

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 from our website or on request.

Advice & Information Agencies

Scottish Domestic Abuse Helpline
Tel: 0800 027 1234

Victim Support Glasgow
Tel: 0141 553 2415
Tel: 0800 160 1985

Breathing Space
Tel: : 0800 838 587

Mens Advice Line
Tel: 0808 801 0327

LGBT Helpline
Tel: 0800 464 7000

Citizens Advice Bureaux

Castlemilk,
Tel: 0141 634 0338
Parkhead
Tel: 0141 554 0004
Bridgeton
Tel: 0141 554 0336

Police

Tel: 101 or 999 if its an emergency

ASSIST

Tel: 0141 276 7710

Samaritans

Tel: 0845 790 9090

Social Care Direct - Connect

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

Glasgow City Mission

Tel: 0800 838 502

Glasgow Women's Aid

Tel: 0141 553 2022
www.glasgowwomensaid.org.uk

Hemat Gryffe Womens Aid
Tel: 0141 353 0859
www.hematgryffe.org.uk

Positive Action in Housing
Tel: 0141 353 2220
Email: home@positiveaction.org
web: www.paih.org

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

Women's Support Project
Tel: 0141 418 0748
Email: enquiries@womenssupportproject.org.uk

Childline
Tel: 0800 1111

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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