



Facilities Lettings Policy

February 2022

Consultation completed:	January 2022
Approved:	February 2022
Review Date:	February 2025

Our Vision

Excellent housing in vibrant communities.

Our Values

Respect

We see the positive in everyone, especially our tenants. We treat everyone fairly, regardless of age, race, gender, sexuality or background. We ask for opinions even if we know we might not like what we hear. And we address people's concerns in any way we realistically can.

Integrity

What we say in public is the same as what we say behind the scenes. If we say we'll do something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

Aspiration

We want the best for all our current and future tenants. We're not afraid to strive for things that won't be easy – or try things that haven't been done before. We seek out opportunities and welcome change. If it doesn't turn out as planned, we learn and improve again. And then we try again.

Our Strategic Objectives

- A) Building and sustaining popular neighbourhoods
- B) Creating and supporting greater life opportunities for all
- C) Developing greener spaces and community wellbeing
- D) Being a dynamic and listening community partner
- E) Treating people equally and with respect

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1. Our Commitment

- 1.1 The aim of the Association is to offer a range of facilities to the local community in order to improve health, employability and well-being, to promote community cohesion and contribute to the achievement of the Associations strategic objectives. All lets of our facilities must support our values of Respect, Integrity and Aspiration. The Association recognises its obligation to ensure that facilities are let with due regard to eliminate discrimination and to promote equality of opportunity and develop good relations in the community.
- 1.2 The Association has invested in the provision of a number of community facilities and our staff will work together to ensure that these are vibrant and well used by local people
- Our Executive Office Team will ensure that our facilities are well used by the community, welcoming, safe, clean and tidy and comply with health and safety standards. This will be done through regular checks and inspections.
 - Our Social Regeneration Team will play a lead role in ensuring that a range of services and activities and classes are available in all our community facilities.
 - Our Property Services Team will ensure that our facilities are well maintained internally and externally through a cyclical maintenance programme and regular inspections and services of equipment.
 - Our Estate Services Team will ensure our facilities are safe and secure in the evening and at weekends.

2. The Location of our Facilities

- 2.1 The Association has 4 community facilities located in our area of operation.
- The Courtyard, 2 Westercommon Drive, G22 5PG
 - Windsor Hall, 1 Windsor Street, G20 7NA
 - Dundasvale Community Hall, 12 Dundasvale Court, G4 0XG
 - Cedar Community Hub, 65 Cedar Street, G20 7NR

3 Hiring our Community Facilities

- 3.1 You can check the availability, suitability and hire charge of facilities by contacting the Association on 0808 143 2002 or email contactus@qcha.org.uk. All lets must support the achievement of the strategic objectives and the priorities as set out in the Association's Business Plan. The conditions for each let are set out in the Conditions of Let Agreement (Appendix 1). Bookings will be taken on a 'first-come, first-served' basis and in the event that bookings are received for the same space at the same time, every effort will be made to resolve this in discussion with both applicants. Groups may be asked to show some flexibility in their booking request. In situations where it has not been possible to resolve a conflict of this nature it will be necessary to prioritise one group over another by considering the extent to which it furthers the strategic objectives of the Association.

- We will at all times prioritise bookings which have a benefit to the wider local community.
- We will not accept lets that are detrimental to the Association, its property or local people.
- We do not accept bookings for private social functions.
- We will only accept bookings for activities which suit the nature of the buildings and do not pose a risk to the fabric, fixtures or fittings.
- We retain the right to not accept bookings for, or to terminate an agreement with, any hirer who, in our view, puts the good name of the Association at risk.
- Approval for the hire of the facilities is at the discretion of the Association.

4. Charges

- 4.1 All charges are subject to annual review by the Association and can be found in Appendix 2. A discretionary rate may be applied to bookings that are of a benefit to our community and are open to all local people.

5. Health and Safety in our Facilities

- 5.1 The person signing the 'Conditions of Let' is responsible for ensuring Health and Safety compliance during their activities. If this named person changes during the period of the lease, the let must be countersigned to ensure he/she recognises his/her responsibilities in relation to Health and Safety.

All Health & Safety procedures agreed with the Association, including a Risk Assessment specific to that activity, must be followed to ensure that staff and facility users are not endangered in any way. Please see the Conditions of Let (Health and Safety Section) for further information.

6. Complaints

- 6.1 Queens Cross Housing Association (QCHA) strives "to deliver excellent services across the organisation". We recognise that from time to time we will not always get it right and face service failures and we value feedback from customers. We recognise the role that effective handling of complaints has in improving the quality of services we deliver to our customers and in fostering a culture of continuous improvement throughout the Association. QCHA will investigate complaints and resolve them as close to the point of frontline service delivery as possible. We will ensure that the person making the complaint is kept fully informed throughout the complaint handling process. We will respond positively to all complaints, recognising them as an opportunity to learn and improve and will record complaints whether raised directly or informally through conversation.

- 6.2 If you wish to make a complaint about our Community Facilities please follow our complaints procedure.

Our Complaints Handling Policy is available on our website and on request from any of our offices.

7. Monitoring and Review

- 7.1 This Policy will be subject to a review every three years, or sooner in the event of any relevant legislative or regulatory changes or best practice guidance.

8. Related Documents

Appendix 1 Conditions of Let – February 2022

Appendix 2 Booking Rates – February 2022

Appendix 3 Booking Form – February 2022

Contact Us



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