



Welcome to Glasgow

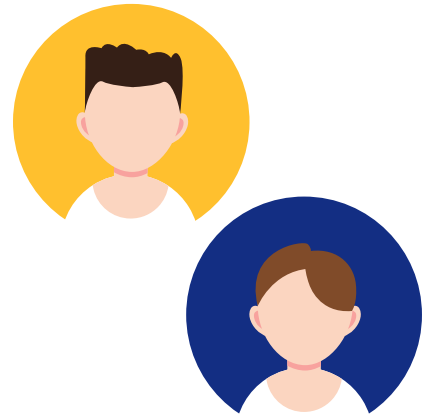
A guide to your new area

Welcome

Welcome to our guide about moving to Glasgow.

Whether you're getting ready to move, or you've recently got the keys to your new home, this guide is for you.

Moving home can be an exciting time. There is lots to think about and lots to do. It can be confusing and sometimes a stressful experience. It can seem harder when you're moving to a new area.



That's why volunteers at Housing Options Scotland have written this guide. It contains:

- general information and advice to help you do the things you need to do for a successful move.
- information about services in Glasgow to help you get everything sorted.
- some ideas about things to do in the area, so you can get out and explore.

We hope you find the guide useful.

Best wishes for life in your new home.

Ryan and David

Housing Options Scotland volunteers



Housing Options Scotland is Scotland's housing charity for disabled people, older adults and members of the Armed Forces community. If you need help with your housing situation, contact us:

housingoptionsscotland.org.uk

0131 510 1567

info@housingoptionsscotland.org.uk

Image credit: Ian Dick ([Flickr](#))

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Welcome to Glasgow

Glasgow is [a city and council area in the central belt of Scotland](#). It straddles the River Clyde and occupies much of the lower Clyde Valley. Glasgow has [many distinctive areas and neighbourhoods](#), from the leafy West End to the bustling Merchant City. **Glasgow City Council's** 23 wards are shown on the map below.

The city is home to around 635,000 residents, making it the most populated city in Scotland. It is also the fifth-most visited city in the UK, with visitors coming to see some of Scotland's biggest and oldest cultural and educational institutions.

Glasgow is also notable for its music scene and sports clubs, the Glasgow Subway, and [its mix of Victorian, Arts and Crafts and Modern architecture](#).



Moving home

Take gas and electricity meter readings.

Do this when you move out. This will make sure you only pay for the energy you used.

Settle up bills at your old property. Make sure you pay for all bills due including:

- Rent/mortgage
- Garden/common area maintenance
- Council tax
- Gas and electricity
- Telephone and broadband.



Change your address. It's important to let people know you're moving, including:

- Friends and family
- Your employer
- Your local **jobcentre**
- The [Department for Work and Pensions \(DWP\)](#)
- Your bank, insurance, pension and credit card companies
- Your doctor and dentist
- Your local council and [Glasgow City Council](#)
- The [electoral register](#)
- The [Driver and Vehicle Licensing Agency](#) (DVLA)
- Telephone, TV and broadband providers
- [TV licensing](#)
- Charities you might support

Redirecting your post

When you move home, you might miss some of the important information you get through the post. A simple way to make sure you keep receiving your post is to use the [Post Office redirection service](#). You can choose how long you want your post redirected for. There is a fee for this service.

In your new home

Register with your local council. Contact **Glasgow City Council** to register for [Council Tax](#) and [the electoral register](#).

Register with a doctor - [How to register with a local doctor](#).

Register with a dentist - [How to register with a local dentist](#).



Spare keys. Get copies of your keys cut, so you have spares in case you need them.

Take gas and electricity meter readings. Do this when you move in to make sure you only pay for the energy you use. Comparison sites like [USwitch](#), [Compare the Market](#), [Money Supermarket](#), and [Go Compare](#) can help you find the best energy deals.

Household appliances. Ask for instruction booklets or manuals for the boiler, washing machine and all appliances in the property to be left for you. If any are missing, you can find instructions for most appliances with a quick online search.

Get to know your new home. Consider getting two copies of keys cut for your new home and ask for instructions / booklets for all appliances to be left for you. Also make sure you know where to locate the following:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Gas and electricity meters | <input checked="" type="checkbox"/> Fuse box |
| <input checked="" type="checkbox"/> Thermostat for central heating | <input checked="" type="checkbox"/> Landline telephone sockets |
| <input checked="" type="checkbox"/> Water boiler | <input checked="" type="checkbox"/> TV and satellite aerial sockets |
| <input checked="" type="checkbox"/> Hot and cold water tanks | <input checked="" type="checkbox"/> Access points e.g. to loft points/under floor areas |
| <input checked="" type="checkbox"/> Stopcock (to turn the main water supply on/off) | |

Council services

The council's contact details and all of the services it provides are on the [Glasgow Council website](#).

Council Tax

How much council tax you pay will depend on your new home and who you live with. Council tax is charged at different rates based on the value of the property. With your Council Tax, you will pay clean water and waste water charges set by Scottish Water. These charges are billed along with the council tax. You can [access and manage your council tax account online](#), including making online payments through your account. The council publishes [Council Tax rates, water and waste water charges](#).



If you live alone, if you are the only adult in your home, if the other adult in your home lives with a disability, and for a variety of other reasons [you might be eligible for a Council Tax exemption or discount](#).

Bin collection and recycling

Information about bin collections and recycling including [your bin collection day](#) and [household waste recycling centres](#) (rubbish tips) is on the council's website.



Green bin: general waste which cannot be recycled.



Purple bin: glass bottles and jars.



Blue bin: paper, card, plastic bottles, empty aerosol cans and empty tins and cans.



Brown bin: food and garden waste.

Transport

Public Transport

Traveline Scotland is an excellent resource for [planning journeys](#) with buses, trains and other public transport.

Glasgow City Council publishes information about [transport for disabled people around Glasgow](#). **First Bus Glasgow** operates over 80 routes with different tickets available.

The **Strathclyde Partnership for Transport (SPT)** is responsible for running the [Glasgow Subway](#) and some [specialist bus services](#).



The Glasgow Subway connects the City Centre and the West End of Glasgow. It takes 24 minutes to complete a circuit of the 15 stations. More information on stations, maps and fares can be found on [SPT's website](#).



SPT runs 'MyBus' which is a [bookable bus service](#) offering door-to-door transport. All 'MyBus' vehicles are low-floor and wheelchair friendly and the driver can provide assistance when boarding.

ScotRail provides [information about the accessibility and facilities of local train stations](#).

The [National Entitlement Card](#) gives free or cheaper travel for young people, older people and people with a disability. [Railcards for disabled, veterans and seniors](#) are available for people who qualify.



Cars and taxis

Glasgow City Council publishes [information about roads and parking](#). On their website, they provide a list of [multi-storey car parks](#), [pay and display car parks](#), information on [cashless parking](#), and information on [joining Glasgow's Co-wheels Car Club](#).

Glasgow City Council also publishes

- [an interactive parking zone map](#)
- [information on disabled parking bays](#), and
- [how to apply for a blue badge](#).

Education

Glasgow City Council publishes [information about schools](#), including enrolling your children in school, school transport, school meals and applying for assistance.

Early learning, nurseries and childcare

All three and four-year-olds and eligible two-year-olds in Glasgow are entitled to 1140 hours of free nursery or child care each year. **Glasgow City Council** runs the [Glasgow Family Information Service](#), which publishes [information on types of nurseries, entitlement to childcare and how to apply for early learning and childcare](#).

Schools

Glasgow has [138 primary schools](#) and [30 secondary schools](#). School enrolment takes place in January each year.

Glasgow City Council publishes [everything you need to know about learning and education](#) in the area, including [information on additional support needs and wellbeing](#) and [meeting additional support needs](#).

Higher education, adult and community learning

There are four universities in Glasgow: the **University of Glasgow**, the **University of Strathclyde**, **Glasgow Caledonian University** and the **University of the West of Scotland**.

There are also some further education colleges: the [City of Glasgow College](#), [Glasgow Clyde College](#), and [Glasgow Kelvin College](#). Each offers a wide range of higher and further education courses.

Glasgow Life delivers learning activities on behalf of **Glasgow City Council**. They provide information on [adult learning opportunities](#) and [community based adult learning](#).

**CITY OF GLASGOW
COLLEGE**

**GLASGOW CLYDE
COLLEGE**

**Glasgow
Kelvin
College**

Glasgowlife™

Health and wellbeing

National Health Service

NHS Greater Glasgow and Clyde provides healthcare services in the Glasgow City, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and West Dunbartonshire Council areas. [Information about its hospitals](#) and [what to do when you are ill](#) is available in a range of languages.



It is important that you and the people you live with [register with a local doctor](#) and [register with a dentist](#). If you aren't registered with a dentist, you can obtain emergency advice and assistance by contacting the **Greater Glasgow and Clyde Dental Helpline** on 0141 232 6323 or **NHS 24** on 111.

For minor illnesses, pharmacies may be able to provide advice and prescriptions more quickly. You can use **NHS Inform** to [find your nearest pharmacy](#).

Carers

Information about [the social care and health services offered by Glasgow City Council](#) is available on the council's website.

Many carers see themselves primarily as a parent, child, wife, husband, partner, friend or neighbour, rather than a carer. Caring can have a significant impact on the individual carers and wider family. Support for carers is available through:

GAHM Carers Centres

call: 0141 353 6504

email: info@glasgowcarersinformation.org.uk



Glasgow East End Community Carers

call: 0141 764 0550

email: centre@eastend-carers.co.uk



GLASGOW
EAST END COMMUNITY
CARERS

Glasgow North East Carers Centre

call: 0141 781 0728

email: contact@gnecarerscentre.com



Money, work, and debt advice

Financial advice



[Citizens Advice Glasgow](#) provides information and advice on a wide range of matters by face-to-face appointment, by phone and online. It can offer home visits for people with impaired mobility. The service specialises in welfare rights, including Universal Credit, debt, budgeting, employment, housing, energy, and immigration and consumer rights.



[Scotland's Financial Health Service](#) is a gateway to free and impartial advice about your finances.



[Age Scotland Money Matters](#) can provide tailored money advice for people aged 50 and over.

Benefits and grants

Glasgow City Council provides [advice services](#) and [information on Council Tax, benefits and grants](#).

[Turn2Us](#) and [Entitled To](#) offer reliable online benefits and grants calculators as well as good information and advice.

Scottish Welfare Fund helps families and people in Scotland who are on low incomes. You can [apply to the Scottish Welfare Fund through the Council](#) for a:

**The Scottish
WELFARE FUND**

- [Crisis Grant](#) – if you're experiencing a crisis because of a disaster (like a fire or flood), an emergency (like losing your money or an unexpected expense); or if you're a victim of domestic abuse and need help with things like moving away from an abuser
- [Community Care Grant](#) – to help you or someone you care for to start to live, or to carry on living, a settled life in the community.

Work

Glasgow Job Centre can deal with new or existing benefit claims and provide advice and support with finding work. Contact them at:

Address: Glasgow City Centre Jobcentre Plus,
87-97 Bath Street, Glasgow, G2 2EE
Telephone: 0800 169 0190

The logo for jobcentreplus is displayed on a green rectangular background. The word 'jobcentreplus' is written in a lowercase, sans-serif font. 'job' and 'plus' are in white, while 'centre' is in a bright yellow color.

Jobs & Business Glasgow is a charitable organisation that supports Glasgow residents to move into work and learn new skills.

Savings and loans

Glasgow Credit Union can help if you would like to save regularly, with a life assurance benefit and access to low-cost loans and is an alternative to high street banks and high interest lenders. It is an ethical financial co-operative.

Debt advice

Free advice and help on debt and money management is available from **Step Change** debt advice, **Money Advice Scotland**, and the **National Debtline** on 0808 808 4000 Monday to Friday 9.00am to 8.00pm.

Pensions

The **Scottish Government** provides [advice on the state pension and workplace pensions.](#)

Money Helper is a government-backed service providing [free, impartial information about a range of pension issues.](#)

Leisure

Sport and leisure centres

Glasgow Life provides [sports and leisure activities](#) on behalf of **Glasgow City Council**. Use their [Activity Finder](#) to find a sport or activity, from archery to judo or netball to pickleball. Use their [Venue Finder](#) to find your nearest leisure centre, gym, sports hall, sports pitch or swimming pool.

You can [join the Glasgow Club](#) for full access to 21 gyms, 12 swimming pools and over 1,400 weekly fitness classes.

Community activities, clubs and groups

Glasgow Life lists a variety of [interest groups, activities, skills sessions and sources of help and advice](#) to share interests, learn something new and meet new people.

ALISS (A Local Information System for Scotland) provides a [database of activities, skills sessions and sources of help and advice](#) in your local area to share interests, learn something new and meet new people. Simply enter your postcode and select a category from the drop-down menu.



Browse [Volunteer Scotland](#) for volunteering opportunities.



Libraries and book groups

[Find your local library](#) to borrow books and use many other library resources such as [the online library](#), internet stations and computers and mobile library.

Glasgow is home to the [Mitchell Library](#), one of Europe's largest public libraries. It offers various facilities, such as a cafe, an archive, the Family History Centre and access to the Citizens Advice Bureau.



[Sign up to become a member of Glasgow Libraries](#) or [search for library events](#).

Greenspaces and the outdoors

Glasgow City Council can help you [find parks, green spaces and children's play areas](#) near you. **People Make Glasgow** also publishes [information on parks and gardens](#).

The council also provide [information on community growing spaces and allotments](#).

Maps of walking paths and heritage trails are provided by **Glasgow City Council** and **WalkHighlands**. Try **Glasgow Ramblers** for walking groups. Try **Jog Scotland** for regular group runs or try **Park Run Glasgow** for free, weekly timed 5k events.

CTC Glasgow provides [information about cycling routes, events, clubs and groups](#) across Glasgow. You can also try **Aye Cycle Glasgow** [for group and led rides](#).

Entertainment and the arts

Cineworld Glasgow is an eighteen-screen cinema located on Renfrew Street in Glasgow's city centre. They [provide accessibility information](#).

Glasgow Film Theatre is a [fully accessible](#) independent venue in the city centre. It offers [audio described and captioned screenings](#). Some of its screenings are dementia friendly and autism friendly. You can also watch films at home using [Glasgow Film at Home](#).

Both these cinemas are part of the CEA scheme. Eligible disabled people over 8 years old with a [CEA Card](#) can get a free ticket for a someone to go with them. [Apply to the CEA scheme](#).



Glasgow's **Theatre Royal** is the home of Scottish Opera and Scottish Ballet. It hosts a range of international, national and local companies and performers. It has a profile on **Access Scottish Theatre**, which provides [accessibility information for the venue](#).

Glasgow [hosts many festivals](#). [The Merchant City Festival](#) is an outdoor arts festival held every summer in the Merchant City area of Glasgow. [Glasgow Doors Open Days](#) festival is an annual event that celebrates the city's heritage, culture and architecture.



Glasgow Life manages [11 museums and galleries](#) across the city which are all free to enter, including the famous [Kelvingrove Art Gallery and Museum](#). **People Make Glasgow** list other [world-class museums and galleries](#) and [visitor experiences](#) in Glasgow, including [The Hunterian](#), [Glasgow Women's Library](#) and architectural highlights.

Many theatres, concert venues and galleries will offer free or discounted tickets for friends or carers of disabled people. It is always worth checking when booking.

Key Contacts

Glasgow City Council and elected representatives

Your [local council](#) can help you with:

- Paying Council Tax and rent
- Housing
- Reporting noise and anti-social behaviour
- and more

Address: City Chambers, 82 George Square, Glasgow, G2 1DU

Telephone: [0141 287 2000](tel:01412872000)



If you have a query or problem that the local officers can't resolve, you can get in touch with your elected representatives.

[Find your local councillor's name and contact information.](#)

[Find your Member of the Scottish Parliament's name and contact information.](#)

[Find your Member of the UK Parliament's name and contact information.](#)

Contacts for people with disabilities

Inclusion Scotland provides [information about employability, human rights, poverty and social security for disabled people](#).

Other contacts



[Housing Options Scotland](#) offers housing information and advice to disabled people, older adults and members of the Armed Forces Community. Telephone: [0131 247 1400](tel:01312471400)



[Euan's Guide](#) is a website which reviews the accessibility of different venues across the UK.



[Inclusion Scotland](#) is a charity for disabled people offering information about employability, human rights, poverty and social security.



[Home Energy Scotland](#)

For advice about energy saving, keeping warm at home, renewable energy, greener travel, cutting waste and more. They can offer advice for applying for grants or loans.



[Trusted Traders](#)

This site contains a list of traders who have successfully passed an assessment process carried out by 'Which?' trading standards professionals. Just select the service you require and type in your postcode to a list of traders locally.



[Care and Repair](#)

A service for homeowners or private renters who are 60 years or older and require repairs or minor adaptations to their home. Works of up to £1000 may be carried out, and the care and repair project worker will assist in organising the work required.



[Check a trade](#)

A tradesperson finder website - tradespeople are included based on recommendations from customers and monitored based on customer feedback and trade reputation.