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## Your community

We want you to feel safe and secure in your home and your neighbourhood. We want to make sure you have the quality of life you aspire to and we aim to build strong communities where you are proud to live. If you are interested in finding out more about anything in this section call us on Freephone 0800 479 7979.



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**In this section:**

- Sheltered housing and housing support
- Furnished Lets
- Antisocial behaviour
- Homelessness
- Refugees and asylum seekers

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## Sheltered housing and housing support

We provide housing support services to tenants in our sheltered and very sheltered housing complexes. All our complexes meet national standards set by the Scottish Government that are monitored by the Care Commission, an organisation which regulates care homes, housing support complexes and other places where people are looked after.

To apply for sheltered housing, please contact your LHO for an application pack.

### **Want to know more?**

Pick up our leaflet 'Your guide to housing support services' from any of our offices or call us on 0800 479 7979.

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## Furnished Lets

We can provide high quality furnishings and decoration to new and existing tenants who have a genuine need for the service at a reasonable charge. Our furnishings and decoration can make a dramatic difference to the look and feel of your home.

### Our current package includes:

- Decoration
- Carpets and vinyl
- Suites, beds, wardrobes etc.
- Cooker, fridge or fridge-freezer
- Essential items such as pots, cutlery, iron, etc.
- Curtains, bedding, towels.

#### Want to know more?

Pick up our leaflet 'Your guide to Furnished Lets' from any of our offices or call us on 0800 479 7979.

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## Antisocial behaviour

We will not tolerate antisocial behaviour.

You must take reasonable steps to stop anyone living in or visiting your home causing a nuisance. This includes keeping your children under control and not making a lot of noise. You must not abuse or threaten other people.

- ›› If you would like to report antisocial behaviour call us 24 hours a day, seven days a week on **Freephone 0800 479 7979**.
- ›› If you need further information on antisocial behaviour, please contact your housing officer or call **Freephone 0800 479 7979**.

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## Homelessness

If you are worried about becoming homeless, contact your housing officer for confidential help and advice. We aim to prevent homelessness and we can advise you on your options if you are faced with this situation.

- ›› If you are homeless or threatened with homelessness please contact **Glasgow City Council Homeless Section** on **Freephone 0800 838 502**.
- ›› For independent advice on homelessness call **Shelter** on **0808 800 4444** or visit **[www.shelter.org.uk](http://www.shelter.org.uk)**
- ›› If you are a woman and the victim of domestic abuse you can contact **Glasgow Women's Aid** on **0141 553 2022**.

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## Refugees and asylum seekers

GHA provides housing for refugees and asylum seekers. Only people with refugee status will be offered permanent accommodation by GHA.

- An asylum seeker is a person who has lodged a claim for asylum with the Home Office, and is awaiting a decision on that claim.
  - A refugee is someone who has been granted leave to remain in the UK by the Home Office after consideration of an asylum application.
- ▶▶ Asylum seekers who are destitute without any means of support should call the **UK Border Agency** for more information on **0845 602 1739**.
- ▶▶ People granted leave to remain in the UK are entitled to all social security benefits and social housing. Call the **UK Border Agency** for more information on **0845 602 1739**.