

Trust Talk



SPRING 2025
LATER LIVING

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Image above: CEO Rhona McLeod talking to new customers at Taransay Court in Glasgow.

A Warm Hello From Our CEO

Hello and a very warm welcome to our Spring edition of Trust Talk which as always is packed full of updates to keep you informed of the important work we continue to do at Trust.

There is no better way to start than by focusing on the lovely weather we have been having recently and how it compares to the experience we had at the end of January where Storm Eowyn battled its way across Scotland. I am however very pleased to say that overall we did not suffer too much damage across our developments and I would like to thank the wonderful development teams for keeping our tenants safe. Hopefully the warmer weather is here to stay.

In terms of what has been happening at Trust over the last few months, in March we launched MyTrust, your new Customer Portal, which has been designed to help you manage your home online. With MyTrust you can now digitally pay your rent, report a repair, check your accounts and manage your personal details online at anytime. You can find out more about MyTrust on page 29.

Our energy team have been engaging and informing customers about the Radio Teleswitch Service (RTS) which is due to be switched off on the 30th June 2025. As this is something that Trust has no control over but may have an impact on some of our customers, we have provided more information on pages 8-9.

Our Board and Leadership Team continue to focus on our customers and how we can improve our services and we hope to see many of you on our planned Board Development Visits throughout the course of the year.

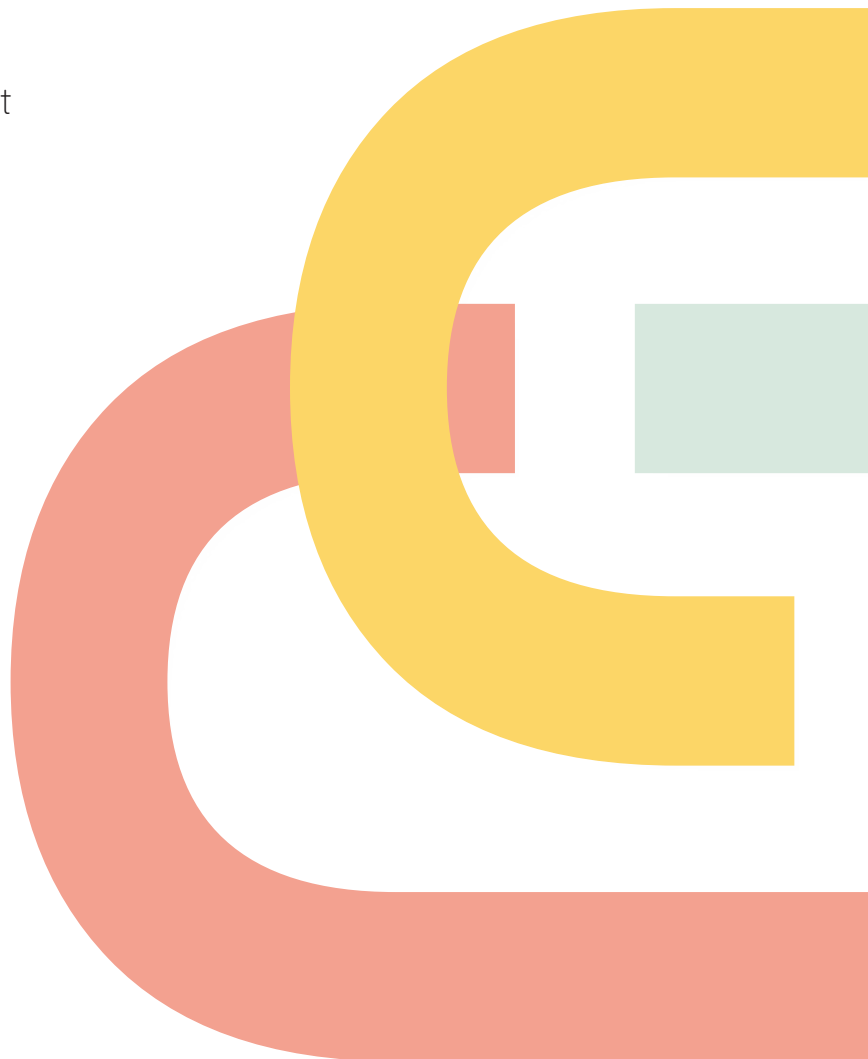
I am also very aware of how difficult the economic climate continues to be. In this edition we have included useful money advice on benefits uprating and Universal Credit (pages 12-13). We also cover the free energy advice being offered by Hope4U (page 18). We provide this advice in a bid to provide support to you as best we can and to help you maximise any income for which you are eligible.

I hope you enjoy reading more about our ongoing work, good news stories and latest updates overleaf,

With very best wishes,



Rhona McLeod
Chief Executive







Our Governance

Good governance is at the heart of everything we do at Trust. Our Board adheres to a set of governing rules and annually our Board Members sign up to the a 'Code of Conduct for Governing Body Members'. This happened in January 2025 and members also recorded their 'Declarations of Interests' for 2025.

The Code of Conduct includes the following behaviours:

- Selflessness
- Openness
- Honesty
- Objectivity
- Integrity
- Accountability
- Leadership

Board Member Development Visits Continue

We are delighted to announce the continuation of our highly successful Board Member Development Visits which provide Board members with the opportunity to meet customers and employees who live and work in Trust developments.

To date 17 developments have been visited spanning locations such as the Isle of Islay, Glasgow, Edinburgh and the Borders and the initiative has been invaluable in fostering stronger relationships between the Board and our customers.

The visits provide an informal setting for Board members to meet customers and employees, tour the developments and enjoy relaxed conversations over a cup of tea or coffee. These are not formal meetings and will not be minuted.

If you have any concerns or complaints you wish to raise, there will be a member of the leadership team at the meetings to assist or you can continue to communicate these concerns through your Customer Partner or development Co-Ordinator.

To continue building on the success of the visits that have taken place a new schedule of visits for 2025/26 is being arranged.

Our Board Members are very much looking forward to meeting more Trust customers and employees.

If you would like to know more or ask any questions with regards to Board Member development visits please contact Annette Brown – AnnetteB@trustha.org.uk

Image below: Leader of Glasgow City Council Susan Aitken and Board Vice Chair Gordon Laurie visit a new customer at our Langlands development.



What's Coming Up

In March, Trust received a letter from the Scottish Housing Regulator which outlines the areas we are required to provide assurances on for this year's Annual Assurance Statement. As per last year this focuses on tenant safety such as Gas Safety, Electrical Safety and Damp and Mould to mention a few.

In addition we received our Engagement Plan from the Scottish Housing Regulator which confirmed that Trust are compliant and have met all regulatory requirements, including the Standards of Governance and Financial Management.

As we approach May our teams are working hard to collate performance data for our Annual Return of the Charter which the Board will sign off prior to submission in May.

Look out for more governance news in our next edition of Trust Talk.

For anyone who is interested in becoming a member of Trust Housing Association, please visit: www.trustha.org.uk/about-us/governance/trust-membership

Interested in how we perform? You can access all the latest by visiting www.trustha.org.uk/about-us/how-were-performing



Assets Update



RTS is Ending Nationwide June 30th: Don't Get Caught Out!

What is an RTS?

'RTS' stands for Radio Teleswitch Service.

There are two Radio Towers in Scotland which send radio signals across the country to tell older-style 'RTS' electricity meters when to switch between peak and off-peak rates. You may have one of these old meters if you have electric storage or panel heaters, or if you have immersion heaters in water tanks – these typically charge up overnight or during other off peak periods.

'RTS' allows energy suppliers to offer different tariff rates; so that consumers can make use of cheaper off-peak tariffs to charge up their heating and/or hot water systems.

Why is RTS switching off?

'RTS' was introduced in the 1980s, and is now reaching the end of its operational life. This means that the equipment that produces the radio signal cannot be adequately maintained anymore.

Ofgem (the energy regulator for Great Britain) has instructed energy suppliers to replace all RTS meters before the service is switched off UK wide on the 30th June 2025.

Trust has no control over the switch off decision.

What does this mean for our Heat with Rent (HwR) Customers?

If you pay a monthly 'Heat with Rent' charge to Trust, then our electricity supplier EDF Energy has been getting in touch with affected customers to arrange a free upgrade appointment. These customers should have now received a letter from Trust in advance with further information.

Trust have been working in the background with EDF to identify RTS meters in our 'Heat with Rent' contract. Trust bulk procure electricity from EDF and are the account holder. An upgrade plan commenced in 2024 and the final third of upgrades is now in its final stages.

What if I don't have HwR?

If you are not part of Trust's 'Heat with Rent' service and instead pay for your heating and hot water together with your usual energy bills, then you will be responsible for your own upgrade via your own energy supplier.

Unfortunately, Trust will not be able to act on behalf of these customers, nor facilitate the upgrade arrangements.

This is because Trust are not the account holder and whilst Trust are the landlord, all meters are the property of the 'District Network Operator'. Additionally, please note that only trained 'Meter Operator Providers' (MOPs) can complete works on meters.

Energy Suppliers have their own 'MOPs' and are obligated to get in touch to make upgrade appointments. They should have already been in touch with these customers to arrange an appointment to upgrade meters. If you have not yet heard or are unsure if you have an RTS, we recommend that you get in touch with your energy supplier immediately.

We also highly recommend that customers who fall into this category **do not leave it too late to upgrade as there will be increasing demand on appointments the closer to the deadline.**

Additional Information

For more information on RTS ending, actions to take, and additional support, please visit our dedicated page:

www.trustha.org.uk/news/radio-tesleswitch-service-is-ending/

As always, if you have any questions or concerns, please speak to your Customer Partner or on-site Trust colleague.



Your Garden Service & Top Summer Tips

Our Summer Garden Maintenance Contract offers a comprehensive service to keep your garden well-kept throughout the warmer months. From regular lawn mowing and weed control, we ensure your garden thrives all summer long.

Key Items Included With Your Ground Maintenance Service

- **grass cut** fortnightly during summer season;
- **shrubs & bushes pruned** twice a year;
- monthly **weed/moss/lichen removal**;
- **hedges trimmed** bi-monthly;
- monthly **tree inspection & maintenance**;
- **litter picked** monthly;
- monthly **leaf removal**.

There is no maintenance schedule for potting of flowers, however customers can speak to their on-site team should they wish to maintain their own flower pots or raised beds at the development.

Summer Tips

1. **Water Wisely:** early in the morning or late in the evening to reduce evaporation.
2. **Mulch, mulch, mulch!** Adding mulch around your plants helps retain moisture, keeps roots cool, and prevents weeds.
3. **Deadhead & Prune:** keep your plants looking neat and encourage new growth by regularly removing dead flowers or spent blooms. Light pruning of bushes and shrubs can also promote healthy growth.
4. **Protect:** during extreme heat, provide a little shade for delicate plants using shade cloth or garden umbrellas to protect them from sunburn.
5. **Feed:** a balanced, slow-release fertiliser can help give your plants the nutrients they need for strong growth, especially if they're in containers or garden beds with nutrient-depleted soil.

With these easy tips, you'll help your plants stay strong and vibrant all summer long, and enjoy a flourishing garden no matter the temperature!



Garden Mania Flourishes at Trust!

Spring has truly sprung with our customers and colleagues keeping busy with the burst of life which comes with the new season.

From top left, working clockwise:

Govan: customer Angus Campbell helping colleagues plant flowers;

Duns: a new gardening group set up hope they can use the vegetables they planted in the kitchen!

Caldercruix: some beautiful flower arranging by customers;

Duns: more planting by the Duns gardening group;

Chirnside: some allotments next to the development being cared for by our customers.



Money Advice: Benefits Up-Rating

Effective Dates & Entitlement

Benefit rates increased in April 2025, so you may be entitled to more money. For a full benefit check, speak to your Coordinator or local advice centre.

Help with Forms & New Benefits

From April 2025, Social Security Scotland can assist with benefit forms (e.g. for Adult/Child Disability Payments).

A new benefit, **Pension Age Disability Payment**, will replace Attendance Allowance in Scotland starting late February 2025. If you live in Scotland and already receive Attendance Allowance from DWP, your award will move automatically in stages by the end of 2025—no action needed. The process takes 8–12 weeks. If a renewal is due, DWP will still handle your case until the move is complete.

Easy Guide to Benefits (60+)

Trust Housing Association offers a free guide explaining common benefits in plain language. Available in lounges from April or at trustha.org.uk

Welfare Benefits Support

Trust's in-house team offers free, confidential advice on benefit entitlement and claims. All tenants and applicants are offered a financial chat and benefit check.

Contact the Welfare Benefits Team:

Office: 0131 444 4969

Email: benefits@trustha.org.uk

Aisha Nadeem: 07899 987 769

Mykela Dunlop: 07957 948 33

Katie McGhee: 07773 650 285

Development Coordinators are also trained to assist with benefit queries.



Important Information: Universal Credit

Managed Migration is the final phase of Universal Credit roll-out. If you currently receive legacy benefits (see list below), you will be required to switch to Universal Credit. You'll receive a Migration Notice when it's time for you to claim. **Do not ignore this notice** – you must claim Universal Credit within 3 months + 1 day or your benefits will stop.

Late claims risk losing entitlement to transitional payments, and backdating is very limited. Housing Benefit will also end unless you're in supported or temporary accommodation. Even if you only receive Housing Benefit, you must still claim Universal Credit. Couples must make a joint claim.

If you can't meet the deadline, call the DWP Migration Notice Helpline:
0800 169 0328 (Mon–Fri, 8am–6pm)

Legacy Benefits Ending:

- Income Support
- Income-related ESA
- Income-based JSA
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

How to Claim:

Visit www.gov.uk/universal-credit/how-to-claim

Once all relevant information is provided, your first UC payment will arrive in 5 weeks. You may request an advance payment during this time, but this is a loan deducted from future payments.

Universal Credit is paid monthly and

varies with personal circumstances.

Need Help?

Our Benefit Advice Service at Trust can help you understand the process, complete your application, and answer any questions.

Contact Us

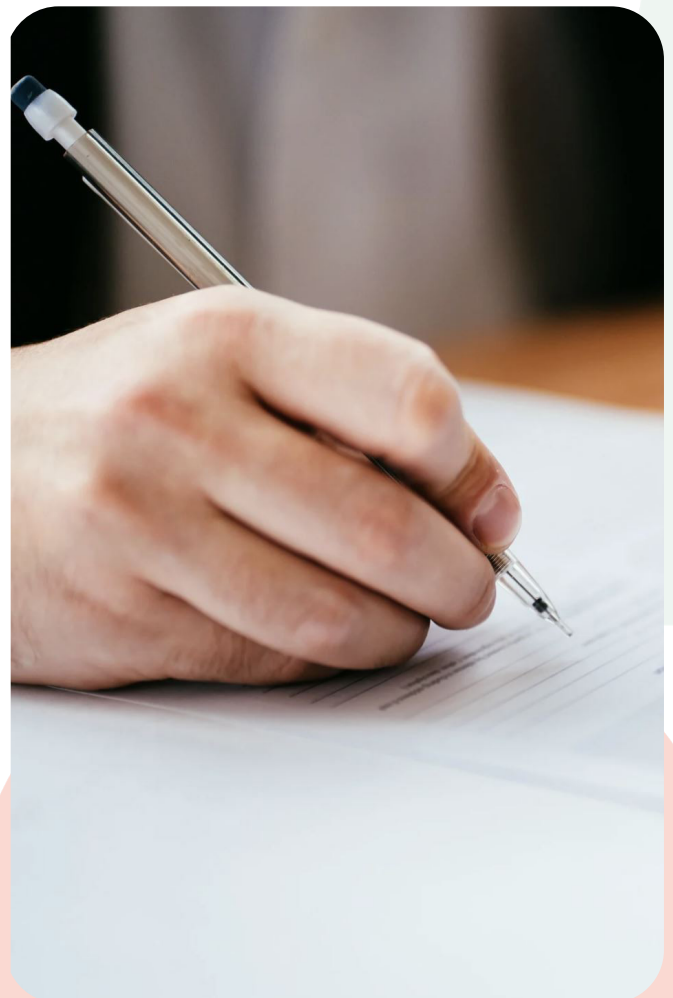
Office: 0131 444 4969

Email: benefits@trustha.org.uk

Aisha Nadeem: 07899 987 769

Mykela Dunlop: 07957 948 33

Katie McGhee: 07773 650 285



Rent Increase: Action Required

Annual Rent Update

From 1st April 2025, your rent and service charges will have increased. You should have received a letter from Trust in March confirming the new amounts.

It is your responsibility to notify the correct authority of this change to avoid rent underpayments and arrears.

If You Receive Universal Credit (UC)

Update your rent details in your UC journal from the 1st of April 2025:

1. Go to “To Do List” > “Report any Changes to Housing Costs”
2. Enter the updated information based on your letter from Trust.
3. Provide amounts separately:
 - Net Rent (e.g. £600)
 - Service Charge (e.g. £60)
 - Heating Charge (if applicable; e.g. £105)
4. Enter £0.00 if a service or heating charge doesn't apply.

No online access?

Call UC Helpline on 0800 328 5644 to report the change.

If You Receive Housing Benefit (HB)

- HB paid directly to Trust? No action required, we will inform the Local Authority.
- HB paid to you (then you pay to Trust)? **You must notify your Local**

Authority's HB Team directly; call or email them with your new rent details. They may request a copy of your Trust rent letter as evidence.

Need Help?

If unsure, contact your Customer Partner for assistance (this information can be found on pages 26-28).

Please note this is a busy period – if you can't get through, leave a voicemail or send an email, and staff will get back to you.

Further Guidance

Make Sure to Act Promptly

Delays in reporting rent changes could affect your benefit payments and result in avoidable arrears. Acting quickly ensures your housing costs are covered accurately.

Keep a Record

When you notify UC or your Local Authority, make a note of the date and who you spoke to, or keep a screenshot or copy of any emails or updates submitted.

Support is Available

Trust's Benefit Advice Service is also available to guide you through the process if you are unsure how to report the changes or have difficulty accessing your account, details on how to contact them can be found on pages 12-13.



Spotlight On: Kirkriggs Court

Kirkriggs Court is located on the edge of the historic market town of Forfar, Angus. Set in a stunning and peaceful environment, yet close to the town centre, the development benefits from regular bus services into town and on to Dundee, where national rail links are available to Aberdeen, Edinburgh, Glasgow and beyond.



KIRKRIGGS COURT DEVELOPMENT

Kirkriggs Court comprises 41 one-bedroom flats, 2 two-bedroom flats, with a lift for accessibility. Each flat has fitted kitchen cabinets with space for white goods (customer's own) and a shower wet room.

The bright and comfortable communal lounge is ideal for meeting with neighbours, welcoming visitors, and a place to gather together for social events.

The development has a guest bedroom available to visiting family members and friends and a laundry area with washing and drying facilities.

Wi-Fi is available throughout the development for residents and visitors.





Community Living

A lively town in Angus, Forfar offers a wide range of services and amenities for all ages.

The Forfar Community Campus features a swimming pool, fitness suite and café, promoting wellness and social interaction.

Cultural and educational resources include the Meffan Museum, Art Gallery, and Forfar Library, which also hosts events. Community hubs like the Wellbean Café and the Forfar Open Garden encourage socialisation and mental wellbeing.

Key facilities such as Whitehills Health and Community Care Centre and the Angus Third Sector Centre ensure accessible healthcare and community support, making Forfar a welcoming and supportive place to live.

At Trust, you can also choose to be as involved or independent as you like—connecting with other tenants in the lounge or relaxing and exploring the local area in your own space and time.

With its peaceful yet vibrant setting, accessible healthcare, engaging community activities, and a welcoming atmosphere that supports an active and fulfilling lifestyle, Forfar has much to offer its local residents.



Want To Find Out More?

Visit www.trustha.org.uk and search: 'Kirkriggs Court'.



Free Energy Advice from Hope4U

In partnership with SP Energy Networks, **Hope4U is providing free advice and support to Trust customers living in the Central Belt** to help them maximise their income.

Who Are Hope4U?

HOPE4U's purpose is to eradicate poverty and improve financial sustainability.

"We are a passionate dynamic organisation that delivers a multi-targeted approach to create the right solution for each individual or family who find themselves in a vulnerable situation.

We are fully aware if an individual cannot afford to pay a household bill, this will not be the only symptom of poverty they are facing. To address only one item does not secure

financial stability.

With our experienced and dynamic team bringing years of experience working in the vulnerability sector, we will listen to your needs and deliver immediate impacts and long term outcomes".

How Does It Work?

All of Hope4U's services are completely free, as they are fully funded.

"Once we receive a referral, our team will be in touch within 3 working days. If the matter is urgent, please mark it as urgent and we will respond within 24 hours.

Referrals should include your name, address and contact number and sent to support@hope4u.co.uk, which is monitored daily by our Scotland-wide support team".

Housing Options for Older Adults & People With Disabilities

As we get older or our circumstances change, our current home may no longer meet our needs. Stairs might become difficult to navigate, the bathroom may not be accessible, or the space may simply feel too large to manage.

If this sounds familiar, it might be time to explore more suitable housing options.

Considering a Move to a More Suitable Trust Property

If you're thinking about moving to a more accessible or manageable home, Trust can help. We offer a range of properties designed with comfort, safety, and independence in mind—including many with medical

adaptations such as wet floor showers. To get started, you'll need to complete a housing application.

The application process depends on the area you're interested in moving to:

- **North Lanarkshire:** call 01698 377200 to request an application form by post.
- **North Ayrshire/Arran:** visit www.north-ayrshire.gov.uk to apply online.
- **All other areas:** visit our website www.trustha.org.uk/find-a-home/how-to-apply for more information and to access the housing application form.

We also have homes specifically designed for older people, usually aged 60 and over. These specific properties allow you to maintain your independence while offering access to on-site care and support services.

If you'd like to discuss which type of accommodation might best suit your needs, our team is here to help. Please call us on 0131 444 1200 or 01698 377200 for enquiries in North Lanarkshire.



Good News Stories: Spring Fun

For Easter weekend, we hosted a party which included karaoke (run by our colleague Anne's husband), with dancing, raffles, afternoon tea, and I even dressed up as an Easter bunny to hand mini eggs to tenants' doors!

Andrea Maxwell, Millar Park Coordinator





Top-left, working clockwise:

Dalrymple Court, Stranraer: Easter bonnets & baskets, cream tea and Stranraer Scottish Dancers. Tenants & staff joined in and all had a wonderful time;

Victoria Court, Ayr: Easter Coffee Morning;

Shawholm Crescent, Pollokshaws: Easter bonnet competition;

Whinnieknowe Gardens, Nairn: a cheese and homemade wine tasting afternoon;

Houldsworth Court, Wishaw: Easter event where tenants enjoyed a lovely afternoon tea, games and showed off their beautiful Easter bonnets.



A 90th...



“Rose Marie wanted her friends and neighbours to help her celebrate this big birthday. She had time with family, and this was a separate wee get together in the communal lounge.

We enjoyed an afternoon tea and cakes, and some may have had a glass of Prosecco or 3!

We were all in agreement that Rose Marie looked beautiful. She was queen for the afternoon!

Charis Kerr
Drumlanrig View Coordinator



... and 95th Birthday!

One of our customers turned 95 years young on the 1st of April, so we had a get together in the communal garden to celebrate.

The sun came out and so did other customers, it was a lovely wee afternoon.

Helen Fay
North Church Street Coordinator





Never Too Late

From marathons at 81...

Our customers never cease to amaze and inspire us, showing us that it really is never too late to live life to the fullest.

Here we have Frank, who resides at our Lauder development in the Borders, coming in 7th place in his category at the London Marathon 2025 at 81 years young.

Well done from all of us, Frank!





... to Antarctic expeditions at 83

“All my life I’ve had more than my fair share of adventure, but at age 83, I thought this was the time for me to have one last great expedition!”

As a boy scout, I became fascinated by the miraculous way that our living landscape works, how ALL life is connected and how we as humans must never forget that we are also a strand in that immense web of life.



At my age and with my poor mobility, I realised I would need to become as fit as possible if I was going to safely and successfully embark on a final great adventure, so I began a programme of ‘training walks’ which really did greatly improve my mobility”.

Despite endless hours on planes which begrudgingly took Gus 5 days to recover from and with a fantastic coat which kept him warm at -30°C, he had finally arrived.

“The male elephant seals and king penguins were photographed on South Georgia and you may be interested to know these really big seals probably weigh about 4 tons each!

The other photos were taken at a place commonly known as Neko Harbour, (...) which will remain fresh in my mind until my dying day.

I hope you enjoyed the second-hand holiday experience!”

Gus Langlands, Braidbar Court, Alloa



Your Customer Partners

Below is a table of your Customer Partners based on Local Authority Area. For contact details, please see notes at the end, ask an on-site colleague (where applicable), email us info@trustha.org.uk, or call 0131 444 1200.

Local Authority	Customer Partner Landlord	Customer Partner Care & Support
Angus	Marsha Rasuli	-
Argyll & Bute	Nicola Edwards	Carolyn Fisher
City of Edinburgh	Carolann Jamieson Jen Hope Jack McGhie	-
Clackmannanshire	Jen Hope	Alan Peat
Dumfries & Galloway	Carolann Jamieson	Marion MacAskill
East Ayrshire	Carolann Jamieson	Alan Peat
East Dunbartonshire	Nicola Edwards Alan Richardson	-
East Renfrewshire	Margaret McSeveney	Margaret McLaughlin

Local Authority	Customer Partner Landlord	Customer Partner Care & Support
Fife	Jack McGhie	Carolyn Fisher
Glasgow City	Angela McKirdy Carolann Jamieson Jen Hope	Elsbeth Ward
Highland	Marsha Rasuli	Margaret McLaughlin
Inverclyde	Margaret McSeveney	Marion MacAskill
Midlothian	Jack McGhie	Alan Peat
North Ayrshire	Sandra McIlroy	-
North Lanarkshire	David Napier James McGuire Donna Marie James Carly Monaghan Alexa Thomson Nicola Edwards Kerry Anne Elder	Elsbeth Ward
Renfrewshire	Angela McKirdy	-
Scottish Borders	Jack McGhie	Carolyn Fisher

Local Authority	Customer Partner Landlord	Customer Partner Care & Support
South Ayrshire	David Napier	Marion MacAskill
South Lanarkshire	David Napier Margaret McSeveney	Margaret McLaughlin
Stirling	David Napier	Carolyn Fisher
West Dunbartonshire	Angela McKirdy	Alan Peat Carolyn Fisher
West Lothian	Jen Hope	Alan Peat Carolyn Fisher
Western Isles	Marsha Rasuli	Alan Peat

Alan Peat: AlanP@trustha.org.uk | 0131 376 4461
 Alan Richardson: AlanR@trustha.org.uk | 01698 377 219
 Alexa Thomson: AlexaT@trustha.org.uk | 01698 377 222
 Angela McKirdy: AngelaMc@trustha.org.uk | 0131 444 4950
 Carly Monaghan: CarlyM@trustha.org.uk | 01698 377 223
 Carolann Jamieson: CarolannJ@trustha.org.uk | 0131 444 4965
 Carolyn Fisher: CarolynF@trustha.org.uk | 0131 444 4930
 David Napier: DavidN@trustha.org.uk | 01698 479 612
 Elspeth Ward: ElspethW@trustha.org.uk | 0131 444 4952
 Jack McGhie: JackM@trustha.org.uk | 0141 488 4389
 James McGuire: JamesMcG@trustha.org.uk | 01698 377 220
 Jen Hope: JenH@trustha.org.uk | 0131 444 4997
 Kerry Anne Elder: KerryE@trustha.org.uk | 01698 510 303
 Margaret McLaughlin: MargaretMc@trustha.org.uk | 0131 444 1200
 Margaret McSeveney: MargaretMcS@trustha.org.uk | 0141 227 8533
 Marion MacAskill: MarionMa@trustha.org.uk | 0141 227 8539
 Marsha Rasuli: MarshaR@trustha.org.uk | 0131 392 0051
 Nicola Edwards: NicolaE@trustha.org.uk | 01698 662 346
 Sandra McIlroy: SandraMc@trustha.org.uk | 01770 646 802

mytrust

Here for you, anytime.



Pay your rent



Report a repair



Check your accounts



Manage personal details



Apply for housing



Manage your home online at:
trustha.org.uk/mytrust





Changes To Your Household



To ensure that your tenancy rights are protected, it is important that you advise us of any changes to your household. This includes notifying us about anyone who moves in or out of your property.

The Housing (Scotland) Act 2014 made important changes to the eligibility criteria for applicants to succeed to a tenancy when the tenant dies. This means that if we have not been formally notified of an occupant in a household, they will not have the right to succeed

to, or be assigned the tenancy if circumstances change in the future. An occupant must have been registered with us as living in the property for at least 12 months prior to the change, and the start date is from when the tenant informs us of them moving in, not the date they move in.

If you need to update your information or you have had changes and can't remember if you have informed us, please contact us as soon as possible.

Trust Embraces Digital Comms

Trust has been communicating with our customers through e-mail and SMS, which is a quicker, greener and more cost-effective way than traditional methods.

To support us to improve how we communicate with you, and to comply with our social housing, data protection, and GDPR requirements, we would like to ensure your personal information, preferences, engagement interests and requirements are up-to-date.

Have you had a change in your household or contact details?

It's important that we're able to keep in touch with you, therefore if you have changed your landline, mobile telephone number or email address,

please let us know as soon as possible.

You can now manage these details on **MyTrust**, where you can update your personal details, report a repair, pay your rent, check your accounts and apply for properties.

Alternatively, you can still contact an on-site colleague, your Customer Partner, or our offices (details on the back cover under 'General Enquiries').

Your feedback is also very important to us. If you are keen to get involved with our Customer Representatives Group, please contact us by emailing: comms.engagement@trustha.org.uk

From online surveys to having your say in focus groups, there are many ways you can get involved!





Useful Contact Details

General enquiries:

0131 444 1200 or **info@trustha.org.uk**

Wishaw customers general enquiries:

01698 377200

Out-of-hours emergency repairs

If you need an emergency repair when our offices are closed, **call Bield Response 24 (BR24), or pull your cord, or press your pendant.**

What is an emergency repair?

- No heating, hot water or power
- Burning smell or exposed wires
- Smoke or carbon monoxide detector sounding continuously
- Burst pipes or blocked toilets
- Faulty lifts or fire panels
- Anything that may cause harm to you or your neighbours, or considerable damage to your home

Scottish Power Emergencies:

0330 1010 222

Transco Emergencies (Gas):

0800 111 999

Scottish Water Emergencies:

0800 077 8778

Police:

Emergency 999

Non-Emergency 101