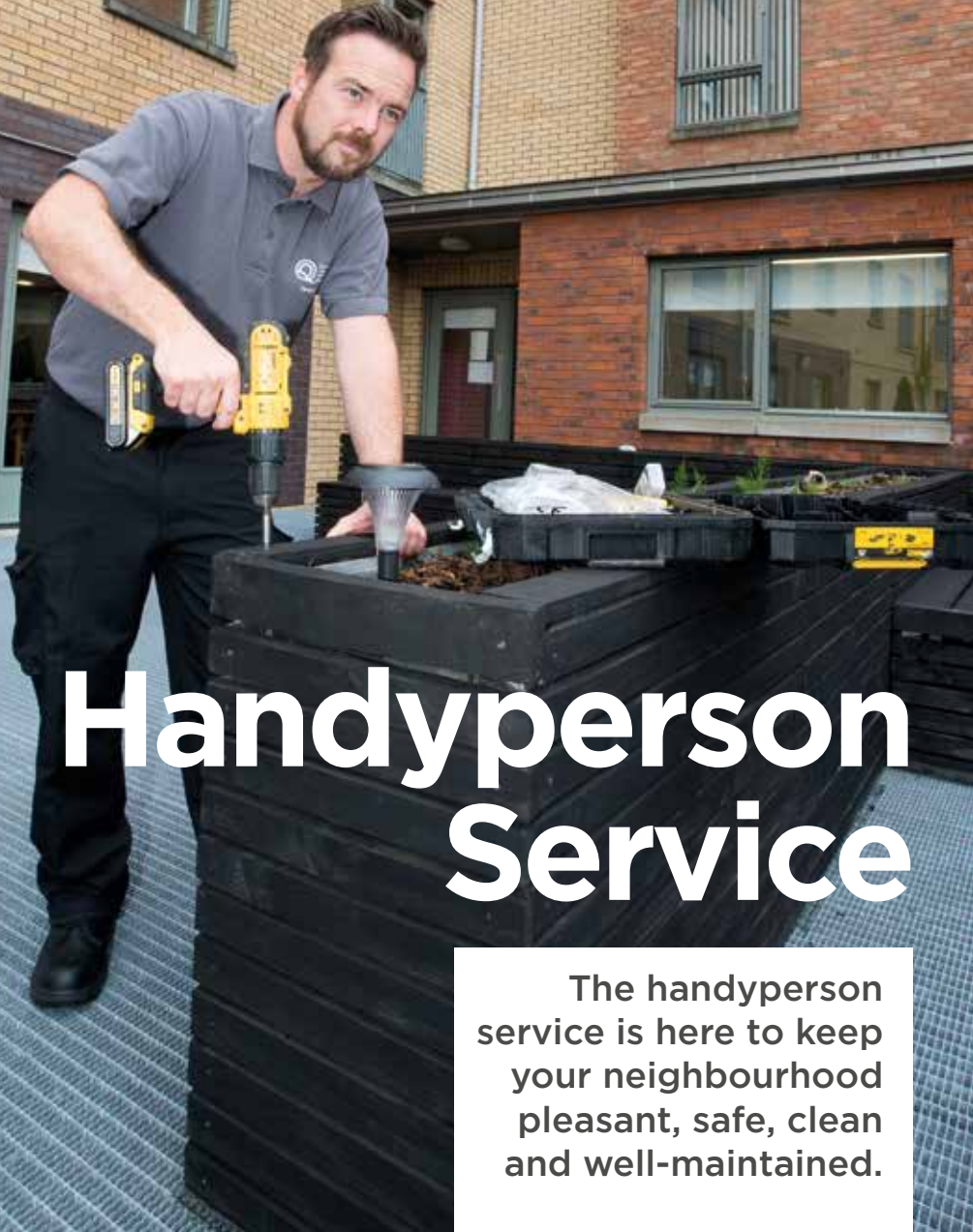




Queens  
Cross  
Housing  
Association



# Handyperson Service

The handyman service is here to keep your neighbourhood pleasant, safe, clean and well-maintained.

**Our team carries out regular inspections and routine estate maintenance across the area. The service is available during normal office hours - Monday to Friday from 9am until 5pm.**

## *What we do*

- remove graffiti
- clear excess rubbish from bin stores when it's reported
- pick litter and sweep external hard surfaces
- maintain lighting in common areas
- inspect common areas and report any repairs that need done
- inspect play areas and keep them clean
- grit selected paths during the winter
- help tenants move items for bulk uplift
- carry out regular health and safety compliance tests
- carry out minor repairs

# How you can help

- place rubbish bags in the bins provided
- report graffiti - if you see it, report it!
- report common lighting or security issues
- arrange bulk uplift of your items with Glasgow City Council, and place items for uplift on the date they give you (see page 7)



# Your questions answered

**Q How do I request the services of the Handyperson Team?**

A You can ask for the Handyperson Team by using the contact details on the back page. You can also request a repair by telephone or by using the 'Report a Repair' form on our website or by using the Queens Cross app.

**Q Can you help me with small property repairs like changing locks or replacing batteries in a smoke detector?**

A Normally, it's a tenant's responsibility to maintain basic fixtures and fittings. However, our Home Team provides a free service to supported housing tenants - all you pay for are parts and materials.

**Q Can you help with window cleaning or gardening?**

A No, we are here to maintain your neighbourhood, so we can't offer a window cleaning service, and we don't work in tenants' individual gardens, including removing litter.

**Q How quickly will you get rid of graffiti?**

A We remove graffiti when we spot it during our regular inspections, but it helps if you report any new graffiti as soon as you see it. We remove all graffiti within five working days; if it's hate crime graffiti, we work to tackle this within four hours.

**Q Can you help with bulk uplift?**

A Yes, we can help you move a bulky item for Council bulk uplift if you are a supported housing tenant and qualify for our Home Team service. Call the Council first, then give us notice at least 48 hours before the uplift date.

**Q What should I do about fly tipping?**

A Please report it to Glasgow City Council's Environmental Task Force either through the My Glasgow App or by calling them on 0300 343 7027.



# Useful contacts

Glasgow City Council	<p><b>Bins and bulk uplift</b> For information about bin collections, to request a bulk uplift, or to report an issue with bins, litter or discarded needles in a public place: 0141 287 9700 <a href="http://glasgow.gov.uk">glasgow.gov.uk</a></p> <p><b>Roads and streetlighting</b> To report roads, paving or streetlighting issues: <a href="http://fixmystreet.com">fixmystreet.com</a> Use the MyGlasgow app</p> <p><b>Recycling</b> The nearest Household Waste Recycling Centre is Dawsholm, 75 Dalsholm Road, Glasgow G20 OTB, open 7 days between 8am and 8pm</p>
National Re-use Helpline	<p>A free uplift service for re-usable items of furniture in good condition which have not been left outdoors. 0800 0665 820</p>
Power cut	<p>Dial 105 from your phone <a href="http://spenergynetworks.co.uk">spenergynetworks.co.uk</a></p>
National Gas Emergency Service 24 hours a day	<p>0800 111 999 <a href="http://nationalgrid.com/uk">nationalgrid.com/uk</a></p>
Scottish Water - report a problem	<p>0800 0778 778 <a href="http://scottishwater.co.uk">scottishwater.co.uk</a> <a href="mailto:customer.services@scottishwater.co.uk">customer.services@scottishwater.co.uk</a></p>
Emergency services - police, ambulance and fire	<p>Emergency - 999 Police non-emergency - 101</p>
NHS 24	<p>111</p>

# Contact us

Request the handyperson service or report an issue with estate maintenance

- **0808 143 2002**
- **contactus@qcha.org.uk**
- **www.qcha.org.uk**
- **By using the Queens Cross App**

We're open Monday to Friday, from 9am-5pm

