



Welcome to East Renfrewshire

A guide to your new area

Introduction

Welcome to your new home! This guide is to help you get to know East Renfrewshire. The guide is aimed mainly at people new to the area and gives a flavour of the key services, attractions and facilities nearby. This might be useful even if you are already familiar with the area. In the section 'Moving Home' there's also a checklist of things to think about when you are moving property.



Paula
Housing Options Scotland volunteer



This guide has been produced by volunteers at **Housing Options Scotland**. We are 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:

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**If you have any questions about this guide, contact Ben Parker on
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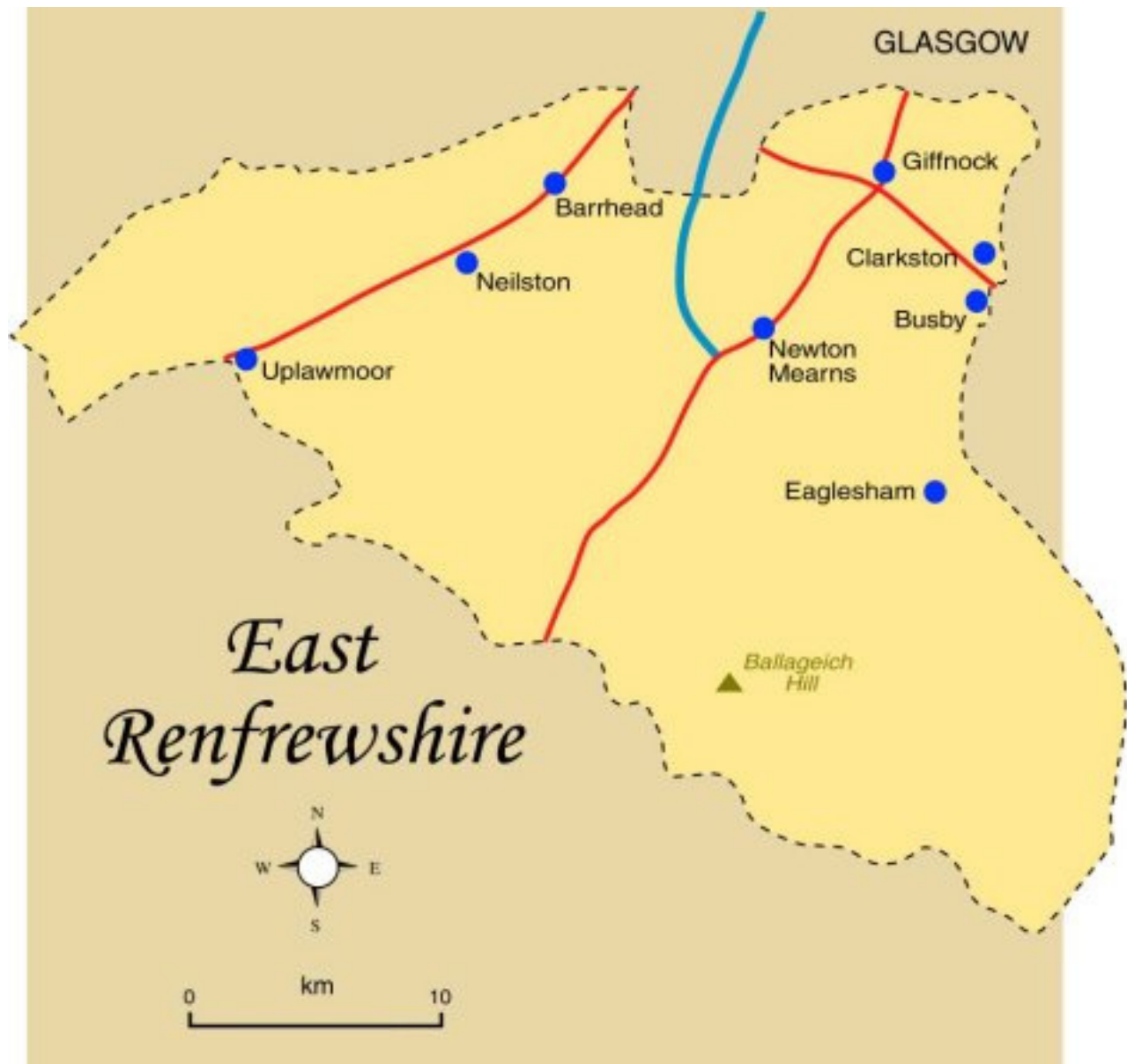
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Background information

The main towns and villages in East Renfrewshire are:

Barrhead	Eaglesham	Newton Mearns
Busby	Eastwood	Thornliebank
Clarkston	Giffnock	Uplawmoor
	Neilston	Williamwood

Newton Mearns is the largest town in the area with a population of almost 27,000. East Renfrewshire is an area south-west of Glasgow, a mix of towns and rural settings.



Map source: [Gazetteer for Scotland](#)

Introduction

When you move into a new home there are several things you need to think about:

Tell others about your change of address.

This might include:

- Friends and family
- Your employer
- Your local job-centre
- The Department for Work and Pensions (DWP)
- Your bank, insurance, pension and credit card companies
- Your doctor and dentist
- The local council (for [council tax](#))
- The [electoral register](#)
- The [Driver and Vehicle Licensing Agency](#) (DVLA)
- Telephone, TV and broadband providers
- [TV licensing](#)
- Charities you might support
- Post Office re-direction service [here](#)



Find your way around 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) | |

- **Take gas and electricity meter readings.** Do this at your old and new property when you leave/move-in. This will make sure you only pay for the energy you use.
- **Settle up bills at your old property.** Make sure you pay for all bills due - rent/mortgage; council tax; gas/electricity; garden/common area maintenance.
- **Think about changing providers.** Moving to a new home gives you the chance to review the costs of services you use and try to find better deals. Look at comparison sites [here](#), [here](#), [here](#) and [here](#) to help.



The following websites might also prove useful for you throughout/after your move:



[Energy Saving Trust Scotland](#)

For advice about saving on your energy bills and applying for grants or loans to improve energy efficiency in your home.



[Trusted Traders \(East Renfrewshire\)](#)

This site allows you to find trusted trades-people to carry out work in your home. All traders listed have been vetted by East Renfrewshire Trading Standards Officers.



[Care and Repair \(East Renfrewshire\)](#)

Provides free and confidential advice and practical assistance to people who are older or have disabilities and live in Renfrewshire, East Renfrewshire and Inverclyde. They help with repairs and adaptations to your home to allow you to continue living independently.



[Check-a-trade](#)

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

Council services

East Renfrewshire Council Services

A list of services provided by East Renfrewshire Council can be viewed on their website [here](#). Some basic information for your area is provided below. If you need to contact your local council, [contact them here](#).



Council Tax

The council tax you pay is related to the value of the property in which you live and the valuation band (category) it falls into. Charges for clean water and waste water are set by Scottish Water and 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.

A full council tax charge has to be paid where two or more adults (aged 18 or over) live together in a property that is their main home. However, students and carers are not usually included in this. Discounts for council tax can be applied for apprentices, school leavers, leavers from a care setting, people in hospital, those officially categorised as disabled and anyone with a severe mental impairment. If you need more information about discounts or exemptions, you can access your local council's information [here](#).

Waste collection and recycling

Information about bin collections and recycling can be found on your council's website [here](#). If you live in a flat you may share bins with other residents in your block. You can find out when each bin is collected in your area on the local council's website [here](#). Your bin needs to be available for emptying early in the morning on the allocated day/week and must contain only those items deemed acceptable by the council as listed on its website [here](#). Click on the relevant section to find details.

There are two main household waste recycling centres in East Renfrewshire and a number of smaller recycling points across the council area - find out more [here](#). East Renfrewshire Council also operates an 'on-demand' special 'uplift' collection service for larger items, including white goods, mattresses and suites. For further information check the council website [here](#).

Transport

Public transport

[FIRST buses](#) - operates services to and from Glasgow into areas such as Newton Mearns, Eastwood Toll, Thornliebank, Giffnock, Clarkston, Busby, Eaglesham, Silverburn, South Nitshill, Darnley and Glasgow airport.

[McGill's buses](#) - operates services between Barrhead/Neilston, Silverburn and Paisley/Glasgow. They also operate services to hospitals in Paisley and Greater Glasgow. Find details [here](#).

[MyBus](#) - operated by Strathclyde Partnership for Transport (SPT), this service is a bookable bus service providing door-to-door transport to and from your area. All vehicles are low-floor and wheelchair friendly.

[ScotRail](#) - provides Scotland's railways and you can plan your train journey [here](#). A map of the ScotRail network, listing all stations can be accessed [here](#). There are nine railway stations in East Renfrewshire, along three main routes south from Glasgow - the Barrhead line, the Neilston line, and the East Kilbride line.

[Community Transport East Renfrewshire](#) - the Retired and Senior Volunteer Programme (RSVP) in East Renfrewshire operates 'on-demand' transport for people needing to get to medical appointments. The 'wee red bus' operates out of Barrhead and can be contacted on Tel: **0141 876 9572** or email info@yourweeredbus.org.uk.

Cars

There is on- and off-street parking (without permits) in most areas of East Renfrewshire. If you need to apply for a disabled bay outside your home, find an application form [here](#). If you need to obtain or renew a blue badge, find details [here](#).

Airport

Glasgow Airport provides flights to both domestic and international destinations. Take the 757 bus from Paisley Town Centre or book parking at the airport [here](#). Assistance is available for people with mobility difficulties both in the main terminal and Terminal 2 (T2). A leaflet about special assistance is available [here](#).

Education

Early learning, nurseries and childcare

In East Renfrewshire, all 3 and 4 year olds and some 2 year olds qualify for 1,140 hours of funded early learning and childcare. Find out details [here](#). Nursery classes are run from primary schools and family centres across the area.

The [Scottish Family Information Service](#) provides information about other childcare providers in East Renfrewshire and beyond and you can find a list of childminders in the area [here](#).

Schools

There are **24 primary schools**, **7 secondary schools** and one school for children with additional support needs in East Renfrewshire. The local authority operates a 'cluster' system whereby each secondary school has a number of primary 'feeder' schools associated with it. A list of these can be found [here](#). Free school meals can be provided for children whose parent(s) are receiving a qualifying benefit. Find details [here](#).

Young people with **additional support needs (ASN)** can attend the **Isobel Mair School** in Newton Mearns. Find more details [here](#). The school has its own website [here](#).

Adult and community learning

East Renfrewshire Council provides community learning and development (CLD) services for young people (aged under 25) and adults (aged 16+). Find more details [here](#). Information about adult learning services can be found [here](#).

Money and work

Financial advice



[Citizens Advice East Renfrewshire](#) 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

East Renfrewshire Council provides money and rights [advice services](#).

[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

East Renfrewshire Council offers an [employability service](#) and more details can be found [here](#). You can also find advice about finding a job [here](#), including specific information for those with disabilities.

The **JobCentreGuide** offers free and independent advice about job-hunting and careers. Visit their website [here](#). There is a **JobCentrePlus** office in Barrhead, details of which can be found [here](#).



Skills Development Scotland supports people of working age to build their career skills or find training opportunities. See the [MyWorldOfWork](#) website which has a range of resources.

Savings and loans

[Stirling 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](#).

Health and wellbeing

National Health Service

NHS Greater Glasgow and Clyde provides healthcare services in your area. [Information about its hospitals](#) and [other facilities](#) 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 Monday to Friday 9:00am to 5.00pm by contacting the **Emergency Dental Treatment Centre** on **0141 232 6323**.

For minor illnesses, pharmacies may be able to provide advice and prescriptions more quickly. [Find your nearest pharmacy](#).

Social care

East Renfrewshire Council provides a number of [health and care services](#) for adults and older people, including [support for carers](#).

The **Health and Social Care Partnership** (HSCP) looks after all community-based health and social care services within East Renfrewshire. It works with individuals in planning their own care and support and carers and families in the support they provide to the people they care for. You can contact the HSCP by phone - Tel: **0141 800 7850**, or by using the form [here](#).

The **East Renfrewshire Carers Centre** is a charity that works with East Renfrewshire Council to provide information, support and advice for carers and young carers. You can find more information on their website [here](#).

The **Scottish Government** provides information about the kind of support available to you as a carer, check [here](#) and use the menu options to explore further.

The **Carers' Trust** aims to ensure that information, advice and practical support are available to all carers across the UK. Find their website [here](#). **Care Information Scotland** provides information and advice to access support services for carers and you can find their information [here](#).

Leisure

Sports

If you enjoy **sport, swimming or fitness classes**, East Renfrewshire offers a range of services – find out more [here](#).

There are five **Community Sport Hubs** in East Renfrewshire. Each has its own Hub website, which you can access from [here](#). There are also four **leisure and sports centres** in East Renfrewshire. Each of these has gym facilities and a swimming pool. A full range of sporting activities are available, including football, basketball, dodgeball, tennis, badminton and squash. To join a **local gym**, [complete this form](#).

There are also a range of **fitness classes** at East Renfrewshire leisure centres – you can see a full list of what is available [here](#). Some fitness activities are aimed specifically at older people – find out more [here](#). If you need more help to become active you can ask your GP for a **Live Active** referral which will ensure you receive dedicated support while exercising.

Outdoors

There is a free **jogging** network in East Renfrewshire, with sessions for all levels at Eastwood Park or Barrhead Foundry. Find more details [here](#).

If you are interested in **walking or cycling**, Sustrans is a national charity promoting safe walking/cycling in Scotland. See their website [here](#). A short leaflet about walks in East Renfrewshire is [here](#). East Ren Cycling is gradually adding a list of **cycle routes** to its website, some of which can be found [here](#) and the council has produced a leaflet with various cycling routes around the area [here](#).

East Renfrewshire Council provides a list of its many [parks and playgrounds](#).

Community

Voluntary Action East Renfrewshire is a charity supporting people to become involved in their local community. Find out more [here](#).

[Roar - Connections for Life](#) is a charity that aims to help reduce loneliness and isolation for older people through befriending and social clubs.

Libraries and book groups

There are 10 libraries in East Renfrewshire, a list of which can be viewed [here](#). You can join online by completing the form [here](#).

East Renfrewshire libraries offer opportunities to learn new skills in computing and information technology, trace your family history or access the National Library of Scotland from home. Find various learning resources [here](#) and [here](#).

Entertainment and the arts

The nearest **museum** is in Paisley, Renfrewshire. It hosts a range of art works, historical artefacts and natural history exhibits. There are also art galleries nearby in Paisley, including at Eastwood Park and the Gateway gallery both at Rouken Glen Road, Giffnock. The famous **Burrell Collection** is located in Glasgow's Pollok Country Park.

The nearest **cinemas** are at the **Phoenix Business Park in Linwood** (Showcase DeLux) and at the **Silverburn shopping centre** (Cineworld).

At **Linwood**, the cinema is fully wheelchair accessible, has free parking and provides subtitled screenings, hearing assistance and autism-friendly screenings. You can find general information [here](#). The **Silverburn** cinema is on the first floor with lift access and guide dogs are welcome. It has 14 screens, half of which are accessible to wheelchair users, with dedicated access boxes available. There is good parking available at the centre, with parking bays for Blue Badge holders and there are good bus links to and from Paisley and Barrhead. Find out about films at Silverburn [here](#).

Both cinemas accept the **Cinema Exhibitors' Association (CEA) card** allowing carers in free. To apply for a CEA card go online [here](#).

East Renfrewshire hosts occasional **theatre and music** events at the **Eastwood Park Theatre** in Giffnock and at various other venues in the area. The Eastwood Park Theatre has 12 parking bays dedicated for disabled users as well as a drop-off zone adjacent to the main entrance (with dropped kerb and ramp). Additional wheelchair spaces can be made available in the main auditorium front rows by request and a lift at the front Atrium gives access to the first floor. There are also accessible toilet facilities on the ground floor.

Entertainment venues in Paisley and Glasgow are easily accessible by public transport from most towns in East Renfrewshire.

Key Contacts

Local 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



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



[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.