

section 9

# Useful information



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## Office details

Address: Kildean Business & Enterprise Hub  
146 Drip Road  
Raploch  
Stirling  
FK8 1RW

Tel: 01786 446066  
Fax: 01786 445846  
E-mail: [info@forthha.org.uk](mailto:info@forthha.org.uk)  
Website: [www.forthha.org.uk](http://www.forthha.org.uk)

The office is open to the public Monday to Thursday 9am to 1pm and 2pm to 5.15pm and Friday 9am to 1pm and 2pm to 4pm.  
**The office is closed at 4pm on a Friday.**

The office is only closed under the following circumstances:

- Public Holidays
- Staff Training
- Monthly staff meetings on the first Wednesday in the month from 9.30am to 11.30am.
- In the event of an emergency or unforeseen disaster.

All planned closures are notified either by newsletter or a notice sent out one week in advance.

Access to appropriate staff is by request at reception and, if unavailable, by appointment. We operate a computerised diary system for appointments. Staff should be able to provide appropriate information and advice. If this is not immediately available, staff will attempt to investigate further sources of information, or signpost the person to the appropriate individual or agency. All staff will be courteous, timeous, be prepared for the meeting and provide information within a reasonable timescale. Staff will not be able to deal with requests made in an **aggressive or abusive** manner.

## General

Abandoned Vehicles .....	01786 404040
Anti -social Noise Team .....	01786 404040
Council Tax .....	01786 404040
Dog Warden .....	01786 404040
Environmental Health .....	01786 404040
Refuse Collection .....	01786 404040
Safer Communities Team .....	01786 233533
Stirling Council 24 Hour Contact Centre .....	01786 404040

## Useful Website Links

Forth Housing — [www.forthha.org.uk](http://www.forthha.org.uk)  
Allpay — [www.allpayments.net](http://www.allpayments.net)  
Stirling Council — [www.stirling.gov.uk](http://www.stirling.gov.uk)

## Useful contact numbers

### Emergencies

Ambulance, Fire Brigade, Police Scotland .....	999
Police Scotland Non-Emergency.....	101
Forth Housing - Emergency Repairs (Normal office hours).....	01786 446066
Forth Housing - Emergency Repairs (Outwith office hours - McDougall Group).....	0333 123 1011
Gas Central Heating/Boiler Repairs (During and outwith office hours - Saltire).....	0800 048 2710
Gas Leak, National Gas Emergency Service .....	0800 111 999

NB – if it is found that either the repair is not an emergency or it is your responsibility, **you may be charged for the cost of the repair.**

If your property is less than a year old please refer to the separate emergency numbers provided in your pack at tenancy sign-up.

For further information please refer to section 6.

# Forth Housing Association Limited

## Application for individual membership of the association

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please answer all of the following questions:

1. Are you over 18 years (or over 16 years, if you are the tenant)? YES / NO

*Note: no person who is a minor shall be admitted to membership*

2. Are you seeking to become a member of Forth Housing Association as a representative of an organisation? YES / NO

*If your answer is YES you should return your completed application with a covering letter from the nominating organisation*

3. I have enclosed the sum of one pound (£1.00) for membership YES / NO

4. What is your connection with the Association? For example are you a tenant, sharing owner, local resident or someone with another connection?

Signed \_\_\_\_\_ Date \_\_\_\_\_