Useful Information for Residents 2023
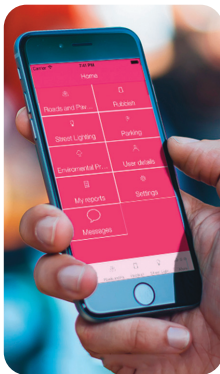
GOVAN HOUSING ASSOCIATION

Reporting Glasgow City Council issues

Glasgow City Council's main switchboard number is **0141 287 2000**

Download the MyGlasgow app if you have a smart phone or visit their website **www.glasgow.gov.uk** for quick and easy reporting of:

- Overflowing litter bins
- Street litter
- Missed bin collections
- Fly-tipping
- Blocked drains
- Dog Fouling
- Fly-posting
- Dead animal uplift
- Discarded needles
- Potholes

For bin collection queries you can also call **0141 287 9700**

Report a noise problem like loud music, noisy pubs, neighbour's parties or barking dogs to your local council. Report through the MyGlasgow app or phone **0141 287 6688** and the contact centre will take your details and complaint to pass on to our Noise Officers. An officer will then call you back when they come on duty to discuss your complaint and offer advice.

For street lighting issues, phone RALF on **0800 373635**.
Reportable lighting faults include:

- Single Dark Lamp(s)
- Street Lights on during the day
- Damaged lighting columns
- Damaged or not lit traffic signals
- Damaged illuminated bollard and damaged traffic sign

Each lighting column has a unique reference number printed on the column. Quoting this number when reporting any defect will assist us on identifying the column for repair.

You can also report road faults on the RALF number, including:

- Blocked drains
- Potholes
- Damaged/Missing signs
- Damaged/faded road marking

Reporting Police issues

The best way to report a crime, which is not an emergency is by calling 101. You do not need to provide your name and address.

- You can report online **https://www.scotland.police.uk/secureforms/contact/** You are advised to say that this is for the attention of the Community Police Officer when reporting to make sure these are passed on quickly
- There is a separate form to report domestic abuse, hate crime, stalking or harassment **https://www.scotalnd.police.uk/secureforms/c3/**
- Call **999** in an emergency

Crimestoppers

Report crime completely **anonymously** through the Charity Crimestoppers. Help keep people, families and communities safe.

Crimestoppers are not interested in who you are, only what you know, so the more detail the better. Phone **0800 555111**.

Govan Housing Association

Main switchboard number is **0141 440 0308 for recorded options:**

1. To make a payment by All Pay, press 1
2. To report or discuss a repair, press 2
3. To discuss the waiting list or applying for a house, press 3
4. To speak to the money or energy advice team, press 4
5. To discuss tenancy issues, press 5
6. To speak to a member of reception and for all other issues, press 6