

SPRING 2024

**INVESTORS  
IN PEOPLE**



**NORTH VIEW  
Housing Association**

North View is a registered Scottish charity; registration number SC032963

# NEWS LETTER



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## **NORTH VIEW** Housing Association

### **OFFICE HOURS**



#### **MONDAY**

8.30am to 12noon - 1pm to 4.30pm

#### **TUESDAY**

8.30am to 12noon - 1pm to 4.30pm

#### **WEDNESDAY**

8.30am to 12noon

#### **THURSDAY**

8.30am to 12noon - 1pm to 4.30pm

#### **FRIDAY**

8.30am to 12noon - 1pm to 4pm

29A Stravanan Road  
Castlemilk  
GLASGOW  
G45 9LY

**tel: 0141 634 0555**

**email: [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)**

**web: [www.nvha.org.uk](http://www.nvha.org.uk)**



find us on facebook

This newsletter can be made available in translated form, large print, on CD/data-to-voice, in Braille and large print on request. For further details, please contact us on **0141 634 0555** or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

## **TENANT PARTICIPATION**

We would like to say a big thank you to all our tenants who took part in our recent consultations covering the rent increase for 2024/2025 and our Annual Performance Report.

A total of 109 tenants gave us their views on the rent increase and 40 tenants commented on the content and format of the Annual Performance Report - we really appreciate this input.



Look out for further opportunities to contribute to our work in future newsletters!

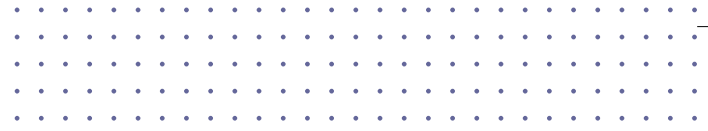
This year, we will start emailing our newsletters out to residents. If you have provided us with details of your email address but would prefer to continue to receive a paper copy, please contact the office on 0141 634 0555 to let us know.

## **EASTER WEEKEND HOLIDAY**

**OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 28TH MARCH 2024 FOR THE EASTER WEEKEND AND REOPEN AT 8.30AM ON TUESDAY 2ND APRIL 2024.**

**OUT OF HOURS EMERGENCY REPAIR SERVICES WILL STILL BE AVAILABLE BY CALLING 0141 634 0555. PLEASE ONLY CALL IF IT IS AN EMERGENCY, SUCH AS A BURST PIPE OR BOILER BREAKDOWN.**



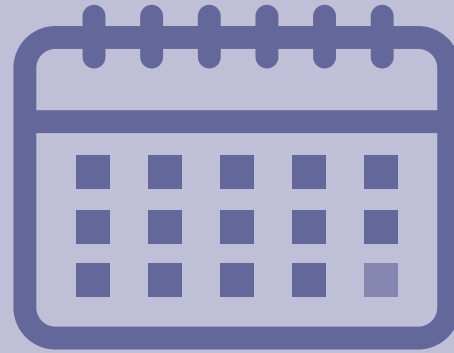


# SAVE THE DATE!

We are starting to plan our residents' trips and activities for this year.

We are looking into options for our trip/activity for residents aged 16 or over but in the meantime have pencilled in **Friday 14th June 2024** for this.

If you are interest in taking part, please contact Joanne at the office to give her your name and contact



details – we will get back to you once plans have been finalised. If you have any suggestions that you would like us to consider, please let us know!

More information about the family trip, scheduled for August 2024, will be provided in our Summer Newsletter.

## WEBSITE

The Association's website provides a lot of useful information about our services and policies.

Our website can be found at [www.nvha.org.uk](http://www.nvha.org.uk) check it out!



# TEXTING SERVICE

**We have recently launched a new texting service for repairs.**

When you report a repair now, you will receive a text to your mobile. The text will provide you with information on the nature of the repair reported, the works order number, any access arrangements made and a date by which the repair should be completed. This provides you with confirmation that your repair has been actioned.



Once the repair is completed, you will receive another text asking you to complete a very short survey to rate your repair experience. If you wish to take part, you will be asked to reply 'yes' to this text, which will then result in another text asking you to rate your experience, with 1 being very satisfied to 5 being very dissatisfied. If you said you are dissatisfied, a member of our team will contact you to discuss any issues you have and gather further information.

If you report a repair, we would be really grateful if you would take part in the survey – the feedback helps us to continue to improve our services.

# GRASS CUTTING SCHEME

**The Association's landscape maintenance contractor is about to start its grass cutting programme for 2024.**

If you are eligible for the Association's grass cutting scheme, please make sure that you have completed the form and returned it to the Association by 8th April 2024. A copy of the form was included with January's Rent Consultation Newsletter but if you no longer have this, further copies can be obtained from the office.

**Please note that if you do not return a form, you will not be added to the list for grass cutting. A new form needs to be completed each year. If you are late submitting your form and miss the contractor's first cut of the season, you could incur a charge to bring your grass back to a manageable level.**

Tenants are eligible for the scheme if there is no-one living in the household aged 16 or over fit enough to do the garden, or all members of the household are 60 years of age or over.

Thank you for your co-operation!



# PAYING YOUR RENT

*There are lots of different ways to pay your rent:*



## ONLINE BANK PAYMENT

You can make payment by making an online transfer of your rent money from your bank account to our bank account. Our bank details are:-

**ACCOUNT NUMBER: ..... 00575108**

**SORTCODE: ..... 80-09-51**

The transfer should include a note of your unique four digit tenancy reference number so that we can identify that it was you who has paid.

## ALLPAY CARD

You can make rent payments using your Allpay card at Post Offices and shops where the PayPoint sign is displayed.

## ALLPAY INTERNET PAYMENTS

You can make secure online payments at any time at **www.allpayments.net**. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card handy.

## CALLING ALLPAY

You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.

## ALLPAY MOBILE APP

The Allpay Mobile App is available on both Apple and Android devices. This secure app can easily be set up with your bank card to make payments on a regular basis after a simple registration process. You will also need your Allpay card number to hand for your Payment Reference Number (PRN).

**Please contact the Office immediately if you do not have an Allpay card and we will get one ordered for you.**

## Do You Have Rent Arrears?

Paying your rent needs to be a top priority if you want to stay in your home. Our staff are here to help if you are struggling and the sooner you contact us, the better.

Please do not bury your head in the sand and tell us as soon as possible if your circumstances change or you are finding it difficult to pay.

Our Housing Officers and Welfare Rights Officer can help you with making a claim for Housing Benefit or Universal Credit - contact them if you need help with your claim.

We can help with claims for other benefits too if this is something you think you might be entitled to or are a bit unsure about.

Are you paying too much towards debt? We can put you in touch with agencies who can help to reduce the amount you pay to debt and help you to manage your bills a bit better.

We can also put you in touch with agencies that help with gas and electricity bills and possibly help you if you are in a crisis.

## What happens if I get into rent arrears?

If you get into rent arrears, we can discuss a repayment plan that is affordable and takes into account the money you have to live on.

If you do not pay your rent or contact us to discuss any arrears, you risk legal action and eviction from your home. We can support you to prevent this from happening, so pop in and speak to your Housing Officer as soon as you can.

*The Castlemilk*

PANTRY



## HELP WITH FOOD

**If you are struggling to buy food, we might be able to help.**

The Association is able to refer tenants to the Castlemilk Pantry, paying the £1.00 joining fee plus £2.50 for one shop for them.

If you think you could benefit from this, please contact Isabel at the office.

The Castlemilk Pantry provides access to good quality food at a reduced cost.

It is based in the Castlemilk Community Centre, at 121 Castlemilk Drive, Glasgow, G45 9UG and is open on Tuesdays and Wednesdays 10.00am to 3.00pm.

## HELP WITH GAS AND ELECTRICITY COSTS

We have fuel vouchers available via the Fuel Bank for tenants on prepayment meters who are experiencing difficulties with gas and electricity costs. Please contact Isabel at the office if you want to find out more about this.





# SMALL APPLIANCES

*The majority of our tenants have now been given either an air fryer, slow cooker or warm duvet through funding received via the Scottish Government's Social Housing Fuel Support Fund. We hope everyone has been able to make good use of the items.*

We have contacted all remaining tenants via letter asking them to contact us to make arrangements to collect their item. If you have not responded, please contact the office as soon as possible.

On page 18 of this newsletter, we have provided some new recipe ideas for you to try.



# UNIVERSAL CREDIT



*Remember to update your Universal Credit journal on 1st April 2024 with your new rent charge.*

You must do this on **1st April 2024** to make sure you are getting the right amount of money that you are due from Universal Credit to cover your rent. If you are unsure of how much your new rent charge is or how to update your journal, please contact your Housing Officer (Susan or Karen). Isabel, our Welfare Rights Officer, can also help you.

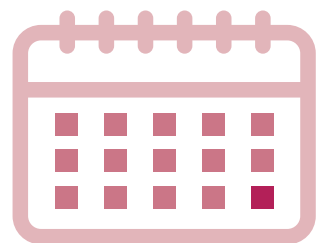
# WELFARE RIGHTS SERVICE



If you need any help with benefits, you can make an appointment to see our Welfare Rights Officer. Contact the office on **0141 634 0555** to arrange an appointment with Isabel.

# OFFICE APPOINTMENTS

We can provide out of hours appointments if you are unable to come into the office during our normal opening hours due to work or other commitments – just contact the office on **0141 634 0555** to make arrangements.



# INCREASE IN ANTI-SOCIAL BEHAVIOUR



Recently we have been experiencing an increase in serious anti-social behaviour complaints.

Anti-social behaviour is someone or a group of people acting in a way that causes distress or alarm to other people. It also includes damage to property.

Everyone has the right to live a peaceful life and the Association takes these types of complaints very seriously, especially if it includes bullying or harassment.

Do not suffer in silence. If you are experiencing anti-social behaviour, contact your Housing Officer and/or the Police to report it. We work closely with residents in the community, parents, schools, the Police and other services to try to resolve issues.

In circumstances where tenants or their families continue to cause problems, we can take legal action which can lead to their eviction.

If you need to discuss anti-social behaviour or any other concern you have about your tenancy, please contact the office.

## HOME CONTENTS INSURANCE FOR AS LITTLE AS £2 PER MONTH



We know that because of the high cost of living, many tenants do not consider home contents insurance a priority.

But if you are flooded or there is a fire or smoke damage in your home, the Association **IS NOT RESPONSIBLE** for replacing your flooring, furniture or other belongings. If we need to carry out an essential repair that requires for example, uplifting laminate flooring, we are also not responsible for replacing the flooring. We are a small organisation and do not have the money to cover this cost.

These things can be replaced if you have home contents insurance. North View does not provide insurance, but you can get it with any provider you chose.

One scheme set up specifically for housing association tenants is the Diamond Insurance Scheme. It can provide standard cover for replacing £4,000 worth of damaged contents for as little as £2 per month.

If you pay more, you can insure more possessions and include accidental damage in the cover. There is no excess to pay when you make a claim.

To get more details, please visit their website at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk).





# REPAIRS – SATISFACTION SURVEYS

Every month, we aim to do follow up satisfaction surveys on 30 reactive repairs completed in that month. Below are the results of the 300 surveys carried out between 1st April 2023 and 31st January 2024:

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by North View?

Very satisfied	66.3%
Fairly satisfied	31.7%
Neither satisfied nor dissatisfied	0.3%
Fairly dissatisfied	0.7%
Very dissatisfied	1.0%



**98.0% OF TENANTS WERE VERY SATISFIED OR FAIRLY SATISFIED WITH THE REPAIRS SERVICE.**

Remember, if you are not happy with a repair that has been done or if you are wondering what is happening with a repair that you have reported, please get in touch with our Maintenance Manager, Ady Tester at the Office on 0141 634 0555 or by email ([ady@nvha.org.uk](mailto:ady@nvha.org.uk)).

## MAINTENANCE PERFORMANCE

Our Key Performance Targets for 2023/2024 in relation to repairs are set out below and performance for the period 1st April 2023 to 31st January 2024 is very good:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST JANUARY 2024
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	99%
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	97%
That at least 95% of Routine Repairs be completed within 10 working days of being reported	97%
That the average time taken to address an Emergency Repair be no more than 3 hours.	1 hr 41 mins
That the average time taken to address a Non-Emergency Repair be no more than 4 working days.	3.1 days
That at least 87% of our repairs be 'right first time'.	97%

# HOUSING MANAGEMENT PERFORMANCE

*Performance in relation to the Housing Management Key Performance Targets for 2023/2024 is also good and is set out below:*

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST JANUARY 2024
That rent arrears not exceed 7% of the amount of rent chargeable for the year.	5.97%
That the average re-let time for empty properties does not exceed 30 days.	22 days
That rental income lost through empty properties does not exceed 1.5% of the rent due.	0.63%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	2.7 days

## COMPLAINTS

We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

### What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action or about the standard of service provided by us or on our behalf.

### What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

Your complaint may involve more than one of our services or be about someone working on our behalf.

Our target is to resolve Stage 1 complaints within five working days of receiving the complaint and Stage 2 complaints within 20 working days.

Information about the complaints that we received between 1st April 2023 and 29th February 2024 is set out below:

### Frontline complaints (Stage 1) received between 1st April 2023 and 29th February 2024:

Number of complaints received	14
Number of complaints resolved	14
The average number of working days that it took to address the complaints	1.9 days

### Investigatory complaints (Stage 2) received between 1st April 2023 and 29th February 2024:

Number of complaints received	1
Number of complaints resolved	1
The average number of working days that it took to address the complaints	7.0 days

# ESTATE MANAGEMENT

Our Estate Caretaker, Billy Kerr, has been out and about in the area, carrying out work to improve the wider environment.

Here are some pictures showing the real difference this has made. We plan to continue with this work over the coming months.



# PLANNED MAINTENANCE

Our programme of planned maintenance for the year is going well. As at 31st January 2024, we had:

- installed a total of 25 new flat entrance doors;
- fitted 20 new kitchens; and
- installed new windows in 22 properties.





# ELECTRIC BIKES & SCOOTERS



In recent years there has been an increase in the use of electric bikes and scooters. They contain rechargeable lithium-ion batteries which are small, lightweight, and hold lots of power. However, they do present a fire risk and, as such, must be stored and used in a safe manner. Fires caused by these types of batteries can cause explosions or fires that spread rapidly.

In this part of the newsletter, we are providing useful advice and guidance on safe storage and charging for electric bikes and scooters.

## PURCHASING

- buy electric bikes, scooters, batteries and chargers from reputable suppliers and ensure that they meet relevant British or European safety standards;
- care should be taken if purchasing a “conversion kit” to turn an ordinary bike into an electric bike as these are often the cause of electric bike fires. Where individual components are bought separately, you must ensure that they are compatible with each other;
- Products should be registered with the manufacturer so that you can be contacted if any products are recalled or safety information is published. You can also check to see if products have been recalled by checking the Electrical Safety First website - [www.electricalsafetyfirst.org.uk/product-recalls](http://www.electricalsafetyfirst.org.uk/product-recalls) or the government website [www.gov.uk/guidance/product-recalls-and-alerts](http://www.gov.uk/guidance/product-recalls-and-alerts).

## STORAGE

- electric scooters or bikes must not be stored or left to charge in communal areas such as closes;
- they must not be stored in a way that would impede escape routes in the event of an emergency;
- batteries should be stored in a cool place and not in an environment that is excessively hot or cold;
- manufacturer’s instructions on the safe storage and maintenance of lithium-ion batteries should be followed if they are not going to be used for extended periods of time (for example, if they are being kept as a spare battery).

## CHARGING

- always follow the manufacturer's instructions on safe charging practices and charging times;
- chargers should be unplugged when charging is finished to ensure that batteries are never overcharged;
- batteries should not be charged while you are asleep or away from home. They should only be charged when you are awake and alert, so that if a fire breaks out, it can be responded to quickly;
- the charging area should have working smoke and heat detectors;
- when charging, you should always take care to use the manufacturer-approved charger for the product. You should check it before use for signs of damage or wear and tear. If the charger shows signs of damage, then a new charger should be bought from a reputable seller that is compatible with the electric bike or scooter it is intended to be used with and any other components;
- chargers or battery packs should not be covered when charging so as to avoid overheating;
- batteries and electric bikes or scooters should not be stored or charged near combustible or flammable materials;
- you should take care not to overload socket outlets and only use appropriate extension leads that are uncoiled and suitably rated for use with electric bikes and scooters.

If a fire does break out due to an electric bike or scooter, Scottish Fire and Rescue Service guidance is to not attempt to extinguish the fire. **Get out, stay out and call 999.**

- batteries can be damaged by dropping them or crashing electric bikes or scooters. Where the battery is damaged, it can overheat and catch fire without warning. Batteries should be checked regularly for any signs of damage and, if you suspect that it is damaged, it should be replaced and should not be used or charged;
- if you need to dispose of a battery, it should not be disposed of in household waste or normal recycling. These batteries, if punctured or crushed, can cause fires in bin lorries, recycling and waste centres. Manufacturers may offer a recycling service. Alternatively, you should check with Glasgow City Council for suitable battery recycling arrangements.

**REMEMBER, DRIVE SAFELY AND THINK OF OTHERS WHEN USING TRANSPORT LIKE THIS.**



# MARY'S TRUST

## We are now inviting applications for our 'Mary's Trust'

The Trust is named in memory of our former Secretary Mary McEwan in recognition of the contribution that she made to improving residents' lives in Windlaw during her time on the Committee. Through 'Mary's Trust', the Association will gift awards totalling £2,000 per year to its residents.

All applicants need to do is demonstrate how they would use the award to benefit their life, or the life (or lives) of the resident(s) that they are applying on behalf of. It could be used to cover the cost of a short break, a family meal out, work or study equipment, or something like a train ticket so that you can go and see a long lost friend or relative!

If you or someone in your household could benefit from this, please make an application. If you wish to apply, please fill in the application form (on the next page), cut it out and hand it into the Office – or you could scan it and email it to us at [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).

**The deadline for applications is 12noon on Friday 17th May 2024.**

We will assess the applications and make awards to those who best demonstrate the benefit that they will get from receiving an award. When doing that, we will take in to account how many people could benefit from the award and how well they could benefit. For example, do we make four awards of £100 so that four people can benefit a wee bit, or one award of £400 so that one person benefits a lot? We will have to weigh up all of that!

We plan to notify successful applicants by the end of June 2024.



### The following terms and conditions apply:-

1. Only people 'registered' with us as residing in a North View property can apply to the Trust and receive a grant from the Trust.
2. A responsible person (who must be aged 18 or over) can apply on behalf of a minor, or someone who is incapable of applying.
3. The applicant will have to describe how the awarding of a grant would help them, or the person they are applying for.
4. Only one grant payment per property will be awarded.
5. We will accept single applications up to the value of £1,000.
6. North View will make purchase payments for the successful applicants.
7. North View's Management Committee has discretion to vary the rules under exceptional circumstances.





# MARY'S TRUST APPLICATION FORM

Your name .....

Your address .....

Your contact tel no. ....

Are you making the application for someone else?

yes    no    *(please circle accordingly)*

Name of the person you are applying for

.....

Address of the person you are applying for

.....

.....

On what do you propose to spend the award money from Mary's Trust?

.....

.....

.....

.....

Below please describe how this will benefit you or the person that you are applying for?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

How much money do you need (from Mary's Trust) to cover the cost of your proposal?

£ .....



# LEGIONELLA

Your chances of getting infected by legionella from a domestic water source are pretty low – as far as we are aware there has never been a case of someone getting Legionnaires Disease from a domestic supply – but you can't be too careful! Here are a few tips that you could follow to eradicate the risk of legionella.

## A

Regularly run water through all your taps to prevent stagnant water from building up. If you have a shower, you should be okay if you are using it every day, but if not, run water through it on the days it's not been in use.

## B

If you have a shower in your bathroom, regularly dismantle the showerhead and hose and disinfect and de-scale them both with a shop bought disinfectant or cleaner – **DO NOT USE A BLEACH BASED SUBSTANCE.** Follow 'Steps 1 to 4' on the right!

## C

If you go away for a while (for example, on holiday), when you get back, turn on the taps at your kitchen sink and let the water run through them for about two minutes then turn the taps off. Repeat this for the taps at your wash hand basin, followed by your bath taps (if you have a bath). If you have a shower, disinfect and de-scale the showerhead and hose as described above.

## D

If your hot water is running lukewarm, or if your cold water isn't as cold as you think it should be, report it to us immediately. Indeed, report any problem that you have with your water as soon as you can.

Step 1



Disconnect the showerhead.

Step 2



Disconnect the shower hose.

Step 3



Steep the showerhead and the hose in a basin of warm water and disinfectant for about 15 minutes.

Step 4



Reattach the showerhead and hose then run the water for a few minutes to get rid of the disinfectant. You are then good to go!



## DOG FOULING

*Dog fouling continues to be a problem in the area.*

Remember, if your dog fouls anywhere in the area, including in a back or front court, your own garden, or in an open space, you must clean it up and bin it appropriately.

If you see anyone allowing their dog to foul in the area, you can report it to Glasgow City Council in the following ways:

- phone **0141 287 1058**;
- download the 'MyGlasgow' app on your phone and/or computer and reporting it online.

If you do not dispose of this type of waste in the correct way and are caught, you could receive a Fixed Penalty Notice of £80 issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days.

*If your dog fouls anywhere in the area, please bag the waste and bin it!*

The Association gives out free dog waste bags to try to help to deal with this problem – you can collect them from our office.

## BINS

Later this year, Glasgow City Council will be introducing changes to the kerbside recycling service.

They will be providing a new grey bin for plastics, metals, cartons, soft plastics and film and changing what can be recycled in the blue bin to paper, card and cardboard only.

Glasgow City Council will provide further information before the new grey bins are delivered.

We will also include further information on timescales and arrangements in future newsletters.





# RECIPES

## SLOW COOKER TURKEY CURRY

**Ingredients:** Serves 4

- 500g minced beef
- 3 onions
- 4 medium carrots
- 6 medium potatoes
- 2 beef stock cubes
- 3 cups of boiling water

**Method:**

**STEP 1** Preheat slow cooker to HIGH

**STEP 2** Add the minced beef to slow cooker

**STEP 3** Peel and chop the carrots and potatoes. Cut the onions finely

**STEP 4** Add the vegetables to the slow cooker along with the stock cubes and the water. Stir. Place the lid on the slow cooker and leave to cook for 4-6 hours



## AIR-FRYER FRITTATA

**Ingredients:** Serves 2

- 1 tablespoon cooking oil
- 1 thinly sliced spring onion
- ½ a chopped red pepper
- 50g grated cheese
- 4 large eggs

**Method:**

**STEP 1** Preheat air fryer to 180 degrees

**STEP 2** Brush cooking oil over fryer to prevent sticking

**STEP 3** Add the spring onion, red pepper, eggs and half the cheese to a separate bowl and beat well

**STEP 4** Pour the mixture into fryer and fry for 10 minutes. Sprinkle over the remaining cheese and return to the fryer for another 10 minutes, or until golden and risen




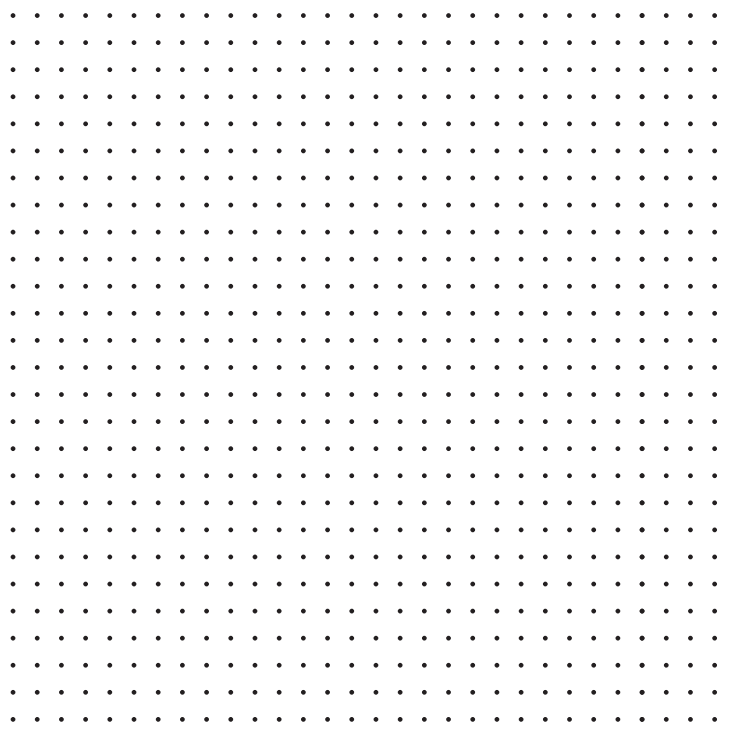
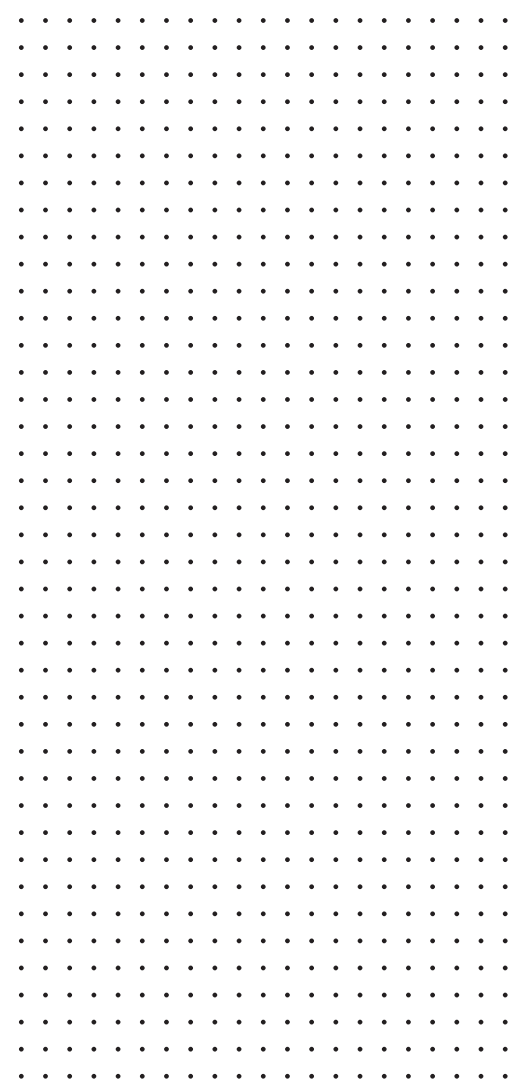
# CYC Walking Group



**Starts:**  
**Thursday 7 March 2024**  
**@9:40am**  
**at Barlia Pitches**

Come join us - CYC Walking Group  
 Meet new people whilst getting healthy!  
 For more info contact us at:  
[lindaheron@castlemilkyouthcomplex.com](mailto:lindaheron@castlemilkyouthcomplex.com)  
 or kelly youthcomplex staff (facebook)

Also -includes the opportunity to join the CYC Dream team  
 on the Glasgow Kiltwalk, wee wander!


## Jeely Piece Club

REGISTERED SCOTTISH CHARITY SCO: 35027

# -BIRGIDALE-

# Easter Holidays



**3rd & 10th April 2024**

**2:30pm - 4:30pm**

**(FREE)**

**Lunch Provided**  
**Easter Activities:**  
**Baking, Easter Bonnets,**  
**Scavenger Hunt, Easter**  
**Egg Hunt & Much More**

Location  
**Birgisdale Complex,**  
**10 Stravanan St, G45**  
**9LW**





# KIDS' COMPETITION

## Design your own Easter Egg.

This competition is for children who are at primary school or not yet started school.

This Spring, we are running a colouring competition for the kids' competition. All you have to do is decorate the egg below – use colours, patterns and anything else you want to draw your own beautiful Easter egg. Then cut out your entry and hand it into the office by **4.30pm on Monday 13th May 2024**. The winner will be contacted at the end of May 2024 and will win a £20 voucher. Good luck!



Name ..... Tel no .....

Address ..... Age .....

