

AUTUMN 2021



NORTH VIEW
Housing Association

North View is a registered Scottish charity; registration number SC032963

NEWS LETTER



INSIDE YOUR AUTUMN NEWSLETTER

CORONAVIRUS 02

WINDLAW LODGE 03

WELFARE RIGHTS 05

SELF ISOLATION GRANT 06

CASTLEMILK PANTRY 08

MAINTENANCE 10

COMPETITIONS 16

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 24th September and
Monday 27th September 2021 for
the September 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

web: www.nvha.org.uk



find us on facebook

This newsletter can be made
available in audio, Braille, large
print and community languages.
For further details, please contact
us on **0141 634 0555** or email us
on enquiries@nvha.org.uk



CORONAVIRUS & OFFICE UPDATE

With the easing of restrictions from 9th August 2021, arrangements were put in place for the office to re-open in a controlled way from 11th August 2021 – a leaflet was sent out to all residents at that time to set out what people can expect if they call at the office. The measures that we have in place are to keep visitors to the office and staff safe. **Do not attend the office if you have tested positive for COVID, displaying any COVID symptoms or are self-isolating.**

JUST TO RECAP, THE KEY CHANGES ARE:

- Where possible, please contact the office on **0141 634 0555** (or by emailing enquiries@nvha.org.uk) before you visit to arrange an appointment – this means that we can make sure that both an interview room and the relevant staff member are available;
- A controlled entry system is in place at the office door to help us limit the number of people in the reception area at any one time. If you are visiting the office, press the button located on the left-hand side of the door;
- All visitors to the office must wear a face covering (unless exempt);
- There are sanitising stations in the reception area and all visitors must sanitise their hands when coming into the office;
- We have screens in the reception area and interview rooms to protect visitors and staff;
- We will also take the contact details of everyone who visits the office in case they are needed for Test and Protect's contact tracing.

Please also 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 continue to keep everyone as safe as possible!



WINDLAW LODGE

Excellent 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.



SUCCESSFUL SKIP WEEKEND!

The skip weekend, which started on Friday 23rd July 2021, was again a great success, with skips delivered to numerous locations throughout Windlaw.

By the end of the weekend, we had taken away 22 skips filled with unwanted household items. It was great to see the skips so well used again!



ANTI-SOCIAL BEHAVIOUR

Any complaints relating to anti-social behaviour should be reported to your Housing Officer on **0141 634 0555** or by emailing enquiries@nvha.org.uk.

All complaints are investigated and we do not disclose any information about who has made the complaint as part of this work.

To help us effectively deal with complaints, we need the details of who is making the complaint and information about what has been happening (including dates, times and nature of incident). It is also important that residents contact the Police to report anti-social behaviour (for example, excessive noise and criminal behaviour). This all helps us to work to deal with the issues. When contacting the

Police, residents do not need to provide their details if they do not wish to do so.

The Association also works closely with Glasgow City Council's Community Relations Unit to tackle and resolve anti-social behaviour in our area.



the
goodmorningservice
Est.2000

THE GOOD MORNING SERVICE

The Good Morning Service provides telephone befriending and alert calls to older people. Every morning, 365 days a year, Telephone Befrienders call out to members at a pre-arranged time to check that all is well and for a good blether. They take an active interest in people and over time hope to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support in difficult times.

If the Good Morning Call goes unanswered and the person can't be located they will alert nominated contact persons or the emergency services to a potential health problem. Help will be sent, 365 days a year.

Contact the Good Morning Service on **0141 336 7766** or **0333 101 0036** or email info@goodmorningservice.co.uk for more information.

WELFARE RIGHTS UPDATE



POST OFFICE CARD ACCOUNT

Following the decision notified in 2019 to discontinue the Post Office card system, the Department for Work and Pensions and Tax Credits have sent claimants with card accounts a form to complete with their bank account or credit union account details ahead of the end of the Post Office card account contract in November 2021.

If you haven't already opened up a bank account, you need to open one as soon as possible.

LOW INCOME PANDEMIC PAYMENT

The Scottish Government announced that a one-off £130 Low Income Pandemic Payment (LIPP) would be made by 31 October 2021 to eligible households. The payment will be made if you were in receipt of Council Tax Reduction/Second Adult Rebate, or did not pay Council Tax for one of the following reasons during the month of April 2021:

- You were living in temporary accommodation, including a refuge.
- Your home was unoccupied because you were being cared for or were caring for someone else.
- All members of the household were care leavers, under 18 or severely mentally impaired.

Letters are currently being sent out to everyone who meets the criteria. If you pay your Council Tax by Direct Debit, the payment will be made automatically into your bank account. If not, you will need to fill in your details online once you have received the letter from Glasgow City Council. You must do this by 31st October 2021 or you will miss out. If you need help with this, contact Isabel at the office.

For more information on the payment visit
www.mygov.scot/low-income-pandemic-payment.

BENEFIT 'UPLIFT'

The £20 per week (£86.67 per month) temporary Universal Credit 'uplift' is due to stop in October. Claimants are now being notified via their online accounts of the date of the last payment of their 'uplift'.

EU SETTLEMENT SCHEME

EU nationals in receipt of benefits who have not applied for the Settled Status scheme may have their benefits stopped.

CHILD DLA

The national roll out of the new Child Disability Payment is due to commence in November 2021.

Guidance has recently been released regarding the transfer of current child DLA cases (although dates have still to be provided). The first cases to be transferred will be cases where the child is 16 or over, followed by cases where the child is approaching 15 years and six months, with claimants identified within the special rules for terminal illness to be prioritised during the transfer process regardless of age. All other cases are to be transferred between Spring 2022 and Spring 2023.

The claimants being transferred will not be reassessed, will not need to apply for Child Disability Payment, and will receive the same payment on the same day unless, in rare cases, they are entitled to more Child Disability Payment than they received for DLA.

SELF-ISOLATION GRANT

If you're a low income worker and Test and Protect tell you to self-isolate, you may be able to get a £500 Self Isolation Support Grant.



To get the grant, all of these 4 things must apply:

1. You must be told by Test and Protect or the Incident Management Team to self-isolate, or you are:
 - the parent or carer of a child under 16 who has been told to self-isolate
 - caring for someone over 16 who has been told to self-isolate
2. You must be employed or self-employed.
3. You'll lose income because you cannot work from home.
4. You must be on a low income or getting one of these benefits:
 - Universal Credit
 - Working Tax Credit
 - Income-based Employment and Support Allowance
 - Income-based Jobseeker's Allowance
 - Income Support
 - Housing Benefit
 - Pension Credit
 - Council Tax Reduction

If you're a low paid worker, you can apply for the grant if either your personal earnings or household income is below amounts shown in the table below. You can apply either as an individual worker or as part of a household - whichever means you qualify.

Household type	Number of children	Monthly household income after deductions (£)	Monthly personal earnings before deductions (£)
Single person	0	1,795.96	1,543.75
Couple	0	2,163.16	1,543.75
Single person	1	3,029.41	1,543.75
Couple	1	3,396.61	1,543.75
Single person	2	3,697.65	1,543.75
Couple	2	4,064.85	1,543.75
Single person	3+	5,454.20	1,543.75
Couple	3+	5,821.40	1,543.75

You can only apply for this grant through Glasgow City Council. You can do this any time during the 28 days from the date you start to self-isolate.

It will take around 24 to 48 hours for the Council to get your details after you've been asked to isolate. The Council will not be able to give you any update on your application until after then.

To apply for a Self-Isolation Support Grant, you will need to provide:

- a bank statement; and
- proof of low income if you are not in receipt of a listed benefit
- proof of employment or, if you are self-employed, evidence of self-assessment returns, trading income and proof that your business delivers services which cannot be undertaken without social contact, and
- a statement declaring that you:
 - will experience reduced income during your period of self-isolation, **or**
 - where a child is required to isolate, confirm that you are the parent or primary carer, meet all the qualifying criteria and will experience a loss in earnings as a result of staying home to care for the child, **or**
 - where an adult cared for person is required to isolate, confirm that you are the primary carer, meet all the qualifying criteria and will experience a loss in earnings as a result of staying home to care for the child.

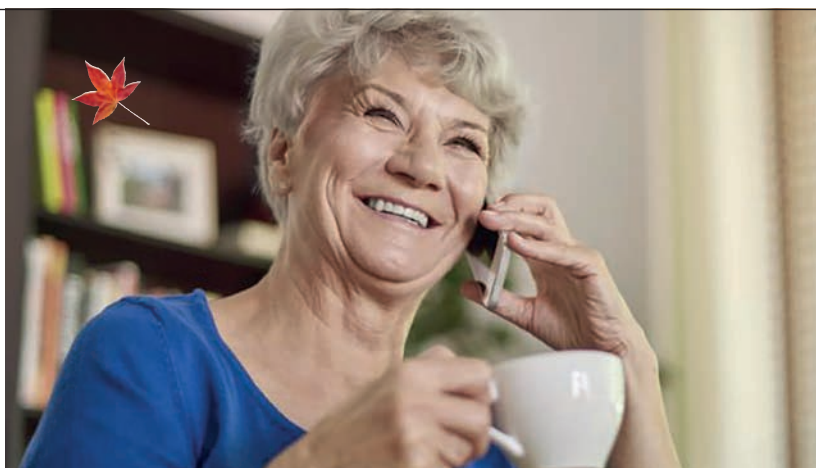
You'll also need to allow Test and Protect to share your information with Glasgow City Council.

After the Council checks your information, they'll contact you with the outcome. If you're awarded the grant, you should get a payment within 3 working days. You should contact the Council if you've any questions about your payment. Glasgow City Council has stated that it is experiencing an unprecedented response and claims may take longer as a result.

Applications are made online via Glasgow City Council Scottish Welfare Fund (www.glasgow.gov.uk/article/26751/Information-on-the-Scottish-Welfare-Fund-Self-Isolation-Support-Grant) or by calling 0141 276 1177.



TELEPHONE FRIENDSHIP



A friendly chat when you need it

Age UK and its partner charity, The Silver Line, offer free telephone friendship services so you can enjoy chatting with someone over the phone, all from the comfort of your own home.

Whether you'd like to speak to someone every week, or just want to talk when the need strikes, they are here to help.

How does telephone friendship work?

There are two different telephone friendship services available:

1. **Regular telephone friendship service.** They will match over-60s with a friendly volunteer for a weekly chat. The service has helped create hundreds of new friendships, and for many people the calls are the highlight of their week.
2. **A 24-hour service.** This is run by Age UK's partner charity, The Silver Line. It's a free 24-hour helpline which people can call for a chat, day or night. Whatever the reason, they are there to listen.

Contact Age UK on **0800 678 1602** for more information.

the Castlemilk PANTRY



THE CASTLEMILK PANTRY IS NOW OPEN FOR BUSINESS

The Castlemilk Pantry is a new exciting initiative which aims to help people access healthy and affordable food whilst at the same time is looking after the environment by minimising food waste.

The Pantry, which is based in the Castlemilk Community Centre, opened its doors on 3rd June 2021.

The Pantry concept operates by giving members who sign up for £1 a year access to around £15.00 worth of goods for a flat rate of just £2.50 per shop. Pantry members are able to shop once per week at the Community Centre on either a Tuesday or a Thursday between 10.00am and 3.00pm.

It is stocked with a wide variety of fresh, frozen, dried and tinned products, with special offers each week. It also sells food purchased from a food redistribution charity called Fare Share.

Ardenglen Housing Association has been the lead organisation for the Pantry, with other organisations, including North View, providing some financial support.

The Castlemilk Pantry is also delivering a service called Pantry Plus, which aims to help support local people across a wide range of areas including money advice, health and employment.

Pantry members and other community groups are also able to access courses and training in areas such as nutrition, cooking skills, food hygiene and food waste.



You can follow the Pantry on social media:

Facebook – The Castlemilk Pantry

Twitter - The Castlemilk Pantry (@C_milkPantry)

Instagram - The Castlemilk Pantry (@the_castlemilk_pantry)

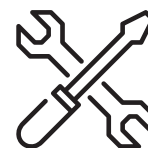


PANTRY FACTS:

- It is based in Castlemilk Community Centre
- It is open to everybody living in the G45 postcode area
- Membership costs £1 for the year
- A standard 'shop' costs £2.50
- You will get around 10 items, with a value of around £15.00, for £2.50
- The pantry is staffed by volunteers
- It stocks a variety of foods - fresh, frozen, dried and tinned
- It offers special deals most weeks, such as buy one get one free

This is a fantastic initiative - why not pay the Pantry a visit soon!

MAJOR REPAIRS & PLANNED MAINTENANCE UPDATE



As restrictions on our daily lives have eased, we have been able to carry out an increasing number of reactive repairs. Tenants have, however, been waiting patiently for the Association to start its Major Repairs Programmes (including bathroom, window and kitchen replacement work) and every effort is being made to do this.

This has, however, not been as straightforward as we had hoped as delays are being experienced in supply chains due to a shortage of vital materials such as timber and plastic. Over and above this, COVID is still having a huge effect on businesses across the country, with operatives having to self-isolate after contracting the virus or coming into contact with someone who has it.

We understand that this is incredibly frustrating but sometimes things are beyond our control, so we would politely ask you to bear with us during this time. We are making every effort to get these programmes started.

As ever, we are hugely grateful to our tenants for your patience and understanding during these challenging times.

Despite some of the issues outlined above, the Association has re-commenced its window replacement programme at Cassiltoun Gardens and work is then expected to move on to Stravanan Terrace.

Work to bathrooms at Birgidale Road has also started and new boilers have been installed in properties on Stravanan Road.



CONDENSATION

Now that we are into Autumn, a lot of people will be switching their heating back on if they haven't done so already. This is about the time of year when condensation begins to bite too!

There is always moisture in the air but the problem is, as the weather gets colder, your windows will get colder so more moisture condenses on them. The situation is made worse if you hang clothes over radiators to dry because as your clothes dry, more water is put into the air in your house, which in turn hits the cold window and condenses. This means that if you dry your clothes over radiators, you are making things worse!

The best thing to do is dry your clothes outside, but that is not always practical. To help keep condensation down, dry your clothes on an airer or clothes horse set up over the bath or shower tray in your bathroom. If you turn on the fan and keep the door shut, that'll help keep down condensation.

It is a good idea to open your windows a wee bit too. That helps improve ventilation which keeps down condensation. It might seem crazy to open your windows and let heat out –



especially when it is freezing outside! You don't need to open your windows wide nor do you need to keep them open all day, but opening your windows a wee bit for a wee while helps - it really does!

Another tip is, when cooking, keep the kitchen door closed to contain the water vapour in the kitchen. If you open the kitchen window and turn on the fan, that'll help remove the water vapour from your house and help reduce condensation! Better still, put a lid over pots when you boil water in them to reduce how much moisture gets into the air.

The trick to controlling condensation is not to generate more water than you have to and to properly ventilate your home. If you do that, you should see a difference.

REPAIRS – SATISFACTION SURVEYS

Every 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 June 2021 and 31st August 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	77.8%
Fairly satisfied	20.0%
Neither satisfied nor dissatisfied	1.1%
Fairly dissatisfied	1.1%
Very dissatisfied	0.0%



97.8% of tenants were very satisfied or fairly satisfied with the repairs service.

If you are not happy with a repair that has been done or if you are wondering what is happening with a repair that you have reported, please 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.

MAINTENANCE PERFORMANCE

Our Key Performance Targets in relation to repairs are set out below - we have done well and performance against the targets set at the start of the financial year has been very good:



Key Performance Target	Actual Outturn to 31st August 2021
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	98%
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	95%
That at least 95% of Routine Repairs be completed within 10 working days of being reported	96%
That the average time taken to address an Emergency Repair be no more than 3 hours.	1hr 47mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	2.9 days
That at least 85% of our repairs be 'right first time'.	95%

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 June 2021 and 31st August 2021 is set out in following table:

Frontline complaints received between 1st June 2021 and 31st August 2021

Number of complaints received	2
Number of complaints resolved	2
The average number of working days that it took to address the complaints	1.5
No Investigatory complaints were received.	

PAYING YOUR RENT

Please make sure that you pay your rent!

If you are finding it hard to meet your rent, contact your Housing Officer immediately 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:

Online bank payment



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

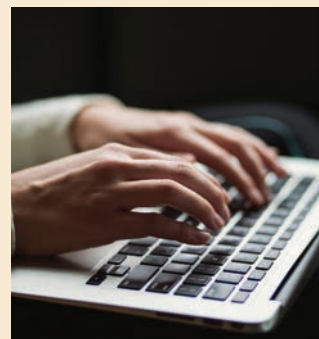
The transfer should include a note of your unique four digit tenancy reference number so that we can identify that it was you who has paid.

Allpay Card

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

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

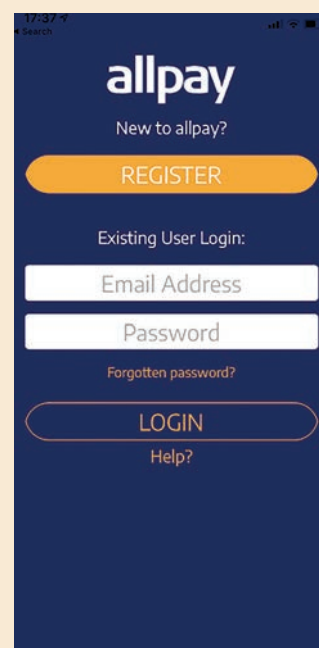
You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.



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).

Please contact the Office immediately if you do not have an Allpay card and we will get one ordered for you.





FOOD – PARCELS

We are continuing to work 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 qualify and take it from there.

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

JEELY PIECE CLUB ACTIVITIES

We are delighted that the Jeely Piece Club is continuing to deliver the play session on Wednesday afternoons in the Birgidale Complex between 3.30pm and 5.30pm. The session is for children who attend primary school and offers lots of different indoor and outdoor activities, as well as a snack. Children have the opportunity to have fun and meet friends.

The Jeely Piece Club will also be open during the October week school holiday and is offering two play sessions – on Monday and Wednesday between 3.00pm and 5.00pm. These sessions **must** be booked in advance as a packed lunch is provided for the children who attend. Please contact **Ross Lamont** at the Jeely Piece Club on **0141 634 7305** and select **Option 3** to book your free place.

For any further information about all these sessions, please contact **Ross Lamont** at the Jeely Piece Club on the telephone number above.



CASTLEMILK YOUTH COMPLEX

The Castlemilk Youth Complex's current programme of activities for young people is set out below. There is a lot going on - young people from Windlaw can get involved!

A vibrant poster for the CYC AUG-DEC PROGRAMME. The background is a purple and blue geometric pattern. At the top, a large orange rounded rectangle contains the text 'CYC AUG-DEC PROGRAMME' in white, bold, sans-serif font. Below this, four rows of information are presented. Each row consists of a colored rounded rectangle on the left containing the day of the week in large, bold, sans-serif font, and a black rounded rectangle on the right containing the activities and times in white, bold, sans-serif font. The days are: TUES (blue), WED (pink), THURS (yellow), and FRI (red). The activities are: TUES (AFTER SCHOOL CLUB: 4PM-6PM, MUSIC GROUP: 4PM-7:30PM), WED (JOB CLUB: 3PM-6PM, DROP IN: 6PM-8PM), THURS (DROP IN: 6PM-8PM), and FRI (AT THE EDGE, DROP IN: 6PM-9PM). Small red maple leaves are scattered around the text boxes.

**CYC AUG-DEC
PROGRAMME**

Day	Activities
TUES	AFTER SCHOOL CLUB: 4PM-6PM MUSIC GROUP: 4PM-7:30PM
WED	JOB CLUB: 3PM-6PM DROP IN: 6PM-8PM
THURS	DROP IN: 6PM-8PM
FRI	AT THE EDGE DROP IN: 6PM-9PM

COMPETITIONS

This Autumn, we are looking for leaves for the kids' competition. How many leaves are there in this Newsletter? This competition is for children who are at primary school or not yet started school.



All you need to do is count the red Autumn leaves (excluding the ones in the photo on the front cover), 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 25th October 2021. All correct entries will go forward to the prize draw at the end of October to win a £20 voucher. Good luck!

There are Autumn leaves 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 25th October 2021. The winner will be drawn from all the correct entries at the end of October.

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

Name

Address

Tel no.