

The Quarterly Newsletter of.....



INVESTOR IN PEOPLE

summer 2019

# NORTH VIEW Housing Association



Registered as a Scottish charity - SC032963

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# North View's Silver Anniversary Family Fun Day!

See page 14!



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## AGM: 24/7/19

A reminder to all Members of the Association that this year's Annual General Meeting will be held in the Birgidale Complex at 7pm on Wednesday 24th July.

The papers for the Meeting went out a few weeks ago and a follow up letter was sent out to all Members last week, *so this is your final reminder!*

As usual, the evening will be rounded off with a game of bingo when the evening's business is done! We are looking forward to having a good turn out.

## Winners of silver tickets!

Congratulations to those of you who got a 'silver ticket' in the Spring edition of our Newsletter!

To mark our silver anniversary year, we placed a 'silver ticket' randomly in 100 of the Spring Newsletters and invited winners to trade it in at the Office for a £25 Amazon voucher! Sixty residents claimed their winnings before the deadline date of 31st May 2019, so well done to them!

A "thank you" to everyone who came along and contributed to the Area Meetings that we ran throughout April, May, and June.

We'd have liked more tenants' to have attended, but those that did gave us the low down on problem issues. There was nothing too serious, mainly annoying things like bin collection, litter, backcourt lighting repairs, the state of the roads and pavements, gutter cleaning, broken gutters, broken gate locks, dog fouling etc. North View isn't directly responsible for many of these issues, but we have passed on tenants concerns to the appropriate authority and we are working our way through the issues that are our responsibility, so thanks again for your input!

**THE OFFICE WILL BE CLOSED ON FRIDAY 12TH JULY & MONDAY 15TH JULY FOR THE GLASGOW FAIR WEEKEND. IN CASE OF EMERGENCY WHEN THE OFFICE IS CLOSED, CALL 634 0555.**

## Office Opening Hours

<b>Monday</b>	8.30am to 12noon	1pm to 4pm
<b>Tuesday</b>	8.30am to 12noon	1pm to 4pm
<b>Wednesday</b>	8.30am to 12noon	
<b>Thursday</b>	10am to 12noon	1pm to 4pm
<b>Friday</b>	8.30am to 12noon	1pm to 4pm

Criminal and anti-social behaviour should be reported to the police by calling **101**.

If there is an incident taking place or you are concerned about any anti-social behaviour you can also report it to Glasgow City Council by phoning them on **0141 287 9999**. You do not need to give your details just information on what is happening and the operators will turn the camera.

The camera in Stravanan Road near Stravanan Court is camera number **G103**, and the camera near the shops in Stravanan Road is camera number **G104**.

All you need to do is tell the operator the camera number and they'll record what's going on! Public Space CCTV is there to make our communities safer.



# RENT POLICY REVIEW:

## *have your say!*



**As reported in the last Newsletter, we have an issue with some of our rent charges!**

**On one hand the rent levels for some of our properties vary markedly between similar type properties that we own elsewhere in the area, while on the other hand the rent that we charge for other properties is either a bit higher or lower than what the other Castlemilk based housing associations charge for similar type properties; they should be more or less in line.**

We have come up with a solution, but it isn't an easy fix. We are aiming to start introducing the changes when we do our next rent review, but we will consult tenants before we finalise our proposals.

It's all a bit complex and it affects different tenants in different ways. We are going to send a leaflet to all tenants to explain how the problem affects them, what we are proposing to do to address it, and give all tenants the chance to tell us what they think about our proposals. We are a bit behind the curve on this; we had hoped to issue the leaflets in the Spring, but didn't achieve that. The leaflets will be sent out in the middle of August, and tenants will have until 4pm on Friday 6th September to get back to us.

We don't usually get a big response to our consultations, but this is arguably the most important policy review that we have ever consulted on, so please take part!

We'll feedback on the consultation in our Autumn Newsletter!

## *“Making Windlaw a good place to live, and building a better future for you and your family”*

We have just completed an overhaul of our Business Plan. It has been a long process but it sets out a ‘roadmap’ which, with annual health checks, will see us through to 2022.

We try to make a difference in everything we do, by being professional, being fair, working as a team, and focusing on the needs of our community.

We strive to be an inclusive organisation. We are customer focused – we put the needs and aspirations of our tenants and service users at the heart of our business.

We are a community-controlled housing association, run by local people for the benefit of the people who live in our community. We aim to be responsive to the changing needs and aspirations of our tenants and service users.

In the Plan, we set out what we are about – which is **“Making Windlaw a good place to live, and building a better future for you and your family.”** We aim to deliver on that by achieving our six main targets – or ‘Strategic Objectives’; these are:-

To provide quality homes in a good environment at affordable rents.

To consolidate and improve our core services, while meeting tenants' needs and aspirations.

To help bring other services to our community, through partnerships with local service providers.

To invest in tenants' homes and manage our assets well.

To deliver new housing development, at a scale that is manageable for the Association.

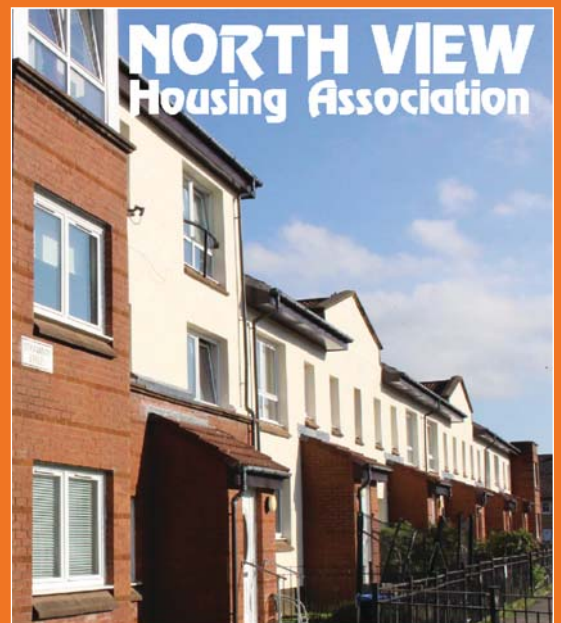
To achieve high standards of governance and financial management and be a good employer.

We have set measures against every target, so we can see how we are doing against each. We have got to do stuff to meet some of these measures so the costs of doing that have been built in to our financial plans to make sure that they are affordable.

If we achieve those measures then we can say that we have met the targets, which will show that we really are “Making Windlaw a good place to live and building a better future for you and your family.”

The Business Plan will be published on our website later in the summer, but if anyone wants a copy you can get one from our Office as long as you give us a couple of days’ notice.

*Jim Harvey Consulting helped us with the review, so a big ‘thank you’ to Jim for his input and guidance.*



**Business Plan**  
**2019/20 - 2021/22**



# Help develop our Annual Performance Report!

A few years back we held a tenant discussion group meeting to consider what should be in our 'Annual Performance Report' that we send out to tenants and owners each October.

The information we got back was very helpful, and we used it to shape the content and format of the Report (as shown in the extract below). We did that three years ago, and now we need to do it again to see if tenants' views have changed, or if we are good to continue with what we have been doing! To that end, we are inviting any tenants and owners who are interested in being part of a new Discussion Group to get in touch and come along and help us shape this year's Annual Performance Report.



**The customer/landlord relationship**

Our figures are based on the results of the residents' survey that we had carried out in 2018.

In the infographic that follows, we have compared our performance for 2017/18 against (1) the Scottish average for 2017/18, (2) our Peer Group's average for 2017/18, and (3) where appropriate, our performance figures for the year 2016/17.

The Scottish average draws the results from housing associations and local authorities all across the country, while the Peer Group average is calculated from our results and those of eight other associations of a similar type and size to us and operate in the Glasgow area.

Percentage of tenants who hold that they were satisfied with the overall service that they received from their landlord	North View - 90.0%	Scottish average - 90.5%	Peer Group average - 87%
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**Communication**

66 Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides

Percentage of tenants who felt that their landlord was good at keeping them informed about its services and activities	North View - 83%	Scottish average - 81%	Peer Group average - 59%
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**Equalities**

66 Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

We aim to treat people respectfully and fairly: our latest survey results indicate that we are achieving that - 95% of tenants surveyed agree (satisfied) that we treated them fairly.

We don't tolerate any form of equality in 2017/18, instead we continue to be the inequality through many aspects of our work. Examples include:

- Providing better advice to help people access the services that they are entitled to
- Funding activities in the area for local children and young people. This has involved us working in partnership with various organisations like the Holly House Club, Castlehill Youth Centre, and Urban Meats; they delivered the projects for us
- Working with the Trust's Trust to provide a local feedback outlet for our tenants.

We are looking for the new Group to:-

- 1 Decide upon the information that they want included in the Annual Performance Report.
- 2 Decide upon how that information should be presented in the Annual Performance Report, and what format the Report should take.
- 3 Give their views on our assessment of how well we performed in 2018/19.

We are hoping to complete the exercise by the end of August, so we reckon that the Group will have to meet two or three times in August. The meetings will last no more than a couple of hours and they'll be held in our Office, unless there is massive interest whereupon we will relocate to the Birgisdale Complex.

If you are interested in being part of the Discussion Group, please tell one of our receptionists – Maureen or Noirin – by Friday 26th July.





## Universal Credit: *advanced payments*

If you need help to pay your bills or cover other costs while you wait for your first Universal Credit payment, you can apply to get an advance.

The most you can get as an advance is the amount of your first estimated payment. If you are eligible to pay rent then Housing Costs are included in this calculation. The Housing Costs are paid to cover your rent charge and therefore this money should be paid to North View.

You can apply for an advance payment in your online account or through your Jobcentre Plus work coach.

You'll usually find out the same day if you can get an advance.

You start paying the advance back out of your first payment. You can choose how many months you pay the advance back over, but you must pay it back within 12 months. You do not pay interest on it - the total amount you pay back is the same as you got in the advanced payment.

## Universal Credit: *Severe Disability Premium*

Claimants receiving the Severe Disability Premium (SDP) in a legacy benefit will not be able to move on to Universal Credit (after January 2019), except through managed migration. Managed migration is where the government transfers people from the existing system over to Universal Credit. Managed migration will be piloted in July 2019 for a few claimants in Harrogate. Further roll out dates to be arranged.

People moved over to Universal Credit by 'managed migration' will not be worse off when they are transferred. If they are entitled to less under Universal Credit than under the benefits that are being replaced by it, they will receive a 'transitional amount' to top up their Universal Credit to the same amount, under managed migration.

A Severe Disability Premium is an extra amount that is included in some means-tested benefits to help with the cost of disability. You will need to be in receipt of DLA middle rate care or above or PIP any rate of Daily Living or Attendance Allowance. There are further conditions depending on your situation eg who lives with you and what benefits do they receive. If you are unsure if you qualify for the SDP or believe you have been incorrectly awarded Universal Credit contact Isabel at the office for advice.



# Best Start Grant

THE BEST START GRANT includes three one-off cash payments. These cover Pregnancy and Baby Payment, Early Learning Payment, and School Age Payment.

You can get these payments if you are over 18 and have a child, or you care for a child who's the right age for a payment. You qualify whether you're in work or not, as long as you're getting one of the following benefits:- Child Tax Credit, Universal Credit, Income Support, Pension Credit, Working Tax Credit, Housing Benefit, Income-based Jobseekers Allowance (JSA), **not** 'contribution based' JSA, and Income-related Employment and Support Allowance (ESA) but **not** 'contribution based' ESA.

Each of the Payments is covered below.

## Pregnancy and Baby Payment

You can apply for the Pregnancy and Baby Payment from 24 weeks pregnant up to the day your baby is 6 months old. This goes up to one year old if you've taken over looking after a child, such as if you've adopted.

You can apply for a child whether the baby is your first child or not. If you get the Pregnancy and Baby Payment for your first child, you'll be paid £600, and £300 for any child born after.

## Early Learning Payment

From 29 April 2019 the Best Start Grant Early Learning Payment is a £250 payment to help with the costs of early learning when a child is between 2 and 3½ years old.

## School Age Payment

If you have a child (or children) about to start school, under the School Age Payment scheme, you may be entitled to a £250 payment for each child. Dates when you must apply depend on when your child was born. If your child was born between 1st March 2014 and 28th February 2015, you must apply for the grant between 3rd June 2019 and 29th February 2020, and if your child was born between 1st March 2015 and 29th February 2016, you have from 1st June 2020 until 28th February 2021 to apply. You cannot apply outwith these dates.

If your child was born later than February 2016, you'll be able to apply after May 2021, but you cannot apply for the School Age Payment for a child born before 1 March 2014.

## Applying for one of the Best Start Grants

If you have children who are the right age for the Pregnancy and Baby Payment, Early Learning Payment and School Age Payment, you only need to fill in the online Best Start Grant form once to apply for all these payments.

You can apply at [www.mygov.scot/best-start-grant](http://www.mygov.scot/best-start-grant). If you don't have access to a computer, or you aren't sure about how to complete the form, get in touch with us at the Office and we'll try and sort things out for you.

## Warm Home Discount

The Warm Home Discount Scheme for winter 2018 to 2019 closed on 31 March 2019. The 2019 to 2020 scheme will start on 14 October 2019. Even if you qualified last year you will need to apply again.

Depending on your circumstances you could get £140 off your electricity bill under the Warm Home Discount Scheme. The money is not paid directly to you - it's a one-off discount on your electricity bill that your supplier will apply at somepoint between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

# SKIPS

This year's 'Summer tidy' weekend starts on Friday 19th July, when we provide 15 skips for tenants to use to get rid of unwanted household junk.

The skips will be located as shown on the map. They will arrive on Friday 19th July, and be lifted on the following Monday - 22nd July.

If the skip nearest you is full, don't overload it; use one of the other skips instead!

Some items are banned from landfill sites, so they can't go in the skips. These are listed below. If you want to get rid of any of these types of things, contact us at the Office and we'll help you do so, but **PLEASE DON'T PUT THEM IN THE SKIPS.**



**NO GAS BOTTLES OR GAS CANISTERS**



**NO TYRES OR WHEELS**



**NO TINS OF PAINTS, OILS, OR TINS OR BOTTLES OF OTHER SOLVENTS**



**NO TVs OR OTHER ELECTRICAL GOODS**



**NO FRIDGES OR FREEZERS**  
(phone the council on **0141 287 9700** to make uplift arrangements)



**Skip 4:-** in the turning area at the end of Ardmaleish Street.



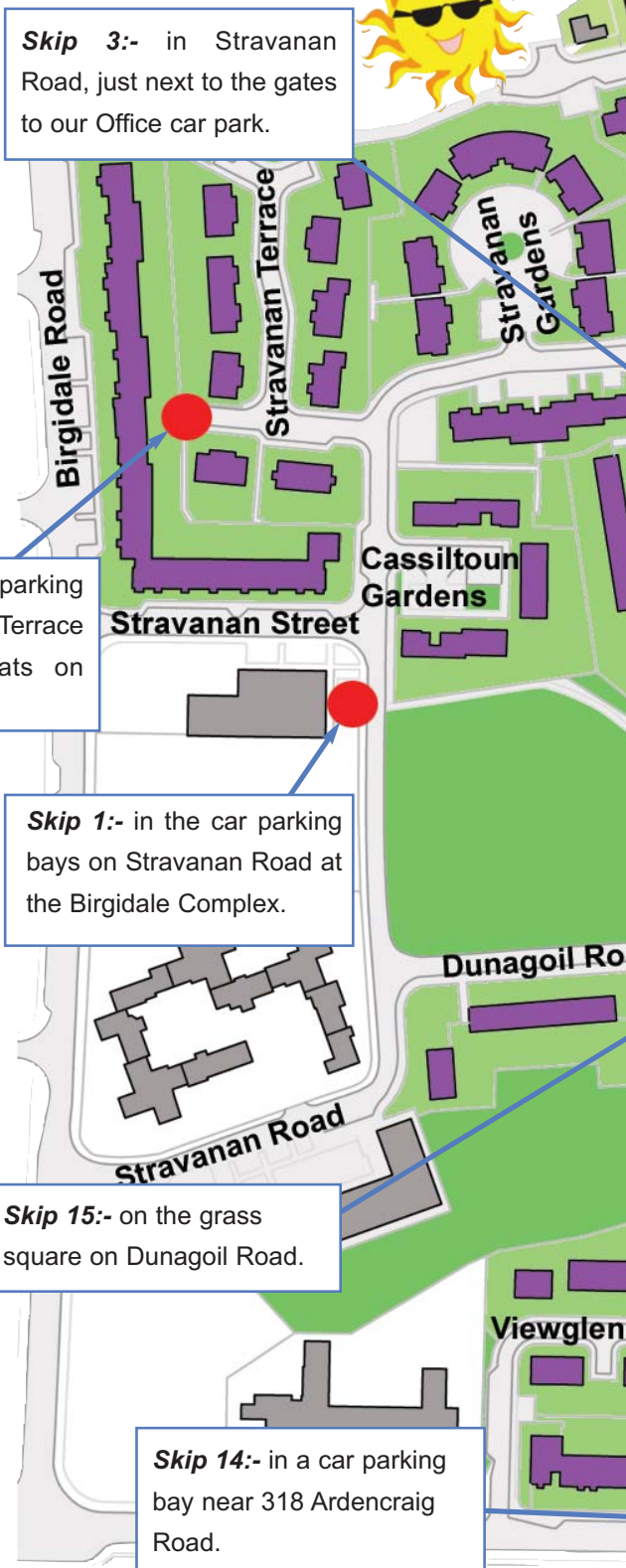
**Skip 3:-** in Stravanan Road, just next to the gates to our Office car park.

**Skip 2:-** at the car parking bays in Stravanan Terrace that back onto flats on Birgidale Road.

**Skip 1:-** in the car parking bays on Stravanan Road at the Birgidale Complex.

**Skip 15:-** on the grass square on Dunagoil Road.

**Skip 14:-** in a car parking bay near 318 Ardenraig Road.





# SKIPS

**Skip 5:-** in the car parking bays at the corner of Ardmaleish Street and Ardmaleish Road.

**Skip 6:-** on the ground opposite 29 Lenihall Drive.

**Skip 7:-** on the grassed area between Lenihall Drive and Lenihall Terrace.

**Skip 8:-** in a car parking bay next to 208 and 210 Castlemilk Drive.

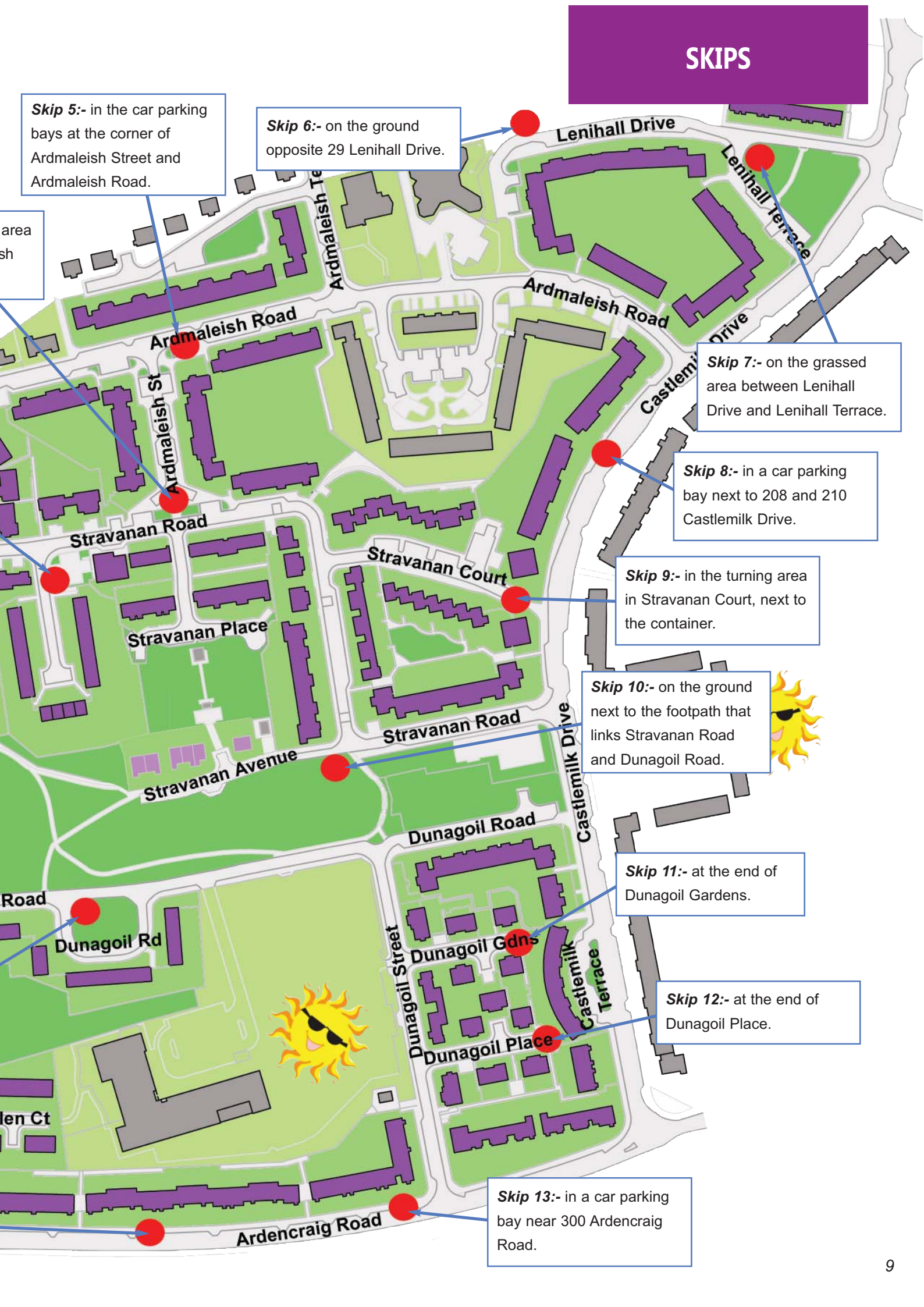
**Skip 9:-** in the turning area in Stravanan Court, next to the container.

**Skip 10:-** on the ground next to the footpath that links Stravanan Road and Dunagoil Road.

**Skip 11:-** at the end of Dunagoil Gardens.

**Skip 12:-** at the end of Dunagoil Place.

**Skip 13:-** in a car parking bay near 300 Arden Craig Road.





# Castlemilk Fun Day 2019

We had a steady flow of visitors to our pitch behind the Community Centre at this year's Castlemilk Fun Day.

The Coconut Shy was again popular but its popularity was matched by our newly acquired smoothie bike, where riders could select their raw ingredients then peddle hard to pulp it down.

The smoothie bike was free for all riders and the coconuts made a wee bit of money – £88.50 – for Cancer Research UK, which was good, but that was by the by, the main purpose was to put on something that folk could enjoy and have a laugh at, which these photos show that they did!







# Blackpool 2019

Our intrepid daytrippers to Blackpool were blessed with wall to wall sunshine! Sunscreen and smiles all round, and a couple of 'Kiss Me Quick' hats!

It was an early start as the coach hit the road at the back of six on the Friday morning. They all made the most of their day and many slept on the return journey as they slipped back into Castlemilk in the very early hours of Saturday morning! A long haul, but a brilliant day!





The Jeely Piece's Wednesday PlayClub in the Birgie is continuing to run during the school holidays, but it'll be on from 3pm to 5pm (instead of 4pm to 6pm)!

As with past school summer holidays, North View is covering the cost of the Jeely laying on a second PlayClub in the Birgie – that'll run from 3pm to 5pm on a Monday. Entry is free for children of primary school age, but under 8's must be accompanied by a parent or guardian. Contact Lorriane at the Jeely for more detail about the Jeely's activities. The Jeely's telephone number is 0141 634 7305.

Last weekend saw North View fund the Jeely's fourth annual Outdoor Residential Weekend for 12 kids who attend the Wednesday PlayClub in the Birgidale Complex! The Newsletter went to print before they set off, so we'll give you full report in our Autumn issue!



The children's gardening club has decanted to the Birgidale Complex for the duration of the school summer holidays! Urban Roots is delivering an exciting expanded programme for primary school aged children! It's free, but you'll need to book a place for your child! Between Urban Roots on a Thursday, and the Jeely on a Monday and a Wednesday, North View has well catered for its primary school age children this summer!

The children being away gives the adults a chance to crack on with the Community Garden in Stravanan Road, but we need help to look after the garden!

We need volunteers to help to keep the garden looking nice, and safe for the kids to use. You can learn about growing food, flowers and herbs, and take home your own homegrown fresh salad and veg – or just chat and relax with a cup of tea and a biscuit!

Urban Roots' adult sessions take place every Thursday, from 1pm to 3pm, in the Community Garden in Stravanan Road, opposite the road in to Stravanan Terrace. Drop by and say hello.

For more information about Urban Roots' activities, give Lindsey Duncan a call. She is the project co-ordinator and you can get her on 0141 613 2763. She is out and about a lot so leave a message if she's not in; she will get back to you.



# Jeely Piece Club

A registered Scottish charity, No. SCO 35027

## Pop-Up Play Castlemilk Holiday Club Times

<b>Monday</b>	2.30-4.30	@ Netherholm £1Entry
<b>Monday</b>	3.00—5.00	@ BirgidALE Complex, FREE
<b>Tuesday</b>	2.45-4.45	@ King's Park Baptist Church £1Entry
<b>Wednesday</b>	1-3pm @ Maureen Cope £1 Entry	3pm-5pm @Birgidale Complex FREE Entry
<b>Thursday</b>	2.30-4.30	@ Castlemilk Parish Church £1 Entry
<b>Friday</b>	2.30-4.30	@ Netherholm £1 Entry

NOTE : P1-P4 Must Be signed In and Out By An Adult



play@jeely.org.uk   www.jeely.org.uk   /jeelypiece   /jeelypiececlub   /jeelypiececlub   0141 634 7305

Jeely Playzone, 88 Macchie Drive, Castlemilk, G48 8AL  
The Jeely Piece Club is a registered Scottish charity, No. SCO 35027

# Urban Explorers

## Holiday Club

### Thursdays 10.30am - 12

Starts 4th July for 6 weeks  
Meet in Birgidale Centre

Games Outdoor Activities Crafts Cookery  
Gardening & Food Growing Den-building



**Ages**  
5-11

**Juice & snacks**  
provided

**FREE but you need to book a place**

Contact Lindsey at Urban Roots to book your child's place  
Phone: 0141 613 2763 email: projects@urbanroots.org.uk







# CASTLEMILK TOGETHER: FOOD AND FUN FOR SUMMER!

## ALL FREE!

There's food and fun for everyone this Summer, across 4 venues! Check out what's on at the Castlemilk Stables, the Maureen Cope Community Hall, the Castlemilk Parish Church, and Barlia Pitches!



Children must be accompanied by an adult.



## Castlemilk Stables

59 Machrie Road  
G45 0AZ

On Mondays, 11-2pm, drop in for lunch, activities, and sports with Community Coaches from Glasgow Life.

On Thursdays, 11-2pm, come along for lunch, activities, and workshops!

### MONDAY

1ST, 8TH, 22ND, 29TH JULY  
5TH AUGUST

### THURSDAY

4TH, 11TH, 18TH, 25TH JULY  
1ST AND 8TH AUGUST

For more information contact Paddy on:

0141 634 2673

[paddymckenna@cassiltoun.org.uk](mailto:paddymckenna@cassiltoun.org.uk)



## Maureen Cope Community Hall

201 Arden Craig Road  
G45 0JJ

11-3pm: Lunch, arts, crafts and workshops in the hall and outdoor activities with the Jeely Piece Club. No booking required!

**WEDNESDAY** 3RD, 10TH, 17TH, 24TH, 31ST JULY  
7TH AUGUST

For more information contact Fiona on:  
0141 631 5041  
[fionamegovern@ardenglen.org.uk](mailto:fionamegovern@ardenglen.org.uk)

**New Castlemilk Parish Church**  
1 Dougrie Road  
G45 9NP

On Fridays, 11-2pm, drop in for a tasty lunch with fun, activities, and workshops!

**FRIDAY** 5TH, 19TH, 26TH JULY  
2ND AND 9TH AUGUST

For more information contact the church on:  
0141 631 5041  
[castlemilkparishchurch@gmail.com](mailto:castlemilkparishchurch@gmail.com)



## Other Free Activities & Events

Free Family Swim  
Castlemilk Pool  
137 Castlemilk Dr,  
G45 9UG

Monday 12pm-2pm  
Tuesday 5pm-7pm  
Sunday 1pm-3pm

Check out each venue's Facebook for more free events and activities!



**Castlemilk Community Football**  
"In the community for the community"

CCF  
**BARLIA**  
SOCCER CAMP  
WITH DAILY LUNCH

IN ASSOCIATION WITH  
VEGETARIAN

**FREE** for children (8 - 18yrs) at Castlemilk Schools and or G45 residents

to book a place, please confirm name, contact details, age, home address, school & year stage & date(s) required

email [castlemilkcommunityfootball@virginmedia.com](mailto:castlemilkcommunityfootball@virginmedia.com) or complete the application form & hand to contact organisation

places are limited, we will endeavour to give you preferred dates .....confirmation of places by email or text

Find us  
1st July - 5th July  
15th July - 19th July  
29th July - 2nd August

@CmlkComFoot

PARENT VOLUNTEERS REQUIRED FOR LUNCH SERVICE

Applications can be completed through email or picked up and dropped off at Castlemilk Stables.



# Silver Anniversary Family Fun Day!

The Birgidale Complex will play host to our 'Silver Anniversary Family Fun Day' on Sunday 28th July!

As the title suggests, the Fun Day is being held to mark our 25th year and it is the last of our milestone celebrations!

The Family Fun Day is for all North View residents! Attractions includes circus activities – jugglers, magicians, and balloon modellers, a mini petting zoo, bird of prey, arts and crafts activities, and our smoothie bike! We are finalising arrangements, so there will be more attractions on the day, but there will be something for all the family.

Everything is free, except food and (soft) drinks. The event will run from 11am to 4pm! Hope you can make it along!

## M&Ds 2019!

This year's summer family trip to M&Ds will be held on Friday 9th August!

The trip is for children and/or grandchildren of North View tenants and owners who are 15 years old or younger.

We need at least one responsible adult to reserve places for all the children and adults in their party and to accompany them on the trip. However we won't take any tenant or owner (or any of their family) if they owe us more than £100 in rent arrears, factoring charges, rechargeable repairs etc.

We have three coaches going and places will go on a first come first served basis. We will start taking bookings at 8.30am on Tuesday 16th July.

Only the people whose names are on the booking list will be allowed to go on the trip. If someone in your party has to pull out, you can't just replace them with someone else because on the day of the trip we'll check the List and if they aren't on it, they won't get to go. If the coaches are fully booked, we'll start a Reserve List and fill any cancellations from that.

Contact Joanne at the Office to reserve places for your group. She'll get you to fill in a form to let us know the names and addresses of the children and the adults who will be accompanying them on the trip. All adults must be North View residents. You will have to pay a £5 booking fee for every adult in your party, but you'll get that back upon arrival at M&Ds.

Places will go quickly, so book soon to avoid disappointment!





## MUTUAL EXCHANGES

If you are looking to move, a mutual exchange may be an option for you!

We have 14 mutual exchanges on our books at the moment! They are all set out below.

Contact Joanne at the Office if you are interested in any of these, or if you want to find out more about mutual exchanges or about HomeSwapper - *the service through which you can swap your home with someone anywhere in the UK!*

**Offered:-** Two apartment second floor flat in Castlemilk Drive. Flat benefits from having a large kitchen and balcony.

**Wanted:-** Three apartment property in Ardmaleish Road or Ardmaleish Street.

**Offered:-** Three apartment ground floor flat in Birgidale Road. Back and front door with gardens to front and back. Good area. Double glazing. Gas central heating.

**Wanted:-** Similar type property anywhere in the Windlaw area.

**Offered:-** Five apartment ground floor flat in Lenihall Drive. Property benefits from back and front door. New kitchen. Good neighbours.

**Wanted:-** Three or four apartment similar type property. Must have back and front door. All areas considered.

**Offered:-** Three apartment first floor flat in Stravanan Road.

**Wanted:-** Three apartment flat, preferably ground floor or main door, but would consider top floor. Most areas will be considered.

**Offered:-** Three apartment first floor flat in Stravanan Street.

**Wanted:-** A four apartment property, preferably ground floor or main door flat in Glenacre, Westcastle, or Castlemilk Drive.

**Offered:-** Three apartment ground floor flat in Holmbyre. Flat benefits from having its own back and front door, walk in shower, double glazing, and gas central heating.

**Wanted:-** Three apartment similar property type in the Windlaw area.

**Offered:-** Three apartment first floor flat in Birgidale Road.

**Wanted:-** Three apartment main door property. Would consider a three apartment ground floor flat. Most areas considered.

**Offered:-** Three apartment back and front door property in Barlia Drive. Quiet area.

**Wanted:-** Three apartment similar type property in the Windlaw area.

**Offered:-** Four apartment second floor flat in Raithburn Road. New kitchen and bathroom etc.

**Wanted:-** Four or five apartment property. All areas considered except Ballantay and Hoddam.

**Offered:-** Three apartment first floor flat in Ardmaleish Road. Flat has new kitchen and new windows.

**Wanted:-** Four apartment similar type property. Most areas considered.

**Offered:-** Four apartment ground floor flat in Arden Craig Road. Flat has own front and back door and a new kitchen.

**Wanted:-** Three apartment similar type property. Most areas considered.

**Offered:-** Three apartment first floor flat in Arden Craig Drive.

**Wanted:-** Ground floor flat or a house. Most areas considered.

**Offered:-** Three apartment ground floor property in Arden Craig Road. Property benefits from having adapted walk-in shower, ramped access to the front close door, double glazing, and gas central heating.

**Wanted:-** Similar type three apartment property within the Windlaw area.

**Offered:-** Four apartment new build house in Stravanan Road.

**Wanted:-** Five apartment main door property. All areas in Castlemilk considered except Ballantay and Stravanan.





At the start of the financial year, we set out what we aim to do by 31st March 2020. These are our Objectives for the year. We then set timescales to achieve each Objective by, and set Performance Targets, which cover our key service areas of housing management and maintenance. Below, is a report on how we performed against these Objectives and Targets up to 31st May.

## Our Objectives for 2019/20 are:-

- That we carry out work on 20 dwellings that currently don't meet the EESSH (Energy Efficiency Standard for Social Housing) criterion to make them compliant with the EESSH by 31st March 2020.  
We have completed only one upgrade; behind schedule but we have time to catch up.
- To fit new windows in the homes of 35 tenants by 31st March 2020.  
We have fitted new windows in the homes of 12 tenants, so we are on track.
- To fit new gas boilers in the homes of 35 tenants by 31st March 2020.  
We have fitted 5 boilers so far. Scheduled to have fitted six by now, but we'll catch up.
- To fit new bathroom suites in the homes of 6 tenants by 31st March 2020.  
We have fitted two bathroom suites so we are on target.

## Housing Management

*That the average time it takes us to re-let empty properties is not more than 18 days.*

We hit an average of 12.6 days for the first two months of 2019/20 - pleased with that.

*That rental income lost through properties being empty does not exceed 0.5% of the possible rental income for the last 12 months.*

We were sitting at 0.35% of possible rental income. Target being met.

*That rent arrears not exceed 3.5% of the amount of rent chargeable for the year.*

Sitting a wee bit higher than target at 3.62%. We'll be keeping a close eye on this as more tenants move on to Universal Credit.

*That applicants be placed on our Housing List within 9 working days of the Association receiving his/her/their application.*

It took us an average of 4.5 days to place applicants on our Housing List. Target being met.

## Repairs

*That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours.*

So far, all Emergency Repairs have been completed within the 24 hours target!

*That at least 93% of Urgent Repairs be completed within 3 working days of being reported.*

99.03% of Urgent Repairs were completed within target timescale!

*That at least 93% of Routine Repairs be completed within 10 working days of being reported.*

97.55% of Routine Repairs were completed within target timescale!

*That the average time taken to address an emergency repair be no more than 3 hours.*

Average time taken to address emergency repairs was 1 hour and 16 minutes!

*That the average time taken to address a non-emergency repair be no more than 4 working days.*

The average time taken to address non-emergency repairs was 2 days, 9 hours, and 50 minutes!

*That at least 80% of our repairs be 'right first time'.*  
97.83% of our repairs were 'right first time'.



Complaints about our service fall into two categories – a Frontline (Stage 1) complaint, and an Investigatory (Stage 2) complaint. Frontline complaints are the more common, and they are about things that can be attended to quickly – like a complaint about someone not turning up when they said they would – while Investigatory complaints are generally about more serious issues, although they do include Stage 1 complaints that have been stepped up to Stage 2 because they haven't been resolved.

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

Over April and May, we received six Frontline complaints and no complaints that fell in to the more serious Investigatory complaint category. Details below:-

**5** Number of complaints addressed within the '5 working days' target.

**1** Number of complaints that were partially upheld.

**5** Number of complaints that were fully upheld.

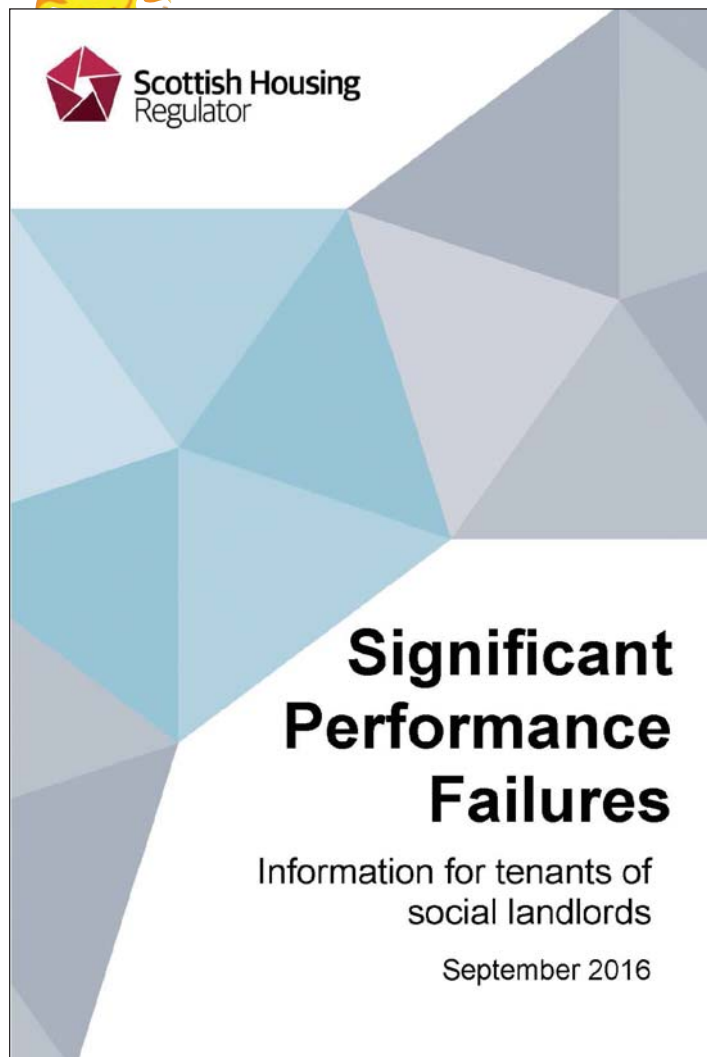
**4** The average number of days that it took to address the complaints.

### **Learning**

One of the complaints was about our policy not to respond to 'no heating and/or hot water' repair reports that come in after 9pm until the next day – our theory being that folk are going to their bed so they don't need heating or hot water. However in light of one of the complaints we have changed things so that our Out of Hours call handlers notify our Maintenance Manager when they receive a 'no heating and/or hot water' repair and it will be for him to decide whether it be left until morning or responded to sooner.



## COMPLAINTS



## Significant Performance Failures!

Just a reminder that in 2016 the Scottish Housing Regulator has issued a leaflet advising tenants what to do if they are unhappy with the services that their landlord provides, or are concerned about how the landlord is operating. As a tenant of North View, this applies to you.

The leaflet covers complaints, and 'Significant Performance Failures' – which are things like us failing to do annual gas safety checks, failing to let houses in accordance with our procedures, and not carrying out repairs in line with our policies. Significant Performance Failures don't normally affect just one individual tenant, they are usually service failures that affect many tenants.

You can pick up a leaflet in our office reception area, or you can download one from the Regulator's website – [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).



# 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 – on holiday or whatever – 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. Then repeat that for your taps at your wash hand basin, followed by your bath taps (if you have a bath). If you have a shower in your flat, 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!*



We are making good progress with the 'fire detection' work that we are doing to bring all our properties up to standard by the Scottish Government's deadline date of 1st February 2021!

These new regs require us to fit a smoke detector in the Living Room, a heat detector in the Kitchen, and a smoke detector in the Hall. If you live in a house, we will fit a smoke detector in the downstairs Hall and one in the upstairs Hall. If you live in a flat which has a long Hall, depending upon its length, we may fit two smoke detectors in the Hall.

We aim to have upgraded 279 properties by 31st March next year – which averages about 29 properties a month from here on in! By the end of May we had done 72 so we are off to a good start!

We are managing to get in, do the work, then get out of tenants homes pretty quickly. We appreciate tenants' co-operation and apologies for any inconvenience caused.



## Repairs - Satisfaction Surveys

Between 1st April and 31st May we carried out 61 repairs satisfaction surveys.

The survey consisted of four questions, the first three being – *Has the repair been completed? Are you satisfied with the quality of the repair? Was the repair completed on the first visit?* There were positive responses across the board for these three. The fourth was a general question; it and the outcome response results are highlighted below.

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

<b>Very satisfied</b>	<b>48/61 - 78.7%</b>
<b>Fairly satisfied</b>	<b>7/61 - 11.5%</b>
<b>Neither satisfied nor dissatisfied</b>	<b>4/61 - 6.5%</b>
<b>Fairly dissatisfied</b>	<b>1/61 - 1.65%</b>
<b>Very dissatisfied</b>	<b>1/61 - 1.65%</b>



Satisfaction levels are running high at 90.2%, so we are really pleased with that! Two tenants weren't happy with the service, so the Maintenance Manager will be looking into the issues to see what needs done.

If you have had a repair done that you aren't happy about, or if you are wondering what is going on with a repair that you have reported, get in touch with our Maintenance Manager, Ady Tester at the Office and tell him about your concerns. If you'd rather email him, you'll get him at [ady@nvha.org.uk](mailto:ady@nvha.org.uk).

# COMPETITIONS

This Summer, we are looking for the Summer Suns for the kids' competition. How many Summer Suns are there in this Newsletter - *including the one on the right?*



This competition is for children who are at primary school or not yet started school. All you need to do is count the Summer Suns, write down the number in the box below, fill in your name, your age, address, and phone number, cut out your entry and hand it in to the Office by 4pm on Friday 16th August 2019. All correct entries will go forward to the prize draw at the end of August to win a £20 Amazon voucher. Good luck!

There are  Summer Suns in this Newsletter!

Name \_\_\_\_\_ Tel no \_\_\_\_\_  
 Address \_\_\_\_\_ Age \_\_\_\_\_

	1	3		2				6
	5			8				
						3		4
				6	4			1
	7	9					5	
						7		
		6		4	9		1	5
			8		1	9		
		1				4		



Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 Tel no \_\_\_\_\_

The other competition we are running is a Sudoku puzzle and that is open to everyone.

What you have to do is fill in the blank squares so that each row, each column, and each three-by-three block contain all of the digits from 1 to 9, then write your name, address, and telephone number on the entry form, cut out both the entry form and the puzzle, and hand it in to our Office by 4pm on Friday 16th August 2019. The winner of the £20 Amazon voucher will be drawn from all the correct entries at the end of August.