

The Quarterly Newsletter of.....



INVESTOR IN PEOPLE

winter 2020



# NORTH VIEW Housing Association

Registered as a Scottish charity - SC032963



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# 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 WEDNESDAY 23RD DECEMBER UNTIL 8.30AM ON WEDNESDAY 6TH JANUARY 2021. IN CASE OF EMERGENCY WHEN THE OFFICE IS CLOSED, CALL 634 0555.**

# SGM and AGMs are virtual successes!

This year's Meetings were the first that everyone was able to attend from the comfort of their own home! The Meetings had to be held virtually due to the ongoing pandemic, but members got the business done.

The AGM was preceded by a Special General Meeting at which the members approved the adoption of updated Rules – which have now been registered as our current Rules. At the AGM members received the external auditor's report and approved the external auditor's appointment for next year. It was a virtual success! The only thing missing was the post-meeting bingo!

Our Chairperson, Josephine Deacon, stepped down from the role at the AGM, having completed the maximum stint of five years in office and founding Committee Member Diana Hamilton retired from the Committee. We greatly appreciate the time and energy that she selflessly invested in North View. We are a better association for her having been on board for so long! We are sorry to see Diana go, but we wish her well for the future!

We had hoped to receive nominations from members to join the Committee at the AGM but it wasn't to be, so the nine remaining members of our Management Committee met to select its Office Bearers immediately after the AGM. **Iris Robertson** (pictured below) was elected as **Chairperson**, becoming only the second person, along with Diana, to have twice held the position at North View. Retiring Chair **Josephine Deacon** was elected **Vice-Chairperson**, **Audrey Laird** was elected **Secretary**, and **Jim Dougherty** was elected to the position of **Treasurer**. Our other five Committee Members are **Alex Bruce**, **Christine Devine**, **William Hamilton**, **Wilma McCubbin**, and **Ken Robertson**.

Our Rules permit us to co-opt a third of the number of 'full' Members to Committee. We have nine 'full' Committee Members so we have room for three co-optees, and we are pleased to report that we have just filled one of those places with our former Housing Manager, **Geraldine Baird**, returning to Windlaw!

We have places on our Committee for two co-optees. Ideally we'd like to get younger folk on to the Committee, even young people who are at university or college and are up for doing a year or two with us. Volunteering is a good thing for a young person to have on their CV. Being on the Committee would give a bit of insight into what is involved in running a business like a housing association – but don't let age deter you! If you're a bit older and have got the interests of our residents at heart, we'd love to have you on – even if you only want to join for a couple of years. It'd be good to get co-optees with different experience, viewpoint, and outlook.

If you would like to find out more about joining as a co-optee, get in touch with our Director, Euan Anderson, at our Office.



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.

# 0% rent increase for next year on the cards!

NEWS

**EVERY TENANT'S RENTS WILL CHANGE FROM 28TH MARCH NEXT YEAR AS A RESULT OF THE NEW RENT POLICY** (more about that on pages 6 and 7). Each year we review our rents and an increase is usually applied, but this year Committee is looking at not applying any increase at all. If we achieve this, the rent change because of the new Rent Policy will not be compounded by a rent increase being added on top!

Tenants' finances are under increased strain as a result of the pandemic. We don't want to add to that pressure hence we are looking at a 0% increase, but we are not quite there yet. We need to sort a couple of things out with one of our lenders before we can go with it.

When banks lend housing associations money, they set conditions that we have to work within. If we don't meet those conditions then they could penalise us for default on the loan. The financial projections that we have run based on a 0% rent increase for 2021/22 show that we fail to meet one of these loan conditions.

We have had positive discussions with our lender who are working to accommodate our request, giving us the flexibility that we need to do the rent freeze, but it will be next month before we get final confirmation

We don't think things will come off the rails, but if the lender doesn't come through for us, then we'd have to increase rents by at least 2% to meet the loan condition. Hopefully it won't come to that and we will be able to implement the rent freeze.

It should all be sorted out next month. If we are good to go with the rent freeze, we'll inform tenants by letter. If not, we'll send out a Rent Consultation Newsletter if we need to apply a rent increase.

## Glasgow City Council introduce new bulk refuse arrangements

**NORTH VIEW** has been organising bulk refuse arrangements since the Council suspended their weekly uplifts at the beginning of lockdown way back in March.

The Council is now changing its bulk refuse arrangements and moving away from the weekly uplift.

Our understanding is that the Council will continue to take away bulk free of charge until the end of February, but will only respond to uplift requests that residents make using the MyGlasgow app, and, from the beginning of February they will charge residents £35 per uplift for up to ten identified items. We understand that they will make an appointment to uplift the bulk within 28 days. Residents will have to put the bulk out for uplift on the appointed date, and they should no longer place bulky waste out onto the streets or lanes (as was done pre-lockdown) as this will be considered to be fly tipping.

Recent correspondence that we have received from the Council indicates that the new service will be available for houses and flats where the local housing association is not overseeing bulk uplift arrangements. We only stepped in to do bulk uplift fortnightly because the Council had suspended the service, but now we have a choice to make!

We want to keep Windlaw clean and tidy. We don't think that the Council's new service will achieve that, so the only alternative is for us to step up and take it over. It'll cost about £30,000 per year to deliver a fortnightly bulk uplift service – an expense borne by tenants' rents! In light of this, we will be continuing with our fortnightly bulk uplift service. It'll be delivered every second Tuesday with **the next uplift being on Tuesday 29th December**.

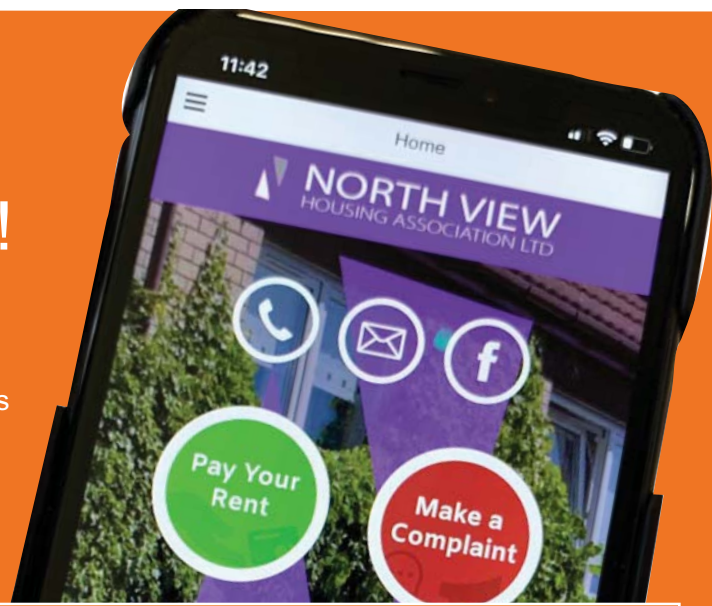
***If you have got stuff to put out, please don't put it out until early on the morning of the 29th, but get it out by 9am. If you live in a flat, put it in your bin store. If you live in a house or four in a block, put it at the end of your driveway or at your gate and our guys will pick it up from there.***

Alternatively, if you are able to, you could dispose of your bulk refuse at one of the Council's 'Household Waste Recycling Centre'; the nearest one is just down the road at Polmadie. Also if you have got furniture or white goods to get rid of, you could go on to Zero Waste Scotland's website to see if there are any charities who could use them; go to <https://wasteless.zerowastescotland.org.uk/articles/reuse-tool> for further details.



# North View App in stores!

Last year we had an app developed for our website. We reported that the app was available for download from Google Play for android smart phones users, but that we were having problems getting it in Apple's App Store. It has taken a while to sort this out but we are pleased to report that it is finally in Apple's App Store. Our app is free to download and install and you can access it by typing 'North View Housing' in the search bar on Google Play or the Apple App Store.



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

We have just completed a thorough update of our Business Plan. We produced our last Plan a year past summer, and in this version we build on that and reaffirm our commitment to our vision “to make Windlaw a good place to live, and build a better future for you and your family”. In this Plan, we set out what we’ll do to promote that vision between now and the end of 2022/23. We have also established the following six targets – Strategic Objectives – to support our vision.

- |  |  |   |
|--|--|---|
| <p><b>1</b><br/>Provide quality homes in a good environment at affordable rents</p>  | <p><b>2</b><br/>Consolidate and improve tenant services, being responsive to tenants' priorities</p> | <p><b>3</b><br/>Invest in tenants' homes and manage our assets well</p>                                   |
| <p><b>4</b><br/>Bring much-needed community support services to Windlaw, working in partnership with local service providers</p> | <p><b>5</b><br/>Improve housing opportunities in Windlaw</p>   | <p><b>6</b><br/>Maintain high standards of governance and financial management and be a good employer</p> |

Many of the key tasks that we aim to carry out over the life of the Plan chime with the findings of our latest Residents' Survey. Some of the things we are going to do are covered below.

**Oversee delivery of our investment programme to ensure that our properties are well maintained.**

**Keep rents affordable and fair.**

**Manage the completion of the 25 unit new build Windlaw Lodge project.**

**Address tenant dissatisfaction with repair related issues and implement response actions.**

**Develop a Wider Role Strategy.**

**Oversee the implementation of our Committee Succession and Recruitment Plans, to encourage diversity and variety on our Management Committee.**

**Update our Asset Management Strategy.**

Our Business Plan is on our website for anyone interested in reading it. You could also access a copy by contacting the Office.



# Christmas retirement for our Finance Manager!

It is with a heavy heart that we say “goodbye” to our Finance Manager, Jean Price, as she sets off for a well-earned retirement after 18 stellar years of service to North View!

Jean joined us in 2002 on a part-time basis but that soon developed into a full-time role as our requirements changed. She has been excellent for us, and supported every department within the Association as we have grown and developed over the last two decades. Her input will be sorely missed but she leaves with our thanks and best wishes for the future.

Jean’s retirement brings to an end a career in housing that spanned several decades – probably more than she cares to count. It is in recognition of that, that she became a worthy recipient of EVH’s Long Service Award. Unfortunately COVID-19 restrictions curtailed the presentation to a subdued affair whereby Jean’s two dogs were the only witnesses to the ceremony. Jean was delighted to receive the award, and her two dogs were very happy too!

We won’t be recruiting a replacement for Jean. Instead, we have secured the financial services we need from FMD Financial Services. Jean leaves on 31st December, and FMD will take over the reins from 1st January.

FMD have provided financial services to housing associations for nigh on 30 years. During that time they have built up an unparalleled wealth of experience and expertise which we are delighted to benefit from. FMD is a market leader in their field and we look forward to working with them in the years ahead.



Jean with her award.

## Windlaw Lodge on site – at last!

**We are delighted to report that McTaggart Construction is on site with our 25 unit new build development on the site of the former Windlaw Lodge Nursing Home!**

The project should have started in March, but the contractor we appointed went out of business just weeks before the due start date. It took us seven months to sort things out and get the job moving, so it was great to see McTaggart kick things off in late October.

The project is scheduled to be complete in the run up to next Christmas, so it should be a nice early present for the 25 households that they’ll be allocated to.

The project will provide us with 25 units for rent, consisting of fourteen 3 apartment 4 person flats, five 2 apartment 2 person flats, four 2 apartment 2 person cottage flats, and two 3 apartment 4 person bungalows designed for wheelchair users. We haven’t yet considered how we will allocate the properties, but we will look to see if there is potential for some of our tenants to ‘downsize’ to this project in order to free up larger properties for families who need them. We’ll work hard to benefit as many of our housing applicants as we can through the allocation process!

McTaggart’s are working with us to deliver a programme of ‘community benefits’ via this project. In the six weeks they have been on site so far they have put arrangements in place to support pupils of Castlemilk High and St Margaret Mary’s through the foundation apprenticeship programme, and they held a virtual site visit for a work experience programme that they are delivering. The programme is still being developed at the moment but it’ll begin to pick up pace after the Christmas break when McTaggart’s begin their employment and training programmes for people looking to get in to construction. To find out about what opportunities will be available please email McTaggart’s at [community@mctaggartconstruction.co.uk](mailto:community@mctaggartconstruction.co.uk).



# All tenants' rents to change from 28th March 2021!

**THE MONTHLY RENT THAT EVERY TENANT PAYS WILL CHANGE FROM THE 28TH MARCH NEXT YEAR WHEN WE SWITCH TO A FAIRER AND MORE TRANSPARENT RENT STRUCTURE! THE CHANGES WILL HAPPEN EVEN IF WE HAVE A RENT FREEZE FOR NEXT YEAR!**

If you have been keeping up with our recent newsletters, you'll be well aware of the disparity that we have with the rents of the properties that we acquired from Scottish Homes in the six year period between 1999 and 2005. Basically the rents for similar type properties vary, and, in some cases tenants pay more in rent for smaller property than others do for larger properties. We have also had difficulties aligning the 'Scottish Homes rents' with the rent levels that our Rent Policy generated for the properties that we built or refurbished.

It is pretty common for rent issues to arise after stock transfers. They can be hard to sort out, so at the turn of the year we enrolled help from specialised housing consultancy firm, Arneil Johnson. We asked them to look at the rents of all our properties and see what they could come up with. Arneil Johnson have done that for lots of housing associations throughout Scotland, so they were ideal for what we wanted them to do.

After an initial analysis of our rents, they worked up a few ideas and then consulted tenants on them. They got 51 responses to their survey questionnaire – which is a good response for us! The results showed that the vast majority of tenants were in favour of a consistent approach to rents which is based on property characteristics – the key characteristics being the size and type of property. Arneil Johnson took that feedback and used it as the basis for our new Rent Policy, which our Management Committee approved last month!

The new Policy for mainstream properties (mainstream properties are those not to wheelchair standard) is structured around a 'base rent' with a series of 'add ons' depending on the size and type of the property – all in line with tenant feedback. It will be brought in from 28th March next year.

In the new Rent Policy, we have set the 'Base Rent' charge of £333.50 per month – which is for a one person two apartment property. We then add on a charge of £10 per month for each additional bedspace, and £20 per month for each additional apartment. That takes care of the size of the property, but we then have to differentiate between the different types of property that we have, so we add on £5 per month for a flat, £10 per month for a main door flat, £15 per month for a four in a block/cottage flat, £20 per month for a mid-terrace house, and £25 per month for an end terrace (or semi-detached) house.

Every tenant's rent will change under the new Rent Policy; 48% of tenants will pay more in rent from 28th March, and 52% of tenants see a reduction in their monthly rent payment. We need to manage those changes to make sure that we raise the same level of rental income that we would have done had we not implemented the new Rent Policy, because we need it to cover future investment in the area.

We considered implementing the changes in a 'one off', but we rejected that idea because it would have meant a few tenants having to pay an extra £70 per month in rent – which is just too much to pay in the one go! We then looked at bringing in the changes over three years – which would have meant those tenants rents increasing by £23.34 per month in each of the next three years. Under normal circumstances, we would probably have gone for that, but, in anticipation of the coronavirus hitting hard at tenants' finances, we settled on harmonising the rents over the next five years – meaning that the £70 increase will be spread over five years, so the rent would go up by £14 per month in each of those years.

Rents will also be subject to an annual review. That will result in increasing rents going up by a bit more, and most of the decreasing rents going up by a few pounds. On the following page, we have taken real rents of two of our properties and harmonised them with the new Rent Policy to let you see how things will turn out.

In these examples we use the current monthly rent as a starting point and have assumed that we'll have a rent freeze for 2021/22, with a rent increase of 2.5% for each of the following four years. In the last line of each of the illustration tables, we give a comparison of what the rent would have been each year had we not implemented our new Rent Policy.

## EXAMPLE 1 - 4 apartment 6 person mid-terrace house

The monthly rent for one of our 4 apartment 6 person mid terrace houses is **£471.94**.

Under our new Rent Policy, the monthly rent for this property will be **£443.50** (made up of **£333.50** base rent + **£50** for the five additional bedspaces (at £10 per bedspace) + **£40** for the two additional apartments (at £20 per apartment) + **£20** for the property being a mid-terrace house).

The tenant is currently paying **£28.44** more per month than they would under the new Rent Policy. As the rents are being harmonised over five years, at 2020/2021 rent levels, the tenant's current monthly rent will reduce by **£5.69** in each of the next five years, but we then have to factor in the annual review. Applying annual reviews of 0%, followed by four years of 2.5% increases results in our Rent Policy rent for this property rising from **£443.50** to **£489.54** per month by 2025/26. In the table below we show how the current monthly rent of **£471.94** becomes **£489.54** by 2025/26.

	2021/22	2022/23	2023/24	2024/25	2025/26
<b>Rent increase</b>	0%	2.5%	2.5%	2.5%	2.5%
<b>Monthly rent for this house (under the new Rent Policy)</b>	<b>£466.25</b>	<b>£472.08</b>	<b>£477.90</b>	<b>£483.73</b>	<b>£489.54</b>
<b>Monthly rent for this house (if new Rent Policy was not implemented)</b>	£471.94	£483.74	£495.83	£508.23	£520.93

## EXAMPLE 2 - 2 apartment 2 person flat

The monthly rent for one of our 2 apartment 2 person flats is **£284.94**.

Under our new Rent Policy, the monthly rent for this property will be **£348.50** (made up of **£333.50** base rent + **£10** for an additional bedspace + **£5** for the property being a flat).

The tenant is currently paying **£63.56** less per month than they would under the new Rent Policy. As the rents are being harmonised over five years, at 2020/2021 rent levels, the tenant's current monthly rent will increase by **£12.71** in each of the next five years, but we then have to factor in the annual review. Applying annual reviews of 0%, followed by four years of 2.5% increases results in our Rent Policy rent for this property rising from **£348.50** to **£384.68** per month by 2025/26. In the table below we show how the current monthly rent of **£284.94** becomes **£384.68** by 2025/26.

	2021/22	2022/23	2023/24	2024/25	2025/26
<b>Rent increase</b>	0%	2.5%	2.5%	2.5%	2.5%
<b>Monthly rent for this house (under the new Rent Policy)</b>	<b>£297.65</b>	<b>£318.12</b>	<b>£339.43</b>	<b>£361.61</b>	<b>£384.68</b>
<b>Monthly rent for this house (if new Rent Policy was not implemented)</b>	£284.94	£292.06	£299.37	£306.85	£314.52









In this year's Tenants' Survey, many tenants cited 'high rents' and 'paying more than others' as being the reasons that they thought their rent was 'poor value for money'. The new Rent Policy will go a long way to addressing those issues. We won't get the full benefit until the end of the five year harmonisation period, but it is a step in the right direction meantime!

You can view and download our new Policy from our website. If you don't have internet access but would like a copy of the Policy, contact the Office and we'll sort one out for you.

If you have any worries about what the change will mean for your rent, please get in touch with your Housing Officer and chat things through with her. If your rent's going up, it might be worth your while contacting our Welfare Right Officer and getting her to do a benefits check for you – a service that is available to all tenants!

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

## What you said!

	2014 Survey	2016 Survey	2018 Survey	2020 Survey	
Taking everything into account, how satisfied are you with the overall service provided by North View?	89%	90%	86%	85%	
How good do you feel North View is at keeping you informed about their services and decisions?	91%	94%	95%	96%	
How satisfied are you with the opportunities given to you to participate in NVHA's decision making process?	85%	93%	96%	90%	
Overall, how satisfied are you with the quality of your home?	86%	93%	87%	85%	
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%	68%	
Overall, how satisfied are you with North View's management of the neighbourhood you live in?	89%	93%	92%	93%	
How satisfied are you that North View treats you fairly?	90%	95%	94%	93%	
Taking everything into account, how satisfied are you with the factoring service provided by North View?	80%	68%	64%	82%	

We are pleased with most of the feedback, but we'd like to have seen higher satisfaction levels for the 'overall service' we provide, the 'quality of your home', and 'value for money'. We expected 'value for money' to be down given that for the past 18 months we have been talking about the problems that we have with differing rent levels throughout our stock. We'll address these issues through the five year rent harmonisation programme that we are implementing from March next year, so hopefully we'll see an improvement in these figures next time round.

From the comments we have seen, rents played a part in suppressing satisfaction levels for both 'overall service' and 'quality of your home', but repairs seem to have influenced these items too. Many tenants gave dissatisfaction with repairs as the reason for their response. We didn't ask about repairs because the feedback we have been getting from our monthly surveys has been so positive – with 90% satisfaction being the norm – so we are surprised by results and we'll have to bottom out the reasons for these comments.

Keeping tenants informed is up, but opportunities to participate is down – maybe that's reflective of the pandemic limiting participation opportunities – but 90% is still a high rating, so that's good! We'll keep an eye on that next time round.



## Information and communication

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

**93%** of those interviewed said that they read our newsletters. **97%** thought the newsletters were 'easy to read', **85%** found the newsletters to be 'interesting', and **88%** said it helped them 'understand the work of the Association'. All good there!



## Tenant priorities

With a score of **96%**, 'Providing an effective repairs service' remains tenants' top priority, followed by 'Modernising tenants homes to keep them in a reasonable standard' at **93%**. 'Keeping rents and charges affordable' comes third at **91%**, followed by 'Improving the look of the area/environment' at **82%**.

**COVID-19** 95% of tenants surveyed are satisfied with the support that they are receiving from us during the pandemic. When we went into lockdown we had very little in place to support tenants, but we quickly adapted. Our staff team has worked (and continues to work) so very hard to support our tenants, so we are delighted with this result. There were a few suggestions of things that we could do, which we will consider as we move forward.

## Community activities

Our Wider Role activities received a huge endorsement with **98%** of tenants surveyed confirming that they were happy for us to continue funding the Jeely Piece's Play Club in the Birgidale Complex, funding the Jeely Piece to run a residential weekend for 12 children from this area, making a contribution to Castlemilk Youth Complex towards it providing activities and services for young people from our area, making a financial contribution to the Birgidale Complex to help it continue to operate, providing trips for residents (to Ayr, M&Ds etc.), providing skips around the area for a 'spring clean', and running a crisis fuel payment scheme for tenants! **98%** also said that they are happy for us to continue to work with local organisations to deliver these activities.

A significant proportion of tenants – **65%** – thought that we should develop a programme of social activities to support tenants, and **72%** thought that we should develop services to tackle poverty - be that food, fuel, or financial poverty!

The Association's Management Committee has considered the survey findings, and has developed a three point plan in response to the major issues raised. The three points are discussed below:-

- 1** The number of questions in the 2020 Survey was cut down to make the survey easier to be done over the phone. The 'finance' questions were omitted, so we didn't get any information about how tenants' finances are holding up during the pandemic. Four months on, we'd like to know that so we're aiming to find that out by doing a limited survey in the New Year.
- 2** We mentioned earlier about tenants' expressing dissatisfaction with aspects of our repairs service. That concerns us, so we will appoint an independent consultant to work with the tenants to determine the reasons for their dissatisfaction, and then work with us to put them right.
- 3** Our role has changed since the start of lockdown; we are doing more to support residents than we did pre-lockdown. That changing role, coupled with tenants' suggestions that we develop a programme of social activities and services to tackle poverty, has prompted us to think about establishing such services. We will carry out a feasibility study into what additional services we can provide, how we would deliver those services, and how we would pay for them.

Thanks to everyone who took part in the survey – we appreciate your input – and congratulations to the tenants who won one of the fourteen vouchers in our prize draw.

You can view Research Resource's Report in full on our website, or get a copy by contacting us at the Office.

## Supporting tenants

We have worked hard to support our tenants as best as we can since the start of lockdown. That has seen us add more wider role activities to our primary role of managing and maintaining our housing stock. During the summer we secured £27,950 in grant from the Scottish Government's 'Supporting Communities' fund, which, as the name suggests, was established to support communities badly affected by the pandemic.

We spent that money on providing a mixture of things for tenants, including providing 220 hygiene packs, 25 tablets and 25 dongles, 400 facemasks – of which we have many left so get in touch if you want a couple, 35 lanyards, 18 white goods, and 89 fuel top up payments. That took us through to the end of September, and we are pleased to announce that we have secured further funding from the Scottish Government to spend on our tenants.

Earlier this month we received confirmation that our application to the Government's 'Communities Recovery Fund' for £24,846 had been successful! The money has to be spent by 31st March 2021 and most of it will go in the New Year, but we are aiming to get about 20% of it out the door by Christmas! A tall order but we'll give it a go!

Again, the clue is in name! The 'Communities Recovery Fund' is there to support communities as we come out of the pandemic. It is there to help restart services, and help us to put things in place to ease the path back to normality. Fortunately they have applied a bit of welcomed flexibility and allowed us to spend on some items covered by the Supporting Communities grant. The topics that we will be spending the Recovery Fund money on are:-

- **Cash for North View kids at Christmas** – more about this below!
- **The Jeely Piece Club** – to provide a second weekly PlayClub in the Birgidale Complex between 1st January and 31st March 2021! The Club is for primary school aged children and having a second one will help get children out of the house and socialising with different pals again. It'll also provide a welcome boost to the Birgidale Complex. At the time this was written we had just learned that our application had been successful so the Jeely hadn't had time to finalise arrangements for the new Club. They'll be doing that soon, so keep an ear open for details.
- **Streetwise, from the Castlemilk Youth Complex** – Streetwise will provide two youth workers to provide two four hour 'street work' sessions per week between 1st January 2021 and 31st March 2021, to engage with the young people in our area.
- **Fuel top ups** – we are pleased to say that we have a bit of money earmarked for the continuation of the fuel top up payment scheme for tenants in need of it. We are finalising qualifying criteria for that but it'll be up and running in the New Year.
- **Digital inclusion** – some of the money will go towards improving digital connectivity for individual tenants.

We are delighted to have secured this grant and we look forward to using it to good effect.

## Cash for North View kids at Christmas

We believe that the pandemic is causing financial hardship amongst our tenants so we thought it'd be good to do something for the North View kids this Christmas! We are giving £20 to the parent or guardian of each child of 15 years old or younger, who is on our records as staying in one of our houses. The money is being given on the condition that it has got to be spent on making Christmas better for that child.

In the summer we lettered tenants and included an article in our Summer Newsletter about their need to let us know who stays in their home, and if there are any changes to the household – like someone leaving home or a baby being born. We are using the information that we have on record as at 12th December 2020 as the qualifying criteria for the £20 payments. If you haven't let us know about a child that is living in your household then we are sorry, but you are going to miss out because we didn't know about your child and they haven't been budgeted for.

We have been getting in touch with the parents and guardians of all our children to make arrangements for them to come in and collect the £20 for their child (or children). Hopefully we'll get round everyone before we close for the holidays on 23rd December, and hopefully the money will help make Christmas a bit merrier for the kids!

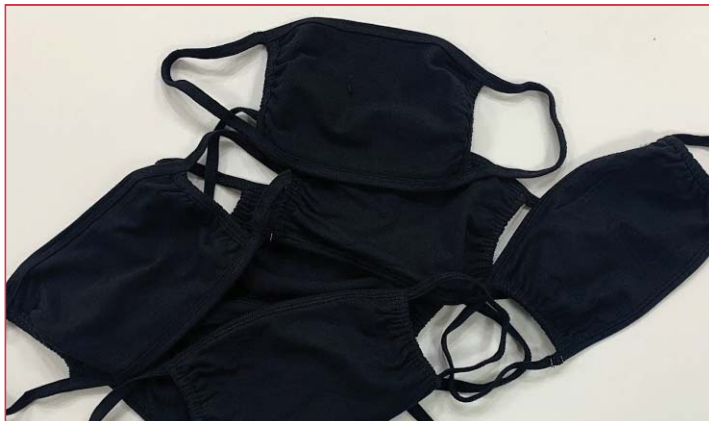
## Food parcels

We have given out over 206 Trussell Trust food parcels since the start of lockdown.

We have food parcels ready to be distributed from our Office, but since shielding ceased on 31st July, the Trussell has reverted back to its pre-lock down qualifying criteria, so we are now having to tighten up on how many parcels that each client can get, and make sure that folk meet the Trussell's requirements.

If anyone finds themselves in need of a food parcel, phone us on **0141 634 0555**. Our staff will check out if you qualify and take it from there.

If you are struggling for food, get in touch!



## Free facemasks for North View residents!

We have got a load of facemasks left from our Supporting Communities application.

The face masks are washable, re-usable and free to any of our tenants. If you want some free face masks for members of your family, give us a shout at the Office and we'll get you a few while stocks last.

## Castlemilk Together at Christmas

Restrictions mean that Castlemilk Parish Church is unable to deliver their 'Castlemilk Together' Christmas meal in the church hall this year. Instead, they are delivering a Christmas meal and a doorstep chat to those nominated by the various agencies that operate in Castlemilk. We have made nominations for some of our tenants after checking that they were okay with us putting their name forward –we will have missed some people, so apologies if you weren't included!

At the beginning of lockdown some of our tenants benefitted from getting food parcels from 'Castlemilk Together'. Castlemilk Together did a great job and we are grateful for the support that they gave our tenants. That didn't cost us anything, but we think it is right that we put our hand in our pocket to give something back – especially at this time of year – so we have dipped in to our Wider Role fund to make a £500 donation to Castlemilk Parish Church for the Christmas meal. They will spend it well.

## Give us a call

We are coming to the end of our third phone round of all the tenants that we have contact numbers for to check that they are okay and to see if there is anything we can do to help them. We haven't been able to contact everyone that we have numbers for because they may have been out, or changed their telephone number, so apologies if we haven't managed to speak to you, but if there is anything that we can do for you, give us a call on **0141 634 0555**. Call us even if you just want someone to chat to!

If you have an issue we may be able to help, but if we can't help, we should be able to put you on to somebody who can. If you have access to the internet, you can contact us by email, our address is [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).

# 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 struggling financially after they complete a financial statement showing income and expenditure. 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 2021!

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 2021. 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.

## Cold weather payments!

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

You'll get £25 for each 7 day period of very cold weather if the temperature in your area is zero degrees Celsius or below for seven consecutive days, between 1st November and 31st March.

You can check to see if you qualify by going online to [coldweatherpayments.dwp.gov.uk](http://coldweatherpayments.dwp.gov.uk).

## Job Start Payment!

Job Start Payment is a new benefit to help you with the costs of starting a new job. You must have been offered a job on or after 17 August 2020 to be eligible. You can apply for Job Start Payment as a young person or a care leaver. You can get a one-off payment of £250, or the higher rate of £400 if you're the main carer of any children.

You can find more information about how to qualify and apply at the following website <https://www.mygov.scot/job-start-payment/how-it-works/>. If you need more information contact Isabel at the Office.

## Winter Fuel Payment

If you were born on or before 5 November 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. You should get your payment by 13th January 2021.

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

## Scottish Child Payment

Scottish Child Payment is a weekly payment of £10 that you can get for every child under 6 years of age you look after. You can apply just now however you won't get a decision until after 15 February 2021, with first payments at the end of February 2021.

You may be able to get Scottish Child Payment if you live in Scotland, get certain benefits/payments, even if you're working, and you are the main person looking after a child under 6.

You can apply online at <https://www.mygov.scot/scottish-child-payment/how-to-apply/> or phone Social Security Scotland free on 0800 182 2222. The opening times are Monday to Friday 8am to 6pm.

## Self-Isolation Support Grant

If you have been contacted by Test and Protect and asked to self-isolate because of coronavirus (COVID-19), you may be eligible for the Self-Isolation Support Grant. You can apply for the £500 grant via Glasgow City Council Scottish Welfare Fund, at any time during the period you've been asked to self-isolate for.

To be eligible for the grant you must have been told by Test and Protect to self isolate due to coronavirus, be employed or self employed, be unable to work from home and have lost income as a result and in receipt of certain benefits. You will need to provide proof of this.

If you are not eligible for a Self-Isolation Support Grant you might be able to get a Crisis Grant .

You can apply for both online at <https://www.glasgow.gov.uk/swf> or by telephone: 0141 276 1177.

## Child Winter Heating Assistance

Child Winter Heating Assistance is a new benefit from the Scottish Government. It's a payment of £200 for all qualifying children and young people up to the age of 18. To get the payment they must meet two criteria on at least one day in the third full week of September (called the "qualifying week"). This year 21/9/2020. On that day they must:

- get the highest rate care component of Disability Living Allowance for children
- be resident in Scotland

You don't need to apply. If the child currently lives in Scotland, you'll be paid automatically into the same account that the Disability Living Allowance is paid. You'll get a letter from Social Security Scotland before the payment is made. If you haven't got a letter by 15 December 2020, contact Social Security Scotland.

You can find out more here <https://www.mygov.scot/child-winter-heating-assistance/overview/> or contact them on Freephone: 0800 182 2222 (8am to 6pm, Monday to Friday).

## REPAIRS

# Repairs in the New Year!

Our reactive repair service continues to be driven by guidance from the Scottish Government. During lockdown we could only do emergency repairs. That changed to a full repair service when we came out of lockdown, and then went back to emergency repairs only when Glasgow was put under Tier 4 restrictions last month. At the time of writing, we are in Tier 3, so we are able to provide a full repair service. What happens in the future will depend on Governmental guidelines.

The pandemic has resulted in the suspension of most of the major repairs programme that we had planned for this year. In the New Year, we are going to restart replacing external doors to some ground floor flats. We had been due to do window, kitchen, and bathroom replacements but these works can involve our workers being in tenants' homes for three, four or five days! We think that that is too long to be in tenants' homes when the virus is still so prevalent!

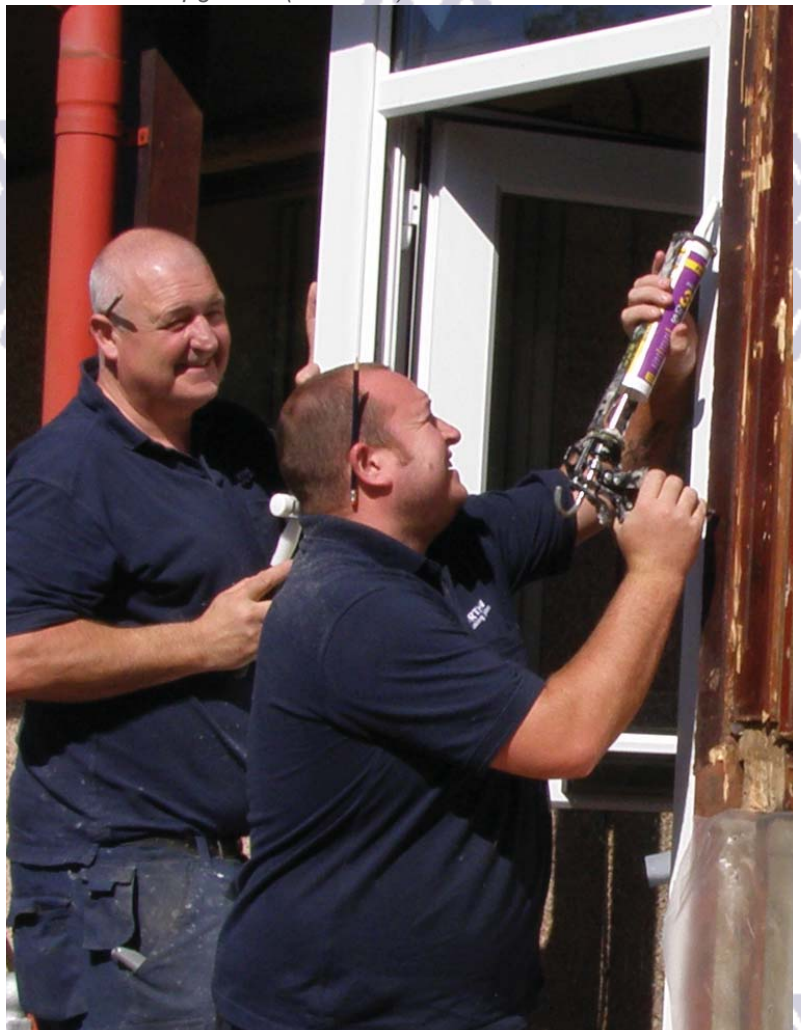
We have developed good working practices to help ensure the safety of household members and workers. We are comfortable with these for a day's work, but more than a day and a bit is a stretch too far. The safety of our residents and workers is paramount, so the windows, kitchens, and bathrooms will remain on hold for the time being. The windows, kitchens, and bathrooms aren't in such a poor state of repair; they can wait for a while. If a tenant has a problem with any of them, then we will attend to it as a reactive repair to make everything is safe and functional.

Our annual inspection of gas appliances, upgrade of all homes with integrated smoke and heat detectors, and our five yearly check of the electrics in all our properties are continuing. These programmes are being delivered to help keep residents safe in their home and we are grateful for tenants' co-operation with this as we push on with these during this pandemic.

We hope all that is clear, but if there is anything that you aren't sure about and would like clarified, get in touch with us at the Office or drop us an email at [enquires@nvha.org.uk](mailto:enquires@nvha.org.uk).



*Boiler replacements (above) will continue and our programme of replacing external doors to ground floor flats (below) will start in the New Year. We will also be continuing our programme of smoke and heat detector upgrades (lower left).*



# Castlemilk Community Pantry

**IN LAST WINTER'S NEWSLETTER, WE REPORTED ON OUR SUPPORT FOR ARDENGLLEN HOUSING ASSOCIATION'S INITIATIVE TO OPEN A 'COMMUNITY PANTRY' FOR THE PEOPLE OF CASTLEMILK!**

The pandemic has delayed progress, but we are pleased to announce that Ardenglen has secured a lease with Glasgow Life and will utilise a space in the Castlemilk Community Centre, which will become home to the Pantry Store.

The Pantry Store aims to deliver good quality food at reduced cost that will make fresh, nutritional and good quality produce more accessible in terms of both location and affordability along with providing food items in the community and at a subsidised rate. A weekly membership fee of £2.50 will be open to anyone living in the G45 area, which is not means tested!

Fiona Hamilton has recently been appointed Pantry Co-ordinator. Fiona has started with Ardenglen where she will be supported by a project team who will turn the planning into a reality, with an aim to open in January 2021.

The model of the Pantry Store will support volunteering, so if this is something that you would like to be involved with, please contact Fiona McGovern on 0141 631 5041 for more information.

All involved in the project are extremely grateful to GCC Communities Fund, and to the Big Lottery (Community Led Fund) for their funding support of the Pantry Store, which will see the development of a 'Pantry Plus'.

This initiative, designed as a wrap-around service, aims to build personal and community capacity, to support and engage the wider community by offering a dignified approach to address food poverty in the community. This much needed funding will enable the employment of additional staff in the form of Community Development Worker and Community Chef/Nutritionist.

- The Community Development Worker will have a remit to work with the local community to address issues around food insecurity and empower local people to take ownership of the project.
- The Community Chef/Nutritionist will oversee the delivery of our food related courses, basic cookery skills linked to REHiS accredited training and health & wellbeing related workshops.

In the meantime, watch out for the launch of the Pantry Store for details about the official opening date and how to become a member.



# 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.





# Paying your rent!

**Please make sure that you keep up your rent payments over the festive season!**

If you are finding it hard to meet your rent, let us know immediately; call us on **0141 634 0555**. 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.**



Each financial year we set out what we aim to do during that year. 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 2020/21 are:-



### ● That we complete the strategic review of our Rent Policy by 31st October 2020.

We didn't quite meet the target date - we were a month out- but the strategic review was completed and the new Rent Policy made ready for introduction from 28th March 2021. More information about this on pages 6 and 7.

### ● That we complete our Business Plan by 1st December 2020.

The Business Plan was completed by target date; objective met (see article on page 4).

### ● That we put arrangements in place to replace our Finance Manager by 31st December 2020.

Objective met (refer to article on page <>).

### ● That we complete fire detector and smoke detector upgrades in all our properties by 1st February 2021.

We are working hard to achieve it, but lockdown has put us way behind so we might not make this by the target date.

### ● That we get the Windlaw Lodge new build project on site

Objective met; the project started on site on Monday 26th October.

## Housing Management - key performance targets

*That rent arrears not exceed 7% of the amount of rent chargeable for the year.*

At the 30th November, rent arrears were just above target, at 7.3%.

*That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.*

It took us an average of 3.4 days to place applicants on our Housing List. Target being met.

## Repairs - key performance targets

*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, which was not upheld.

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 2020 and 30th November 2020

Number of complaints received	3
Number of complaints addressed within the ‘5 working days’ target.	3
Number of complaints that were partially upheld.	0
Number of complaints that were fully upheld.	3
The average number of days that it took to address the complaints.	6.3

## Repairs - Satisfaction Surveys



Each month, we aim to do follow up satisfaction surveys on 30 reactive repairs completed that month. The surveys were suspended because of the pandemic, until we got them up and running again in September. Below are the results of the 90 surveys carried out between 1st September to 30th November.

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

<b>Very satisfied</b>	<b>68/90 - 75.5%</b>
<b>Fairly satisfied</b>	<b>17/90 - 18.9%</b>
<b>Neither satisfied nor dissatisfied</b>	<b>3/90 - 3.3%</b>
<b>Fairly dissatisfied</b>	<b>0/90 - 0%</b>
<b>Very dissatisfied</b>	<b>2/90 - 2.3%</b>



Satisfaction levels are running high, but that doesn’t chime with the feedback that we got from our Residents’ Survey! We’ll be looking into that in the Nw Year!

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

# COMPETITIONS

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 1st February 2021. 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			2			8
	3	9		5	8			6
	8	2		1			9	
2		1					6	
	7					4		1
	2			3		7	4	
3			8	4		1	5	
1			9			6		

Name \_\_\_\_\_

Address \_\_\_\_\_

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

**Congratulations to the winners of our Autumn competitions - Mrs J Deacon and Master N 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 1st February 2021. The winner will be drawn at the end of February.