



"Offering our community more than a home"

Draft

Entitlement, Payments and Benefits Policy

Management Committee submission:	25 August 2020
Last Approved:	30 October 2018
Date Approved:	
Next Review date:	August 2023

CHA Objectives:

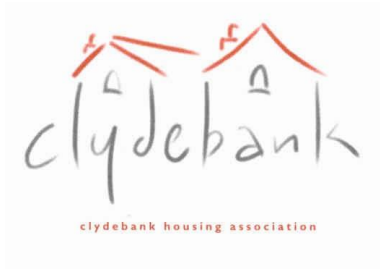
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The governing body and senior officers have the skills and knowledge they need to be effective
- The RSL conducts its affairs with honesty and integrity.

Any material breach or non-compliance with legislation/regulatory requirements in relation to this Policy constitutes a Notifiable Event and the Regulator will be informed via the SHR Portal.

This policy can be made available on request in a variety of different formats, such as on CD, in large print and translated into other languages.



Model Entitlements, Payments, and Benefits Policy

1. Introduction

Who the Policy Affects

1.1 This policy is aimed at people who are:

- Members of our Governing Body and of the governing body of any of our subsidiaries
- Everyone who works for us or any of our subsidiaries

1.2 For the remainder of this policy the above will be referred to as “our people.”

About This Policy

1.3 We are a Registered Social Landlord (RSL) and a Scottish Charity. We are part of a sector that has a strong reputation for integrity and accountability to the people we exist to help and to our Regulators. We must ensure that the organisation upholds its reputation and that of the sector. Our people cannot benefit inappropriately from their connection with the organisation.

1.4 This policy describes the entitlements, payments or benefits that our people are able to receive. It also describes what is not permitted and the arrangements that we have in place to ensure that the requirements of this policy are observed.

1.5 The Scottish Housing Regulator (SHR) requires us to have a policy that sets out what payments and benefits we permit and to ensure that these arrangements demonstrate transparency, honesty and propriety¹. We must ensure there is no justifiable public perception of impropriety.

¹ Scottish Housing Regulator (April 201²⁹) Regulatory Framework ~~p28 section 5.13 available~~^S here

- 1.6 As we are a Scottish Charity, all of our Governing Body Members must also ensure that they comply with the Office of the Scottish Charity Regulator (OSCR) guidance to Charity Trustees² and charity legislation.
- 1.7 This Policy is intended to be a practical document that supports us in meeting all of the above requirements, ensuring that none of our people benefits improperly or inappropriately from their involvement with us, but also that they are not unfairly disadvantaged. We expect our people to act in good faith, and in applying the terms of the policy we will always take this into account.
- 1.8 As someone who is affected by this policy, you are personally responsible for ensuring that you are familiar with and comply with its terms.
- 1.9 At all times, we expect a common-sense approach to be applied to the interpretation and application of this policy. If you are unsure about anything relating to benefits, payments or entitlements you should consult with the Chair or CEO (if you are a member of the governing body) or with your line manager (if you are a member of staff).

What this Policy Covers

1.10 This policy covers:

- Managing Your Interests
 - Registering and Declaring Interests
 - Entitlements, Payments & Benefits
- People Connected To You
 - Who Else You Should Consider When Declaring Interests
 - What You Should Consider
- Use of Our Contractors/Suppliers By Our People

Other Relevant Policies

- 1.11 The Code of Conduct is linked to this policy. Failure to comply with the terms of this policy will be regarded as a breach of the Code of Conduct.
- 1.12 You are also required to be familiar with and observe the terms of our Anti-Bribery and Fraud policy. We prohibit any attempt to induce the organisation or our people to offer preferential services or business terms and we will at all times comply with the Bribery Act 2010.
- 1.13 Our policies relating to the following are also relevant to this document and must be complied with at all times:
- Allocations
 - Repairs and Improvements
 - Adaptations
 - Procurement
 - Training

2 Office of the Scottish Charity Regulator ([~~DecAug-2013~~2017](#)) Guidance For Charity Trustees section 3 available **here**

- Expenses
- Recruitment
- ~~Sale of our Property~~
- Decoration Allowances/Prizes

Please note that this list is not exhaustive and you are required to comply with all of our policies and procedures.

2. Managing Your Interests

Registering and Declaring Interests

- 2.1 In order to protect our reputation and demonstrate that we conduct our affairs with openness, honesty and integrity, we maintain a Register of Interests. You must record in this register any interests that you or someone connected to you (see Section 3) has which are relevant to our business. You will be required to confirm annually that your entry is accurate and up to date.
- 2.2 Where you have an interest in any matter that is being discussed or considered at a meeting, you must declare your interest and play no part in the discussion; you must withdraw from any part of a meeting where the interest arises.
- 2.3 The Code of Conduct also contains a section on Declaring Interests that you should comply with at all times.
- 2.4 An annual report will be made to our Governing Body on the entitlements, payments, benefits that have been recorded in the Register.

Entitlements, Payments and Benefits

- 2.5 Many of the interests you will be required to declare can be classed as entitlements, payments or benefits.
- 2.6 As one of our people, you potentially could be offered benefits over and above that to which you are contractually entitled, such as gifts or hospitality from external parties. Such offers would be as a direct result of you being one of our people and cannot always be accepted. We require that any such offers are managed and recorded very carefully to ensure the highest levels of probity in our organisation. Our people should not benefit – or be seen to benefit – inappropriately from their involvement with us.
- 2.7 Apart from payments that our people are entitled to by contract, statute or other agreement (e.g. salary, expenses), we will only make a payment to, or accept a payment from, someone affected by this policy in exceptional circumstances. Appendix A explains the payments we can and cannot make in more detail.
- 2.8 As we contribute to the economy(ies) of the area(s) we work in and we have commercial and business relationships with many different companies, contractors, suppliers and service providers, you must ensure that we are fully aware of any connection that you or someone you are close to (see section 3) has with any of these businesses or organisations.

- 2.9 Some entitlements, payments and benefits we can never permit, and others we have additional requirements or conditions that must be met before we can permit.
- 2.10 Appendix A lists the entitlements, payments and benefits that fall under this policy, and states:
- Which could be permitted by the organisation
 - Which will never be permitted by the organisation
 - Which you require to declare in the register of interests
 - Any other further requirements the organisation has before permitting

3. People Connected To You

Who Else You Should Consider When Declaring Interests

- 3.1 Someone 'closely connected' to you includes family members and persons who might reasonably be regarded as similar to family members even where there is no relationship by birth or law.
- 3.2 As well as considering your own actions, you must be aware of the potential risk created by the actions of people to whom you are closely connected. Who you should consider, and our expectations of you to identify and declare such actions are outlined in Table A below.

Group	Required Response
1. Members of your household This includes: <ul style="list-style-type: none"> • Anyone who normally lives as part of your household (whether related to you or otherwise) • Those who are part of your household but work or study away from home 	We expect you to be aware of and declare any relevant actions of all people in your household. You must take steps to identify, declare and manage these.
2. Partner, Relatives and friends This includes: Your partner (if not part of household) <ul style="list-style-type: none"> • Your relatives and their partners • Your partner's close relatives (i.e. parent, child, brother or sister) • Your close friends 	Where you have a close connection and are in regular contact with anyone within this group, we expect you to be aware of and declare any relevant actions. Under these circumstances, you must take steps to identify, declare and manage these actions. Where you do not have a close connection and regular contact with someone in this group, we do not expect you to be aware of or to go to unreasonable lengths to identify any

<ul style="list-style-type: none"> • Anyone you are dependent upon or who is dependent upon you • Acquaintances (such as neighbours, someone you know socially or business contacts/associates) 	<p>relevant actions. However, if you happen to become aware of relevant actions by such individuals, then these should be declared and managed as soon as possible.</p>
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What You Need To Consider

3.3 The following are the relevant actions /involvement by those to whom you are closely connected that you should consider, declare and manage as per our expectations outlined in Table A

- A significant interest in a company or supplier that we do business with. A significant interest means ownership (whole or part) or a substantial shareholding in a business that distributes profits, but does not include where an individual has shares in large companies such as banks, utility companies or national corporations, i.e. where owning shares would not give the individual any significant influence over the activities of that organisation.
- Where the individual may benefit financially from a company with which we do business
- Involvement in the management of any company or supplier with which we do business with or which
- Involvement in tendering for or the management of any contract for the provision of goods or services to us.
- Application for employment with us.
- Application to join our Board or any of its subsidiaries
- Application to be a tenant or service user of the organisation
- If they are an existing tenant or service user of the organisation

4. Use of Our Contractors & Suppliers

- 4.1 In order to help us maintain our excellent reputation, where possible you should avoid using the organisation's contractors/suppliers for your own personal purposes. We have made a list available to all of our people which outlines the contractors and suppliers that fall under the terms of this policy. This is included at Appendix B.
- 4.2 We recognise that there could be certain circumstances where it might not be possible for you to avoid the use of all the contractors/suppliers on this list, such as where market conditions in your local area make it difficult to obtain a reasonable selection of potential contractors or suppliers. Under such circumstances you could be permitted to use those contractors/suppliers outlined at Appendix B, provided you are able to demonstrate that you received no preferential treatment in terms of price, quality or any other aspect of service delivery due to your involvement with us.

- 4.3 Approval to use those contractors listed at Appendix B is at the discretion of the Chief Executive Officer and/or the Management Committee. In order to be granted approval, you will be required to demonstrate that there is no reasonable alternative contractor/supplier providing the service required in your local area, and that you will receive no preferential treatment in terms of service or cost (which you will be required to demonstrate through quotations and receipts)
- 4.4 If you are looking to purchase goods or services from any contractor/supplier on this list then you must make a declaration in the register outlining:
- That you have received approval from the appropriate approving officer prior to the commencement of works
 - That you received no preferential treatment in terms of service or cost (which you will be required to demonstrate through quotations and receipts).
 - Where you inadvertently use a contractor on the list at Appendix B in an emergency situation, you must notify the approving officer as quickly as possible thereafter and enter an appropriate declaration in the register.
- 4.5 Any contractor/supplier not included on the list at Appendix B can be used without the need for any declaration/further action. Appendix B represents the majority of the contractors/suppliers that we use, but does not include any of our contractors/suppliers that:
- Only provide services of a small value (e.g. local window cleaners or sandwich shops) or
 - Have such a large national or local standing that no favour could ever realistically be gained (e.g. utilities, BT, banks or national chains)
- 4.6 **Guidance for approving officer:** The approving officer will have an appropriate level of seniority, in accordance with our scheme of delegation. In making your decision you should consider the level of potential reputational risk or any potential conflicts of interest that may arise by granting approval and, if granting approval, consider the steps required to mitigate against future conflicts of interest, such as ensuring that the individual is not involved in any transactions with or decisions about the contractor/supplier in question on behalf of the organisation. You should maintain a clear audit trail of every approval to use any of our contractors listed at Appendix B. The total number of our people to use contractors and suppliers, including the reasons for approval, and confirmation that no advantage was gained due to an individual's role within the organisation should be formally reported annually to our Governing Body.

5. Review

- 5.1 Our Rules require the Governing Body to set our policy on payments and benefits and keep it under review. This policy has been approved by our Governing Body and is consistent with the requirements of our Codes of Conduct for Governing Body Members and for Staff. These Codes have been confirmed by the Scottish Housing Regulator as meeting their regulatory requirements.

For Office Use Only – Actions required/completed

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	No
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes

Appendix A – Entitlements, Payments and Benefits

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
HUMAN RESOURCES AND RECRUITMENT		
<p>All entitlements arising from your contract of employment with us or one of our subsidiaries, including (but not restricted to):</p> <ul style="list-style-type: none"> • Payment of salary to staff • access to car or travel loans or salary advances where specified in the employment contract; • pension and/or private health care provided as part of the remuneration package; • performance related pay or bonus awarded in accordance with contractual terms; • books and equipment in connection with employment or training in accordance with agreed policies and/or contractual terms • Reimbursement of professional fees 	Yes	Any entitlement in the terms of your contract is always permitted without the need to record in the register of interests. There are Human Resource processes in place for this purpose.
Payment to a member of the governing body for their role as a governing body member, in accordance with the terms of their letter of appointment	[Yes or No] No	Change in Policy
<p>All payments made in accordance with the terms of our expenses policy including:</p> <ul style="list-style-type: none"> • payment of permitted out of pocket expenses • reimbursement of travel costs 	Yes	Entitlements in connection with your role as one of our people are set out in our expenses policy are always permitted and do not need to be declared provided claims are made in accordance with our procedures.
Provision of a loan by the organisation to one of our people	No	This is not permitted unless in connection with the contractual terms of employment. We cannot make any other loans to individuals.
Redundancy or Voluntary severance payment to an employee	Yes	We can make redundancy payments to an employee in line with terms their contract

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<p>Or</p> <p>We can make a voluntary severance payment to an employee which is outside the terms of their contract of employment provided:</p> <ul style="list-style-type: none"> • It arises directly from a decision to terminate the employee's contract of employment • Payment is approved by the Governing Body • That the total sum of the non-contractual payment and benefit does not exceed, in the opinion of our employment adviser, the total cost of a successful application by the employee to a Court or Tribunal (including the likely level of compensation that might be awarded by a court or tribunal and associated costs to the organisation to participate in the tribunal) • Payment does not exceed the equivalent of one year's salary for the employee • That this payment is instead of (rather than additional to) any redundancy entitlement
An offer of employment (temporary or permanent) to someone who is closely connected to a member of staff	Yes	<p>This is permitted as long as:</p> <ul style="list-style-type: none"> • There has been an open recruitment exercise in accordance with our policy that you have not played any part in and • You have no direct or indirect line management or supervision responsibility for the post and • The offer of employment complies with our policy and is approved by the Management Committee • You record your connection to the successful applicant in the register within five days of their acceptance of the offer.

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
The offer of employment to someone who is, or has been in the last twelve months, a member of our Governing Body or to anyone who is related to a member of the Governing Body	No (in almost all cases)	This is not permitted in almost all cases. The only exception would be where structural organisational change occurs, e.g. Transfer of Engagements into the organisation which results in the transfer of a staff member who has previously been a Governing Board member within the last 12-months. Where any such organisation change is being considered, if any Governing Board member is identified who might be affected in this way, they will not be involved in discussions regarding any such proposed change
Appointment of one of our staff members to the Governing Body	[Yes or No] No	This cannot be permitted in accordance with the Rules of the organisation.
Nominations to join the Governing Body from people who are connected to a serving member.	[Yes or No] Yes	This [can be permitted in accordance with the Rules of the organisation.
OUR PEOPLE AS TENANTS OR SERVICE USERS		
The offer of a tenancy or lease in one of our or any of our subsidiaries' properties to one of our people or to someone closely connected to them.	Yes	This is permitted as long as <ul style="list-style-type: none"> • it is in accordance with our published allocations policy and • Neither the applicant or anyone connected to the applicant is involved in any way or in any part of the allocation process and • The offer is approved by the Governing Body in advance and • The tenancy is recorded as an interest in the appropriate register within five days of the tenancy commencing
Where one of our people (or someone connected to one of our people) is a tenant and receives a repair, improvement or adaptation to their home	Yes	Repairs carried out in accordance with our policy do not need to be recorded. Adaptations must comply with our policy and be approved by the Housing Management/Maintenance Sub-Committee. The adaptation should be recorded in the register of interests within five days of approval.

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		Improvements must be carried out as part of an approved programme and in accordance with our policy. The person affected should declare their interest if/when the programme is being discussed and the improvement recorded in the register of interests within five days of completion
Where one of our people (or someone connected to one of our people) is a tenant and receives payment of a decoration allowance, tenant reward/incentive as part of an agreed scheme or prize.	Yes	<p>Payment of decoration allowances or incentive/reward payments must be made in accordance with our policies and procedures and recorded in the register within five days of receipt.</p> <p>Prizes or awards in competitions open to all tenants in the same community (e.g. garden competitions) can only be given if the selection process for giving the award/prize has been carried out by someone who is independent. Receipt of the award and the circumstances surrounding it must be recorded in the register within five days of receipt.</p>
TRAINING AND EVENTS		
Attendance at training events or seminars (e.g. SFHA Conferences) or openings/similar events hosted by other RSLs	Yes	There is no requirement to declare and record in the register of interests.
The organisation paying for accommodation in connection with attendance at relevant conferences or events that you are attending on behalf of or in connection with your role with us or our subsidiaries	Yes	<p>Accommodation that is part of a conference or training package does not need to be recorded in the register, but attendance will be recorded on the relevant individual training plan.</p> <p>Residential conferences are important in ensuring that our people have the necessary skills, knowledge and experience to make an effective contribution to our activities.</p>
Attendance by you at events to mark awards, achievements or other significant milestones relevant to our business.	Yes (where not exceeding £500)	The Governing Body must approve attendance prior, and will only do so if:

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<ul style="list-style-type: none"> • The organisation or one of our people (because of their role with us) has been nominated for an award; or • attendance is in recognition of achievement of or in pursuit of appropriate business development; or • we can demonstrate that attendance or participation is directly related to furthering our aims and objectives. <p>Where we ask you to represent us at such an event, this should be recorded in the register along with any associated costs (including travel, accommodation and the costs of attendance at the event) within five days of attendance.</p> <p>The total cost should not exceed £500 per person and we will make all arrangements in advance.</p> <p>Where costs would exceed £500, you will not be permitted to attend unless there is a clear, viable business case for attending. In such a case, specific approval of the Governing Body would be required.</p>
GIFTS AND HOSPITALITY		
Gifts received from tenants and external sources	<p>Yes (not exceeding a value of £50)</p> <p>Per gifts and hospitality policy April 2016</p>	<p>Small gifts (e.g. a box of chocolates, pens, folders, paperweights) can be accepted if:</p> <ul style="list-style-type: none"> • the value does not exceed £50 but must be shared corporately • you do not receive more than one such gift from the same source in a 12 month period • you record receipt of the gift in the register <p>You should not normally accept other gifts and should decline any gifts with a value of more than £50 unless to do so would cause offence or otherwise damage our reputation. In these cases you must:</p> <ul style="list-style-type: none"> • Advise the donor that the gift will be donated to charity or will form part of our annual charity fund raising activities

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<ul style="list-style-type: none"> Record the gift and the action taken in the register within five days <p>You should not regularly accept gifts from the same source and never more than once from the same source within a 12 month period.</p> <p>You should also record any offers that you decline and the reasons for this, in the register within five days.</p>
Gifts given from us to one of our people or received by one of our people from external sources to mark special occasions.	Yes (not exceeding a value of £25) £100 for staff members reaching 25 years' service	<p>Gifts from the organisation to our people can be permitted in cases where it is to mark a special occasion or significant event including:</p> <ul style="list-style-type: none"> Family events (e.g. marriage, milestone birthday, birth of a child), Retirement Leaving the organisation <p>These must be recorded in the relevant register and the value of such gifts will not normally exceed £25.</p> <p>Please note, that this does not include collections by our people using their own personal funds to mark special occasions. These are always permitted with no requirement to declare.</p>
Hospitality associated with our business and that of its partners	Yes (when not exceeding a value of £50)	<p>Modest hospitality, such as a sandwich lunch or networking event, is permitted and does not need to be recorded</p> <p>All other hospitality up to a value of £50 is permitted but must be recorded in the register, along with an estimation of the value of hospitality received, within five days of attendance.</p> <p>You should not accept invitations with a value that is greater than £50, unless you have prior approval from the Governing Body. The type of hospitality offered will also be taken into consideration, e.g. we will not normally accept invitations to sporting events, concerts, golf tournaments etc.</p>

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		In this case, the reason for acceptance must also be included in the register and countersigned by the Secretary
Our people seeking donations from our contractors/suppliers when fundraising for charity	Yes	<p>This is permitted provided:</p> <ul style="list-style-type: none"> • Approval is gained from the Management Committee prior to making any approach • Any donations received are recorded in the register <p>We recognise our social responsibility and promote charity fundraising by the organisation and our people. We have a separate policy that sets out our approach to supporting other charities.</p>
PROCURING GOODS/SERVICES		
Sale of a property under Right To Buy to someone affected by this policy	Yes	This is permitted with no requirement to declare in the register. The normal process for valuation and sale should be followed and our normal policy would be applied.
Sale of our interest (whole or part) in a property to someone affected by this policy via LIFT, HomeBuy; Help to Buy or other LCHO scheme	Yes	<p>This is permitted, provided:</p> <ul style="list-style-type: none"> • Our policy and procedures are followed • The prospective purchaser should play no part in the processing of the transaction by the organisation • It is declared and recorded in the register within five days of the missives being concluded confirming the process followed.
The organisation entering into a contract with an organisation where one of our people, or someone connected to them, has significant control.	No (in almost all cases)	<p>This is not permitted in almost all circumstances. We could only consider this where:</p> <ul style="list-style-type: none"> • The person affected by this policy is not involved in any part of the procurement process or decision • The appointment is approved by the Governing Body which is satisfied that the appointment is reasonable in the circumstances

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<ul style="list-style-type: none"> There is no reasonable alternative (e.g. because of geography or the specialist nature of the goods/services) <p>In such rare circumstances, the appointment would be recorded in the register along with details of the process followed.</p>
The purchase of land or other assets from anyone who is, or has been in the last twelve months, one of our people or who is connected to one of our people	No (in almost all cases)	<p>This cannot be permitted in almost all cases.</p> <p>The only exception would be if you were referred to us under the Scottish Government's Mortgage to Rent scheme, where this would be permitted provided:</p> <ul style="list-style-type: none"> Our policy and procedures are followed The prospective seller plays no part in the decision to purchase the property or the processing of the transaction by the organisation It is declared and recorded in the register within five days upon conclusion
The purchase of goods/services from our suppliers/contractors by one of our people	Yes	This should normally be avoided, and will only be potentially permitted if the procedure identified in Section 4 is followed

CLYDEBANK HOUSING ASSOCIATION - Contractors / Consultants / Suppliers		Updated September 2018
Company Name	Address	Trade
Beaumont Service (Scotland) Ltd	15 Croft Road	Air conditioning
OCS Environmental Services Ltd	Unit 1 A Pacific Wharf, Hertford Road Essex IG11 8BL	Asbestos services
ACS Physical Risk Control	Unit 14 The Claremont Centre Durham Street Glasgow, G41 1BS	Asbestos services
Anvil Locksmiths Ltd	Unit 1A 1 Lambhill Quadrant Milnpark Trading Estate Glasgow G41 1SB	Blacksmith
Everwarm Ltd	3 Inchcourse Place, Whitehill Industrial Estate Bathgate EH48 2EE	Builder
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Builder
Bell Group	Bell Business Park Rochsolloch Road Airdrie ML6 9BG	Builder
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Builder
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Builder
Brian Hood GPM Ltd	56 Attlee Avenue Linnvale Clydebank G81 2SG	Builder
Hugh Scott/John Horn Limited	19 Admiral Street Kinning Park G41 1HP	Builder
Alexander Sloan & Co	180 St Vincent Street, Glasgow G2 5SG	Chartered Accountants & Auditors
Wylie & Bissett	168 Bath Street, Glasgow G2 4TP	Chartered Accountants & Auditors
ASAP Cleaning/Maintenance	Unit 22-42 Dalsetter Avenue Glasgow G15 8TE	Cleaning services
Burns Environmental	82b Tarbot Terrace, Glasgow G13 3RX	Cleaning services
Chemdry	28 Queen Elizabeth Avenue, Hillington G52 4NQ	Cleaning services
Drumry Commercial Window Cleaning Services	56 Robert Burns Avenue, CLYDEBANK G81 2EG	Cleaning services
Hartserve Ltd.	588A Glasgow Road, CLYDEBANK G81 1NH	Cleaning services
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Cleaning services
Arco Limited	P.O. Box 21, Waverley Street, Hull HU1 2EJ	Cleaning supplies
Astra Hygiene Supplies Limited	The Griffon Centre, Vale of Leven Industrial Estate, Dumbarton G82 3PD	Cleaning supplies
Salt and Grit Solutions Ltd	North Arkleston Farm, Arkleston Road, Paisley PA3 4JA	Cleaning supplies
Thistle Industrial Services Ltd	Anniesland Business Village, Anniesland, Glasgow G13 1EU	Cleaning supplies
Unico cleaning	Carronshore, Falkirk FK2 8HT	Cleaning supplies
AS Homes (Scotland) Limited	205 St Vincent Street, Glasgow G2 5QD	Construction/builders
Skyform	35-37 Watt Road, Hillington Park, Glasgow. G52 4SS	Construction/builders
APC Glasgow	Unit 40 Coltness Street, Queenslie Industrial Estate, Glasgow, G33 4JD	Couriers

Shred-It Limited	177 Sale Road, Manchester M33 7JQ	Data shredding
Capture All	9 Castings Court, Middlefield Industrial Estate, Falkirk, FK2 9HQ	Data storage
Scott & Co	276 St Vincent Street, Glasgow G2 5RL	Debt collection
Stirling Park LLP	24 St. Enoch Square, Glasgow G1 4DB	Debt collection
Spie Scotshield Ltd	1 Rutherglen Links Farmeloa Road Glasgow G73 1DF	Door entry & fire systems
Sound Service	Elderpark Workspace Unit 30 100 Elderpark Street Govan, G51 3TR	Door entry systems
Martec Engineering	20 Clydesmill Drive, Cambuslang, Glasgow. G32 8RG	Door entry systems
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Door entry systems
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Drainage
Hugh Scott/John Horn Limited	19 Admiral Street Kinning Park G41 1HP	Drainage
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Electrical
ETI Scotland Ltd	46 John Knox Street Clydebank G81 1LG	Electrical
McGill	117 Barfillan Drive, Glasgow. G52 1BD	Electrical
G.O.C. Engineering Services	Buckingham Cottage Fintry Glasgow G63 0XJ	Electrical
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Electrical
Bell Group	Bell Business Park Rochsolloch Road Airdrie ML6 9BG	Electrical
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Electrical
Hi Flow	9 Caledonia Street Clydebank G81 4EX	Electrical
Everwarm Ltd	3 Inchcourse Place, Whitehill Industrial Estate Bathgate EH48 2EE	Electrical
Alembic Research	24 Skye Crescent Old Kilpatrick G60 5ER	Energy services/advice
Ista Energy Solution Ltd	3 Riverside, Granta Park, Great Abington, Cambridge, CB21 6AD	Energy services/advice
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Environmental services
Digital Solutions Ltd	14 Dunblane Street, GLASGOW, G4 0HJ	Equipment leasing
Cameron Presentations Ltd	West Street Trading Estate, GLASGOW G5 8LG	Events
Asco Extinguishers Co.	Melisa House Unit 3 Festival Court Brand Place Glasgow G51 1DR	Fire extinguisher maintenance
Ambulance Scotland	East Gavin Farm, Beith Road, Howwood PA9 1DJ	First Aid
Optimum Technical Services Ltd	Unit 1, Abbeymill Business Centre, Seedhill, Paisley. PA1 1TJ	Gas audits/EPC assessors

C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Gas central heating
John Doherty & Co Ltd	Unit 4 Nu-Skope Business Centre Station Road Old Kilpatrick G60 5LP	Gas central heating
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Gas central heating
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Gas Central Heating
Hi Flow	9 Caledonia Street Clydebank G81 4EX	Gas central heating
City Technical Services (UK) Ltd	Unit 1 Block 16 Clydesmill Industrial Estate Clydesmill Road Glasgow G32 8RE	Gas central heating
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Glazier
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Glazier
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Glazier
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Glazing
Regency Glazing	940 Crow Road Anniesland Glasgow G13 1JD	Glazing
Averton Landscapes Ltd	58 Clyde Street Clydebank G81 1NW	Groundworks/Landscaping
DAS Contracts	14-16 Levenbank Road, Alexandria G83 8BZ	Groundworks/Landscaping
ACS Physical Risk Control	Unit 14 The Claremont Centre Durham Street Glasgow, G41 1BS	H&S advice
G.O.C. Engineering Services	Buckingham Cottage Fintry Glasgow G63 0XJ	High rise services
Housing Regeneration Consultants	49 Sinclair Drive, Battlefield, Glasgow G42 9PR	Housing/Financial Consultants
Initial Rentokil	Ebony House, Castlegate Way, Dudley DY1 4TA	Hygiene services
Total Hygiene	Building 1, Brooklands Place, Brooklands Road, Sale, Cheshire. M33 3SD	Hygiene services
Arthur J. Gallagher	27-30 Railway Street, Chelmsford CM1 1QS	Insurance Brokers
Stackhouse Poland Ltd	Colson Road, South Woodham Ferrers Essex CM3 5ZL	Insurance Brokers
George Boyd Ironmongers	300 Crownpoint Road, Glasgow G40 2UJ	Ironmongers
Clearview Networks	1a Northinch Court, Glasgow G14 0UG	IT Support
Bell Group	Bell Business Park Rochsolloch Road Airdrie ML6 9BG	Joinery
Anvil Locksmiths Ltd	Unit 1A 1 Lambhill Quadrant Milnpark Trading Estate Glasgow G41 1SB	Joinery

C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Joinery
Everwarm Ltd	3 Inchcourse Place, Whitehill Industrial Estate Bathgate EH48 2EE	Joinery
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Joinery
Homework	52 Cherry Crescent Clydebank G81 3JA	Joinery
Regency Glazing	940 Crow Road Anniesland Glasgow G13 1JD	Joinery
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Joinery
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Joinery
Hi Flow	9 Caledonia Street Clydebank G81 4EX	Joinery
R.J. Russell Decorators Ltd	479-481 Dumbarton Road Clydebank G81 4DT	Joinery
John Doherty & Co Ltd	Unit 4 Nu-Skope Business Centre Station Road Old Kilpatrick G60 5LP	Joinery
Electrolux Laundry Systems	99 Oakley Road, LEEDS LU4 9GE	Laundry machines
Lift Maintenance Limited	Pavilion 1, Parkway Court, 251 Springhill Parkway, Glasgow. G69 6GA	Lift maintenance
Anvil Locksmiths Ltd	Unit 1A 1 Lambhill Quadrant Milnpark Trading Estate Glasgow G41 1SB	Locksmith
Ross Promotional Products Limited	Ross House, 40 Crimea Street Glasgow G2 8PW	Marketing
Clydesider Creative Ltd	1-1 30 Dumbarton Road, Bowling G60 5AH	Media
Newsquest (Herald & Times) Ltd	200 Renfield Street, Glasgow G2 9QB	Media
The Big Issue in Scotland	1-5 Wandsworth Road, Vauxhall SW82 LN	Media
Mould Growth Consultants	McMillan House, Cheam Common Road, Worcester Park, Surrey. KT4 8RH	Mould growth
Integral Occupational Health Ltd	4th Floor, Finlay House, 10-14 West Nile Street Glasgow G1 2PP	Occupational Health
R.J. Russell Decorators Ltd	479-481 Dumbarton Road Clydebank G81 4DT	Painter
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Painter
Bell Group	Bell Business Park Rochsolloch Road Airdrie ML6 9BG	Painter
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Painter
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Painter

C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Painter
Allpay Limited	Whitestone Business Park, Hereford, HR1 3SE	Payment solutions
Pestguard Services	Unit 4 1 MacKean Street Paisley PA3 1QP	Pest control
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Pest control
RICOH	4 Rushmills, Northampton NN4 7YB	Photocopying equipment
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Plasterer
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Plasterer
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Plasterer
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Plasterer
Bell Group	Bell Business Park Rochsolloch Road Airdrie ML6 9BG	Plasterer
Hugh Scott/John Horn Limited	19 Admiral Street Kinning Park G41 1HP	Plumbing
John Doherty & Co Ltd	Unit 4 Nu-Skope Business Centre Station Road Old Kilpatrick G60 5LP	Plumbing
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Plumbing
G.O.C. Engineering Services	Buckingham Cottage Fintry Glasgow G63 0XJ	Plumbing
Everwarm Ltd	3 Inchcourse Place, Whitehill Industrial Estate Bathgate EH48 2EE	Plumbing
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Plumbing
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Plumbing
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Plumbing
Hi Flow	9 Caledonia Street Clydebank G81 4EX	Plumbing
Bell Group	Bell Business Park Rochsolloch Road Airdrie ML6 9BG	Plumbing
DM Direct Ltd	11 South Street, Clydebank G81 2NR	Postage
Kestrel Press	25 Whittle Place, Irvine KA11 4HR	Printing
Chartered Institute Of Housing	125 Princes Street, Edinburgh EH2 4AD	Professional body/Training
EVH - Supporting Social Employers	137 Sauchiehall Street, Glasgow G2 3EW	Professional body/Training
GWSF	Unit 3D Firhill House, 55-65 Firhill Road Glasgow G20 7BE	Professional body/Training
Scotland Excel (RDC)	Renfrewshire House, Cotton Street Paisley PA1 1AD	Professional body/Training
Scottish Housing Best Value Network	1st Floor, Verity House 19 Haymarket Yards Edinburgh EH12 5BH	Professional body/Training

SFHA	3rd Floor, Sutherland House, Glasgow G2 5NW	Professional body/Training
SHARE	139 Saracen Street, Glasgow G22 5AZ	Professional body/Training
Disclosure Scotland	PO Box 250, Glasgow G51 1YU	Professional services
Gregor Cameron Consultancy Ltd	3 Aldersyde, Argyll PA35 1AG	Professional services
Housing Partners Limited	Whittington Hall, Whittington Road Worcester WR5 2RY	Professional services
Independent Resouce Centre	627 Dumbarton Road, Dalmuir G15 4ET	Professional services
Keep Scotland Beautiful	Glendevon House, Castle Business Park, Stirling FK9 4TZ	Professional services
Living Wage Foundation	Centre for Civil Society, 112 Cavell Street, London E1 2JA	Professional services
M I Housing Services Ltd	Tanera, Letters Way, Mid Letters, Strachur PA27 8DP	Professional services
Performing Rights Society	PO BOX 4575, Worthing BN11 9AR	Professional services
Positive Action in Housing	98 West George Street, Glasgow G2 1PJ	Professional services
Registers of Scotland	Meadowbank House, 153 London Road, EDINBURGH EH8 7AU	Professional services
Research Resource Scotland Ltd	17b Main Street, Cambuslang, G72 7EX	Professional services
Simply Health	Hambleton House, Waterloo Court, Andover, Hampshire, SP10 1LQ	Professional services
Starter Packs Glasgow	47 Burleigh Street, Govan, Glasgow G51 3LB	Professional services
Valuation Office Agency	3rd Floor Wingate House, 93-107 Shaftesbury Avenue London W1D 5BU	Professional services
Kilbowie Road Management (Company Ltd)	Unit 7, 10 South Douglas Street, Clydebank G81 1PD	Property services
Life Property Management	70 West Regent Street, Glasgow G2 2QZ	Property services
Redpath Bruce Property Management	103 West Regent Street, Glasgow G2 2DQ	Property services
Brown & Wallace	22 James Morrison Street, Glasgow. G1 5PE	Quantity surveyors
Ewing Somerville Partnership	40 Speirs Wharf, Glasgow. G4 9TH	Quantity surveyors
S&B Removals	412 Glasgow Road, Glasgow G81 1PW	Removals
6 Alpha Associates	Quatro House, Camberley, Surrey GY16 7ER	Risk Management
EnviroCentre	Craighall Business Park, 8 Eagle Street, Glasgow G4 9XA	Risk Management
Autodoors Scotland Ltd	69 Bothwell Road, Hamilton ML3 0DW	Roller shutters/automatic doors
Fortress SEFA	Barnes Street Barrhead G78 1QN	Roller shutters/automatic doors

MCS Safety Systems Ltd	9 Killoch Way Glenalvon Gate Paisley PA3 1EB	Roof access safety testing
C. Hanlon	6 Brackenrig Road Thornliebank Glasgow G46 8QQ	Roofer/slater
WDC (Repairs & Maintenance)	Repairs & Maintenance, 57 Cochno Street Clydebank, G81 1RQ	Roofer/slater
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Roofer/slater
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Roofer/slater
Hugh Scott/John Horn Limited	19 Admiral Street Kinning Park G41 1HP	Roofer/slater
Brian Hood GPM Ltd	56 Attlee Avenue Linnvale Clydebank G81 2SG	Roofer/slater
Aspect High Level Maintenance Ltd	275 Blythswood Court, Glasgow G2 7PH	Roofer/slater
GG Bros	74 Kimberley Street, Clydebank G81 4QR	Roofer/slater
J.S. Roofing	88 Riddell Street, Clydebank. G81	Roofer/slater
PTSG Access & Safety Ltd	13 Flemming Court, Glasshoughton, Castleford WF10 5HW	Safety services
Brookfield Alarms	The Old P.O. 50 Bridge of Weir Road Brookfield PA5 8UL	Security alarms/cctv
Clydetec Systems Limited	Office 3403 34 Brown Street Glasgow G2 8PD	Security alarms/cctv
Sitex Orbis Ltd	Unit 7, Harmony Court Govan Glasgow G51 3HN	Security doors
Source Signage & Solutions Ltd	4 St Mungo Street, Glasgow G64 1QT	Signage
IMG Quality Control	57 Main Street, Killearn, , G63 9RL	Site inspections/Clerk of works
Orbis Property Protection Ltd	Beaufort House, Cricket Field, Uxbridge UB8 1QG	Sitex doors
Sage (UK) Ltd	North Park, Newcastle Upon Tyne NE13 9AA	Software - accounting/payroll
Castleton Software Solutions Ltd (Kypera)	Unit 11, Frank Whittle Court, Milton Keynes MK5 8FT	Software - housing
Blackadders LLP	Standard Buildings, 94 Hope Street, Glasgow G2 6QB	Solicitors
Brechin Tindal Oatts	48 St. Vincent Street, Glasgow G2 5HS	Solicitors
TC Young	7 West George Street, Glasgow G2 1BA	Solicitors
TG Baker (Sound) Limited	173/175 Glasgow Road, Glasgow G81 1LQ	Sound systems
Integrated Energy Utilities (CES)	Middle Reach, Ridley Hill, Kingswear, Devon. TQ 0BY	Specialist – CHP consultant
G.O.C. Engineering Services	Buckingham Cottage Fintry Glasgow G63 0XJ	Specialist – CHP systems
SAV United Kingdom Ltd	Scandia House, Boundary Road, Surrey GU21 5BX	Specialist – CHP systems
L-Tec Controls Ltd	125 Deerdrykes View, Westfield Industrial Park, Cumbernauld G68 9HN	Specialist – CHP systems

Heat Tech Mechanical Limited	70A Ardarroch Road, Aberdeen AB24 5QS	Specialist – CHP systems
Protech Heating	31 Lonmay Place, Glasgow. G33 4ER	Specialist – CHP systems
The BSS Group Plc	Vermont Street, Glasgow G41 1LU	Specialist – CHP systems
Veolia	Parsonage Farm Business Park Parsonage Way Horsham RH12 4AL	Specialist – CHP systems
Weishaupt (U.K) Ltd	Neachells Lane, Willenhall, West Midlands WV13 3RG	Specialist – CHP systems
West Coast Controls Ltd	10-14 Crossvegate Industrial Estate Milngavie G62 6RA	Specialist – CHP systems
Evac Chair International Limited	ParAid House, Weston Lane, Birmingham B11 3RS	Specialist – evacuation chairs
Fire Protection Group Ltd	FPG House Mill Road Ind Estate Linlithgow EH49 7SF	Specialist – fire systems
London Wall Installations Limited	63 Barwell Business Park, Chessington, Surrey KT9 2NY	Specialist – partition walls
Style Scotland	Townhouse Business Centre, 10 Bank Street Stirling FK13 6DP	Specialist – partition walls
McInnes Construction Services	8 Bankview Drive, Kirkintilloch G66 1DH	Specialist – windows
Caley Office Group	250 Seaward Street, Glasgow G41 1NG	Stationery
Keystone Preservation	52B West Harbour Road, Edinburgh EH5 1PP	Stone/brickwork cleaning services
Soda Blast	Coralinn House 4 Royston Road Deans Industrial Estate Livingston EH54 8AH	Stone/brickwork cleaning services
A.J. Balfour	19 Blairtummock Place, Glasgow. G33 4EN	Structural engineers
Herz Valves	Moorfield Point, Moorfield Road, Guildford, Surrey GU1 1RU	Supplier – CHP parts
Hevac Limited	Unit 1, 1 Young Place, Kelvin Industrial Estate, East Kilbride G75 0TD	Supplier – CHP parts
Howdens Joinery	Anniesland Business Park, Netherton Road, Glasgow. G13 1AS	Supplier – kitchens
McCallum Water Heating	4 Paisley Road, Barrhead G78 1ND	Supplier -hot water heating parts/components
Mitie Property Services	35 Duchess Road Glasgow G73 1AU	Tiling
FD Hutcheson Building Contractors	Unit 46 46 Dalsetter Avenue Glasgow G15 8TE	Tiling
Ceramica Tiling	35 George Street, Glasgow G69 7JJ	Tiling
Bankie Talk	31 Clyde Street, Clydebank G81 1PF	Translation services
Language is Everything (EITI)	48 Queen Street, Hull HU1 1UU	Translation services
Aberfoyle Satellite Company	74 Windsor Crescent, Clydebank G81 3JZ	TV aerials / satellite dishes

Citrus Energy Limited	82-84 Glasgow Road, Ardrossan KA22 8EH	Utilities advice
The Ventilation Experts	Inveravon Pacemuir Road Kilmacolm PA13 4JJ	Ventilation
Veitchi (Scotland) Ltd	15 Bouverie Street Rutherglen Glasgow G73 2RY	Vetchi flooring repairs and maintenance
Eden Springs	3 Livingstone Boulevard, LANARKSHIRE G72 0BP	Water coolers
Odyssey	71 Whitefield Road Glasgow G51 2SG	Water treatments
ENWA Water Treatment	The Old School, 57 High Street, Ibstock, Leicestershire, LE67 6LH	Water treatments CHP staion