

NEWS *LETTER*



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NORTH VIEW Housing Association

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 on Friday 2nd April & Monday 5th April for the Easter Weekend, Monday 3rd May, and Friday 28th & Monday 31st May. In case of emergency call us on 0141 634 0555.

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tel: 0141 634 0555

email: enquiries@nvha.org.uk

web: www.nvha.org.uk



find us on facebook



ALISON MAIN **APPOINTED DIRECTOR** **OF NORTH VIEW!**

The Association's Management Committee is delighted to announce that our Housing Manager, Alison Main, has succeeded Euan Anderson as Director of North View!

Alison took up the post on Thursday 1st April with Euan departing the day before with more than 27 years' service under his belt. Alison has been with us a long time too – more than 20 years in fact – having initially joined on secondment to provide development services, but staying on to manage our 'wider role' work before becoming Housing Manager in 2010. The experience she has gained over the last two decades will serve her well as she helps steer the Association out of the COVID pandemic and into the future beyond.

"We are sorry to see Euan go," commented Iris Robertson, Chair of North View. "He leaves with our best wishes, and we are really delighted that we have someone as good as Alison to replace him."

"Alison is invested in North View, and she's been outstanding for us. We have every confidence in her, and we look forward to working with her for many more years to come."

CORONAVIRUS

COVID-19 continues to affect service delivery, as it has done for the last year!

The Scottish Government's extension to the current lockdown means that we still can only carry out gas safety work and emergency repairs. As things stand, we won't be able to restart non-emergency repairs until after 26th April 2021.

For the timebeing, we can only do repairs that affect the health and safety of the householders, or the security of your home – 'essential' or 'emergency' repairs. To be clear, health and safety repairs cover things like water ingress, leaks, toilets not flushing, no heating, electrical faults, faulty smoke detectors, etc., while security covers things like windows and entrance doors that don't close or lock properly. These are all types of 'essential' or 'emergency' repairs that we can attend to at the moment.

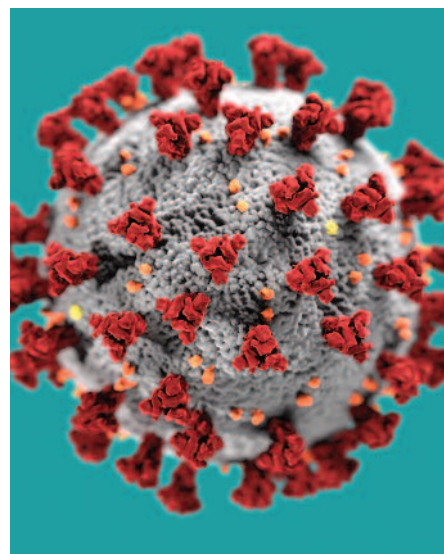
We haven't been able to carry out non-emergency repairs at all this year, so we have a big backlog to attend to when we

eventually get the green light. If you are awaiting us to attend to a repair, apologies in advance for how long it'll take us to get to you, but a big thank you for your patience and your understanding that we have to minimise physical contact to keep our residents safe from COVID. Keeping you safe takes precedent over non-essential repairs.

It's now over a year ago since we had to call a halt to our programmes of window, kitchen, and bathroom replacements, while Christmas saw the postponement of our fire detector upgrade programme and electrical inspections. We have no idea when it will be safe enough for us to start replacing windows, kitchens, and bathrooms; that may be some way off, but we are hopeful that we'll be able to push on with the fire detector upgrades and electrical inspections from 26th April. Someone from our Maintenance

Department will be in touch with tenants to make access arrangements once we can get going again.

If you have any questions about repairs, please get in touch with us at the Office by emailing enquiries@nvha.org.uk or by phoning us on **0141 634 0555**.



CCTV

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 help make our communities safer.

SUPPORTING OUR COMMUNITY

We have worked hard to support our tenants as best as we can since March last year when the pandemic really took hold. That has seen us add more wider role activities to our primary role of managing and maintaining our housing stock.

Last summer we secured £27,950 in grant from the Scottish Government's 'Supporting Communities Fund'; in December we got £24,846 from the Scottish Government's 'Recovery Fund' package, and we've recently secured £5,000 from Glasgow City Council's 'Addressing Future Needs' fund; that's over £57,000 that we have pulled in to support residents, and that figure would probably double if staff's time was costed.

The 'Supporting Communities' money has been spent on providing hygiene packs, tablets, dongles, facemasks, lanyards,

white goods, a gardening project, and fuel top up payments to tenants. A wee bit also went to support the Birgidale Complex as they continued to provide services for the people of our community.

A fair proportion of the 'Recovery Fund' money has been spent on making available a £20 Christmas payment to every child under 16 years of age registered in one of our households. What we have left will go on the activities below:-

The Jeely Piece Club

The Jeely is running a second weekly PlayClub in the Birgidale Complex from 3.30pm on Mondays up to the end of May. The Jeely has also restarted its Wednesday PlayClub in the Birgidale so its double sessions for now! The PlayClubs are for primary school aged children. To find out more, please contact the Jeely on **0141 634 7305**.



Digital inclusion

Some of the money will be spent on buying tablets or dongles for tenants who have difficulty accessing essential services via the internet. It could be that they don't have the equipment, or the equipment that they do have is outdated or broken, or they have an unstable internet connection, or no internet connection at all. If you fall into any of those categories, give a shout at the Office and we'll see what we can do for you.

Streetwise, from the Castlemilk Youth Complex

Two nights a week Streetwise have two youth workers engaging with the young people in our area to try to keep them on the straight and narrow during the restrictions.

Fuel top ups

Some of the money is being used to continue the 'Supporting Communities' fuel top up payment scheme for tenants in need of it.

We have until 31st May to spend the 'Recovery Fund' money, but when that runs out, Glasgow City Council's 'Addressing Future Needs' £5,000 will kick in to keep the fuel top ups going, and provide limited cover for provision of white goods in the event of there being further delays with Welfare Fund applications.



FOOD PARCELS

We have given out over 250 Trussell Trust food parcels since the first lockdown was announced on 23rd March last year, and we have food parcels ready to be distributed from our Office to those who 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 FACE MASKS FOR NORTH VIEW RESIDENTS

We have got some 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.



WELFARE ADVICE

If you need any welfare advice, get in touch with our Welfare Rights Officer, Isabel Brodie. If you'd like to speak to her, call us on **0141 634 0555**. We'll take a note of your details and Isabel will get back to you as soon as she can, but please be patient; she is dealing with a lot of cases at the moment.

Enclosed with this newsletter is a leaflet of benefit information – some of which may be useful to you!

GIVE US A CALL

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.

HOW HAS THE PANDEMIC AFFECTED YOU?

We have been living with the pandemic COVID restrictions for more than a year now, and we are keen to find out how our tenants have been bearing up to it so that we can see if there is anything more that we can do to help. To that end, Research Resource carried out a COVID centred survey of 246 tenants in February and March – thank you to all who took part!

The results are being collated and will be considered by Committee later this month. We will then use the tenants' feedback to inform our response to the findings.

We'll give a full update in our Summer Newsletter.



MARY'S TRUST

We are pleased to invite applications for the second year of our 'Mary's Trust'.



The Trust is named in memory of our former Secretary Mary McEwan in recognition of the contribution that she made to improving residents' lives in Windlaw during her time on the Committee. Through 'Mary's Trust', North View will gift awards totalling £2,000 per year to its residents.

Last year two tenants were in line to benefit from the award, but COVID put paid to their plans. Hopefully we'll have more success this time round.

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(s) that they are applying on behalf of. If you or someone in your household could benefit from this, please make an application. If you wish to apply, please fill in the application form (on the page opposite) 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.

The deadline for applications is 12noon on Friday 30th April 2021.

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 Summer 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)*

Name of the person you are applying for

.....

Address of the person you are applying for

.....

.....

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

.....

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.....

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

.....

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.....

How much money do you need (from Mary's Trust) to cover the cost of your proposal?

£



NORTH VIEW Housing Association

Construction Training Opportunity

McTaggart Construction will support/deliver Health and Safety training to help candidates pass both health and safety in a construction environment and the CITB touch screen test, leading to a CSCS card.

On successful completion candidates will be offered a two week placement on a McTaggart site.

Training will start in April (COVID-19 dependant).

Any interested parties should in the first instance leave their name and contact number on the community benefit email address:

community@mctaggartconstruction.co.uk

 **McT_Community**

 **McTaggartCommunity**

 **hello@mctaggartgroup.co.uk**

 **01294 832195**

WINDLAW LODGE

The Windlaw Lodge new build project is beginning to take shape as the buildings come out the ground. The snow that we had in February hindered progress, but things should really pick up as the weather improves as we move into spring and summer.

The new road being formed off of Viewglen Court will be named Viewglen Gate and if all goes to plan the development will be finished and occupied by Christmas!

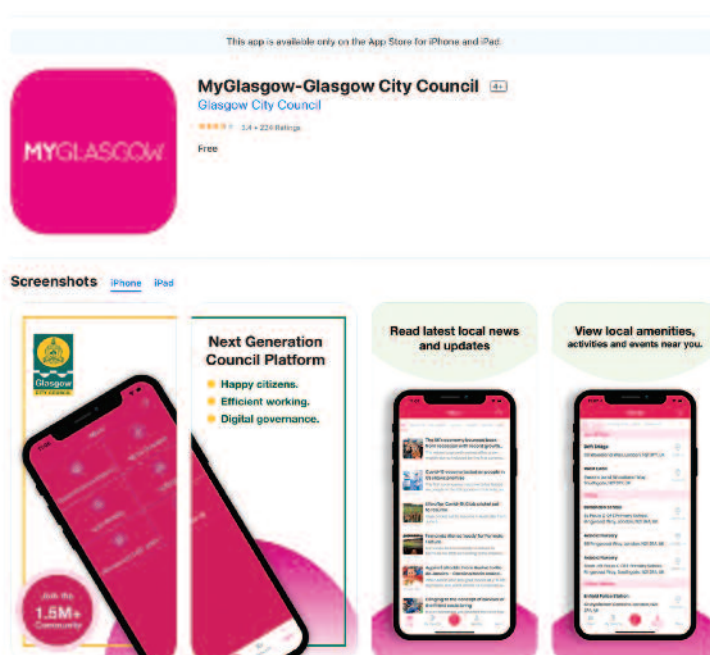


USE THE MYGLASGOW APP TO REPORT PROBLEMS TO THE COUNCIL!

The MyGlasgow app is the best way to report issues to Glasgow City Council. If the binmen have forgotten to empty your bin, you can report it directly to the Council using the My Glasgow app. Not only can you report problems with Cleansing Services, you can also:-

- **Report fly tipping**
- **Report a pothole in the road**
- **Road sign faults**
- **Flooding**
- **Drains & Manhole covers**
- **Traffic signal faults**
- **Gritt bin to be refilled**
- **and many more**

Simply go on to your app/play store and download the app today. You will need to register by providing your name, address and email address.



NORTH VIEW ORGANISES BULK REFUSE UPLIFTS!

North View is now doing bulk refuse uplifts in light of the Council changing its approach to the service.

We will collect bulk refuse every second Tuesday – the next uplift will be on Tuesday 6th April, and the following one two weeks later.

If you have got stuff to put out, please don't put it out until early on the morning of the 6th, 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.

While talking rubbish, please remember to collect your bin from the muster point and bring it back to where you store it after the binmen have emptied it.



PAY 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

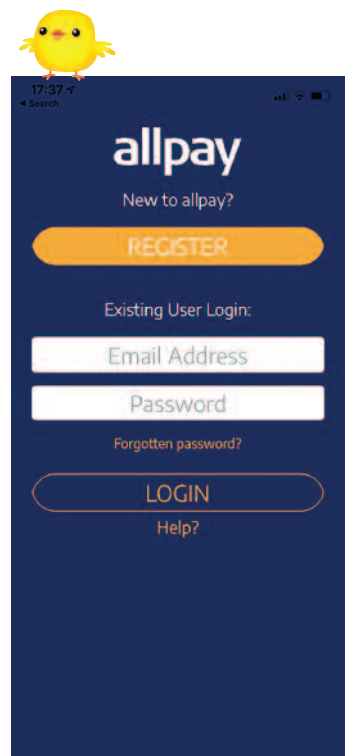
You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.



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.





APPOINTMENTS FOR GAS INSPECTIONS

We mentioned earlier that our contractor, John Doherty Plumbing and Heating, is continuing to do the gas inspections during lockdown. If you get an appointment letter for them to do their inspection and the date or time doesn't suit you, call us at the Office – 0141 634 0555 – to let us know and we'll arrange a time and date to suit you.



YOUR KEYS DON'T LEAVE HOME WITH- OUT THEM!

North View does not have a spare key for your home. If you lose your key and get locked out, we can get you in, but there is an upfront charge of £30 to cover the cost of supplying and fitting a new lock. If you try forcing it and damage the door, you'll be charged for the repair or the cost of replacing the damaged component.

We don't respond to out of hours calls from tenants who are locked out of their home, because we can never be 100% sure that the person locked out is the tenant! It could be some burglar chancing their arm. If we let a burglar in, then we'd be in big trouble, so we don't take the risk.

We suggest that you leave a spare key with a neighbour or a friend who you trust! That way, if you get locked out, you can get your spare key from them and let yourself in.

NO HEATING AND HOT WATER

If your heating and hot water goes down please do the following before reporting it:-

1. If you have a pay meter, check that there is 'money in your meter'; if there isn't, put some on it.
2. Check that your boiler is switched on at the wall; if it is off, switch it on.
3. Make sure your radiator valves are turned up (so that they draw heat from the boiler).

If you have money on your meter, your boiler is switched on, and your radiator valves are turned up and you still have no heating or hot water, report the fault to us at the Office by telephoning **0141 634 0555**.



LEAKS

If you have a leak in your house, for instance below the sink, at the boiler, or at the radiator etc., put a pot or a basin or a cup below it to catch the water then phone us at the Office to report it and we'll get it attended to as soon as. Mind and empty the container when it fills up.



GRASS CUTTING

Our landscaping contractor will start cutting grass in the area this month. Grass Cutting Forms were sent out to all tenants in January along with our latest Annual Performance Report.

If you're not fit to cut your grass and would like to get it cut under this scheme, get your Grass Cutting Form in. If you have lost it, call us at the Office and we'll post one out to you to complete and put through our letterbox.

We are also offering the service to tenants who don't qualify for the Grass Cutting Scheme, and owners too. Residents can pay to get the grass in their front garden cut, grass in their back garden cut, or get the grass in both front and back gardens cut. Get in touch with us if you want a quote for that, but if you do go for it, you'll have to pay for four cuts in advance, and be aware that this arrangement does not include for the upkeep of plants or shrub beds.

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 28th February 2021

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 in 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 120 surveys carried out between 1st September 2020 and 28th February 2021.

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

Very satisfied	78.3%
Fairly satisfied	17.7%
Neither satisfied nor dissatisfied	2.2%
Fairly dissatisfied	0%
Very dissatisfied	1.8%



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.

LEGIONELLA

Your chances of getting infected by legionella from a domestic water source are pretty low – as far as we are aware there has never been a case of someone getting Legionnaires Disease from a domestic supply – but you can't be too careful! Here are a few tips that you could follow to eradicate the risk of legionella.

A

Regularly run water through all your taps to prevent stagnant water from building up. If you have a shower, you should be okay if you are using it every day, but if not, run water through it on the days it's not been in use.

B

If you have a shower in your bathroom, regularly dismantle the showerhead and hose and disinfect and de-scale them both with a shop-bought disinfectant or cleaner – **DO NOT USE A BLEACH BASED SUBSTANCE.** Follow 'Steps 1 to 4' on the right!

C

If you go away for a while – on holiday or whatever – when you get back, turn on the taps at your kitchen sink and let the water run through them for about two minutes then turn the taps off. Then repeat that for your taps at your wash hand basin, followed by your bath taps (if you have a bath). If you have a shower in your flat, disinfect and de-scale the showerhead and hose as described above.

D

If your hot water is running lukewarm, or if your cold water isn't as cold as you think it should be, report it to us immediately. Indeed, report any problem that you have with your water as soon as you can.

Step 1



Disconnect the showerhead.

Step 2



Disconnect the shower hose.

Step 3



Steep the showerhead and the hose in a basin of warm water and disinfectant for about 15 minutes.

Step 4



Reattach the showerhead and hose then run the water for a few minutes to get rid of the disinfectant. You are then good to go!

COMPETITIONS

This Spring we are looking for Easter chicks for the kids' Easter competition. How many Easter chicks 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 Easter chicks, 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 Monday 17th May 2021. All correct entries will go forward to the prize draw at the end of May to win a £20 voucher. Good luck!



There are Easter chicks in this newsletter!

Name Tel no

Address Age

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 17th May 2021. The winner will be drawn from all the correct entries at the end of May.



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

Name

Address

Tel no.