



INVESTOR IN PEOPLE

winter 2019

The Quarterly Newsletter of.....



NORTH VIEW Housing Association

Registered as a Scottish charity - SC032963



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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 MONDAY 23RD DECEMBER UNTIL 8.30AM ON MONDAY 6TH JANUARY 2020. IN CASE OF EMERGENCY WHEN THE OFFICE IS CLOSED, CALL 634 0555.

Rent Policy: *update!*

In the last few newsletters we covered the issue of the rent disparity between some of the properties that we acquired from Scottish Homes from 1999 to 2005. We came up with a way to address the differences and consulted tenants about it last August. Many tenants responded to the consultation. We covered what tenants had said in our Autumn Newsletter, and pledged to take the comments on board as we finalise our proposals. We have been working away on that, but it's not been straightforward.

In response to tenants' comments, we have been looking at the possibility of freezing the highest rents until the other rents 'catch up', and we have been looking to see if we could bring in the changes over a few years instead of over many years. Either way, we must make sure that we bring in enough money in rental income to pay for the management and maintenance of our houses and the area in the years ahead – that's the big issue!

It is taking us longer for us to work out options for freezing the rents and introducing the changes over a few years than we thought that it would. These options are worth considering, but the time it will take to complete that may mean that we will have to postpone introducing the changes until 1st April 2021. We are weighing that up at the moment and should be in a position to make an announcement soon.

In the Autumn Newsletter we said that we'd write to all the tenants who included their contact details in their response to our consultation by the end of November. We are behind with that, but we are aiming to get the letters out by the end of the year.



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.



North View's Welfare Rights Officer secures £435k 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 eight month period from 1st April 2019 to 30th November 2019, our Welfare Rights Officer, Isabel Brodie, worked with 140 residents, helping them to secure a total of £435,090.53 in benefits.

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

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.

Foodbank fooddrive 2019!

WE COMPLETED OUR SIXTH ANNUAL FOODBANK FOODDRIVE EARLIER THIS MONTH, WHICH RESULTED IN US DELIVERING A VAN LOAD OF FOOD TO TRUSSELL TRUST'S FOODBANK ON BUTTERBIGGINS ROAD, GOVANHILL.

At Christmas each year we encourage our contractors, suppliers and consultants to make a donation to the foodbank. Their generosity has been amazing, yet again, so special thanks to:- Atkinson Partnerships Ltd, B&W Windows & Conservatories Ltd, Caledonian Maintenance Services Ltd, Clancy Consulting. John Doherty Plumbing & Heating, Dow Waste UK, Orr Painters & Decorators, Robert Potter & Partners, and Thomson Cost Consultants Ltd!



The Trussell will parcel up the food for single people and families who are in need of a food parcel to see them through hard times over the festive period. 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 those on benefits, but it's also working people who have to fall back on the foodbank to see them through a rough 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.

Remember, North View can issue food parcels on behalf of the Trussell Trust foodbank.

If you are in need of assistance to see you through, contact your Housing Officer or Isabel, our Welfare Rights Officer. We may be able to help.

Approval awaited for Windlaw Lodge project!

We are awaiting Glasgow City Council approving funding for the 25 unit new build project on the site of the former Windlaw Lodge on Arden Craig Road!

The project has been to tender and all we need now is the green light from the Council and we'll appoint the contractor! Hopefully we'll get the go ahead in January and start on site in February or March.



Castlemilk Together at Christmas!

Castlemilk Together at Christmas

Christmas is a time to share food and good cheer, join us for a **FREE LUNCH** on Christmas Day!
EVERYONE IS WELCOME

Wednesday 25th December
12.30 til 2.30pm
Castlemilk Parish Church, 1 Dougrie Road,
G45 9NP

Places are limited, so please book your place in advance by 18th December and let us know if you need transport.

To book your place,
call 0141 634 7113
Or email
castlemilktogether@gmail.com
or just drop into the church.

Castlemilk Together
Community Food Project

Poster design by Susie Pittarini, St St. Margaret Mary's Secretary

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!

The leaflet requires bookings to be made by 18th December, but, as long as there is space, we are sure they'll fit you in if you book after that.

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.

Castlemilk Community Pantry

NORTH VIEW IS PLEASED TO SUPPORT ARDENGLLEN HOUSING ASSOCIATION'S 'CASTLEMILK COMMUNITY PANTRY' PROJECT!

The Pantry will make fresh, nutritional, good quality produce far more accessible to Castlemilk residents both in terms of location and affordability, providing food items to the community at a subsidised rate.

It will work as follows:- members of the Pantry will pay a weekly subscription of £2.75 and in return choose an estimated £15 worth of food – which will result in £12.25 more money in people's pockets each week. This ensures food is more affordable and therefore less household income is spent on food shopping, which will allow families to spend on other necessities, such as clothes and heating!

The food produce will be supplied via FareShare, a food redistribution charity. FareShare supply fresh food, not food that is near its sell by date, or past its sell by date – so have no fears about that; it's good stuff!

People will be able to more easily access frozen, refrigerated and fresh food items allowing them to incorporate more healthy food in their diets. The project will also enhance community life as being a member and attending weekly can help people to make new friends and get out of the house more often.

The Pantry will also offer local residents work experience and volunteering opportunities, assisting with future employment; and ultimately empowering the community to run the Pantry independently. Volunteers will be provided with training as well as carrying out key day to day tasks like checking memberships and orders, helping customers, and stocking shelves, etc..

Ardenglen is aiming to locate the Pantry in the middle of Castlemilk, so that it is easily accessible for all Castlemilk residents, and they are hoping to get it up and running from next Spring.

The Pantry will be open to people all across Castlemilk, and North View residents will be able to take up membership and benefit from the subsidised prices!

Along with other Castlemilk based housing associations, we are pleased to commit funding to the Pantry for the next five years to help ensure that the Pantry will be there to benefit Castlemilk residents well into the future.





Festive cheer on a dark winter's day!

Our Smoothie Bike saw its last action for the year when we took part in the celebrations that accompanied the switching on of the Christmas tree lights.

The weather was a bit dank, but we were fortunate to be snucked away in the Castlemilk Parish Church where we were warm and dry!

Customers warmed themselves up by working the pedals for a free smoothie, flavoured to their choice! Hopefully temperatures will be higher when the bike appears again next summer!

We are pleased to have played a small part in what was a great Castlemilk community event!

Janetter Baird of Castlemilk Parish Church takes the smoothie bike for a spin!



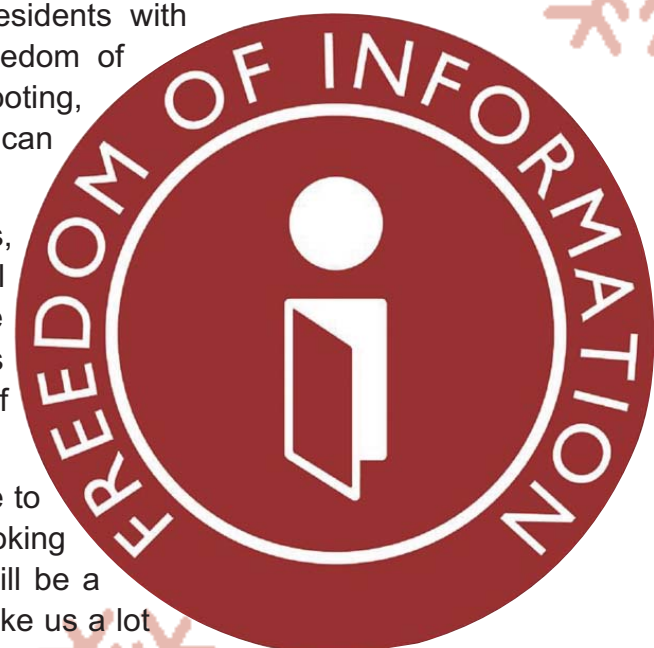
Freedom of Information Act extended to include housing associations!

Last month we completed the changes to our website to bring it in line with the requirements of the Freedom of Information (Scotland) Act 2002.

We have always been open to providing tenants and residents with information about how we work, and what we do, so Freedom of Information is really just putting that on a more formal footing, whereby most of that information that we'd normally provide can now be found on our website!

Many of our key policies are on our website; newsletters, information about what we do, how we are managed, as well as the minutes of our Committee and Sub-Committee Meetings along with the reports presented at those meetings are on too. There is a lot there, so it's a good place to start if you are looking for information about us.

Not everyone has access to the internet, so folk will be able to drop in at the Office and view the information that they are looking for. There is no charge for viewing documents, but there will be a slight charge for copying documents, and/or if it is going to take us a lot of time to pull everything together. These charges are set out in our new Guide to Information Policy.



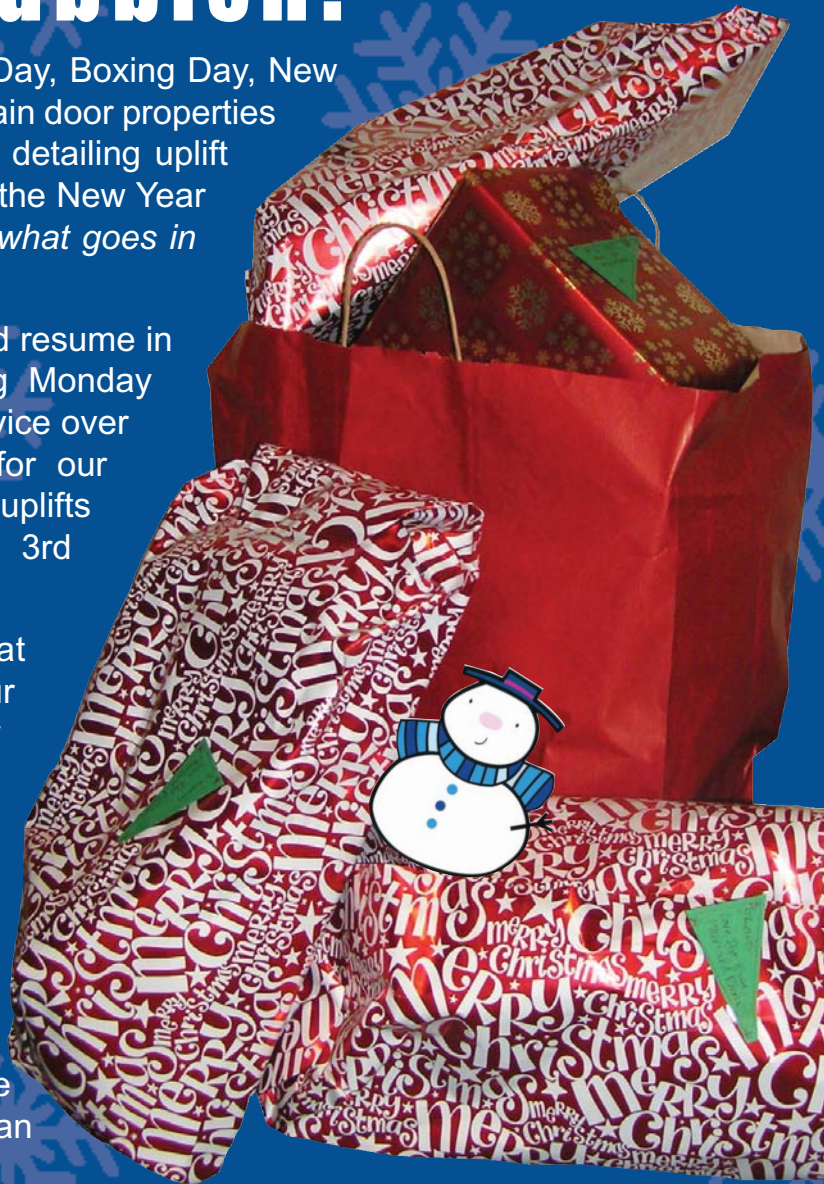
Christmas rubbish!

There will be no bin uplifts on Christmas Day, Boxing Day, New Year's Day, and Thursday 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 13th January. As there will be no bulk service over the holiday period, we have arranged for our contractor, Caledonian, to do bulk refuse uplifts on Friday 27th December, and Friday 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 27th. That way it won't have a chance to get blown all over the place before Caledonian get there.

Details of the City Council's bin uplifts can be found on their website - 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.





**Cassiltoun
Stables
Nursery**

Set on the edge of the beautiful Castlemilk woods, this offers the most stimulating outdoor classroom and playground a child could ask for! Forest School available to all children.

Open 7.30am – 6.00pm
Monday to Friday Inc. Bank Holidays
Free – Glasgow City Council funded hours available for children 3–5 years
Full time, Part time and Term time places available
Places available for 6 weeks – 5 years

Telephone : 0141 – 631 – 5235
Email nursery@cassiltoun.org.uk
Castlemilk Stables,
59 Machrie Road, Castlemilk, G45 0AZ
Company Registration No SC423689.
Registered Scottish Charity No. SC043312.
Care Inspectorate Registration No. CS2012308178

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 

Upgrading fire detection systems!

We have been making good progress with fitting heat and smoke detectors in all our properties!

New regulations that came in at the beginning of this year 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.

The detectors are linked wirelessly so that if one is activated, the rest will sound too, and they are powered by long life batteries, designed to last ten years after which the detectors will be replaced.

We will have until February 2021 to bring all our properties up to standard, so we set ourselves a target of doing 297 by 31st March next year. We had managed to do 209 by the end of November, so we are on schedule to meet our target for the year.



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 small payment, 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.



Devolved Benefits

From 2020, Disability Benefits in Scotland will be changing. The Scottish Government will take over responsibility for DLA for children, PIP and Attendance Allowance.

Don't worry if you are already receiving these benefits you will continue to get them.

We will keep you up to date on these changes when further information is released.

Universal Credit home visiting service

Home visits from the DWP are available to support claimants in making and maintaining their universal credit claims. Home visits are given based solely on the circumstances of the claimant.

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 2020!

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 2020. 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. Alternatively, you can get in touch with Isabel at our Office and she'll help you with your application.

If you received a payment last year and remain registered as a Council Tax payer you do not need to reapply, you will automatically receive a payment again this year. You should have received a letter by the 30th November 2019 advising when your payment will be made. If you have not received a letter you will need to reapply, and you will have to apply if you have turned 80 since 1st April 2019.

Winter Fuel Payment

If you were born on or before 5 April 1954 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 13th January 2020.

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

The deadline for claiming payments for winter 2019/20 is 31 March 2020.

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.



Flexible Support Fund

The Flexible Support Fund (FSF) is a fund offered by local Jobcentres at the discretion of Jobcentre Plus advisers.

The purpose of the scheme is to give Jobcentre Plus Districts, and their adviser's, more freedom to give support to local need.

There is no exhaustive list of what the FSF can and cannot be awarded for, however you may be able to get help from the fund for help for:- travel expenses, training courses, clothing for interviews, etc.

Sanctions

Sanctions are usually imposed if you fail to follow your claimant commitment. From 27 November 2019, higher level sanctions for Jobseeker's Allowance and Universal Credit were reduced from the current maximum duration of 1,095 days or 156 weeks for third and subsequent failures to 182 days or 26 weeks.

Sanctions for people already subject to a higher level sanction will be terminated once it reaches 26 weeks. If the award has already been reduced for longer than this the sanction will be terminated immediately.

Cold Weather payments

You may get a Cold Weather Payment if you're getting certain benefits or Support for Mortgage Interest.

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below for seven consecutive days. This is paid automatically if you qualify.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

You can check online at coldweatherpayments.dwp.gov.uk/ to see if the area that you live in met the temperature criteria

Good Morning service!

This is a free telephone alert and befriending service for people aged 55+. A telephone befriender will call you for a blether and to check all is well. As well as becoming 'a good friend on the phone' they can refer you to health, social care and local services if you need help. You decide the topic of conversation and the level of service that suits you. You also choose when and how often they phone: from just once a week to every day. The service is available 365 days a year.

If you don't answer their repeated phone calls they will liaise with other services in an attempt to find you and verify your safety. If you cannot be found they will alert your nominated contact persons or the local police. Hopefully this will give you peace of mind. They can be contacted at: Good Morning Service, G4 Flemington House, 110 Flemington Street, Glasgow, G21 4BF. Tel No: 0141 336 7766.

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.

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

We have 11 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 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:- 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 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:- 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 Birgidale Road.

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



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 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 30th November.

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 ten properties, 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 37 tenants; objective met.
- **To fit new gas boilers in the homes of 35 tenants by 31st March 2020.**
We fitted new boilers in the homes of 33 tenants. We are on target.
- **To fit new bathroom suites in the homes of six tenants by 31st March 2020.**
We've fitted nine 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 17.3 days to re-let empty properties.

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 0.3% 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 3.87% for actual rent arrears (excluding technical arrears and former tenant arrears). A wee bit off 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 5.7 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.

96.88% 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.

99.3% of Urgent Repairs were completed within target timescale!

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

97.56% 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 53 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, 18 hours, and 14 minutes!

That at least 80% of our repairs be 'right first time'.
97.96% 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.

Since 1st April, we have had only 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 30th November 2019

Number of complaints received	11
Number of complaints addressed within the ‘5 working days’ target.	9
Number of complaints that were partially upheld.	2
Number of complaints that were fully upheld.	8
The average number of days that it took to address the complaints.	3.3

Repairs - Satisfaction Surveys



Between 1st April and 30th November we carried out 242 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	199/242 - 82.2%
Fairly satisfied	33/242 - 13.6%
Neither satisfied nor dissatisfied	6/242 - 2.6%
Fairly dissatisfied	1/242 - 0.4%
Very dissatisfied	3/242 - 1.2%



Satisfaction levels are running high at 95.8%, which is great! We work hard to provide a good service so we are delighted that our hard work is paying off!

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

It's the snowmen we are looking for the kids' Christmas competition. How many snowmen 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 snowmen, write it down 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 Monday 3rd February 2020. All correct entries will go forward to the prize draw at the end of February to win a £20 voucher. Good luck!

There are snowmen in this Newsletter!

Name _____ Tel no _____

Address _____ Age _____

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

Name _____

Address _____

Tel no _____

Congratulations to the winners of our Autumn competitions - Mrs B Graham and Miss A McWilliams! Both received a £20 prize voucher!

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 Monday 3rd February 2020. The winner will be drawn at the end of February.