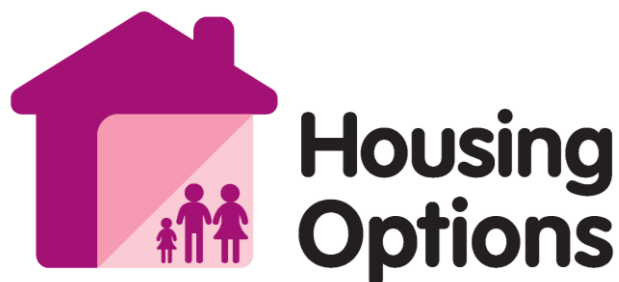
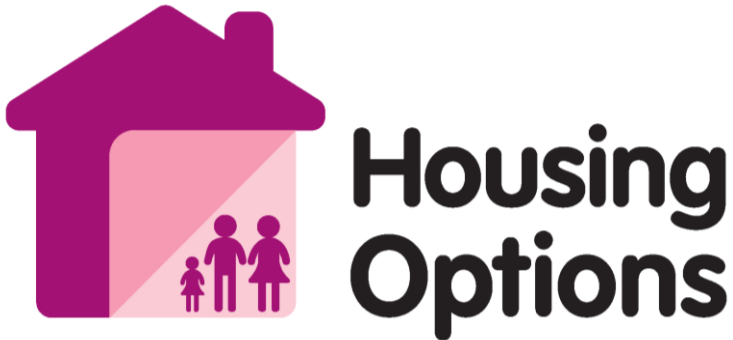


Charing Cross Housing Association



West End Park Street





What is Housing Options? Housing Options is an approach which offers personal advice to anyone who may need housing advice or assistance.

It aims to support you if you feel you are struggling to stay in your current home, to help you make informed choices about your housing options/future and to prevent you from becoming homeless.

Who developed Housing Options? Developed by Glasgow Housing Association and Glasgow City Council with other Housing Associations, the NHS and the voluntary sector; Housing Options has been independently evaluated to show very positive results.

What can Housing Options do for you? Housing Options looks at your individual circumstances; your housing & personal needs and choices.

This will include any support needs or other specific needs you tell us about. We will help you to consider access to Social Housing (Housing Associations), the Private Rented Sector, Ownership Options, Homelessness services and consider support to help you remain in your current home.

What will happen at Charing Cross? All new housing applicants will be invited in to the office for a Housing Options interview. An invitation to contact us will be included in the registration letter sent out to all new applicants once their application has been processed by our staff.

How long will your interview last? A Housing Options interview will take between 45 minutes to 1 hour.

What will we offer you? We will offer solutions tailored to your personal needs.

WHERE ARE OUR FLATS LOCATED?

The Association owns **517 unfurnished flats for rent** (as at 21 December 2017) in the **Woodlands** and **Garnethill** areas of Glasgow. The tables below show the sizes of flats that we have and the streets that our flats are contained within.

Street / Sizes	1 Apt	2 Apt	2 Sheltered	3 Apt	4 Apt	5 Apt	6 Apt	7 Apt	Total
Woodlands Area									
Arlington Place	0	4	0	0	7	0	0	0	11
Arlington Street	0	7	25	7	1	1	0	0	41
Ashley Street	0	3	0	0	1	0	0	0	4
Baliol Street	0	4	0	3	3	1	0	0	11
Carnarvon Street	0	17	0	18	18	6	0	0	59
Carrington Street	0	0	0	1	0	0	0	0	1
Dunearn Street	0	0	0	2	4	0	0	0	6
Eldon Street	0	2	0	2	1	0	0	0	5
Great Western Road	0	1	0	6	3	0	0	0	10
Melrose Street	0	4	0	1	0	0	0	0	5
Park Road	1	15	20	22	6	1	0	0	65
Rupert Street	0	0	0	0	1	0	0	0	1
St Georges Road	0	5	0	1	1	0	0	0	7
South Woodside Road	0	31	0	2	1	0	0	0	34
West End Park Street	0	37	0	24	5	3	1	0	70
West Princes Street	0	5	0	8	7	0	0	0	20
Westbank Quadrant	0	0	0	1	0	0	0	0	1
Willowbank Crescent	0	0	0	6	0	0	0	0	6
Willowbank Street	1	4	0	9	0	0	0	0	14
Wilton Drive	0	1	0	0	0	0	0	0	1
Woodlands Drive	0	1	0	0	0	0	0	0	1
Woodlands Road	0	2	0	15	0	1	0	0	18
Totals	2	143	45	128	59	13	1	0	391

Streets / Sizes	1 Apt	2 Apt	2 Sheltered	3 Apt	4 Apt	5 Apt	6 Apt	7 Apt	Total
Garnethill Area									
Buccleuch Street	0	1	0	0	1	0	0	0	2
Dalhousie Street	0	0	0	3	8	0	0	0	11
Garnet Street	1	0	0	4	2	0	0	0	7
Garnethill Street	0	0	0	1	0	0	0	0	1
Hill Street	15	15	0	31	8	3	0	1	73
Pitt Street	0	0	12	0	0	0	0	0	12
Renfrew Street	0	2	0	1	1	0	0	0	4
Rose Street	0	0	0	8	2	0	0	0	10
Sauchiehall Street	0	0	0	3	3	0	0	0	6
Totals	16	18	12	51	25	3	0	1	126

WHAT ARE OUR AIMS?

The Association aims to meet the needs of the community in the provision, allocation and management of good quality housing for rent at levels that are affordable to people on low incomes.

The Management Committee of the Association review and approve the Allocation and Transfer Policy annually and houses are allocated through a points system.

The Allocation Policy has been designed to ensure: -

- Houses are allocated to people in housing need
- Lettings are carried out fairly
- Applicants' choices are taken into account
- No discrimination of any kind exists in letting houses

OUR LISTS

- Transfer list (for existing CCHA tenants)
- Direct list (for applicants who are not CCHA tenants)
- Special needs list (for applicants with specific needs)
- Sheltered housing list (aimed at older people who need housing support)

WHAT IF I AM HOMELESS OR FACE HOMELESSNESS?

Glasgow City Council has a duty to investigate homeless cases and to provide homeless people with a decision as to whether or not they have a duty to provide temporary and/or permanent accommodation.

The Association suggests that you contact the City Council. The local contacts are: -

Social Work Services, North Community Casework Team
30 Mansion Street, Possilpark
Glasgow, G22 5SZ
Telephone: 0141-276-6168

WHAT IF I BECOME HOMELESS OUTSIDE OFFICE HOURS?

From Monday 11 December 2017, Glasgow City Council has relocated the Out of Hours Emergency Homelessness Service for 5 days a week as follows: -

From Monday - Friday, the Out of Hours Homelessness Service will be delivered from the Glasgow City Mission.

How will people get a service?

On these nights if you are homeless and need a service, then:

Charing Cross Housing Association – Information for Housing Applicants

between 4.45pm – 11pm

- Single males / females should attend Glasgow City Mission, 20 Crimea Street, Glasgow, G2 8PW
- Women and Families with Children should phone the Freephone number listed below

after 11pm everyone should phone: **Freephone 0800 838 502**

Out of Hours Emergency Homelessness Team based at Hamish Allan Centre

On a Saturday and Sunday, the service will still be delivered from Hamish Allan Centre

Hamish Allan Centre
180 Centre Street
Glasgow, G5 8EE
0800 838 502 (Freephone)

WHO CAN APPLY TO CHARING CROSS HOUSING ASSOCIATION FOR A HOUSE?

Anyone aged 16 years or over can apply. From 21 December 2017 anyone wishing to apply to the Association for rented housing will require to complete and return a paper version of our housing application form. Forms are available at our reception should you wish to collect one in person. Forms can also be posted to you should you prefer.

WHAT IS THE DEMAND LIKE FOR OUR HOUSING?

Charing Cross, being in the west end area of the City of Glasgow is a very popular place to live. The Association has a very high demand for its flats and unfortunately usually has only very limited turnover. Given this, it may be some time before we are in a position to make you an offer.

The Association had 948 applicants on our Housing List at 31 March 2017:

Size of Accommodation Required	Number of Applicants
1 & 2 Apartments	503
3 Apartment	227
4 Apartment	148
5 Apartment	50
6 Apartment	14
7 Apartment	6
Across all sizes	948

HOW MANY POINTS WILL I NEED?

The information in the table below has been extracted from what we keep for audit purposes on the allocations that we carry out on an annual basis. We call this our Allocations Audit Trail and the information in **the table below relates to lets we have made to applicants on our direct list**. The Direct list does **not** include transfer applicants, homeless applicants, special needs applicants or sheltered housing applicants.

Year	Range of Points	Points Average	Total Lets	Total Applications
2015-2016	125-260	166	12	988
2016-2017	110-180	153	12	948

The last 2 years figures show that on average applications are required to have between **110 and 260** points to be in a **strong** position of attracting an offer.

TURNOVER INFORMATION

WHAT IS 'TURNOVER'?

This is a term used by most housing providers and relates to the number of properties received back for letting in a specific period. The Association, like many others, records the amount of properties let in a 12-month period and this can be used to evidence how many properties we have 'turned over' in that monitoring year.

A *Re-let* takes place when one of our existing tenants leave and we check that the property meets our letting standards. Once this is done we let the property to one of the applicants from our housing list. A *New Let* takes place when we receive handover of new build housing and we let the property to one of the applicants from our housing list.

At Charing Cross the turnover of our properties is relatively low in comparison to the number of properties that we own. This in turn causes difficulties for us in satisfying the housing need of the people that apply to us for housing. This can be frustrating for us at times and we can appreciate how frustrating it must be for housing applicants.

HOW MANY FLATS HAVE WE ALLOCATED?

Year 2014/2015

Total Number of Lets:	30
New lets:	0
Re lets:	30

Charing Cross Housing Association – Information for Housing Applicants

Year 2015/2016

Total Number of Lets:	45
New lets:	0
Re lets:	45

Year 2016/2017

Total Number of Lets:	47
New lets:	0
Re lets:	47

WHAT SIZES OF FLATS HAVE WE LET IN THE LAST 3 YEARS?

Year/Size	1Apt	2Apt	3Apt	4Apt	5Apt+	Sheltered Housing	Total	Re-lets	New Lets
14/15	1	11	10	1	0	7	30	30	0
15/16	4	18	13	5	0	5	45	45	0
16/17	1	17	13	3	1	12	47	47	0

WHAT OTHER HOUSING ASSOCIATIONS CAN I APPLY TO IN OR CLOSE TO THE WEST END?

The Association advises all applicants to apply to as many landlords as possible to increase their housing prospects. We appreciate that you may have good reasons for limiting your choice although this could mean that your waiting time may be much longer and there may be only limited turnover of the housing that you require in certain areas.

Please find below a list of the other Housing Association landlords in the area:

NAME & ADDRESS	CONTACT DETAILS
Cadder Housing Association Ltd 66 Skirsa Street Glasgow, G23 5BA	☎ 0141-945-3282 ✉ enquiry@cadderhousing.co.uk Web: www.cadderha.co.uk
Cube Housing Association Ltd Maryhill Burgh Halls 24 Gairbraid Avenue Glasgow, G20 8YE	☎ 0845-250-7966 ✉ talk@cubehousing.co.uk Web: www.cubehousing.co.uk
Glasgow Housing Association 173 Trongate Glasgow G1 5HF	☎ 0800-479-7979 ✉ info@gha.org.uk Web: www.gha.org.uk
Glasgow West Housing Association Ltd 5 Royal Crescent Glasgow, G3 7LS	☎ 0141-331-6650 ✉ admin@glasgowwestha.co.uk Web: www.qwha.org.uk
Maryhill Housing Association Ltd 45 Garrioch Road Glasgow, G20 8RG	☎ 0141-946-2466 ✉ enquiries@maryhill.org.uk Web: www.maryhill.org.uk
Partick Housing Association Ltd 10 Mansefield Street Glasgow, G11 5PQ	☎ 0141-357-3773 ✉ info@partickha.org.uk Web: www.partickha.org.uk
Queens Cross Housing Association Ltd 45 Firhill Road Glasgow, G20 7BE	☎ 0141-945-3003 ✉ contactus@qxha.org.uk Web: www.qcha.org.uk
Whiteinch & Scotstoun Housing Association Ltd The Whiteinch Centre 1 Northinch Court Glasgow, G14 0UG	☎ 0141-959-2552 Fax: 0141-950-4432 ✉ wsha_admin@wsha.org.uk Web: www.wsha.org.uk
Yorkhill Housing Association Ltd 1271 Argyle Street Glasgow, G3 8TH	☎ 0141-285-7910 Fax: 0141-221-2902 ✉ administration@yorkhillha.org Web: www.yorkhillha.org

OUR POINTS SYSTEM

The points system is designed to allocate houses on the basis of the greatest need. There are 13 categories of points: -

Overcrowding
Overcrowding (Discretionary)
Under occupation
Under occupation (Discretionary)
Sharing Amenities
Multiple occupation/Extended family
Lacking Amenities
Insecurity of Tenure
Physical condition of property
Medical Condition
Social/Community/Family Support
Harassment
Special Circumstances (awarded at the discretion of the Management Committee)

Overcrowding

Overcrowding is based on the number of bedrooms required by the applicant and his or her household (the people that are moving with the applicant) compared with the number of bedrooms that the applicant and his or her household has exclusive use of.

The number of bedrooms required by a household is: -

- 1 bedroom for each applicant and spouse or partner
- 1 bedroom for each two children of the same sex under 16 years
- 1 bedroom for each two children under 10 years
- 1 bedroom for any remaining member of the household over 16 years of age

15 points shall be awarded for the first bedroom lacking and 10 points for each additional bedroom lacking thereafter as shown in the table below: -

Issue	Points Award
Lacking 1 bedroom	15
Lacking 2 bedrooms	25
Lacking 3 bedrooms	35
Lacking 4 bedrooms	45
Lacking 5 bedrooms	55
Lacking 6 bedrooms	65

The Association will not offer accommodation which results in overcrowding.

Overcrowding - Discretionary

The Association understands the difficulties experienced by applicants and their families in respect to overcrowding. We wish to alleviate overcrowding and prevent homelessness wherever possible and to this end points may be awarded over and above the points obtained in the “overcrowding” section above. **Points will only be awarded at the discretion of the Housing Manager.**

Issue	Points Award
The overcrowding of the remaining household (those who are not moving with the applicant) will be eradicated once the applicant has been housed.	25
The applicant is or will become homeless as a direct result of living c/o in an overcrowded situation.	25

The maximum number of points awarded in this category will be 25.

Under Occupation

Under-occupation points are calculated on the number of bedrooms which are not used.

Points will only be awarded to applicants that have their own tenancy or to applicants who own their own property.

20 points shall be awarded for each unoccupied bedroom as shown in the table below: -

Issue	Points Award
1 Unoccupied bedroom	20
2 Unoccupied bedrooms	40
3 Unoccupied bedrooms	60
4 Unoccupied bedrooms	80
5 Unoccupied bedrooms	100

Under Occupation - Discretionary

Section 5 of our Allocation Policy refers to what that the Association will do, where possible, to lessen the impacts of Welfare Reform.

The Housing Manager shall have the discretion to award an additional 25 points to housing applicants who have a need to move to smaller accommodation to lessen the impacts of the ‘bedroom tax’

Charing Cross Housing Association – Information for Housing Applicants

Issue	Points Award
A Charing Cross HA tenant who needs to move to a suitable sized property for bedroom tax purposes.	25
A tenant of any other social landlord (Housing Association, Local Authority, etc) who needs to move to a suitable sized property for bedroom tax purposes.	25

The maximum number of points awarded in this category will be 25

Sharing Amenities

Sharing amenity points are awarded to applicants who share someone else's home or live in a hostel sharing the basic amenities. Points will be awarded as follows: -

Issue	Points Award
Sharing a Living Room	10
Sharing a Kitchen	10
Sharing a Bathroom	10

25 additional points will be awarded to applicants living in houses in an *extended family* environment in *multiple occupation* and *hostel accommodation*.

Lacking Amenities

Lacking amenity points are awarded to applicants who do not have the basic amenities. Points will be awarded as follows: -

Issue	Points Award
No separate Kitchen, e.g. bedsit/studio	5
No Kitchen	10
No Inside Toilet	10
No Shower or Bathroom	10
Inadequate Hot Water Supply	10
No Heating	10
No Living Room, e.g. bedsit/studio	10

Medical Condition

Medical points are awarded according to the severity and urgency of the overall problem being faced. Points will be awarded as follows: -

Charing Cross Housing Association – Information for Housing Applicants

Issue	Points Award
Medical conditions affected by present housing conditions to some degree.	15
Acute medical condition worsened by present housing conditions, e.g. illness caused/worsened by dampness.	30
Considerable difficulty with mobility or chronic problems severely affected by present housing circumstances, e.g. living in top floor flat with considerable mobility problems.	40
Very severe mobility problems or disability, e.g. housebound or in a wheelchair above first floor in a tenement.	60

The maximum award per household in this category shall be 60 points.

Insecurity of tenure

Insecurity of tenure points are awarded to applicants who either have no accommodation of their own or who are homeless or threatened with homelessness. Points will be awarded as follows: -

Issue	Points Award
Homeless or potentially homeless and requiring permanent accommodation as defined by the Housing (Scotland) Act 1987 and 2001. A written decision notice is provided to the applicant by Glasgow City Council when the Council has a duty to provide permanent accommodation. Once this document has been supplied to the Association the maximum of 60 points can be awarded.	60
Resident in tied/service accommodation and contract ending due to either retirement or ill health.	60
Homeless or potentially homeless but have refused an offer of reasonable accommodation.	40
Living with friends or relatives and not under the threat of homelessness.	20
Living in private rented accommodation and not under the threat of homelessness.	20

The maximum award per application in this category shall be 60 points.

Physical Condition of Property

Issue	Points Award
Property declared unfit, below tolerable standard, dangerous by order of the Local Authority or due for demolition. Confirmation will be required in writing from the Local Authority or Landlord.	100
Severe state of disrepair, e.g. dangerous wiring, defective plumbing, windows.	30
Severe dampness and/or rain penetration	30
Slight dampness	20
Infestation	10
Inadequate ventilation, e.g. windows nailed closed, etc	5

The maximum award per application in this category shall be 100 points

Social/Community/Family Support

Points may be awarded to an applicant who wishes to move to or who wishes to continue to remain in the Charing Cross area.

We will ask you to confirm what your ‘specific need’ is.

Issue	Points Award
The applicant and their household have a specific need to move to the Charing Cross area (Woodlands or Garnethill) to provide or receive support from a relative or friend.	40
The applicant and their household have a specific need to continue to reside/remain within the Charing Cross area (Woodlands or Garnethill).	40
The applicant and their household have a need to move to the Charing Cross area to alleviate social, cultural or religious isolation.	40

The maximum award per application in this category shall be 40 points

Charing Cross Housing Association – Information for Housing Applicants

Harassment

The Housing Manager can award points to applicants who are victims of racial or other harassment.

Issue	Points Award
Information provided by official agencies or the applicant's landlord confirming the applicant is a victim of racial or other harassment.	60

Special Circumstances

The **Management Committee** has discretion to award points to applicants with exceptional circumstances not already covered in the policy.

Issue	Points Award
Management Committee decide to award points for exceptional circumstances.	100

Note: Points awarded will only be valid for the period where the applicant remains in the address shown on the application at the date of the award. If there is any change of address after points have been awarded the points shall be removed and the applicant will be informed. The applicant will be given the opportunity to reapply for special circumstances points following a change of address.

WHAT HAPPENS TO MY APPLICATION ONCE I HAVE APPLIED?

Once we have received your application, we will: -

- Assess your application in line with our Allocation Policy
- Award points based on your current housing need circumstances
- Add your application to our housing list
- Write to you confirming that your application is now on our housing list, what size of flat we have assessed you require, how many points your application has attracted and also your position on our list taken at the date your application was registered.

WHAT SIZE OF HOUSE COULD I BE ALLOCATED?

The Association will not generally offer accommodation, which results in either overcrowding or underoccupation.

Examples: -

- If you only need accommodation for yourself you would need a 1-Bedroom flat
- If you need a home for you and your child you would need a 2-Bedroom flat

Children (up to 16 years of age) of same sex can share a bedroom. Children of different sex up to 10 years can share a bedroom.

HOW LONG WILL I HAVE TO WAIT?

This depends on: -

- your points and your position on the housing list
- the availability of flats of your choice

Please note that your position on the housing list can change daily. The reason for this is that applications from other applicants are added daily and these applications may have been assessed as having a higher points score than your own.

WHAT DO I DO IF MY CIRCUMSTANCES CHANGE?

If your circumstances change (change of address, change of household composition, etc) then you must let us know as soon as you can. Please contact us; you may need to complete a new application form.

HOW MUCH IS THE RENT CURRENTLY AT CHARING CROSS?

Our **average** rent levels can be found in the table below. Please note that these averages have been produced as a guide only **for the period to 31 March 2018** and **do not include any close cleaning charges that may apply**. If you are offered a tenancy with the Association we will let you know the exact rent figure by confirming this in your offer letter.

House Size & Type	Current Monthly Rent	Current Weekly Rent
1 Apartment Studio Flat	£264.99	£61.15
2 Apartment Flat	£296.93	£68.52
3 Apartment Flat	£319.74	£73.79
4 Apartment Flat	£350.92	£80.98
5 Apartment Flat	£367.50	£84.81
6 Apartment Flat	£385.53	£88.97
7 Apartment Flat	£403.46	£93.11

IS THE RENT AT CHARING CROSS VALUE FOR MONEY?

HOW DO THE RENTS AT CHARING CROSS COMPARE WITH OTHER HOUSING ASSOCIATIONS IN THE SURROUNDING AREA AND IN SCOTLAND AS A WHOLE?

All Housing Associations in Scotland provide detailed information on rent levels to the Scottish Housing Regulator on an annual basis. The Regulator collates all the data we submit and they produce Landlord reports. The table below provides information from the 2016/2017 Landlord reports (for monthly rents up to the financial year ending 31 March 2017) and illustrates that Charing Cross Housing Association rents are: -

- Lower in all individual sizes than the average across Scotland
- Lowest of the other 4 shown across 2, 3, 4 and 5 Apartment flats

	1 Apartment	2 Apartment	3 Apartment	4 Apartment	5 Apartment
Charing Cross HA	£273.91	£299.48	£315.90	£344.02	£361.57
Glasgow West HA	£273.17	£335.88	£370.54	£414.01	£446.72
Partick HA	£282.71	£307.80	£341.64	£388.79	£417.65
Queens Cross HA	£298.65	£331.15	£332.28	£365.99	£404.21
Yorkhill HA	£249.17	£299.95	£332.54	£382.85	£398.88
All in Scotland	£288.38	£310.57	£316.90	£344.15	£381.42

HOW DO THE RENTS AT CHARING CROSS COMPARE TO THE PRIVATE RENTED SECTOR WITHIN THE WEST END OF GLASGOW?

Looking at what other rented housing alternatives are available to prospective tenants we extracted information from S1 homes for this update of our information document. Our aim is to illustrate how the average rent levels (shown by bedroom size) at Charing Cross compare to properties being marketed for private rent. It is clear from the information we have gathered that there is a significant difference in what prospective tenants can expect to pay should they choose to rent an unfurnished flat in the private rented sector.

House Size & Type	Charing Cross HA Average	Private Sector Average
2 Apartment Flat	£296.93 Per Month	£ 500 Per Month
3 Apartment Flat	£319.74 Per Month	£ 660 Per Month
4 Apartment Flat	£350.92 Per Month	£ 800 Per Month
5 Apartment Flat	£367.50 Per Month	£1050 Per Month

WHAT PAYMENT METHODS EXIST?

Association tenants can pay their rent in any one of the following ways: -

- Direct Debit
- Standing Order
- Debit Card via our colleagues at Allpay
- At the post office and other participating outlets by cash or cheque using the Allpay card
- At our office by cheque or **in cash by prior arrangement**

HOW MUCH IS THE COUNCIL TAX FOR 2017/2018?

House Size & Type	Band	Amount (Annual)
1 Apartment Studio Flat	A	£1119.71
2 Apartment Flat	B/C	£1306.32 / £1492.94
3 Apartment Flat	C/D	£1492.94 / £1679.56
4 Apartment Flat	D/E	£1679.56 / £2167.29
5 Apartment Flat	E	£2167.29
6 Apartment Flat	E	£2167.29
7 Apartment Flat	F	£2651.55

The above information on Council Tax bandings has been produced as a guide for applicants. Each of our properties falls within one of the bands highlighted. Please call Glasgow City Council on [0845 600 8040](tel:08456008040) for enquiries related to specific properties

TENANCY REFERENCES

The Association seeks references from an applicant's landlord. If we receive a poor reference then we will contact you to discuss the issue prior to making a decision about deferring your application.

Where an applicant has deliberately supplied false or misleading information in order to influence the assessment of housing need, the application will be cancelled and if a tenancy is granted as a result of such information CCHA will seek repossession of the property.

REVIEW OF HOUSING APPLICATIONS

A review of all applications is carried out on the anniversary of the date the application was registered. We call this the 're-assessment' date. All applicants will be contacted in writing to ensure they are still interested in housing and to allow them to update their circumstances if necessary.

If the Association does not receive any response to the re-assessment letter then the application will be deferred and a further letter sent to the same address advising that the application has been deferred. There will be one last request included in the second letter for the applicant to contact the Association to confirm whether or not the applicant wishes to remain on our housing list.

If no response is received to the second letter then the application will be cancelled with no further notice being provided.

CONFIDENTIALITY

All information provided by the applicant will be treated as confidential and will not be used for any other purpose other than the assessment of housing need, affordability and the allocation of housing.

POINTS APPEAL PROCEDURE

Applicants who are unhappy with how many points their application has been awarded should speak or write to the Housing Officer. The Housing Officer will listen to what the applicant has to say and take the necessary steps, if deemed appropriate and in line with our pointing policy, to award additional points. The outcome of the contact between the applicant and the Housing Officer will be recorded and the applicant will receive notification of any changes made to points.

If the applicant remains dissatisfied then they have the right to appeal the number of points awarded. All points appeals should be directed to the Housing Manager, preferably in writing. After investigating the appeal the Housing Manager will inform the applicant of his findings in writing.

HOUSING LIST ENQUIRIES

If you wish to come and talk to us about your housing application once you have applied appointments are available on a Friday morning by contacting reception. Alternatively if you wish to speak to a staff member about your housing application over the telephone then this can be arranged during any working day.

WHERE IS OUR OFFICE LOCATED?

Our office is situated in Ashley Street, just off Charing Cross. 31 Ashley Street is accessed by foot from Woodlands Road (beside Sainsbury's) or from Carnarvon Street, which is accessed off St. Georges Road. Our office was built as part of one of our new build projects completed in 2002. Please see a photograph of our office below:



OUR CONTACT INFORMATION

Office opening times	Monday to Friday 9.00am until 4.30pm
Address	Charing Cross Housing Association Ltd 31 Ashley Street, Glasgow, G3 6DR
Telephone	0141-333-0404
Email	cxha@cxha.org.uk
Website	www.cxha.org.uk