

SUMMER 2021



**NORTH VIEW**  
Housing Association

North View is a registered Scottish charity; registration number SC032963

# NEWS LETTER



## SKIP WEEKEND SET FOR 23<sup>RD</sup> JULY 21

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## **NORTH VIEW Housing Association**

# OFFICE 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

Our staff will be on holiday on Friday 16th July and Monday 19th July 2021 for the Glasgow Fair weekend. In case of emergency, call 0141 634 0555.

29A Stravanan Road  
Castlemilk  
GLASGOW  
G45 9LY

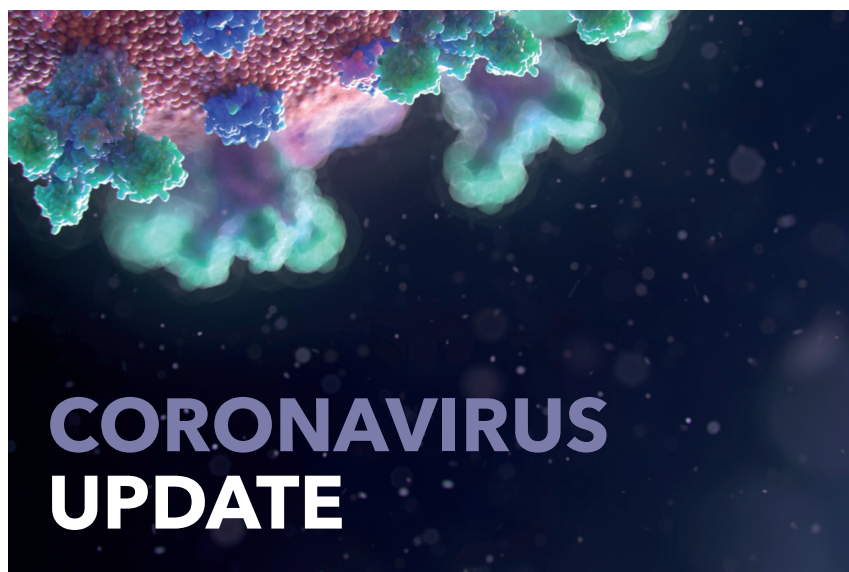
tel: 0141 634 0555

email: [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

web: [www.nvha.org.uk](http://www.nvha.org.uk)



find us on facebook



**More than fifteen months on from the first lockdown in March 2020, we are still very much dealing with the impact of Coronavirus.**

Our office continues to be closed to the public at the moment as restrictions are still in place. We have some staff based in the office to deal with things that cannot be managed remotely, with others continuing to work from home.

The Scottish Government's plan for lifting restrictions has been extended and it will consider further easing on 19th July 2021 at the earliest.

With Glasgow currently in 'Level 2' and cases on the rise again, we will need to monitor the ongoing situation closely.

In terms of our services, we are now delivering a full reactive repairs service and continuing to carry out gas safety checks. We have also made a start on planned and cyclical maintenance work, including boiler replacement, front door replacement and external paintwork programmes. We have also restarted electrical inspections and the fire detector upgrade programme.

We are also planning to re-commence window and kitchen replacement programmes over the coming weeks. Look out for further updates in our future newsletter editions!

Despite the office being closed to the public at the moment, we continue to be contactable and you can get in touch with us by phoning **0141 634 0555** – it may be that a message will be taken and the relevant member of staff will then call you back. You can also email [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).

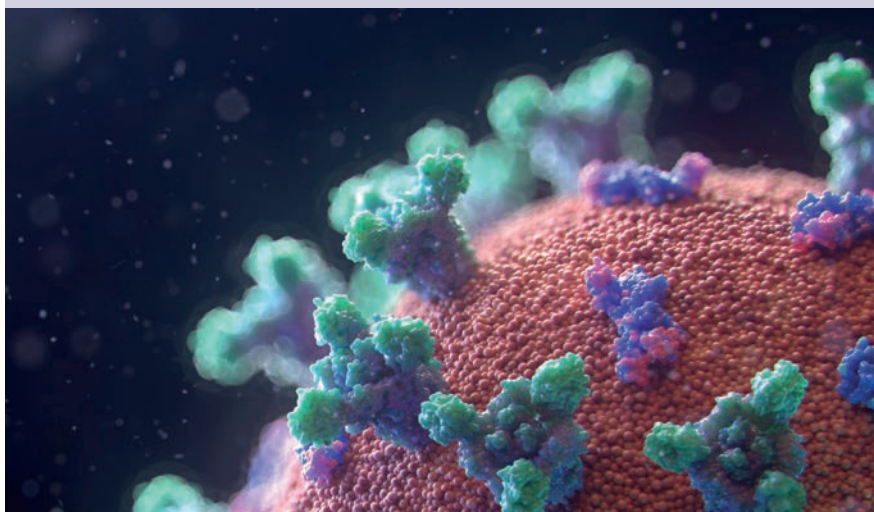
Please contact the office to let us know if anyone in your household has tested positive for COVID, is displaying COVID symptoms or is self-isolating. We are unable to send our staff or contractors to your house in these circumstances. When scheduling in work, we will also ask tenants to confirm if any of these situations apply – it is just to try to keep everyone as safe as possible!



## AREA MEETINGS DELAYED DUE TO COVID

Every two years, the Association arranges local meetings where residents from each development area are invited to the office to discuss any issues affecting them. These meetings are due to be held this year, but current restrictions mean that this has not been possible.

We hope that circumstances will allow these to be held later in the year but if you have anything that you would like to raise at the moment, please contact the office on **0141 634 0555** or email [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).



## MAUREEN RETIRES

**Our receptionist, Maureen Brown, retired on 30th June 2021 after exactly 19 years of service to North View.**

Maureen started with the Association on 30th June 2002 and was the first point of contact for people visiting or calling the office.

We are sorry to see her go but she leaves with our thanks and best wishes for the future.

## AGM SET FOR SEPTEMBER!

We have arranged this year's Annual General Meeting for **7.15pm on Wednesday 22nd September 2021**. We hope that we will be able to hold this in the Birgidale Complex but this all depends on the easing of restrictions. Papers for the meeting will be posted out to members 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 would like to join, you have to submit a completed 'Application for Membership' form to our office by **12noon on Thursday 26th August 2021**. Application forms can be obtained by contacting the office on **0141 634 0555** or by emailing [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).



# REGULATION

The Scottish Housing Regulator (SHR) has published its engagement plans for every social landlord in Scotland.

The SHR has assessed North View against the Regulatory Framework (including the Standards of Governance and Financial Management) and has confirmed that the Association is compliant.

No further assurance is required by the SHR at this time other than the annual regulatory returns required from all social landlords.

The Management Committee and staff are delighted that the Association has been assessed as compliant.

## Engagement plan



### North View Housing Association Ltd

#### Regulatory Status: Compliant

**North View Housing Association Ltd (North View) meets regulatory requirements, including the Standards of Governance & Financial Management.**

COVID-19 has significantly impacted the services provided by social landlords in 2020 and will continue to influence how services are provided in 2021. We will continue to monitor, assess and report upon how each landlord is responding and we will keep our regulatory engagement under review so that we can continue to respond to the challenges of COVID-19.

We don't require any further assurance from North View at this point in time other than the annual regulatory returns required from all RSLs.

#### Regulatory returns

North View must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



#### [Read more about North View](#)

#### Our lead officer for North View Housing Association Ltd is:

**Name:** Craig Heron, Regulation Manager  
**Address:** Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF  
**Telephone:** 0141 242 5421  
**Email:** craig.heron@shr.gov.scot

# WELFARE RIGHTS UPDATE



## FREE SCHOOL MEALS

Children currently in receipt of Free School Meals (P1 to S6) should have received an initial payment of £100 per child for the summer break by 30th June 2021 and a further payment of £80 by 12th July 2021. This does not will not apply to Early Years establishments or children transitioning to P1 in August this year.

## CLOTHING GRANTS

You should have received your initial Clothing Grant payment automatically by 30th June 2021 and a further payment by 12th July 2021 if:

- Your child/children attend a Glasgow City Council school.
- You receive Housing Benefit/Council Tax reduction, and your child/children are listed on your claim.

OR

- You have received a Declaration letter from Glasgow City Council, advising that your payment will be issued automatically.

You must let Glasgow City Council know if your bank details have changed as this will delay your payment. Please submit an enquiry form to update these details – they cannot be taken over the telephone. Please note cheque payments are no longer available.

If you did not receive a Declaration letter or if your circumstances have changed, you must complete a new application form which will be available on 1st July 2021.

For S5 or S6 pupils (aged 16+), grants are paid after pupils have returned to school.

## WARM HOME DISCOUNT

You could get £140 off your electricity bill for winter 2021/2022 under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between October and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out more.

There are two ways to qualify for the Warm Home Discount Scheme:

**You qualify for the discount if, on 4th July 2021, all of the following apply:**

- **Your energy supplier is part of the scheme**
- **Your name (or your partner's) is on the bill**
- **You or your partner are getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well)**

This is known as being in the 'core group'.

### How to apply

You'll receive a letter between October and December 2021 telling you how to get the discount if you qualify. Your letter

will say if you need to call a helpline by 28th February 2022 to confirm your details. Your electricity supplier will apply the discount to your bill by 31st March 2022.

Contact the Warm Home Discount helpline if you do not get the letter by 31st December 2021 and you think you're eligible for the 'core group'. The Warm Home Discount telephone helpline number is **0800 731 0214**.

**You may be able to apply directly to your electricity supplier for help if you meet the criteria for the broader group:**

- **your energy supplier is part of the scheme**
- **you're on a low income**
- **you get certain means-tested benefits**

To get the discount, you'll need to stay with your supplier until it has been paid.

Your electricity supplier decides who can get the discount. The number of discounts suppliers can give is limited. Check with your supplier as early as possible to see if you're eligible and how to apply. Some suppliers open as early as July and only accept applications during a very short window. It's advised to check with your supplier regularly if you want to apply. You need to reapply even if you have applied before.



## Child Disability Payment

The new Child Disability Payment will replace Disability Living Allowance for children. It will initially be open in pilot areas for applications from 26th July 2021. Glasgow is not one of the pilot areas and it is expected that there will be a full national roll-out in the Autumn.

## 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.

## Best Start School Age Payment

This payment offers financial supports to parents with costs associated to their child starting school. Those who qualify will get a one off payment of £252.50. Parents and carers have until 28 February 2022 to apply. More information can be found at <https://www.mygov.scot/best-start-grant-best-start-foods>, by calling **0800 182 2222** or by contacting Isabel at the office.

## FOOD PARCELS

We are still working with the Trussell Trust and 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 are eligible and take it from there.

If you are struggling for food, please get in touch!



## WINDLAW LODGE

Really good progress is being made on the Windlaw Lodge new build project. There have been a few delays and we are now expecting the development to be complete in January 2022.



# HOW HAS THE PANDEMIC AFFECTED YOU? – SURVEY RESULTS

As we explained in our Spring Newsletter, the Association arranged for Research Resource to carry out a survey to find out how our tenants have been bearing up throughout the pandemic. A total of 246 telephone interviews were completed.

**Here are some of the key findings of the survey:**

## SERVICES

- 87% of tenants were satisfied with the Association during the pandemic
- 91% of tenants felt that North View has kept them informed of the changes to service available due to COVID
- 67% had received some form of support from the Association during the pandemic and 94% of these respondents were satisfied with the support they had received
- 94% are happy to have contractors in their home to carry out non-emergency repairs and 88% are happy to have contractors in their home for planned maintenance work

## CONCERNS

- Isolation was tenants' greatest concern during the pandemic
- The results also show that people's wellbeing has been affected too

## FINANCIAL IMPACT

- 31% of tenants feel that their financial situation has worsened as a result of the COVID crisis
- 24% of respondents stated that they are experiencing some financial difficulties, with 26% finding it difficult to afford their fuel bills

Information was also collected on what people felt the Association should focus on at this time and this will be looked in more detail over the coming weeks.

Thank you to everyone who took part in the survey!



## JEELY PIECE CLUB - SUMMER ACTIVITIES

The Jeely's Birgidale Club is offering food and fun play sessions for free over the school summer holidays. This has been funded by Glasgow City Council's Holiday Food Programme. Places are available on a first come first served basis, with 30 places available each day.

A packed lunch with a drink and snacks will be provided. The Jeely is delivering these sessions on a Monday and Wednesday, 3.00pm to 5.00pm until the end of the summer holidays. Please see Ross Lamont at the Jeely to book your child's place on the day.

## CASTLEMILK YOUTH COMPLEX - SUMMER ACTIVITIES





# PAYING YOUR RENT

Please make sure that you keep up your rent payments!

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 any problem as soon as possible.

There are lots of different ways to pay your rent and these are set out below:



## Online payment from your bank account

You can make payment by making an online 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** leave a message with the operator and one of our Housing Officers will call you back.

## Allpay Card

You can make rent payments using your Allpay card at Post Offices and shops displaying the PayPoint sign.

## 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

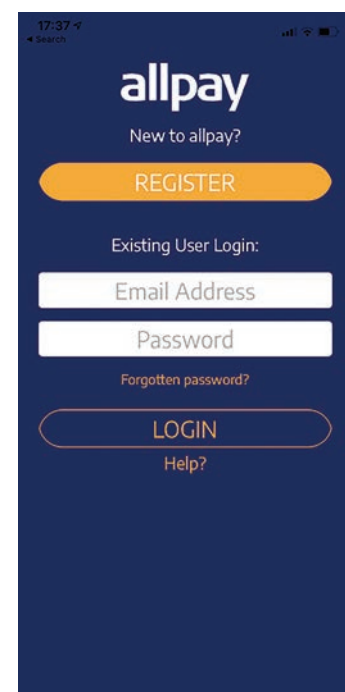
You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.



## 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.**





# SKIPS

This year's 'summer tidy' weekend starts on Friday 23rd July 2021, when we will 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 23rd July 2021 and be collected on Monday 26th July 2021.

If the skip nearest you is full, please do not 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 items, contact us at the Office and we'll help you to do so, but **PLEASE DON'T PUT THEM IN THE SKIPS**:



**NO GAS BOTTLES  
OR GAS CANISTERS**



**NO TYRES OR  
WHEELS**



**NO PAINT TINS, NO  
TINS OR BOTTLES OF  
OIL OR SOLVENTS**



**NO TVs OR OTHER  
ELECTRICAL GOODS**



**NO FRIDGES OR  
FREEZERS**



## SKIP 5:

In the car parking bays at the corner of Ardmaleish Street and Ardmaleish Road.



## SKIP 4:

In the turning area 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.

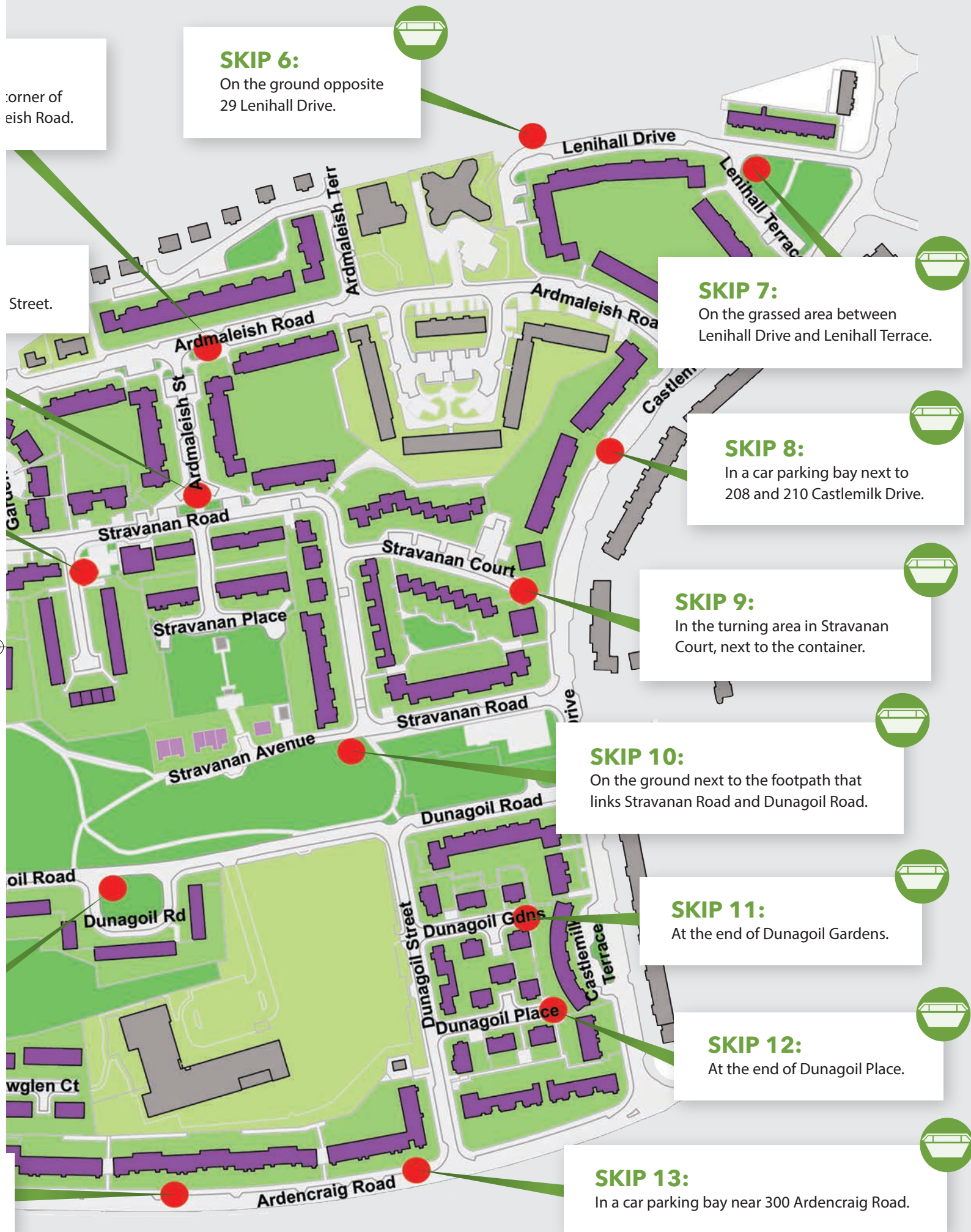


## SKIP 14:

In a car parking bay near 318 Ardenraig Road.









## BIN UPLIFT ARRANGEMENTS

Glasgow City Council (GCC) has made various changes to the bin services in our area, encouraging residents to recycle more of their waste. Just as a reminder, GCC's current arrangements for green bins are set out below. You can check your collection day by logging onto [www.glasgow.gov.uk/Collectiondays](http://www.glasgow.gov.uk/Collectiondays). This web page also includes information about collection days for recycling bins. Missed collections can also be reported via this link.

### MAIN DOOR PROPERTIES

The green general waste bins have moved to a three weekly uplift cycle. If your current green bin is not big enough for your needs, you can contact the Council to request an upgrade to a larger bin free of charge. This can be done through the MyGlasgow app, which can be downloaded from the App Store or Google Play.

### TENEMENTAL PROPERTIES

The green general waste bins are currently uplifted on an eight day cycle. Again, if your current green bin is not big enough for your needs, you can contact the Council through the MyGlasgow app to request an upgrade to a larger bin free of charge.

**ALL RUBBISH MUST BE PLACED IN BINS AND BIN LIDS MUST BE FULLY CLOSED. ANY REFUSE PLACED AT THE SIDE OF THE BIN WILL NOT BE COLLECTED BY THE COUNCIL.**

## BULK UPLIFT ARRANGEMENTS

You will also be aware that Glasgow City Council suspended their free bulk uplift services in 2020 at the start of lockdown and as a result, the Association had to step in and arrange fortnightly uplifts throughout the year.

The Association has taken the decision to continue to provide this service and some changes have been introduced, as set out below:

### TENEMENTAL PROPERTIES

Our landscape maintenance contractor, Caledonian Maintenance, now does the bulk uplift service to all tenemental properties on a weekly basis. They work through the area on a Wednesday and Thursday every week. Work starts on a Wednesday in Ardenraig Road and finishes in Lenihall Drive on a Thursday.

**REMEMBER THAT ALL BULK ITEMS MUST BE PLACED IN THE BACK COURT AREA BY WEDNESDAY MORNING. PLEASE DO NOT LEAVE BULK ITEMS ON PAVEMENTS OR BIN LANES AND ENSURE THAT ITEMS DO NOT BLOCK ACCESS TO BIN AREAS.**



## MAIN DOOR PROPERTIES

North View's in-house team now collects bulk items from main door properties every second Wednesday. If you have any items to be uplifted, you must call Noirin at the office on 0141 634 0555 to request an uplift. If you do not request an uplift, our team will not attend and remove any items. All items must be kept in the front garden until pick up day. Items should not be left anywhere which causes an obstruction to other residents or other services. Any loose items should be bagged or tied in manageable bundles.

Please also note if you have any bulk items that you are able to dispose of yourself, you can take these to your local Household Waste Recycling Centre at 425 Polmadie Road, G42 OPJ. It is open 7 days a week, 8-6pm (last entry 5.45pm).

**THERE HAVE BEEN INCIDENTS OF FLY TIPPING AND DUMPING IN CERTAIN AREAS IN RECENT MONTHS. THE ASSOCIATION IS LOOKING TO INSTALL CCTV CAMERAS AT THESE 'HOTSPOTS' TO TRY TO DEAL WITH THESE ISSUES.**

## 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 on Stravanan Road, near Stravanan Court, is camera number G103, and the camera near the shops on 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.



## GRASS CUTTING

We know that some tenants are not able to cut their grass due to health reasons. If this is the case, you need to fill out a Grass Cutting Form every year and provide suitable supporting documentation to confirm this.

If you have not returned a form and provided suitable supporting information, your name cannot be added to the list.

If you need a Grass Cutting Form, call us at the Office and we'll post one out to you.

We also offer the service to tenants who don't qualify for the Grass Cutting Scheme, and owners too. Residents can pay to get their grass 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.

# MAINTENANCE

## APPOINTMENTS FOR GAS INSPECTIONS

If you get an appointment letter from our contractor, John Doherty Plumbing and Heating, for them to do their inspection and the date or time doesn't suit, call us on 0141 634 055 to let us know and we'll arrange a time and date to suit you. It is important that access arrangements are made for the contractor to carry out this important work.



## EMERGENCY OUT OF HOURS REPAIRS SERVICE

Please remember the out of hours repair service is for emergency repairs only. Emergency repairs are repairs that require to be carried out if there is substantial risk to life, health, security or your home itself. The types of repairs which are considered emergencies are things like flooding, burst pipes, broken window (both panes of a double glazed unit), total loss of power and total failure of a heating system. Please do not use this service to report repairs that are not an emergency – report these during office hours.

## CONSULTATION REPAIRS & MAINTENANCE POLICY

We are going to start a review of our Repairs and Maintenance Policy and are looking for residents to get involved in this.

If you would be interested in getting involved in this, please contact our Maintenance Manager, Ady Tester, at the Office to let him know. Thank you!

## STOCK CONDITION SURVEYS

The Association is due to start a new programme of condition surveys of its properties over the coming months. The purpose of these surveys is to ensure that the Association can identify and plan any work that needs to be carried out to ensure that properties are well maintained and continue to meet the Scottish Housing Quality Standard.

Our Maintenance Manager, Ady Tester, and a colleague will be visiting your area soon. If they call and you are not available, a card will be left asking you to contact the office to arrange a suitable time and date for the survey. Similarly, if when they call and it is not convenient, an alternative date and time can be scheduled.

We would like to thank you in advance for your co-operation in helping us complete these very important surveys.



# REPAIRS – SATISFACTION SURVEYS

Each month, we aim to do follow up satisfaction surveys on 30 reactive repairs completed in that month. Below are the results of the 90 surveys carried out between 1st March 2021 and 31st May 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?

<b>Very satisfied</b>	<b>77.8%</b>
<b>Fairly satisfied</b>	<b>17.8%</b>
<b>Neither satisfied nor dissatisfied</b>	<b>2.2%</b>
<b>Fairly dissatisfied</b>	<b>2.2%</b>
<b>Very dissatisfied</b>	<b>0.0%</b>



If you are not happy with a repair that has been done 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 on 0141 634 0555 and tell him about your concerns. You can also email him at [ady@nvha.org.uk](mailto:ady@nvha.org.uk).

## 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.

Information about the Frontline complaints that we received between 1st March 2021 and 31st May 2021 is set out in the table on the right.



### Frontline complaints received between 1st March 2021 and 31st May 2021

Number of complaints received	<b>5</b>
Number of complaints resolved	<b>5</b>
The average number of working days that it took to address the complaints	<b>4.4</b>

One Investigatory complaint was received in the same period and this was not upheld.

# COMPETITIONS

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



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 Monday 23rd August 2021. All correct entries will go forward to the prize draw at the end of August to win a £20 voucher. Good luck!

There are  Summer Suns in this newsletter!

Name ..... Tel no .....

Address ..... Age .....

## THE OTHER COMPETITION WE ARE RUNNING IS A SUDOKU PUZZLE AND THAT IS OPEN TO EVERYONE.

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 23rd August 2021. The winner will be drawn from all the correct entries at the end of August.

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

Name .....

Address .....

.....

Tel no. ....