر میں Corporate Services سے
”کیرن میک ایون“
ٹیلیفون نمبر 0141 959 2552 کے wsha_admin@wsha.org.uk کے ذریعے رابطہ کریں۔
ذریعے یا ای میل

Arabic

إذا كنت تريدًا نسخةً بتنسيقٍ مختلفٍ، فالرجاء الاتصال بقسم خدمات الشركات "Corporate Services" في
The Whiteinch Centre, 1 Northinch Court, G14 0UG، عبر الهاتف على الرقم: 0141 959 2552

أو عبر عنوان البريد الإلكتروني wsha_admin@wsha.org.uk

Farsi

اگر نسخه‌ای با فرمت متفاوت می‌خواهید، لطفاً با خدمات شرکتی به شماره ذیل با شماره زیر تماس بگیرید
The Whiteinch Centre, 1 Northinch Court, G14 0UG، از طریق تلفن: 0141 959 2552

یا از طریق ایمیل به wsha_admin@wsha.org.uk



The Whiteinch Centre
1 Northinch Court
Glasgow G14 0UG
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