



INVESTOR IN PEOPLE

winter 2018

The Quarterly Newsletter of.....



# NORTH VIEW Housing Association

Registered as a Scottish charity - SC032963



29A Stravanan Road, Castlemilk, GLASGOW G45 9LY tel:- 0141 634 0555 e-mail:- enquiries@nvha.org.uk  
web:- www.nvha.org.uk



# A very Merry Christmas to all North View tenants and residents!

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## 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

**THE OFFICE WILL BE CLOSED FOR THE HOLIDAYS FROM 4PM ON FRIDAY 21ST DECEMBER UNTIL 8.30AM ON MONDAY 7TH JANUARY 2019. IN CASE OF EMERGENCY WHEN THE OFFICE IS CLOSED, CALL 634 0555.**

# North View at 25!

Last month we kicked off a year of celebrations to mark our 25th anniversary with a party in Rutherglen Town Hall. The gathering was attended by tenants who had transferred to North View from Scottish Homes back in November 1993, former Committee Members and people who have assisted us over the last quarter of a century.

The evening was memorable for three stalwarts of our Management Committee who were each presented with Employers in Voluntary Housing's long service awards in recognition of the 25 years that they have invested being on the Management Committee of North View. Current Chairperson, Josephine Deacon (*left in photo*), and past Chairpersons Diana Hamilton (*right*), and Iris Robertson (*centre*) received their awards from Eamonn Connolly, Director of EVH in front of an enthusiastic audience.

Only a few tenants were at the party, but all our residents will have the chance to participate in the 25 Year 'events' that we are planning for the year ahead. More about those in next Spring's newsletter, but in the meantime, have a go at our '1993 Quiz' on the back page.



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 Community Safety Glasgow 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 help make our communities safer.



# A GOOD NEWS STORY:- North View's Welfare Rights Officer secures £348k for North View residents!



**Our Welfare Rights service continues to benefit North View residents. It is an important service provided by the Association to help people access money to which they are entitled.**

**In the six month period from 1st April 2018 to 30th September 2018, our Welfare Rights Officer, Isabel Brodie (*pictured above*), worked with 123 residents, helping them to secure a total of £348,249.27 in benefits.**

Isabel assisted residents with a range of benefits including Housing Benefit, Council Tax Reduction, Employment Support Allowance and Personal Independence Payment.

With Live Service Universal Credit now rolled out in Castlemilk, we expect an even greater demand on the Welfare Rights service in the months ahead.

If you need any help with benefits, please contact the office on 0141 634 0555 to arrange an appointment with Isabel.

***Isabel's diary fills up quickly so if you have made an appointment and are no longer able to make it, please contact the office to let us know. Your appointment can then be allocated to someone else.***

# Universal Credit is here!

**On 5 December 2018 Universal Credit was rolled out to Castlemilk. This means anyone, of working age, who needs a new claim for any of the following legacy benefits will now need to make an online claim for Universal Credit: Housing Benefit, Income-Related Employment Support Allowance, Working Tax Credit, Child Tax Credit, Income-Based Job Seeker's Allowance or Income Support.**

Certain changes in circumstances will also mean you have to claim Universal Credit. Examples include if you start or stop work and would have to make a new claim for benefit not just a change in circumstances or if you fail your Employment Support Allowance (ESA) assessment and want to claim JSA (Job Seekers Allowance) while waiting for the appeal.

If you are already claiming these legacy benefits or tax credits you don't need to do anything now. The Department for Work and Pensions will get in touch with you before there are any changes to your benefits or tax credits.

If you claim Universal Credit please contact your Housing Officer at North View Housing Association to let them know your payment date.

## Key Points to note

- 1 Universal Credit is a single monthly payment (in arrears) for people in and out of work. It will include money to pay for your rent. This is called housing element and you will have to pay this to North View Housing Association.
- 2 You can only claim UC ONLINE at [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit). You will need an email address set up before you start. If you don't have access to the internet at home, Castlemilk Jobcentre will be able to help you make your claim. Your local Universal Credit Hub is Castlemilk Library. You can also contact Isabel our Welfare Rights Officer at the Office.  
  
Gain4u is a Universal Support Service. You can contact them on 0808169 9901 or visit [www.gain4u.org.uk](http://www.gain4u.org.uk) for help with Universal Credit.
- 3 When making a claim for Universal Credit you will need the following information:-
  - Your National Insurance number (and your partner's National Insurance Number).
  - Details of your bank, building society, post office or credit union account.
  - Proof of rent charge and services you are due to pay (this may be currently paid by Housing Benefit).
  - Your landlords name and address.
  - Details of anyone that lives with you.
  - Details of any registered childcare providers you use and the costs.
  - Details of any savings.
  - Details of any other income.
  - Details of your wages.
- 4 You cannot get Universal Credit backdated. This means you have to make a claim as soon as possible to avoid losing money.
- 5 When you claim Universal Credit you can ask for an advance which will be deducted every month from your future Universal Credit payments. This advance may also include an advance of money to pay your rent to North View Housing Association.
- 6 You can request your rental costs be paid direct to North View Housing Association. However, you can only do this after you have received your first Universal Credit payment.

# Anti-Social Behaviour Policy reviewed!

In our last Newsletter, we asked for people to come forward to take part in the review of the Association's Anti-Social Behaviour Policy. Unfortunately, there were no willing volunteers.

As a result, the Association has completed the review with input from our solicitor and Community Safety Glasgow.

The Policy outlines the Association's commitment to dealing with anti-social behaviour complaints within set timescales. These timescales have not changed since they were agreed with residents in 2015 and are as follows:-

## Category 1

This category of complaint covers serious complaints such as criminal activity (for example, drug dealing or being concerned in the supply of drugs or growing drugs in the house, criminal dishonesty involving housebreaking, violence, criminal threats, racial abuse and serious damage to property including fire-raising or tampering with the electricity meter). The Association will respond within 3 working days unless there is a danger to an individual where the Association will act immediately.

## Category 2

This category of complaint covers less serious instances of anti-social behaviour (for example, minor neighbour disputes, noise pollution, unruly children/visitors, rowdy behaviour, nuisance behaviour, vandalism) and the Association will aim to resolve these complaints within 10 working days.

## Category 3

This category of complaint covers complaints about services which the Association does not provide (for example, parking difficulties). The Association will respond to these queries by providing information to channel any query to the appropriate agencies. These complaints will be dealt with within 10 working days.

The Policy also covers the work that the Association carries out to try to prevent anti-social behaviour, including the legal remedies that can be applied to cases. It also sets out our commitment to working with key partners, including Community Safety Glasgow and Police Scotland.

Please contact Julie at the Office if you wish a copy of the Policy.

### NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

#### POLICY

#### ANTI-SOCIAL BEHAVIOUR

Passed:-	21 <sup>st</sup> November 2018	Review Date:-	October 2021
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All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

#### 1.0 AIMS AND OBJECTIVES OF THE POLICY

- 1.1 North View Housing Association ('the Association') will not tolerate any level of any form of anti-social behaviour and harassment.
- 1.2 The Association works to achieve the Scottish Social Housing Charter (Outcome 6) in relation to estate management, anti-social behaviour, neighbour nuisance and tenancy disputes:

*'Social landlords, working in partnership with other agencies, help to ensure that:*

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.'*

- 1.3 The aims and objectives of the Policy are as follows:

- to recognise that neighbour nuisance and anti-social behaviour is a multi-tenure issue and the Association will put in place the appropriate mechanisms to deal with this.
- to pursue early intervention and the use of all available approaches to conflict resolutions, to prevent escalation and ultimately to stop the anti-social behaviour.
- to protect individuals' and households' entitlement to peacefully enjoy their home.
- to provide a service, which will meet the needs of all tenants and the wider community interests.

- 1.4 The Association will implement this Policy in a way which is non-discriminatory and will promote equality of opportunity to those making a complaint and to those against whom the complaint is made.

- 1.5 All decisions taken in terms of this Policy will take into account that everyone has a human right to respect for their private and family life and their homes.

#### 2.0 DEFINING ANTI-SOCIAL BEHAVIOUR

- 2.1 For the purposes of this Policy, anti-social behaviour and harassment are defined according to Section 3.2 of the Association's Scottish Secure Tenancy Agreement which states:

*'Anti-social means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone's property. Harassment of a person includes*



# Foodbank fooddrive 2018!



**A GREAT BIG 'THANK YOU' AGAIN TO ALL OF OUR CONTRACTORS WHO DONATED TO OUR FOODBANK FOODDRIVE THIS YEAR – AND TO OUR LANDSCAPE MAINTENANCE CONTRACTOR PBL'S SUPER WORKER WHO HELPED OUT WITH THEIR DONATION!**

Amazingly, this is the fifth year that we have been encouraging our contractors and consultants to make a donation to the foodbank. Their generosity has been amazing, yet again! We filled a van with food and took it over to the Trussell Trust's foodbank on Butterbiggens Road, Govanhill. The Trussell will now parcel it up and distribute it to single people and families who are in need of a food parcel to see them through hard times. It'll be a welcome relief for them in the run up to Christmas!

Lots of people have to use foodbanks. It's not just folk on benefits, but working people have had to fall back on the foodbank to see them through a difficult patch. If you find yourself in that position, the Trussell can help – but you don't need to go all the way to Govanhill, you can get a food parcel from our Office!

North View is authorised by the Trussell to distribute food on their behalf. The Trussell make up the parcels then we pick them up to save residents the travel cost and hassle of getting to and from Govanhill.

If things are a bit hard for you at the moment, and a couple of bags of messages wouldn't go amiss, get in touch with your Housing Officer or our Welfare Rights Officer and we'll see what we can do.

# Demolition of Windlaw Lodge delayed!

The new build element of our Windlaw Lodge phase is progressing well. We should receive Planning Permission early next year, and the design team are working on the next stage, which is the preparation of drawings for the building warrant application. First, we have to knock the building down, and it is there we have hit delays!

If you passed Windlaw Lodge recently you'll have noticed that it is fenced off and that Goodfellow (the contractor) has security in place – but you'll also have noticed that the building is still standing! We had hoped to demolish the building by Christmas (this Christmas) but no sooner had Goodfellows started than a technical issue arose which caused them to stop work. It has taken a while to sort that out but a plan is now in place which they will be implementing in the New Year. Hopefully the building will be down by mid-February.



## Castlemilk Together at Christmas



Christmas is a time to share food and good cheer, so

join us for a **FREE LUNCH** on Christmas Day!

Everyone is welcome

Tuesday 25<sup>th</sup> December

12.30 til 2.30pm

Castlemilk Parish Church, 1 Dougrie Road, G45 9NP

Places are limited, so please book your place in advance  
and let us know if you need transport.


To book your place, call 0141 634 7113

email [castlemilktogether@gmail.com](mailto:castlemilktogether@gmail.com)

Or just drop into the church

**Castlemilk Together**

Community Food Action

 Find us on Facebook



## Castlemilk Together at Christmas!

Castlemilk Parish Church is holding its annual Castlemilk community Christmas lunch on Christmas Day! It is all happening in the 'new' church on Dougrie Road between 12.30pm and 2.30pm on Christmas Day!

If you are going to be on your own at Christmas, and are looking for a bit of company, give them a call on 634 7113 and book your place at the table! Full details as advertised in the leaflet!

Our thanks to our electrical contractor STS, for another very generous donation towards feeding Castlemilk on Christmas Day! Instead of contributing to our fooddrive for the Trussell, STS supplied ingredients to Thomas Rowantree of the Hideaway Café. Thomas will be the chef for the day and will work his magic to serve up a culinary masterpiece for all those who go along.



## What is the Food Train?

The Food Train is a Scottish Charity with local volunteers, providing a vital grocery delivery service to older people living in Glasgow.

## How does it work?

- The volunteers will call to collect your shopping list.
- Your order is packed in the shop in a box, complete with your till receipt and original list.
- Your order is then collected by the volunteers for delivery.
- On receipt of your shopping you pay the cost of your shopping to Food Train, plus a small delivery charge.

## Who can use Food Train?

Any older person living in Glasgow who has difficulty doing their grocery shopping due to ill health, disability, frailty or mobility problems can enjoy the benefits of their local Food Train.



## Food Train customers can:

- Obtain a wide variety of food and household goods at reasonable cost.
- Have their shopping delivered direct to their home on a weekly basis.
- Enjoy fresh food and a healthy diet. Have regular contact with people.
- Remain in the comfort of their own home within their own community.

## What are the benefits of using the service?

- No taxi or bus fares.
- No carrying heavy bags.
- No travelling in all weathers.
- Fresh fruit and vegetables delivered.
- Shopping can be unpacked and put away if needed.

If you or someone you know needs help with shopping, or if you could be a volunteer helper, please get in touch with The Food Train. The Food Train operate from the Govanhill Workspaces in Dixon Road, Govanhill. Best person to speak to is Chris Curtis; you can get him on 0141 423 1722.



## Out of hours appointments!

If you need to see someone from our Office but can't get in during opening hours, you can make an 'out of hours' appointment! Contact Maureen or Noirin at reception.

They will pass it on and we'll arrange an 'out of hours' appointment for you at a date and time that suits you.

## Upgrading fire detection systems!

In the last Newsletter we mentioned that we were expecting an announcement to changes to the requirements on smoke alarms in social housing by Christmas. **We have just had confirmation that the new legislation is coming into effect from February, and we will have until February 2021 to bring all our properties up to standard.**

The legislation requires us to fit heat detectors and additional smoke detectors in all our properties. It is a big task, and we will be pushing on with that in the New Year!

More information in our Spring Newsletter!



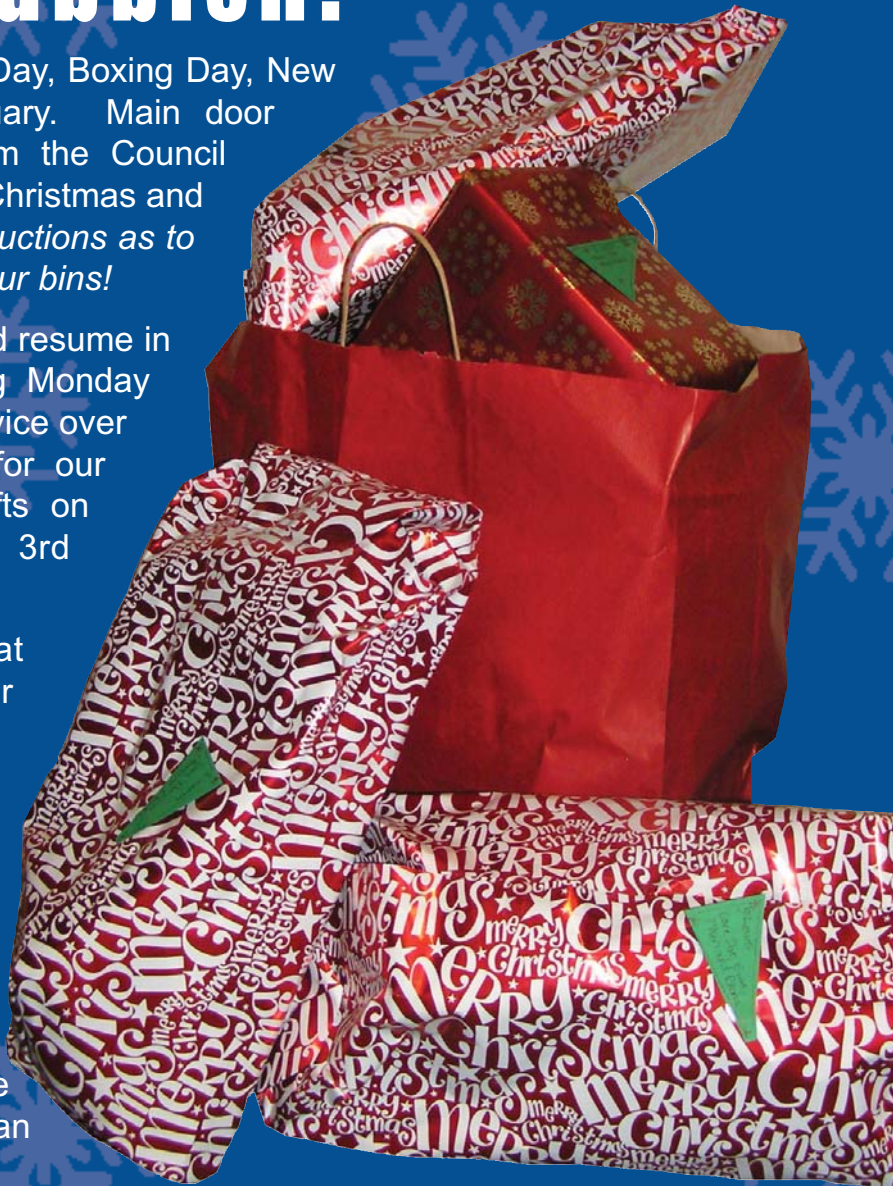
# Christmas rubbish!

There will be no bin uplifts on Christmas Day, Boxing Day, New Year's Day, and Wednesday 2nd January. Main door properties should have got a letter from the Council detailing uplift arrangements for between Christmas and the New Year – *please abide by their instructions as to what goes in each bin and don't overfill your bins!*

Regarding bulk refuse, the service should resume in the New Year during week commencing Monday 14th January. As there will be no bulk service over the holiday period, we have arranged for our contractor, PBL, to do bulk refuse uplifts on Friday 28th December, and Thursday 3rd January.

There is always 'refuse overload' at Christmas. Please squash up all your packaging, keep it in a cupboard in your house then put it out early in the morning of the 28th. That way it won't have a chance to get blown all over the place before PBL get there.

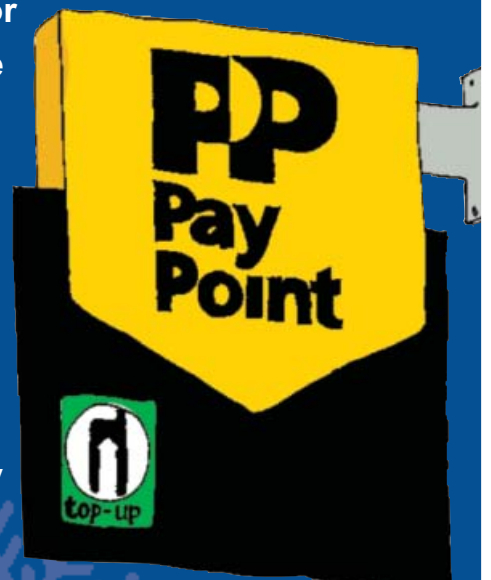
Details of the City Council's bin uplifts can be found on their website - [www.glasgow.gov.uk/cleansing](http://www.glasgow.gov.uk/cleansing). If you haven't got access to the internet, but have a query about bin uplifts, you can call the Council on 287 9700.



**Enjoy yourself if you are going to be partying over the festive season, but spare a thought for your neighbours! Please be considerate and keep the noise down so that they can enjoy the holidays too!**

**Also remember to keep paying your rent over the holidays. Don't start off the New Year in arrears. Keep your rent up to date!**

**Remember, you can use your Allpay card to pay rent at anytime and anywhere there is a PayPoint sign.**



# Fuel crisis payments for North View tenants!

We have run a fuel crisis payment scheme for our tenants each year since 2010! There is a bit of money left in the pot, so the scheme is still up and running!

Assistance is available to residents who are able to demonstrate real difficulties in relation to their fuel bills. Any funding will be paid directly to the resident's energy provider by North View; no cash payments will be made to the tenant.

Our Welfare Rights Officer, Isabel Brodie, manages the scheme. Payments are made on a 'first come, first served' basis until the money goes. Each household could be entitled to one payment of up to £100, but that will be assessed after they complete a detailed financial statement to show household income and expenditure.

If you think you could qualify for assistance, please contact Isabel at the Office to arrange an appointment.



## Affordable Warmth Dividend

**G**LASGOW CITY COUNCIL IS OFFERING AN AFFORDABLE WARMTH DIVIDEND OF £100 TO EACH AND EVERY ONE OF ITS RESIDENTS WHO WILL BE AGED 80 OR OVER BY 31ST MARCH 2019!

The Dividend is being offered to help people keep warm over the winter and take away a bit of worry about paying their fuel bills for the coldest period of the year. It is not limited to one payment per household; if two people live in the same house and both qualify, then both will get the £100 Dividend. If someone qualifies but are in hospital or a residential home, they are still entitled to the Dividend.

Applications for the Dividend must be made by 31st March 2019. You can apply by contacting your local Revenues and Benefits Centre, by phoning 0141 287 7961, or by downloading an application form from the Council's website – at [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd). Alternatively, you can get in touch with Isabel at our Office and she'll help you with your application.

## Energy suppliers' Fuel Debt fund!

ScottishPower has a fund for their customers who have difficulty paying their bills due to low income or other circumstances. It's called the Hardship Fund, and the aim is to help customers get their energy payments under control.

If you are in debt to ScottishPower, you could qualify for help from their Hardship Fund if you're receiving Income Support, Job Seekers Allowance, Pension Credit, or Employment and Support Allowance. You could also qualify if you have a low household income, or if there are special circumstances – like your income has gone down due to illness.

British Gas also runs a scheme to help people who have energy debts and are struggling to pay their gas and electricity bills.

You can get more information about the ScottishPower scheme by calling them on 0808 800 0128, or go online to [www.SEDhardship.fund](http://www.SEDhardship.fund), and you can find out about British Gas' scheme at [www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk).



# Winter Fuel Payment

If you were born on or before 5 November 1953 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). Most payments are made between November and December, but you should get your money by 14 January 2019.

If you're eligible but do not get paid automatically, you will need to make a claim.

The deadline for claiming payments for winter 2018 to 2019 is 31 March 2019

If you do not get your payment, call the office that pays your benefits - *their details are on any letters they sent you.*

Any money you get will not affect your other benefits.

## THE JEELY PIECE CLUB



### Jeely Piece Club

A registered Scottish charity, No. SCO 35027

#### Playzone Club Times

<b>Monday</b>	3pm—5.15pm 5.45pm—8 pm	@ The Jeely Playzone £2 Entry
<b>Tuesday</b>	3pm—5.15pm 5.45pm—8 pm	@ The Jeely Playzone £2 Entry
<b>Wednesday</b>	3pm—5.15pm 5.45pm—8	@ The Jeely Playzone £2 Entry
<b>Thursday</b>	3pm—5.15pm 5.45pm—8 pm	@ The Jeely Playzone £2 Entry
<b>Friday</b>	3pm—5pm	@ The Jeely Playzone £2 Entry
<b>Saturday</b>	11am-3.30pm	@ The Jeely Playzone £4 Entry

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

**\*\* Bus Pick-up/Drop-off Service Also Available**

play@jeely.org.uk  
 www.jeely.org.uk  
 /jeelpiece  
 /jeelpiececlub  
 /jeelpiececlub  
 0141 634 7306

Jeely Playzone, 95 Macbride Drive, Castlemilk, G12 8AL  
 The Jeely Piece Club is a registered Scottish charity, No. SCO 35027



### Jeely Piece Club

A registered Scottish charity, No. SCO 35027

#### Outreach Club Times

<b>Monday</b>	3.15-5.15	@ Netherholm £1 Entry
<b>Wednesday</b>	6pm-8pm @ Maureen Cope £1 Entry	4pm-6pm @ Birgidale Complex FREE Entry
<b>Thursday</b>	4pm-6pm	@ Castlemilk Parish Church £1 Entry
<b>Friday</b>	3.15pm—5.15pm	@ Netherholm £1 Entry

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

play@jeely.org.uk  
 www.jeely.org.uk  
 /jeelpiece  
 /jeelpiececlub  
 /jeelpiececlub  
 0141 634 7306

Jeely Playzone, 95 Macbride Drive, Castlemilk, G12 8AL  
 The Jeely Piece Club is a registered Scottish charity, No. SCO 35027

# Keep warm this winter!

The cold winter weather has begun to bite, and no doubt we'll get a few cold snaps in the weeks ahead. With that in mind, we have put together our usual list of a few cold weather tips for your benefit. We have also included a bit of advice for you to follow if you get a burst pipe!



**Check your home is at the right temperature.** Get a thermometer and place it in your living room and keep the temperature at 21-24°C (70-75°F).



**Check your windows are closed at night.** Cold air on the head at night has been shown to increase blood pressure, which could lead to a stroke.



**Make sure that you take regular hot meals and hot drinks.** These provide warmth and energy. Make sure that you have enough food in your house.



**Keep active.** Any activity - even hoovering - improves the blood circulation and helps keep you warm.



**Dress appropriately - day and night!** Wrap up warmly, indoors and out! Wear several layers of thin clothing as it traps the heat better than one thick layer.

**If you have elderly neighbours, please keep an eye on them to make sure that they are warm enough and have enough food to see them through a cold snap.**

## BURST PIPES!

Hopefully no-one will suffer frozen or burst pipes this Winter, but it might happen, so here are some things you should know.

The first thing you should do is find out where your stopcock is, then make sure that it works. The stopcock controls the water coming into your house, so it has to be turned off if you have a burst. If you can't find your stopcock, call us and we'll send someone out to show you where it is.

### If your pipes do freeze:-

Try to thaw them out using a **gentle heat** such as a hairdryer. **DO NOT use a heat gun or a blow torch.**

Remove furniture and carpets that are near to the pipe, in order to minimise damage if the pipe does burst.

### If one of your pipes bursts:-

Turn off the water at the stopcock.

Switch off your central heating.











Turn on all your taps – sink taps, wash hand basin taps, and bath taps – but make sure you pull the plug out first.

Phone us on 634 0555 and report it.



Research Resource carried out our latest Residents' Survey in September. The table below shows how the headline satisfaction levels compares with the last two surveys.

# What you said!

	2014 Survey	2016 Survey	2018 Survey	
Taking everything into account, how satisfied are you with the overall service provided by North View?	89%	90%	86%	
How good do you feel North View is at keeping you informed about their services and decisions?	91%	94%	95%	
How satisfied are you with the opportunities given to you to participate in NVHA's decision making process?	82%	93%	96%	
Thinking about the LAST time you had repairs carried out, how satisfied were you with the repairs and maintenance service provided by North View?	85%	88%	81%	
Overall, how satisfied or are you with the quality of your home?	86%	93%	87%	
(Relet standard) Those of you who moved into your home in the last year, how satisfied are you with the standard of your home when you moved in?	72%	73%	81%	
Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good value for money?	65%	87%	78%	
Overall, how satisfied are you with North View's management of the neighbourhood you live in?	89%	93%	92%	
How satisfied are you that North View treats you fairly?	90%	95%	94%	
Taking everything into account, how satisfied are you with the factoring service provided by North View?	80%	68%	64%	

We are disappointed with a few of the results – we had hoped that the 'overall service' satisfaction levels would have been a higher, and that the 'repairs' satisfaction levels would have gone up rather than down. Not certain the reasons for this but we think that it has been affected by satisfaction with repairs being down.

The 'quality of your home' indicator is down from 2016 but is still well up on the 2014 survey result!

The 'value for money' result is down on the 2016 result, but again, it still sits well above the 2014 figure.

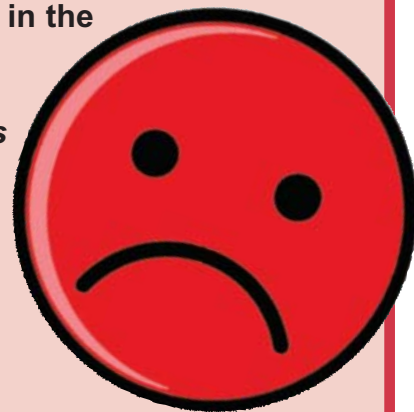
The rest of the results are good! We are really pleased with them!

They are consistent with past years' performance for most of the other topics, with there being a modest improvement in some.

Over the following four pages, we talk in more depth about the headline results and about what we have done (or propose to do) in response. We also discuss many of the other issues that were covered by the Residents' Survey, and explain what we will be doing in response to these findings.

## Repairs

Satisfaction levels with most of the questions in the repairs section were really high – ‘ease of reporting’, ‘helpfulness of the person taking the repair report’, ‘attitude of the workers’, ‘being told when workers would call’, ‘keeping appointments’, and ‘leaving your home neat and tidy’ all had a satisfaction score of more than 92%. But we were concerned that the ‘main’ repairs satisfaction score had fallen to 81%, so we had Research Resource get in touch with most of the dissatisfied tenants (who had given permission for Research Resource to recontact them) to find out the cause of their dissatisfaction.



The results of the follow up showed that a variety of factors had affected tenant opinion. There were lots of small things, but no single issue was causing the dissatisfaction.

There were a few instances of one of our contractors or our in-house team not completing the repair as well as the tenant expected, but we were pleased to note the problems tended to be ‘one offs’ rather than them being a repeated problem with an individual contractor. That said, we will discuss the issues raised with the contractors involved.

A lot of the tenants said that they weren’t kept informed on progress with the repair that they reported. Some said that the contractor had said he’d be back but didn’t show up, while others said that, for one reason or another, it took us too long to do the repair! We will deal with these. We will improve our processes to ensure that tenants are kept updated about their repairs when issues arise.

We have been carrying out our own repairs satisfaction survey since we learned about the Survey result. That involves someone from our Maintenance department phoning up some tenants who have recently had a repair done and asking them a couple of questions to see how things went. So far, so good; it is another way for us to keep a check on things.



**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).**

## Quality of your home

The ‘quality of your home’ indicator is down from 2016 but up on the 2014 survey results! We think that it is affected by the lower repairs score. If we get the repairs sorted out, we think that satisfaction levels for ‘quality of your home’ will improve. We’ll keep a watching brief on this!



## Relet standard

We had tightened up our procedures in light of past satisfaction levels, so we are pleased to see the levels of satisfaction move in the right direction. We just need to keep doing what we have been doing!



## Factoring

‘Factoring’ is another area we are watching over. Satisfaction levels are down, but levels of dissatisfaction have gone down too – *from 16% in 2016 to 8%!* The drop in levels of both satisfaction and dissatisfaction is due to so many (28% – i.e. seven) of the owners being ‘neither satisfied nor dissatisfied’ with the factoring service.





**Rents** 78% of tenants believe that they get good 'value for money' for the rent that they pay. That is down on the 2016 survey, but well up on the 2014 survey result. We think that the repairs result has impacted here too. We'll keep an eye on this for now.

All the tenants who were interviewed found the way that they pay their rent to be either 'very convenient' or 'convenient'. We are pleased with that! Nothing to change here!



65% of the tenants interviewed thought that their rent was 'easy to afford'; 18% thought their rents were 'just about affordable' and 16.5% thought their rent was unaffordable. We are pleased that nearly two thirds fell into the 'easy to afford' camp, but we are a bit uneasy that nearly one in five are finding their rent 'unaffordable'.



We have a problem with the rents of several of our properties. Due to historical issues – *like how Scottish Homes set the rent levels for the properties, and properties getting different rent increases because they transferred to North View in different years* – different rents can be charged for similar properties up the same close, even on the same landing. We are on to it, but it is not an easy fix!

We are working to establish a fair system of rent charging that can be applied to all of our properties. That should be complete in the next financial year, and come into effect from 1st April 2020, but the extent and complexity of the problem is too great to tackle in one rent review. We reckon we will have to phase it in over five rent reviews, i.e. over five years. We will update tenants about this in our future Newsletters.

**Keeping tenants informed, opportunities to participate, our management of the Windlaw neighbourhood, treating tenants' fairly**



We work hard at these things, so we are really pleased with the results – *especially that tenants think we treat them fairly; that means a lot!* We'll push on with what we have been doing to date.

## Consultation

The majority of tenants (67%) want to be consulted about changes that directly affect them, with a sizeable minority of 27% wishing to be consulted about 'all changes'. Surveys were by far the preferred method of consultation – 'face to face' surveys scored 70, postal surveys got 35, and telephone surveys scored 21. We will bear that in mind when doing future consultations.

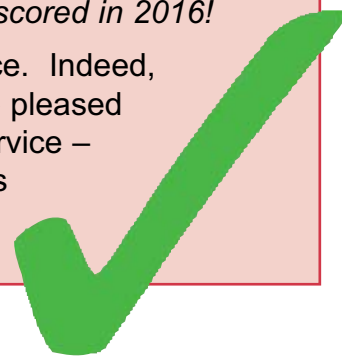
We also asked for comment on the information that we provide to tenants when we do the annual rent review. 93% responded to say that they were happy with the current arrangement of consulting via our 'Rent Consultation Newsletter', and 93% thought that the Newsletter gave them enough information about how their rent level is decided. These results support us continuing to use our 'Rent Consultation Newsletter' to consult about the rent review!



## Services

The results show that tenants are well aware of the services we provide; 88% were aware that we can do medical adaptations to their home, 92% were aware of the grass cutting scheme, and 81% were aware of Homeswapper – *an increase by an amazing 30% from the 51% scored in 2016!*

We maintained very high satisfaction levels for our welfare rights advice service. Indeed, satisfaction levels went up from the 2016 by 2%, bringing us in at 99%. We are pleased with that result, but it is worth noting that 55% of respondents have used the service – *14% up on the 2016 figure*. This shows an increasing demand for welfare rights service, and we expect that trend to continue as Universal Credit takes hold. It is a valued, well-used service which we will continue to resource.



## Contacting the Association

All good here! No change required!

**94%** of tenants think our opening hours are convenient – *that's a tad down from the 97% we scored in 2014 and 2016*, but it's nothing to write home about. **78%** get in touch by telephoning us, **21%** by popping in to the office, and the remaining **1%** either email us or we visit them at home.

Satisfaction levels with the customer care that we provide remain very high, we scored above 90% for six of the seven questions, and 88% for the seventh question. Pleased with that!



The only downer was that only **33%** of respondents knew that they could arrange an out of hours appointment with their Housing Officer or Maintenance Officer. That has decreased from the 45% of 2016. We have a bit of work to do here to raise awareness, so we'll be reiterating the out of hours appointment in our Newsletters (see page 8).



## Information and communication

Our newsletters remain the main source through which tenants get information about our activities and services.

**98%** of those interviewed said that they read our newsletters. **97%** thought the newsletters were 'easy to read', **93%** found them 'quite interesting', and **92%** said it helped them 'understand the work of the Association'. All good there!



## Tenant priorities

With a score of **94**, 'Providing an effective repairs service' remains tenants' top priority, followed by 'Modernising tenants homes to keep them a reasonable standard' at **82**. Scoring **40**, 'Telling residents more about what we do' is the third priority, and 'Keep rents and charges affordable' comes fourth with **35**. We will continue to focus our resources on these activities.

**Tenant profile** One in four of our tenants are aged between 55 and 64 – *that is up on 2016*. The overall results show a slight aging in our tenant base, with 33% of our households containing at least one adult aged 60 or over.

25% of respondents are in full-time or part-time employment but 60% said that a member of their household had some form of disability.

Our tenants are predominantly 'white Scottish'. 95% claiming that status, which is down slightly on the 2016 figure.

## Community activities

**We have overwhelming tenant support for the community activities we provide! We got over 92% support for each of the 16 activities that we asked about!**

Tenants were happy for us to spend a small proportion of our income on these activities. Most importantly, we had **95%** support to provide 'fuel crisis payments' for tenants; **95%** support for our stall at Castlemilk Family Day; **95%** support for our 'summer skips'; **95%** for residents' trips to Ayr, M&Ds etc.; **95%** for getting Streetwise (from Castlemilk Youth Complex) to provide activities for our young people; **95%** for us to fund the Jeely's weekly Play Club in the Birgidale Complex; **95%** support for us to fund the Jeely's residential weekend; and **96%** support for us to fund a second weekly Play Club during the school holidays.

On top of that 92% of respondents were okay with us making a donation to the Birgidale Complex to help them continue to provide services to our community. The number of respondents whose family members use the Birgidale Complex increased to **25%** – a **14% increase from 2016**.

We are delighted with this response! It means that we can continue to develop these community activities safe in the knowledge that we have the backing of our tenants in doing so!



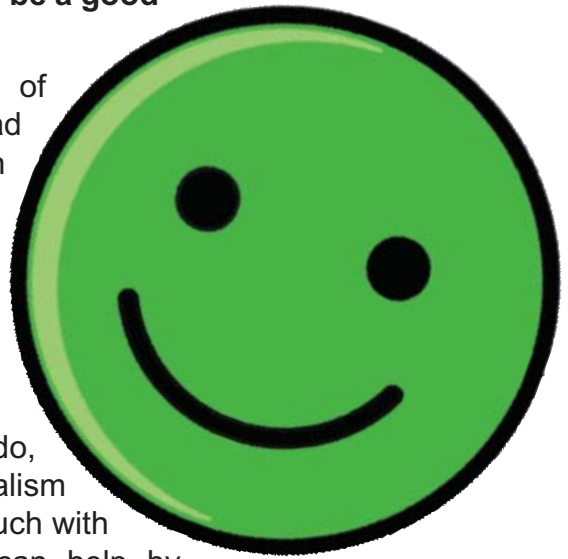


## Living in Windlaw

**A 90% satisfaction rating shows that Windlaw continues to be a good place to live!**

There were high levels of satisfaction with the upkeep of common areas, community facilities and the Stravanan Road shops. 95% said that they 'felt safe' in the area even though 'vandalism' (with a score of 36) and 'groups of young people hanging about' (scoring 35) were identified as the main problems. The problem of 'litter and rubbish in the streets' came in with 22, and anti-social behaviour at 20. Interestingly, dog fouling scored only 9, indicating that it isn't as much a problem as in past years.

Not sure what more we can do about litter than we already do, but we will make the Police aware of the concerns about vandalism and groups of young people hanging about, and we'll get in touch with Streetwise (at Castlemilk Youth Complex) to see if they can help by engaging with the groups of young people.



## If there was one thing that North View could do to improve, what would it be?

This was the first year that we asked this question. We were pleased to note that **46%** of those who responded said that they were satisfied or there was 'nothing' we need do to improve. **24%** said that they 'didn't know' what we could do to improve, **8%** suggested we look at improving repairs, **6%** suggested improving/upgrading homes, with other issues tapering down from **3%**. The response to this question indicates that there are no 'burning issues' that we need to address. Pleased about that!



## Winners!

We are pleased to announce the winners of our prize draw. The two people who each won a £50 Asda voucher were Miss Blizniak, and Mr Marshall; the three winners of a £30 Asda voucher were Mrs Kidd, Ms Wilson, and Ms Thomson; Ms Barbour, Mr Giannotti, Ms Russell, and Ms Jackson each won a £20 voucher, and the five winners of the £10 voucher were Mrs Baillie, Mrs Bird, Miss Crichton, Mr McCarron, and Mr Paton. Congratulations to all!

Thanks to everyone who took part in the survey and thanks to those who took part in Research Resource's follow up questions on repairs. We really appreciate you all taking the time to take part. Here, we have summarised Research Resource's Report, but there is a load of information in the full version! If you'd like a copy of the full version, get in touch with Julie at the Office.

## MUTUAL EXCHANGES

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

We have 18 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:-** Three apartment ground floor flat in Birgisdale 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:-** Four apartment new build house in Stravanan Road.

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

**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 back and front door property in Barlia Drive. Quiet area.

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

**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 second floor flat in Raithburn Road. New kitchen and bathroom etc.

**Wanted:-** Five apartment property. All areas considered except Ballantay and Hoddam.

**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:-** Four apartment ground floor flat in Castlemilk Drive, with back and front garden.

**Wanted:-** Similarly property type within the Windlaw area.



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

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

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

**Wanted:-** Ground floor flat or a house. Most 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:-** 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 Birgidale Road.

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

**Offered:-** Three apartment second floor flat in Lenihall Terrace. New kitchen and bathroom fitted.

**Wanted:-** Three or four apartment ground floor flat or main door property. Most areas considered.

**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 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:-** Three apartment top floor flat in Lenihall Drive. Large double bedrooms. Good, quiet close, friendly neighbours.

**Wanted:-** Three apartment ground floor property. Most areas considered.

**Offered:-** Four apartment ground floor flat in Castlemilk Drive. Property benefits from having its own front door.

**Wanted:-** Three apartment main door property in the Glenacre area.

# The 1993 Quiz

How much do you remember from 1993? Well here's a chance for you to test your memory! To mark 25 years of North View we are transporting you back to 1993! We have 10 multiple choice questions for you. All you need to do is tick your choices in the box for each question, fill in your name, your age, address, and phone number, cut out your entry and hand it in to the Office by 4pm on Monday 4th February 2019. All correct entries will go forward to the prize draw at the end of February to win a £25 Asda voucher. Good luck!

**1** Which song topped the British single charts on 28th November 1993 – *the day that the first tenants transferred from Scottish Homes to North View*?

- ☐ Love Is All Around  
☐ Everything I Do (I Do It For You)  
☐ I'd Do Anything For Love (But I Won't Do That)  
☐ I Will Always Love You

**2** Including North View, how many community controlled housing associations or housing co-operatives operated in Castlemilk in November 1993?

- ☐ 4 ☐ 5 ☐ 6 ☐ 7

**3** Who was Member of Parliament for Castlemilk in November 1993?

- ☐ Teddy Taylor  
☐ Tom Harris  
☐ Stewart McDonald  
☐ John Maxton

**4** Which was the world's top grossing film in 1993?

- ☐ Mrs Doubtfire  
☐ Robin Hood; Prince of Thieves  
☐ Sleepless in Seattle  
☐ Jurassic Park

**5** Which Irving Welsh novel was released in 1993?

- ☐ The Acid House  
☐ Filth  
☐ Trainspotting  
☐ Glue

**6** Who won the award for 'Actress in a Leading Role' at the 1993 Oscars?

- ☐ Holly Hunter  
☐ Halle Berry  
☐ Emma Thomson  
☐ Susan Sarandon

**7** Who was Glasgow's Lord Provost in November 1993?

- ☐ Pat Lally  
☐ Susan Baird  
☐ Robert Innes  
☐ James Shields

**8** Who was appointed manager of the Scotland men's national football team in November 1993?

- ☐ Andy Roxburgh  
☐ Walter Smith  
☐ Bert Vogts  
☐ Craig Brown

**9** Who was President of the United States in November 1993?

- ☐ George H W Bush  
☐ George W Bush  
☐ Bill Clinton  
☐ Ronald Regan

**10** Which was the biggest selling British single of 1993?

- ☐ Love Is All Around  
☐ Everything I Do (I Do It For You)  
☐ I'd Do Anything For Love (But I Won't Do That)  
☐ I Will Always Love You

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

Address \_\_\_\_\_