



INVESTOR IN PEOPLE

summer 2020

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

Have your say on our new rent structure

SEE PAGE 4



INSIDE
YOUR SUMMER
NEWSLETTER

2 - 7 NEWS
8 & 9 SKIPS
10 & 11 MARY'S TRUST

12 - 14 SUPPORTING OUR COMMUNITY
15 PAYING YOUR RENT
16 COMPETITIONS

Lockdown: where we are at now!

WHEN WE WENT INTO LOCKDOWN ON 23RD MARCH we had no idea that 16 weeks later our Office would still be closed to the public and the majority of our staff would continue to be working from home!

Like many organisations it took us a week or two to find our feet and sort things out. Once we did, we were able to resume many of the services that were suspended at the start of lockdown, and get into a new routine of managing and coordinating our activities via the one member of staff who has been based in the Office since lockdown started. We soon got to grips with what we needed done, and we upped the number of Office based staff to three to better manage the workload of our tradesteam, the delivery of food parcels and emergency fuel payments to those tenants who need them, the organising of bulk refuse uplifts, and the discharging of duties for our housing management staff. We have done the best we can to provide services and support to our tenants in these very challenging times.

As lockdown restrictions ease, our next task is to re-open the Office to the public, but we aren't sure when that will be. It looks like we can bring more staff back to work in the Office in Stage 3 of lockdown, but there isn't any specific guidance for opening to the public.

We have already made physical changes in the Office, like erecting Perspex screens at reception and in the interview rooms, fitting a door entry system at the front door, fixing wall mounted hand sanitiser dispensers in reception, and putting up '2m' signage; the next step is to finalise protocols to make it safe for people to visit our Office.

Controls may include reduced opening hours, accessing the Office by appointment only, alternating the use of interview rooms (to allow them to be thoroughly cleaned after each use), visitors having to use the hand sanitisers upon entering reception, and limiting the number of people allowed in reception at any one time. Nothing finalised yet, but it'll probably be along these lines.

We haven't set a date for re-opening the Office to members of the public. It depends on us finishing off the protocols for visitors and staff, and us falling in line with the Scottish Government's guidelines. When we set the date for re-opening, we will leaflet all our tenants to let them know and explain the protocols that will be in place for Office visitors. Hopefully the leaflet will be out in a few weeks' time.

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.

Residents initiate backcourt improvement!



A number of residents who stay in the 15-19 Ardmaleish Road, 1-5 Ardmaleish Street and 22-24 Stravanan Road area have been working hard to improve the backcourt area during lockdown and have plans about how it can be further developed.

The residents approached the Association for assistance with this and we arranged for an organisation called Urban Roots (which had helped with the Stravanan Road garden) to visit the area and discuss the residents' plans with them. These include raised beds for growing vegetables, a mud kitchen and playhouse for children and a rainbow bench. These are currently being costed and it is hoped that funding can be secured to put these into action.

If you are interested in getting involved, please contact us the Office and we can put you in touch with the residents involved.

SGM and AGM set for September!

We have arranged this year's Annual General Meeting for 7.15pm on Wednesday 23rd September in the Birgidale Complex. It is a couple of months later than we usually have it but we are hoping that the lockdown restrictions will be eased enough by September to allow us to go ahead with it if we follow social distancing protocols.

We will be holding a Special General Meeting immediately before the AGM – it will start at 7pm! Our Rules get updated every few years and when that happens, we have to hold a Special General Meeting to get them approved. The Rules have just had their latest update, hence the need for the Special General Meeting.

Papers for the Meetings will be posted out to members early next month.

We would encourage all our tenants, and residents aged 18 or over to become members of the Association and attend the AGM. If you fall into that bracket and would like to join, you have to submit your completed application form to our Office by 12noon on Friday 28th August 2020. You can download a Membership Application Form from our website – at www.nvha.org.uk/media/1174/membership-application.pdf – or give us a call at the Office (Freephone **0800 0189760** or **0141 634 0555**) and we'll get one to you.

Contacting us

The Office is closed to the public for the time-being. Most Office based staff are continuing to work remotely but they are contactable. You can get in touch with us by phoning us on Freephone number **0800 0189760** or **0141 634 0555** from 8.30am to 12noon and 1pm to 4pm Monday to Friday. Your call will go to our call centre, Aquarius. They will take a note of your name, number, what you are phoning about. That will then be emailed on to the relevant member of staff, who will then call you back.

Is your rent too high?



IF YOU HAVE KEPT UP WITH PAST NEWSLETTERS YOU'LL KNOW THAT THERE ARE DIFFERENCES BETWEEN THE LEVEL OF RENT THAT WE CHARGE FOR SIMILAR SIZED PROPERTIES. The rents usually vary from street to street, but in some cases, they differ up the same close. The differences can be significant, but they only arise in the properties that we acquired through Tenants Choice.

We grappled with the problem for a while, but we didn't make as much progress as we'd hoped to, so drafted in housing consultancy firm, Arneil Johnston, to help us address these issues.

Arneil Johnston has a lot of experience in this field. They have carried out major rent structure exercises for many housing associations across the city and across the country – *this is familiar territory to them!*

We have asked Arneil Johnston to do a 'root and branch' review of the rent structure for all our properties, with a view to establishing a rent structure that is fair and transparent for all our tenants. They have been working away at it for the last few months. They have done the ground work and now want to hear what tenants have to say!

Enclosed with this Newsletter is a seven question survey that Arneil Johnston has prepared to help gauge tenant opinion about the principles that they should follow when undertaking the review. A Freepost envelope is also enclosed for tenants to return their completed questionnaire. These will come back to our Office, but they are labelled so that we can identify them and forward them to Arneil Johnston to open and assess.

Once the questionnaire is submitted, Arneil Johnston would like to pull together a group of tenants to discuss the restructure in more detail. If you are interested in that, answer 'yes' to question 7 and fill out your contact details before you send back the questionnaire.

The tenants groups will meet in September. Arneil Johnston is hoping that these will be 'in person' meetings, but lockdown restrictions may require them to be held virtually. If that is the case, we will see what we can do for anyone who would like to attend them but doesn't have internet access.

This is the most important consultation that we have ever carried out. We would like as many tenants as possible to take part, to give Arneil Johnston a really strong foundation to build a fairer rent structure from.

If you think that your rent is too high, this is your chance to do something about it!

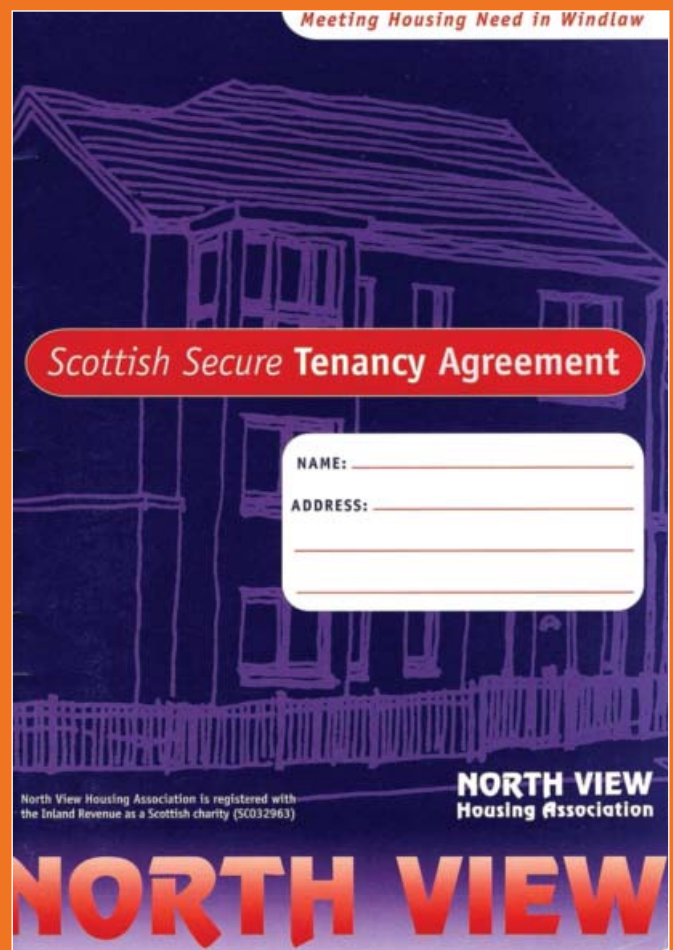
If you die, will someone from your household succeed to your tenancy?

Morbid thought - ***BUT IT IS IMPORTANT!***

A change in the law came in on 1st November last year that required a person to be registered with their landlord as residing at a property for the previous twelve months before they can succeed to the tenancy. **This means that, if you (the tenant) die, your partner, or your adult daughter, or your adult son, or any other adult staying in your house will only succeed to the tenancy if they have been registered with us – North View Housing Association – for the twelve months prior to your death!**

Since this law changed last year, we've had cases where people have been able to prove that they have lived with a tenant for years, but because they weren't registered with us as living there, the law meant that they could not succeed to the tenancy upon the death of the tenant. It is important that you tell us who is living in your house, and tell us when someone leaves or joins your household.

As you can see it's important that we have an accurate record about who lives in your home. To that end, enclosed with this Newsletter you will find a letter in which we list everyone that we have a record of as staying in your home. If that list is incorrect, you need to contact us and tell us the name, and date of birth of everyone who lives at your address. You can let us know by telephoning us – **0800 0189760** or **0141 634 0555** – or by emailing us at enquiries@nvha.org.uk.



Good causes win at lockdown bingo in Viewglen Court!

A very big shout out to the residents of Viewglen Court for raising more than £1,000 for good causes from their Saturday night lockdown bingo sessions! The money raised has already supported the making of scrubs for NHS workers, with a donation going to CHAS in due course. Amazing achievement by all involved! Well done!

Bulk refuse uplifts!

GLASGOW CITY COUNCIL HAS SUSPENDED BULK REFUSE UPLIFTS DURING THE PANDEMIC AND PUT ALL ITS MANPOWER INTO KEEPING DOMESTIC BIN UPLIFTS GOING. WE HAVE DONE OUR OWN UPLIFTS ON AN 'AS NEEDED' BASIS, BUT WE ARE NOW MOVING TO A REGULAR CYCLE.

In the absence of the Council's service, we are carrying out fortnightly bulk refuse uplifts. The next of these will be on Tuesday 4th August; there will not be a bulk refuse uplift on Tuesday 28th July (as was scheduled) because we have got the skip weekend running from the Friday to Monday before that, so tenants can use the skips to deposit their bulk rubbish. The fortnightly service will continue – on 18th August, 1st September, 15th September, and so on – until the Council resumes its service.

We try to get all the bulk uplifted every second Tuesday, but it can take longer than one day. It depends on how much refuse there is, and how long it takes to empty the truck. If there is a queue at the tip, it can be a two hour round trip – which is a big chunk out of the working day! We will get it done, but bear with us!

Also, please use your bins! We have found loads of cardboard packaging dumped next to empty blue bins. Put the cardboard in the blue bin! That way it stays dry and doesn't get soaking wet in the rain and then fall apart when we try to pick it up to take it away. You need to play your part here!

If you live in a flat, please store your bulk refuse in your home until just before uplift, and then take it to your usual muster point. If you live in a house, or cottage flat, please call us on Freephone **0800 0189760**, or **0141 634 0555**, leave a message to tell us that you need a bulk refuse uplift and someone from the Association will get back to you to make arrangements. You can also email us – enquiries@nvha.org.uk – to let us know that you require a bulk refuse uplift.

It would be helpful too if you would keep your bulk refuse in your house until the Monday before the scheduled uplift; that way we will avoid stuff lying about for ages and getting strewn everywhere – *that's really important.*

If you have white goods that you need to get rid of, call us, or email us to let us know. We'll arrange for an uplift, but you will need to get the appliance outside and we'll get it from there.

If you have any questions about this, get in touch with us at the Office.

The bulk refuse service that we are providing is very much a stop gap; we aren't choosing to do it, we are doing it because we have to do it! If we didn't, the place would be swimming with rubbish! We haven't budgeted for this. It's tenants' rents that are paying for it; we'll just have to find the money.



Home Energy Scotland support for households in lockdown

As many of us will see our energy bills rise because of the current lockdown due to the coronavirus (COVID-19) outbreak, we continue to work with Home Energy Scotland who is keen to speak to anyone who is worried about this.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay warm, make the best use of energy and save money on their bills.

Advisors, now operating remotely, are taking calls. The team can help with:-

- Practical advice on ways to stay warm for less
- Support for households with prepayment meters who are worried about topping up during lockdown
- The latest information on emergency measures by energy suppliers to make sure vulnerable people do not get cut off during the coronavirus outbreak.

How to get in touch

To find out how Home Energy Scotland can help you, phone **0808 808 2282** or email adviceteam@sc.homeenergyscotland.org and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
 FUNDED BY THE SCOTTISH GOVERNMENT

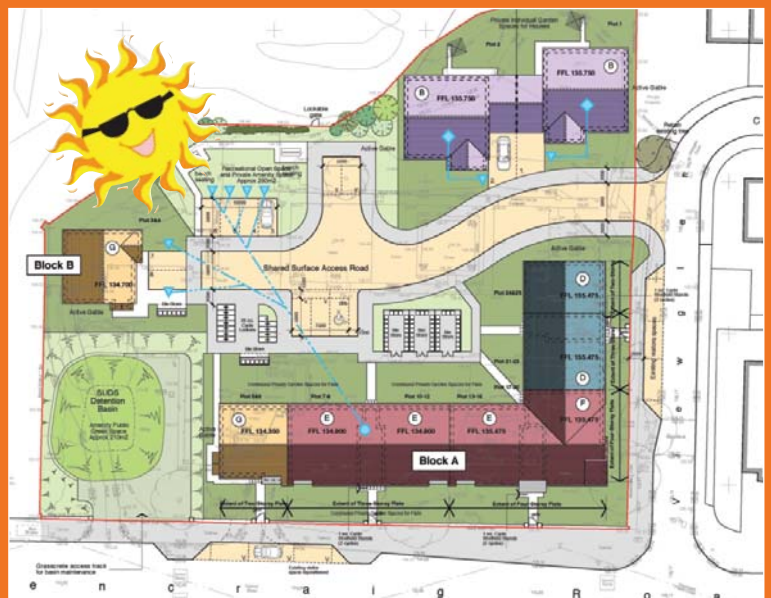


energy
 saving
 trust



Greener
 Scotland
 Scottish
 Government

Progress being made with Windlaw Lodge project after disappointing false start!



Back in February, we appointed JB Bennett Contracts Limited as contractor for the 25 unit Windlaw Lodge new build project. Bennett's committed to starting on site in early March, but went bust before they could turn a shovel. Since then, we have been working hard to try to get the job on the park, and we are pleased to report that we have made some progress.

The other contractors who tendered for the job the first time round, have been invited to submit a revised tender later this month. We'll have to wait and see what happens, but hopefully we'll be able to push on and get one of them appointed over the summer.

We'll keep you posted with an update in the Autumn Newsletter.

SKIPS

This year's 'Summer tidy' weekend starts on Friday 24th July, when we provide 15 skips for tenants to use to get rid of unwanted household junk.

The skips will be located as shown on the map. They will arrive on Friday 24th July, and be lifted on the following Monday - 27th July.

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

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



NO GAS BOTTLES OR GAS CANISTERS



NO TYRES OR WHEELS



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



NO TVs OR OTHER ELECTRICAL GOODS



NO FRIDGES OR FREEZERS
(phone us on **0800 0189760** or **0141 634 0555** to make uplift arrangements)



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



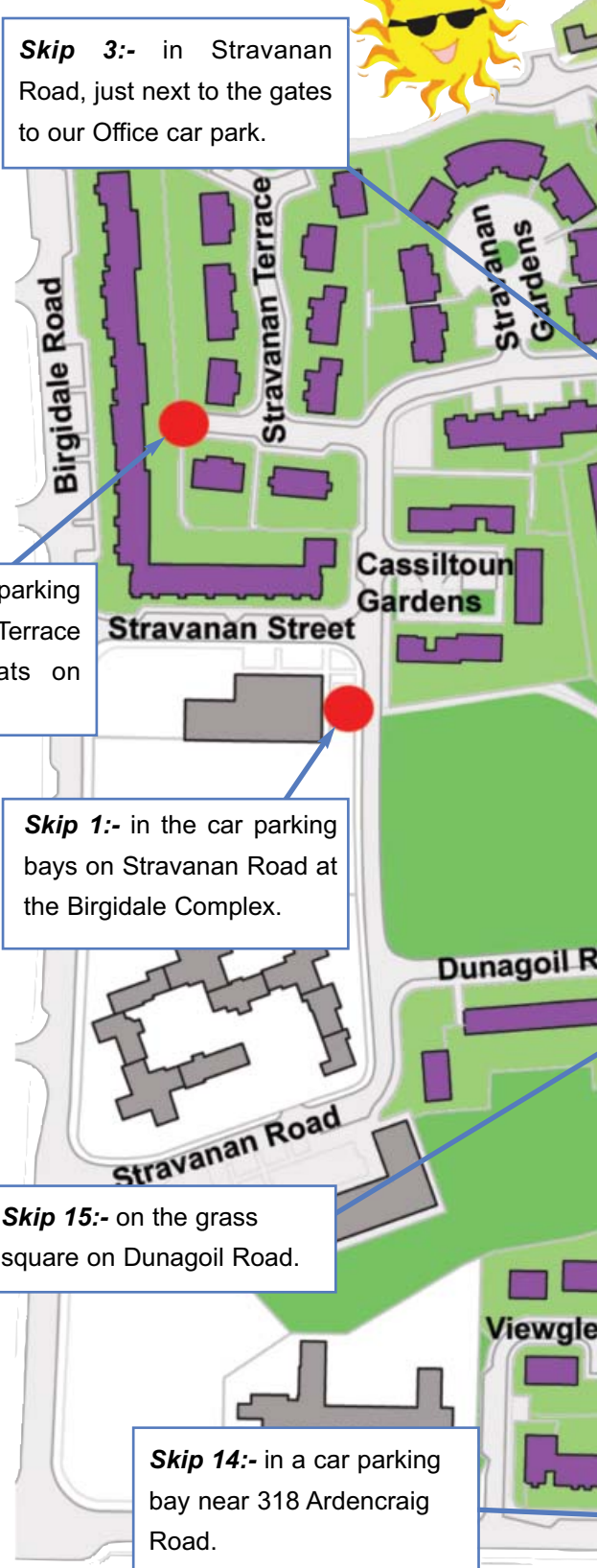
Skip 3:- in Stravanan Road, just next to the gates to our Office car park.

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

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

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

Skip 14:- in a car parking bay near 318 Arden Craig Road.



SKIPS

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

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

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

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

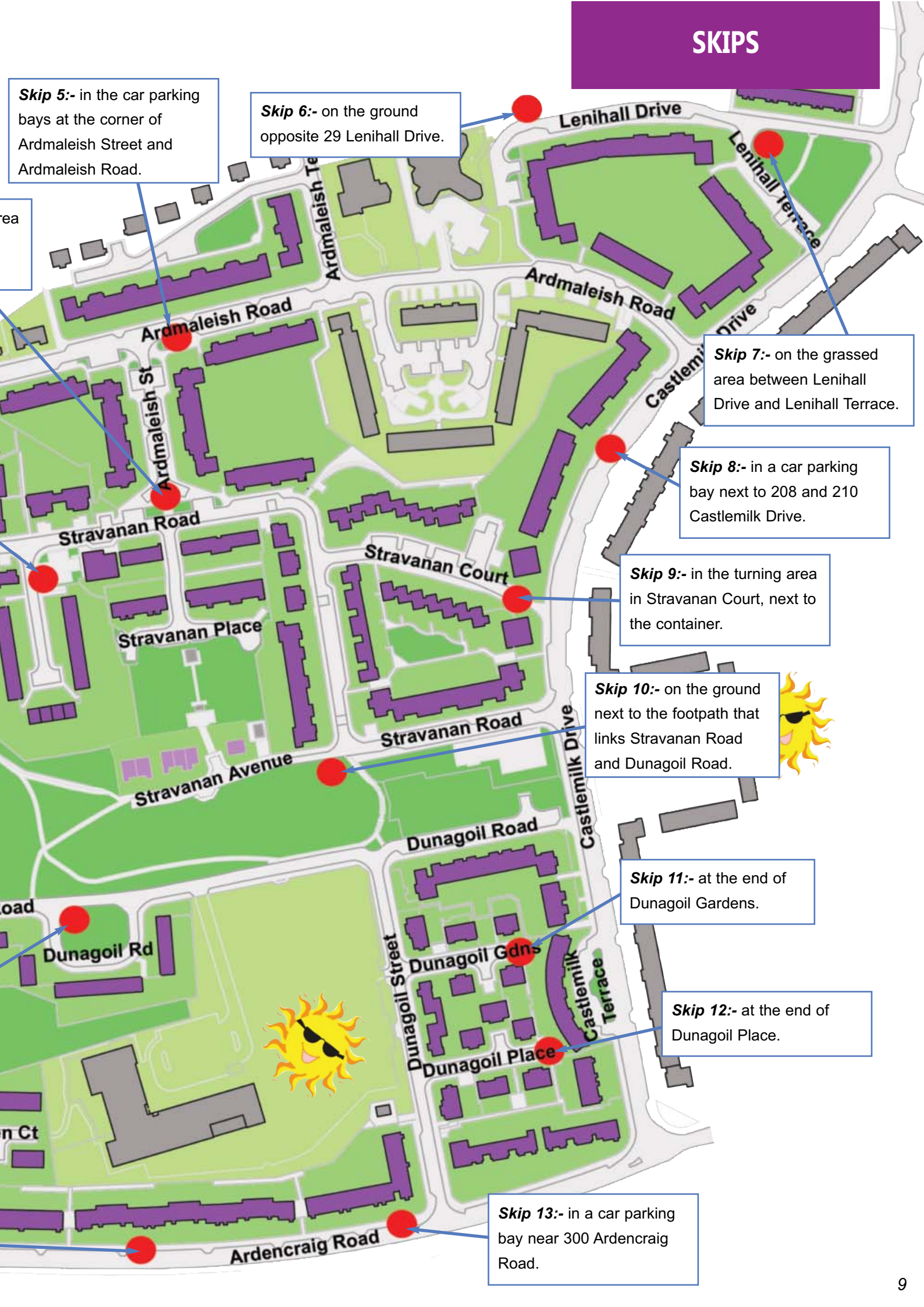
Skip 9:- in the turning area in Stravanan Court, next to the container.

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

Skip 11:- at the end of Dunagoil Gardens.

Skip 12:- at the end of Dunagoil Place.

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



Mary's Trust

Last year, one of our Committee Members, Mary McEwan, passed away after a time of illness.

Mary (pictured right) was well known in the community, and had been a well-respected and much valued member of our Management Committee.

Mary joined the Committee in 2011. It took her a bit of time to find her feet but she became a very committed and effective Committee Member. She cared about what we did, she was measured in her opinions, she was not quick to judge, and she was humble; she was great.

Laterly, Mary held the post of Secretary of the Association. She had to relinquish that position when illness took hold, but she stayed on the Committee, and attended meetings when she was strong enough to do so. She would likely have become Chairperson after this year's AGM when current Chair, Josephine Deacon, steps down having completed five years in the role. Mary is a big miss to us all at North View.

It is in recognition of her contribution to North View, and in celebration of Mary's life, that – *with the blessing of her family* – the Management Committee is delighted to announce the launch of 'Mary's Trust', a new fund set up in memory of Mary. Through 'Mary's Trust', North View will gift awards totalling £1,000 per year to its residents.

The grant money could be used for anything – *it's totally up to the applicant!* It could cover the cost of a short holiday, a family meal out, work or study equipment, or something like a train ticket so that you can go and see a long lost friend or relative! All the applicant need do is demonstrate how they would use the award to benefit their life, or the life (or lives) of the resident that they are applying on behalf of.



If you or someone in your household could benefit from this, please make an application. All you need do is fill in the application form (on the next page) cut it out and drop it in the letter box at our Office – or you could scan it and email it to us at enquiries@nvha.org.uk.

DO NOT USE THE FREEPOST ENVELOPE THAT IS ENCLOSED WITH THIS NEWSLETTER; THAT IS FOR THE RENT REVIEW, AND IT WILL GO TO ARNEIL JOHNSTON, NOT NORTH VIEW.

The deadline for applications is **12noon on Friday 21st August 2020.**

We will assess the applications and make awards to those who best demonstrate the benefit that they will get from receiving an award. When doing that we will take in to

account how many people could benefit from the award, and how well they could benefit, for example, do we make four awards of £100 so that four people can benefit a wee bit, or one award of £400 so that one person benefits a lot? We will have to weigh up all of that!

The successful applicants will be notified in early September, and we'll carry a follow up report in our Autumn Newsletter.

The following terms and conditions apply:-

- 1 Only people 'registered' with North View as residing in a North View property can apply to the Trust and receive a grant from the Trust.
- 2 A responsible person (who must be aged 18 or over) can apply on behalf of a minor, or someone who is incapable of applying.
- 3 The applicant will have to describe how the awarding of a grant would help them, or the person they are applying for.
- 4 Only one grant payment per property will be awarded.
- 5 There will not be a limit on the amount that someone could apply for; *we will accept single applications up to the value of £1,000.*
- 6 North View will make purchase payments for the successful applicants.
- 7 North View's Management Committee has discretion to vary the rules under exceptional circumstances.

Mary's Trust Application Form

Your name _____

Your address _____

Your contact tel no _____

Are you making the application for someone else?
 yes no (please circle accordingly)

If you answered yes, please give the name and address of the person that you are applying for below

Name of the person that you are applying for

Address of the person that you are applying for

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

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

How much money do you need (from Marys 'Trust) to cover the cost of your proposal? £ _____

Supporting Communities: Su

WE ARE VERY CONSCIOUS OF THE AFFECT THAT THE LOCKDOWN HAS HAD (AND CONTINUES TO HAVE) ON MANY OF OUR TENANTS. We have found ourselves doing more to help support tenants than we ever did pre-lockdown – like ramping up the delivery of Trussell Trust foodparcels to tenants who needed them, working with ‘Castlemilk Together’ to provide food for other tenants, processing more fuel crisis payments, and organising bulk refuse uplifts.

In that vein we are delighted to announce that we have secured £27,950 from the Scottish Government’s ‘Supporting Communities’ fund. This funding was set up to provide financial support targeted through community anchor organisations, working in partnership with others in the community and with public services, in co-ordinating local responses to the pandemic.

The money will be spent on things like providing white goods, hygiene packs, energy payments, and computer tablets to tenants who need them, and it will go on a ‘first come first serve’ basis to those tenants who meet the qualifying criteria. Our Welfare Rights Officer, Isabel Brodie, will administer the process.

A fuller description of each of the areas that we will spend the grant on is covered below.

Hygiene Packs

These will be provided along with the Trussell Trust’s foodparcels to tenants who need them. The packs will assist struggling households to keep hygiene levels high, thereby reducing the risk of spreading COVID-19. *A typical hygiene pack for a four person family is illustrated on the right.*



Energy Payments

We have received numerous requests from tenants who are struggling financially and looking for assistance with energy payments during the current situation. Being at home all day, results in higher energy consumption, which, coupled with a reduced income for many, makes it difficult to pay the energy bills. We’ll use some of the money to cover those costs. Get in touch if you are struggling with energy bills.

White Goods

Several of our tenants have had difficulty accessing white goods through the usual routes because welfare funds have been suspended or applications delayed during lockdown. We will use some of the money to plug that gap and get the white good to those that need them quicker. If you can’t afford to buy or replace your cooker, fridge, or washing machine, let us know! We may be able to help.

Crisis payments

We have put aside a wee bit of the money to cover unforeseen ‘ad hoc’ things that may arise as a result of the pandemic. It gives us a bit of a buffer to take care of things that come up that we hadn’t thought about.

Supporting OUR Community!

Digital Connectivity

WE HAVE 25 HAND HELD TABLETS (PICTURED BELOW) AND DONGLES TO GIVE TO 25 OF OUR TENANT HOUSEHOLDS. This equipment will help tenants make and maintain online claims for benefits, help with education requirements, and help them keep in touch with family and friends. The dongles will provide a few months free access to the internet. They will work fine if used for the purposes listed above, but they'll quickly run out if they are used for downloading films.

The tablets and dongles are for tenants who i) don't have a working computer, laptop, or tablet through which to access the internet, and/or ii) don't have access to the internet in their home, or have problems getting (and/or maintaining) access to the internet.

We want to get the tablets and dongles out quickly, so if you think that your household qualifies for one, fill in the form on the right. Cut it out and pop it through the letter box at our Office by **4pm on Friday 24th July 2020.**

If more than 25 applicants meet the qualifying criteria, the 25 will be selected by ballot.

The ballot will be drawn on Wednesday 29th July 2020, and we'll try to get the tablets to tenants by close of play on Monday 3rd August.



Tablet and/or dongle - Application Form

Your name _____

Your address _____

Your contact tel no _____

Your email address _____

Do you have a computer, laptop or tablet in your home? _____

Do you have an internet connection in your home? _____

Below, please describe why you think you should get a tablet and/or a dongle and how it will benefit you and/or members of your household.

Foodbank

We have food parcels from the Trussell Trust ready to be distributed from our Office.

If anyone finds themselves in need of a food parcel, phone us on **0800 0189760** or **0141 634 0555**, leave a message with the operator and someone from our Housing Management team will call you back. They will check out that you qualify for a food parcel and we'll take it from there.

We will deliver the food parcel to your home, but you will have to follow our 'social distancing' protocols during the delivery.

If you are struggling for food, get in touch, we should be able help!



Benefits advice leaflet

Things have been changing so often during lockdown that it is difficult to keep up with all the benefit schemes out there to help people get through the pandemic. Throughout lockdown, our Welfare Rights Officer has prepared a benefits advice leaflet that we have emailed to tenants and posted on our website.

We are now on the third update of the leaflet. The latest version was emailed out and uploaded to our website on Tuesday 30th June – all 25 pages can be accessed by going to the 'About Us' header on our Home Page, clicking the 'Policies and Downloads' tab in the dropdown menu, clicking on 'Leaflets and Booklets' sub header, and the leaflet 'Benefits Advice 30th June 2020' comes up at the top of the list. You can find it at www.nvha.org.uk/media/1359/benefits-advice-update-25062020.pdf.

If you don't have access to the internet, call the Office and we'll get a copy to you.

Give us a call

One of our staff members did a phone round of all the tenants that we have numbers for to check that they are okay and to see if there was anything we could do to help them. We got good feedback from that and we were able to pass on a lot of tenants' queries to the right person.

Strange times this lockdown. If you're feeling it and you just want somebody to chat to, you can give us a call on **0800 0189760** or **0141 634 0555**. The call centre will take a note of your call, email it on and one of us will give you a call back.

If it turns out you need more than a chat, we'll give you the number of an organisation that could help.

If you have access to the internet, you can contact us by email; our address is enquiries@nvha.org.uk.

Welfare Advice

Our Welfare Rights Officer, Isabel Brodie, has been really busy with more and more tenants seeking her advice during these unprecedented times. Isabel has been conducting her welfare interviews from home over the phone since 23rd March, with the Office based staff doing work arrounds to get documents delivered to or signed by tenants. Isabel even managed to squeeze in an interview with a tenant on the one occasion that she ventured into the Office. She bumped into the tenant in the street (*a socially distance bump of course*) and brought her into the Office. That was the first interview that Isabel had done since we erected a Perspex screen in the Interview Room. It went okay, so here's hoping we'll continue in that vein when we re-open to the public.

If you need any welfare advice, get in touch with Isabel. You can get her by calling 0800 0189760 or 0141 634 0555 and leave a message. That'll be emailed on to Isabel. She will get back to you as soon as she can, but please be patient, because she has a lot on her plate at the moment.

Paying your rent!

Even though we are in lockdown, you need to keep up with your rent payments.

If you are finding it hard to meet your rent, due to the coronavirus or other reasons, let us know immediately; call us on Freephone number **0800 0189760** or **0141 634 0555**, leave a message with the operator and your Housing Officer will call you back. We will do what we can to help, but it is important that you let us know about the problem and that you tell us as soon as possible.

We know that the current coronavirus situation means that people may not be able to get to the shops to make their rent payments as they usually do. There are, however, other ways that you can pay your rent. These are set out below:-

Online payment from your bank account

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

ACCOUNT NUMBER: **00575108**
SORTCODE: **80-09-51**



The transfer should include a note of your unique four digit tenancy reference number so that we can identify that it was you who paid. If you are not sure about how to do this, please contact the Office on **0141 634 0555** or free phone **0800 0189760**, leave a message with the operator and one of our Housing Officers will call you back.



Allpay Internet Payments

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

Calling Allpay

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



Allpay Mobile App

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

If you don't have an Allpay card, please contact the Office immediately and we will get one ordered for you. You should receive it through the post within about a week.

COMPETITIONS

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



This competition is for children who are at primary school or not yet started school. All you need to do is count the Summer Suns, write down the number in the box below, fill in your name, your age, address, and phone number, cut out your entry and hand it in to the Office by 4pm on Friday 14th August 2020. All correct entries will go forward to the prize draw at the end of August to win a £20 Amazon voucher. Good luck!

There are Summer Suns in this Newsletter!

Name _____ Tel no _____

Address _____ Age _____

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

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 14th August 2020. The winner of the £20 Amazon voucher will be drawn from all the correct entries at the end of August.

Arrangements for the Glasgow Fair holiday weekend

North View staff will be on holiday from 4pm on Thursday 16th July until 8.30am on Tuesday 21st July for the Glasgow Fair weekend. In case of emergency when no staff available, call us on **0800 0189760** or **0141 634 0555**.

Name _____

Address _____

Tel no _____

RENT REVIEW: QUESTIONNAIRE

North View Housing Association (NVHA) is considering whether to change the way that rents are calculated and charged to tenants. The reason that this change is being considered, is to improve the current charging system and to ensure that it is simple, fair and consistent for all tenants. This means that the same set of rules will apply to all tenants. NVHA want to ensure that no one pays more or less than they should for the property in which they live, or for the services they receive.

NVHA has appointed housing consultants Arneil Johnston to carry out this review. Arneil Johnston is ideally placed to carry out this review following a strong track record of rent restructuring and business management in the Scottish social housing sector. This has been achieved by providing a high-quality review that enables social landlords to have full control of rent setting and income management. In the last three years alone, this service has been provided to 15 housing associations across Scotland.

Rents are usually charged based on the characteristics of the home that a tenant lives in, for example:

- property size (e.g. number of bedrooms); or
- property type (e.g. flat/house).

A wide range of characteristics could potentially be considered when setting rents.

NVHA want to hear your views and test your ideas on which property characteristics you believe should be considered to guide how rents are calculated.

This exercise is not about increasing the amount of rental income for NVHA; it is about ensuring that the charging system is open, fair, consistent and transparent.

We would like to assure you that all the information we collect will be kept in the strictest confidence and used for research purposes only.

General rules for setting rents

The following two questions ask you to express your views on the general rules that NVHA should apply when setting rents and services charges. **Please answer both questions:**

Q1	Do you believe that North View Housing Association should have a <u>consistent</u> approach to setting rents across all properties? This means that the same set of rules applies to all property rents. (Please tick one box only)	
	Strongly agree	
	Agree	
	Disagree	
	Strongly disagree	

Q2.	Do you believe that properties which are alike in <u>characteristics</u> should have comparable rents e.g. should all 1-bedroom flats be charged similar rents? (Please tick one box only)	
	Strongly agree	
	Agree	
	Disagree	
	Strongly disagree	

Property characteristics that should guide how rents are set

Most housing organisations in Scotland vary the rents between properties by measuring the differences between them. The next set of questions will ask you which property characteristics you believe should be measured and taken into account when setting rents.

Please answer all of the questions.

Q3.	Do you think that the rent charged should vary depending on the <u>size</u> of the property, i.e. depending on the number of bedrooms in the property. (Please tick one box only)	
	Strongly agree	
	Agree	
	Disagree	
	Strongly disagree	

Q4.	Do you think that the rent charged should vary depending on the <u>type</u> of property, e.g. that more rent should be charged for a house than a flat? (Please tick one box only)	
	Strongly agree	
	Agree	
	Disagree	
	Strongly disagree	

Q5	Are there any other criteria that you think should influence how rents are charged for a property (e.g. main door flats)?

Summary questions: setting rents

All of the following questions can be answered by stating 'yes' or 'no'. Please answer all questions by answering yes' or 'no' as appropriate.

Q6.	If any changes are made to the rent structure, do you believe that it should be implemented in one go, phased over time or capped by a maximum or minimum limit? Please state Yes or No	
	Implemented in one go	
	Phased over time	
	No more or less than a capped amount e.g. £20 per month	

Q7.	Can we contact you to discuss the rent restructuring exercise further?	
	Yes	
	No	

Your details

Name/Initial/Title:
Address:
Post Code:
Telephone No:
E-mail address:

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE



All completed survey forms should be returned in the FREEPOST envelopes provided no later than 31st July 2020

Arneil Johnston
 50 Scott Street
 Motherwell
 ML1 1PN