

Domestic abuse

rehousing advice



We believe that no one should live in fear of violence or abuse from a spouse, partner or ex spouse or partner. We recognise that domestic abuse can be experienced by men, women or children, of any age, in all social groups and from all ethnic backgrounds and sexual orientations.

We define abuse as an expressed fear which includes physical and verbal violence, harassment, threatening conduct or any conduct giving rise, or likely to give rise, to physical or mental injury, fear, alarm or distress from a person who is living, has lived with an applicant or a person with whom the applicant has an existing or former relationship.

How to get help

Contact us. We are happy to discuss your situation with you and give you advice. We take a flexible approach to responding to requests and take account of the varying circumstances of the applicant and the different courses of action which may be available. We take a victim led approach and will:

- offer an applicant an interview within one day of making a report to our office.
- offer advice on a possible course of action both to respond to the immediate situation and to deal with the longer term.
- arrange an interview with the Local Community Casework Team.
- offer private interview facilities, wherever possible, with an Officer of the same gender.

- arrange for the services of an interpreter if required.
- accept an applicant's expressed fear and, although we will ask for supporting information, depending on the circumstances, we may not always insist on it.
- provide all applicants with a list of advice and information agencies.
- not disclose information to a third party without the explicit consent of the applicant, however we do reserve the right to disclose relevant information to statutory agencies where we consider that in so doing, it will contribute to the prevention of crime or where there are child protection related issues.
- accept referrals from other housing agencies who have a tenant who wishes to be rehoused in one of our areas.

Rehousing

Applicants who are assessed as victims of domestic abuse will be given Urgent or High Priority in line with our Allocation Policy. Applicants will normally be considered for rehousing on a "like for like" basis and away from the applicant's local area

Contact us

To get more information or advice, contact our Housing Support Team at 423 London Road, Glasgow.

A copy of our Allocation Policy is available on request or from our website.

Advice & Information Agencies

National Domestic Abuse Helpline
Tel: 0808 200 0247

Glasgow City Council
Community Casework Team (East)
Tel: 0141 276 6153
Community Casework Team (South)
Tel: 0141 276 8201

Victim Support Scotland
Edinburgh
Tel: 0808 168 9111

Fearless Scotland:
Text: 07772652935
Tel: : 0300 188 4901

Mens Advice Line
Tel: 0808 801 0327

Citizens Advice Bureaux

27 Dougrie Drive
Castlemilk,
Glasgow G45 9AD
Tel: 0141 634 0338
1361-1363 Gallowgate
Parkhead,
Glasgow G31 4DN
Tel: 0141 554 0004
3rd Floor
The Mitchell Library
201 North Street
Glasgow G3 7DN
Tel: 0141 552 5556

Police

Tel: 101 or 999 it is an emergency

Social Care Direct

Tel: : 0141 287 0555
Textphone: 18001 0141 287 0555
Our of Hours: 0300 343 1505

Glasgow City Mission

20 Crimea Street, Glasgow G2 8PN
Tel: 0800 838 502

Voluntary Organisations

Glasgow Womens's Aid
30 Bell Street, 4th Floor
Glasgow G1 1LG
Tel: 0141 553 2022
www.glasgowwomensaid.org.uk

Hemat Gryffe Womens Aid
Fla 0/1, 24 Willowbank St,
Glasgow G3 6LZ
Tel: 0141 353 0859
www.hematgryffe.org.uk

Positive Action in Housing
98 West George, St, Glasgow G2 1PJ
Tel: 0141 353 2220
Email: home@positiveaction.org
web: www.paih.org

Voluntary Organisations

Rape Crisis Scotland
Tel: 0808 800 0014 or 0141 552 3201
Email: info@rapecrisiscentre-glasgow.co.uk
Web: www.glasgowclydrapecrisis.org.uk

Women's Support Project
Adelphi Centre
12 Commercial Road, Glasgow G5 0PQ
Email: enquiries@womenssupportproject.org.uk

Voluntary Organisations cntd

The Daisy Project
121 Castlemilk Drive, Glasgow G45 9UG
Tel: 0141 634 4053
Email: office@thedaisyproject.org.uk

Disability Resource Centre
74 Love Street, Paisley, PA3 2EA
Tel: 0141 848 1123

Immigration Advisory Service
69 Buchanan Street, Glasgow G1 3HL
Tel: 0141 530 4764

If you are a Thenue tenant, we have a self service APP for your phone or tablet and a Web Portal on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via our App or our Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details

The App is available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it please do contact staff at our office.



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We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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