



INVESTOR IN PEOPLE

autumn 2019

The Quarterly Newsletter of.....

NORTH VIEW Housing Association

Registered as a Scottish charity - SC032963



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Rent Policy Consultation results - pages 4 & 5

INSIDE
YOUR AUTUMN
NEWSLETTER

2 - 10 NEWS
11 MUTUAL EXCHANGES
12 & 13 BENEFITS ADVICE

14 PERFORMANCE
15 COMPLAINTS & SURVEYS
16 COMPETITIONS

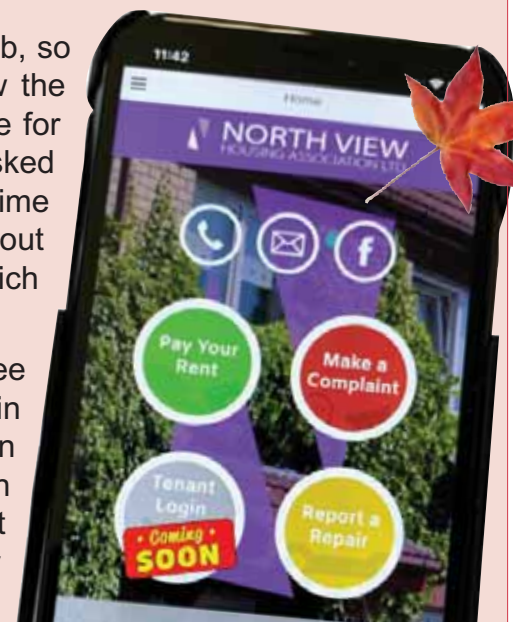
Housing associations to be covered by the Freedom of Information Act

THE FREEDOM OF INFORMATION ACT IS BEING EXTENDED TO INCLUDE HOUSING ASSOCIATIONS FROM 11TH NOVEMBER, SO WE'VE BEEN BUSY PREPARING FOR ITS INTRODUCTION!

We are following the Scottish Information Commissioner's guidance on what information we should be making available and where that information should be made available. Most of it is going on our website so we've been adding information to the website, but it is due a further overhaul next month to bring us up to speed; we're aiming to have everything in place by the end of October and relaunch the website then.

We realise that not everybody has access to the web, so people will be able to drop in at the Office and view the information that they are seeking. There is no charge for that, but there will be a slight charge should we be asked to run off documents, or if it is going to take us a lot of time to pull everything together. These charges will be set out in one of our new Freedom Of Information policies, which will be brought in at the end of next month!

A while back we reported that we were having a free app developed for our website. The app is ready and in Google Play, where android smart phones users can download it for free – all you need do is type 'North View Housing' in the search bar. We are having a bit of difficulty getting it in Apple's App Store, but hopefully that'll be sorted out soon.



THE OFFICE WILL BE CLOSED ON FRIDAY 27TH & MONDAY 30TH SEPTEMBER FOR THE SEPTEMBER WEEKEND. IN CASE OF EMERGENCY WHEN THE OFFICE IS CLOSED, CALL 634 0555.

Office Opening Hours

Monday	8.30am to 12noon	1pm to 4pm
Tuesday	8.30am to 12noon	1pm to 4pm
Wednesday	8.30am to 12noon	
Thursday	10am to 12noon	1pm to 4pm
Friday	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.

All good at Annual General Meeting 2019!



Our latest Annual General Meeting was held in the Birgidale Complex on 24th July.

Josephine Deacon delivered her Chairperson's Report, which Euan Anderson followed with his Director's Report. Our external auditor, RSM, then reported their findings from their audit visit earlier in the summer - *the headline being that all was in order!*

In accordance with our Rules, one third of our Committee must stand down at every AGM – they can stand for re-election, but a third must stand down. That meant that three Committee Members stepped down. All three stood for re-election and rejoined the Committee to bring to ten the number of Committee Members.

Committee met immediately after the AGM to elect their Office Bearers. Josephine Deacon was elected as Chairperson for her final year of her five year stint.

The ten members of our Management Committee are:- Josephine Deacon (Chairperson), Iris Robertson (Vice Chairperson), Audrey Laird (Secretary), Wilma McCubbin (Treasurer), Alex Bruce, Christine Devine, James Dougherty, Diana Hamilton, William Hamilton, and Ken Robertson.



The AGM was followed by the obligatory game of bingo! Congratulations to all the prize winners!



We have space for five more Members on our Committee - are you up for it?

Members don't get paid for being on the Committee, but it is a worthwhile role because the Committee is in charge of the services we deliver! It is a chance for you to have input to that!

There is a lot for new Members to take in, but they get help and support to bring them up to speed, so there is nothing to be apprehensive about!

Our Rules set 15 as the maximum number of Committee Members that we can have, and of that, up to one third can be co-opted Members. We have ten on our Committee, so we could co-opt up to five people. Fancy being one of them?

If you'd like to find out more about what's involved in being a Committee Member, get in touch with our Director, Euan Anderson, at our Office. He'll arrange to meet up and chat things through with you.

Good feedback from Rent Policy consultation!

IN RECENT NEWSLETTERS WE HAVE DISCUSSED THE REASONS FOR US CARRYING OUT A MAJOR REVIEW OF OUR RENT POLICY. Last month we sent tenants a special 'consultation newsletter', in which we tried to explain the problems that we have with rents and set out our proposals for addressing these problems!

Tenants were sent a questionnaire to fill in and the chance to make more general comments on the matter. We received 35 responses from tenants – which for us is good! The breakdown of the responses to the questions is set out below.

- 1** Do you think that it is right that we take action to ensure we charge the same rents for similar type properties? **31 said 'YES' 2 said 'NO' 2 said 'DON'T KNOW'**
- 2** Do you think that it is right that our rents be on a par with that charged by the other Castlemilk housing associations? **23 said 'YES' 2 said 'NO' 10 said 'DON'T KNOW'**
- 3** Do you think that our proposal for setting rents for flats in the refurbished closes is fair? **22 said 'YES' 2 said 'NO' 11 said 'DON'T KNOW'**
- 4** Do you agree that the rents for the flats in Birgidale Road and Stravanan Street should be included in the 'refurbished' rental stream? **19 said YES 1 said 'NO' 15 said 'DON'T KNOW'**
- 5** Do you agree with our proposal to change how we calculate the rents for our new build properties? **19 said 'YES' 4 said 'NO' 11 said 'DON'T KNOW' 1 didn't answer the question**
- 6** Do you agree with our proposal to 'phase in' the changes over several years? **19 said 'YES' 7 said 'NO' 8 said 'DON'T KNOW' 1 didn't answer the question**

Many of the 35 who returned their questionnaire made comment or included questions. We will get back to those who asked questions and included their contact details, but it'll take to about the end of November to do so. Meantime, we have picked out some of the statements and questions that were submitted and commented on them..

I stay in a three apartment flat and pay more in rent than the guy in the four apartment flat opposite. I'd like to know why.

From your discription, it sounds like you live in a property that we acquired from Scottish Homes. The four apartment that you mention has probably also been acquired from Scottish Homes too. It seems that in a few cases Scottish Homes policy resulted in more rent being charged for some smaller properties than they charged for larger properties.

The situation you have described is wrong. It will be addressed through this Rent Review exercise, and we will prioritise these cases to see how we can sort them out as soon as possible.

"Why increase the rent each year instead of freezing them until the lower rents catch up?"

We will look at that. It may be that we can freeze some of the highest rents, and apply a lesser increase to rents that are not too much higher than the target rent that we are aiming to assimilate the rents to.

We have to be mindful that rents pay for the maintenance of our properties and the upkeep of the area, so we have to make sure that we bring in enough to cover the costed plans that we have in place to see us through future years. It is easier to achieve that income through across the board increases, but we will consider the practicalities of a potential freeze.

"I currently pay £405 per month if this is above average will my rent be reduced?"

Your rent won't be reduced. If you are above the target rent, it may be that - subject to the exercise we are going to carry out - your rent is frozen. But if your rent goes up, any increase that is applied to your property will be a good bit lower than that applied to similar type properties that have a rent level that is less than the target rent.

"The changes should be brought in over two years."

The difference in rent between many properties may be addressed over that time frame, but there are some where the difference is so large that it'll take us more than two years to address.

"The Rent Policy is confusing and not easy to understand."

Our Rent Policy should become simpler and easier to understand at the end of this review process. If anyone would like us to explain the rent policy to them, please make an appointment at the Office and we'll meet you to discuss it.

The feedback that we have received has been very helpful and constructive, so thanks very much to those who returned your questionnaire.

It is worth pointing out that the problems we discussed in the Rent Policy Consultation Newsletter are not unique to North View. Other housing associations who have been involved in stock transfers will also have different rent levels for the same type of properties, and they'll have difficulties streamlining their rents too!

Next Steps

The next steps for us are to:-

- 1** Identify the properties that have higher rents than larger properties, and look at how to quicken the timescales to sort that out.
- 2** Look at the practicalities of freezing the rents of the properties where we are charging more than the target rent for that type of property.
- 3** Develop proposals for i) the 'five apartment' properties in Lenihall Drive, and Stravanan Road, and ii) the flats at 33 to 49 Dunagoil Road, and 101 Stravanan Road, and consult with the tenants of these properties.
- 4** Finalise our proposal.

We'll work our way through these four action points, feedback through our Newsletter, and then finalise the Rent Policy.

Great Fun at our Silver Anniversary Family Fun Day!

Loads of residents and their children turned up at the Birgidale Complex on Sunday 28th July to enjoy the Family Fun Day we had laid on to mark our 25th Anniversary!

Attractions included a petting zoo, crafts, magician, photo booth, ice cream, candy floss, circus school, our smoothie bike, first aid demonstrations and that was just what we had on inside the Complex! Out the back of the Complex, residents were entertained by a DJ, an inflatable assault course, hungry hippos, a bucking bronco, and birds of prey – to name most, but not all – while out the front the fire engine proved a big hit along with the motor bikers!

The ice cream was free, the doughnuts were free, and the candy floss was free. In fact, the only thing people had to pay for was food and drink from the Birgidale café, but other than that, no-one had to put their hand in their pocket for anything!

Thanks to everybody for coming along and making it a day to remember! Here's to the next 25 years!





Jeely Residential: 2019!

“He had a great time! I am so thankful that he could go. He has been on a high for days, talking non-stop about his time there.”

“Her clothes were disgusting and I am not sure she used her shower gel! But she loved it.”

A couple of comments that sum up how much the kids enjoyed this year's Jeely Residential!

On Friday 5th July twelve children from the Jeely's Wednesday PlayClub set off from the Birgisdale Complex to enjoy an outdoor residential weekend paid for by North View!

Their first stop was at McDonald's in Dalmarnock, where they fuelled up for their road trip to Dalguise House, set in the beautiful Perthshire countryside. On arrival they were met by, James, their leader for the weekend and were billeted to the top of the hill – which kept everyone fit as they trooped up and down many times during the day!

This year's activities comprised of the burn walk, the high climb, the giant swing, abseiling, orienteering, aeroball, the zip wire, and trapeze. Over the three nights that they were away, after dinner group activities included ambush, capture the flag, and around the world.

The group of boys and girls were great! They worked well as a team, and supported each other during team challenge games!

Hats off to the three Jeely leaders who went along to make sure that all twelve children had a fantastic time!





The Jeely at the Birgi!

The Jeely Piece's Wednesday afternoon Play Club at the Birgidale Complex has returned to its usual slot of 4pm to 6pm now that the summer holidays are over!

Entry is free and open to children of primary school age, however under 8s must be accompanied by a parent or guardian.

Children from the age of 5 to 12 years are very welcome to come along and join in activities such as arts and crafts, outdoor play, game sessions, computers, beauty and nail sessions, cooking and loads of other fun activities.

If your child is of primary school age and would like to attend the Wednesday Play Club, bring them along to the Club. If you wish to find out more, contact Lorraine Thomas at the Jeely. You can get Lorraine on 0141 634 7305.

PLAY CLUB

EVERY WEDNESDAY

Primary 1-7 children

@The Birgidale Complex

For further details contact Kate on 0141 634 7305

4PM-6PM
free entry





Run by The Jeely Piece Club 

Supported by **NORTH VIEW**
Housing Association

M&Ds 2019

Our annual M&Ds visit took a bit of a hit due to the bad weather forecast – indeed a yellow ‘be aware’ weather warning for heavy rain was in place as the coaches left our Office in Stravanan Road! Those who turned up prepared to endure the rain were rewarded for their bravery when the sun won through in spades!

It proved to be another great day out for North View residents at Scotland’s premier theme park.



The big clean up!

On Wednesday 18th September 2019, North View took part in a multi-agency clean up of Windlaw.

This was organised as a result of ongoing litter issues, particularly along the Windlaw Strip and Dunagoil Road areas. It involved Police Scotland, Glasgow City Council’s Neighbourhoods and Sustainability services, Castlemilk High School, St Margaret Mary’s Secondary School, a couple of residents, and our staff.

The Association looked to get local residents involved too, with the event being publicised via our FaceBook page, posters and leaflets.

After the event, participants enjoyed refreshments at the Birgisdale Complex.



MUTUAL EXCHANGES

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

We have 13 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 Holmyre. 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:-

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:- Four apartment ground floor property in Castlemilk Drive. Front and back garden.

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.

BENEFITS

UC - BEWARE OF SCAMMERS!

You may have seen news articles stating benefit claimants are being targeted by scammers promising a low-cost loan or even a grant from the government. The email may say it is from someone at Jobcentre Plus. Some people have been targeted through Facebook, Instagram and Snapchat as well.

The scammers use names like Same Day Drop UK, Same Day Grant Payment, Discretionary Budgeting Grant, moneyinaminute and Gov Grants Same Day. These are fake pages, but they are very convincing and sometimes use government logos to make them appear more trustworthy.

You will be asked to give your personal details such as your driving licence, passport, your bank card or details of your accounts and could even ask to take a photo of yourself. They use this information to pretend that they are you. What they won't have told you is that they are actually making a claim for Universal Credit in your name, and because they have all your personal details, the DWP think they are dealing with you. They will then make a claim for an advance payment in your name. When that comes through, it'll go into the scammer's phoney account, and they'll charge you a hefty fee before they will give you your money!

The scammer usually takes a huge chunk of the cash, and disappears; one report is of a loan of £1,525 being obtained and the scammer taking £1,000 of this. You get £525 however because this money is a loan, you are then left owing the entire amount of £1,525 to the DWP, and you have to pay it back over twelve months.

You might only find out that you have been scammed when the DWP writes to tell you that you are now on Universal Credit, and that all other benefits you receive have stopped immediately. Once you are in receipt of Universal Credit there is no going back, and you may be worse off financially.

Be very careful who you give your personal details to.

Universal Credit Repayment Cap

From October 2019, the maximum rate at which deductions can be made from Universal Credit, to repay an advance payment, rent arrears, sanction, loans etc. will be reduced from 40% to 30% of the standard allowance of Universal Credit.

Carers

Young Carer Grant

The 'Young Carer Grant' is being introduced this autumn! It is a £300 grant for 16 to 18 year olds who provide at least 16 hours of care each week, but who do not receive Carer's Allowance. It also includes a young carer element to the Young Scot National Entitlement Card and, in 2021/22, concessionary bus travel.

Cinema Exhibitors' Association Card

The Cinema Exhibitors' Association Card (the CEA Card) entitles the person being cared for to one free ticket every time they go to the cinema with their carer. The Card is accepted by most cinema chains, and you can apply for the card online at www.ceacard.co.uk.

The applicant needing the care must be at least 8 years old, and be in receipt of one of the following benefits; Disability Living Allowance, Attendance Allowance, Personal Independence Payments, or Armed Forces Independence Payment. They would also qualify if they hold either Severely Sight Impaired Registration, or Sight Impaired Registration.

The CEA Card costs £6. It is valid for one year from the date of issue but the applicant needs to provide a photo and proof of benefits. You can pay for it online at (www.ceacard.co.uk/apply), or pick up a postal application form from our Office.

Post Office card account update

The Department of Work and Pensions (DWP) usually pay benefits into a bank, building society or credit union account. At the moment persons who cannot open or manage one of these accounts can have their benefits paid into a Post Office card account, but this is coming to an end.

Over the coming months, DWP will write to Post Office Card Account users, including parents and guardians of people who are under 16 who have their benefits paid into a Post Office card account, to encourage them to switch to a bank, building society or credit union account.

The DWP will introduce a new payment service for those who cannot open a standard account.

Universal Credit Child Care Costs

Normally, any changes have to be notified to Universal Credit within the assessment period that they happen in, however the government has recently announced that Universal Credit claimants will get an additional month to report childcare costs.

Warm Home Discount Scheme

You could get £140 off your electricity bill under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, 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.

Warm Home Discount Scheme for winter 2018 to 2019 closed on 31 March 2019. The DWP website states that the 2019 to 2020 scheme will start on 14 October 2019, but some energy suppliers have already started taking applications.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

There are two ways to qualify for the Warm Home Discount Scheme:-

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

You qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

If you're on a low income you may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit as long as you get certain means tested benefits and your energy supplier is part of the scheme. This is known as being in the 'broader group'.

To get the discount you'll need to stay with your supplier until it's paid.

Your electricity supplier decides who can get the 'broader group discount' – check with them to see if you're eligible and how to apply.

The number of discounts your energy supplier can give is limited, so get in early if you think you're in the 'broader group'. If you are successful, your electricity supplier will apply the discount to your bill by 31st March 2020.

Funeral Support Payment

Scotland's new funeral support payment was introduced on 16 September 2019.

Funeral Support Payment helps pay for funeral costs if you live in Scotland.

It usually won't cover the full cost of the funeral, but it'll pay for some costs. It can be paid either to you or the funeral director who's helping you plan the funeral.

Only one person can get Funeral Support Payment for the funeral and you won't be eligible for it if you've already had other government support for the funeral.

You can get a Funeral Support Payment if all of the following apply:- you live in Scotland, you or your partner are getting certain benefits or tax credits, the person who died lived in the UK, the funeral is being held in the UK, EU, Iceland, Liechtenstein, Norway or Switzerland, you apply within six months of the date of the funeral, and you or your partner are/were responsible for arranging the funeral.

To qualify, you or your partner must get one or more of the following benefits:- Child Tax Credit, Universal Credit, Income Support, Pension Credit, Working Tax Credit (disability or severe disability element), Housing Benefit, income-based Jobseeker's Allowance (JSA), not contribution-based JSA, income-related Employment and Support Allowance (ESA), not contribution-based ESA.

To be responsible for a funeral, you must be named on the funeral bill, and be the nearest relation to the deceased.

The average total payment is £1,300, but the amount you get will depend on a number of factors, including how much money was left by the deceased – as you would be expected to use that money to cover funeral costs.

Social Security Scotland administer the grant. You can apply on line – at www.mygov.scot/funeral-support-payment – or phone them on 0800 182 2222 to complete the application over the phone, or to request a paper application form.

You can also find out more about this grant by logging on at www.socialsecurity.gov.scot/what-we-do/stakeholder-resources/funeral-support-payment.

If you have any queries about anything in these two pages, or if you want a benefits check or need advice on anything to do with benefits, make an appointment to see our Welfare Rights Officer, Isabel Brodie.



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 July.

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 had upgraded one property, but we are confident of achieving this objective.
- To fit new windows in the homes of 35 tenants by 31st March 2020.**

We had fitted new windows in the homes of 23 tenants; on track to met this objective.
- To fit new gas boilers in the homes of 35 tenants by 31st March 2020.**

We fitted new boilers in the homes of nine tenants. Behind here, but we should be okay.
- To fit new bathroom suites in the homes of six tenants by 31st March 2020.**

We've fitted seven new bathroom suites. Objective met.

Housing Management

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

It has taken us an average of 20.1 days to re-let empty properties. Slightly off target.

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

We have lost 0.42% of possible rental income as a result of properties being empty.

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

The figure was 3.22% for actual rent arrears (excluding technical arrears and former tenant arrears), which is within target.

That applicants be placed on our Housing List within 7 days of the Association receiving his/her/their application.

It took us an average of 5.2 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.

96.29% of Emergency Repairs were completed within the 24 hours target!

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

99.43% of Urgent Repairs were completed within target timescale!

That at least 94% of Routine Repairs be completed within 10 working days of being reported.

97.1% 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 2 hours 35 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, 19 hours, and 40 minutes!

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

97.49% of our repairs were 'right first time'.

Complaints

Complaints about our service fall into two categories – a Frontline complaint (also referred to as a ‘Stage 1’ complaint), and an Investigatory complaint (known as a 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.

From 1st April to 31st July, we had one investigatory complaint. It was upheld and addressed in 16 days. Information about the Frontline complaints that we received in that same period is set out in the table on the right.

Frontline complaints received between 1st April 2019 and 31st July 2019

Number of complaints received	7
Number of complaints addressed within the ‘5 working days’ target.	5
Number of complaints that were partially upheld.	2
Number of complaints that were fully upheld.	4
The average number of days that it took to address the complaints.	3.5

Repairs - Satisfaction Surveys



Between 1st April and 31st July we carried out 121 repairs satisfaction surveys.

The survey consisted of four questions, the fourth ‘catch all’ kind of a general question. It and the responses that we got 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?

Very satisfied	100/121 - 82.6%
Fairly satisfied	14/121 - 11.6%
Neither satisfied nor dissatisfied	4/121 - 3.3%
Fairly dissatisfied	1/121 - 0.9%
Very dissatisfied	2/121 - 1.6%



Satisfaction levels are running high at 94.2%, which is brilliant! We work hard to provide a good service so we are pleased. But we don’t take it for granted; our Maintenance Manager gets in touch with dissatisfied surveyed tenants to see what we could have done better.

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.

COMPETITIONS

This Autumn we are looking for Autumn Leaves for the kids' autumn competition. How many Autumn Leaves 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 Autumn Leaves, 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 8th November 2019. All correct entries will go forward to the prize draw at the end of November to win a £20 Amazon or Asda voucher. Good luck!



There are Autumn Leaves in this Newsletter!

Name _____ Tel no _____

Address _____ Age _____

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



Congratulations to the winners of our Summer competitions - Ms J Smith and Miss Alexander! Both received an Amazon voucher!

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 8th November 2019. The winner of the £20 Amazon (or Asda) voucher will be drawn from all the correct entries at the end of November.