



NEWS LETTER



INSIDE YOUR SPRING NEWSLETTER

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NORTH VIEW Housing Association

OFFICE HOURS

- MONDAY:** 8.30am to 12noon - 1pm to 4.30pm
TUESDAY: 8.30am to 12noon - 1pm to 4.30pm
WEDNESDAY: 8.30am to 12noon
THURSDAY: 8.30am to 12noon - 1pm to 4.30pm
FRIDAY: 8.30am to 12noon - 1pm to 4.00pm

Please do not attend the office if you have tested positive for COVID, displaying any COVID symptoms or are self-isolating.

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 to try to keep everyone as safe as possible!

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

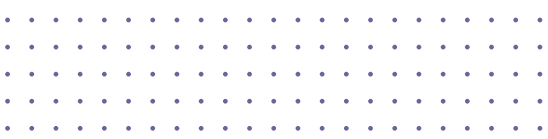


This newsletter can be made available in audio, Braille, large print and community languages. For further details, please contact us on **0141 634 0555** or email us on enquiries@nvha.org.uk

**OUR OFFICE WILL
CLOSE AT 4.30PM ON
THURSDAY 14TH APRIL
2022 FOR THE EASTER
WEEKEND AND REOPEN
AT 8.30AM ON TUESDAY
19TH APRIL 2022.**

**IN CASE OF EMERGENCY,
CALL 0141 634 0555**





WINDLAW LODGE NEW BUILD

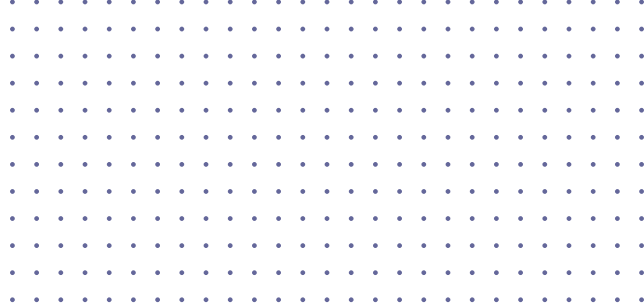
Work is continuing on the new properties and it is now expected to complete in early May 2022.

At the time of writing this newsletter, six properties – four within Viewglen Gate and two on Arden Craig Road - have already been handed over to the Association and the new residents have received their keys. As we have

explained previously, the Association has set out a Lettings Plan for the properties, which has given priority to current North View tenants who are underoccupying their current home and/or have medical needs. This approach is freeing up large family homes for households who need this type of accommodation. We are really pleased with the standard of the new properties and our new residents are delighted with their homes.



OFFICE ARRANGEMENTS



Our office door no longer has the controlled entry in place during office hours.

This means that the door will now automatically open when a visitor approaches the building.

Given the guidance on face coverings at the time of writing this newsletter, we request that all visitors to the office continue wear a mask when entering the building (unless exempt). Screens and sanitising stations remain in place in the reception area.

Staff are still working on a 'hybrid' basis - based in the office part of the week and working at home on the other days. If you need to see a specific member of staff, please, where possible, contact the office to arrange an appointment. This means that we can make sure the appropriate person is available.

NEW TELEPHONE SYSTEM

The Association has recently introduced a new telephone system at the office and we hope that this improves our customers' experience when they contact the office.

In order to give you an idea about what to expect when you call the office on **0141 634 0555**, details of the new system are provided below:

- You will hear a message stating:

'Thank you for calling North View Housing. Please hold while we try to connect you.'

- You will then hear on-hold music.
- If our receptionist is already dealing with another call, you will then hear another message asking you to select one of two options – press 1 for Maintenance or press 2 for Housing Management. A member of staff from the department you have selected will answer the call.
- If, however, all staff are busy, you will be able to leave a voicemail message. This will be picked up by staff and your call will be returned.

INVESTORS IN PEOPLE™ We invest in people Silver

The Association is delighted to have retained its Investors in People Silver accreditation following an assessment in November 2021. The Investors in People framework assesses how well the Association is supporting its staff, including leading, supporting and improving.

CONSULTATION & PARTICIPATION

TENANT CONSULTATION

We really value your feedback and opinion on how you think we are doing at North View and whether you have any ideas on how we could do things better. Our aim is to deliver a service that meets your needs and the needs of all our tenants. Without your feedback and views, we are unable to do this.

As well as seeking your feedback on the annual rent review, we will also be asking for views on things like our policies, the quarterly newsletter and the report we give you every year with information on how we are performing. One of our tenants received a voucher for contributing to a consultation (see picture), so next time you could win a small prize for getting involved!

There are various ways to get involved, ranging from putting your name forward so that we can contact you if we need a policy, newsletter or document reviewed (you can do this without even having to come to the office), to join a focus



group or become a member of our Management Committee where you would have an important role in how the Association is run.

We are looking to review our Allocation and Repairs and Maintenance Policies in the next couple of months and if you would like to be involved in this work or be more involved in other ways, please contact Yvonne Rooney, Housing Manager on **0141 634 0555**, or just pop into the office for a chat.

Get involved and have your say!

RENT INCREASE CONSULTATION

You might remember that we carried out a consultation in relation to the proposed 2022/2023 rent increase back in January 2022.

We sent every tenant an annual rent increase newsletter, with a feedback form at the end so that you could tell us your thoughts.

A total of **79** tenants completed and returned the feedback form, which is **12%** of all tenants. Of this **12%**, the majority (**86.1%**) felt they had been provided with enough information in the newsletter that was sent out to make a decision on the proposed **4.2%** increase. Most tenants (**73.4%**) agreed with the proposed increase, with **19%** disagreeing and **7.6%** being unsure.

We also included a part in the feedback form for tenants to provide their views and feedback for the Management Committee to consider before they made the final decision on the increase. We received **23** comments at this part of the form, with **9** tenants raising concerns with being able to afford a rent increase.

The annual rent consultation is one way to provide your views on how we do things at North View.

CONSULTATION WITH OWNERS



The Association has also recently consulted with factored owners to gauge support for a proposal to change to quarterly factoring bills (rather than annual invoicing). A short questionnaire was issued to **89** owners on 1st March **2022** and a total of **37** responses were received.

A total of **16** owners (**43%**) expressed that they would prefer to continue to receive an annual bill. A total of **14** owners (**38%**) said that they would prefer to receive bills every three months and **7** owners stated that they had no preference. Based on this result, the Association will continue to issue annual bills for factoring charges.

Thank you to all the owners who took part in this consultation.

PAYING YOUR RENT

It is important that you keep up with your rent payments!

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

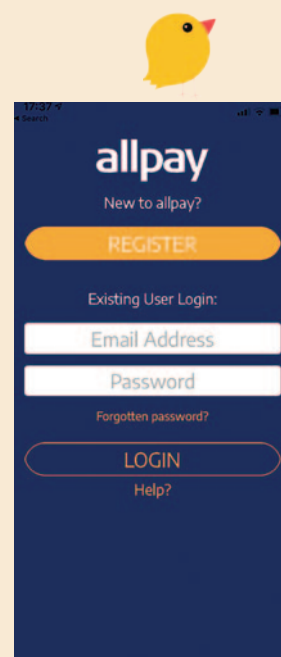
You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.



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.



WELFARE RIGHTS UPDATE



Update UC with your new rent charge

Have you updated your Universal Credit journal with your new rent charge that was applied monthly from the 28th March 2022?

If you haven't done it already, you must do it straight away to make sure you are getting the right amount of money that you are due from UC to cover your rent. If you are unsure of how much your new rent charge is or how to update your journal, please contact your Housing Officer (Susan or Karen). Isabel, our Welfare Rights Officer, can also help you.

Please do it straight away!



Personal Independence Payment (PIP)

Providers for all Personal Independence Payment (PIP) assessments are now able to provide recordings. This applies whether the assessment takes place in person or over the phone. PIP applicants need to request in advance that a recording is made. Anyone who wants a recording should contact their assessment provider before the assessment.

Scottish Child Payment

Scottish Child Payment is to double from £10 per week to £20 per week per child (under the age of 6) from April 2022. This is expected to be fully rolled out to children under the age of 16 by the end of 2022.

Easter School Meals Payment

The Scottish Government has announced additional funding to support eligible families over the Spring holiday break for children and young people (in P1 to S6) who are in receipt of Free School Meals (FSM). The payment for each child will be £162.50.

This will not apply to Early Years establishments.

You will automatically receive the Spring payment directly into your account if you are still eligible and meet the criteria. You DO NOT need to contact Glasgow City Council or make a new application.

All P1 to P5 pupils receive the universal meal at school, however, only the families eligible on financial grounds will receive this additional payment.

If your child has enrolled into P1 this year or is already attending school and you think you are entitled for free school meals, you must apply if you have not already done so.

Payments will be made from 25th March 2022.

GLASGOW CITY COUNCIL HOUSING BENEFIT

Glasgow City Council Housing Benefit office has new contact details for vulnerable people unable to contact them via email.

The telephone number is 0141 276 1118 and this line is available during the following times:

Monday	9am – 12noon
Wednesday	1pm – 4pm
Friday	9am – 12noon

COST OF LIVING ALLOWANCE

Many households are facing increased challenges in meeting their basic needs in 2022-2023. As a result, the Scottish Government have announced that a Cost of Living Award of £150 will shortly be available and that entitlement to this will be linked to a person's Council Tax.



In order to receive this Award, a person must either:

- live in a property in any Council Tax valuation band, be liable for Council Tax and be in receipt of Council Tax Reduction (CTR) on 14 February 2022. Please note that if you are solely in receipt of Single Person Discount, this will not be sufficient to qualify for the Award.

or

- live in a property in Council Tax Band A-D and be liable for Council Tax on 14 February 2022

or

- be exempt from Council Tax on 14 February 2022 because either:
 - all of the occupants of the property are under 18
 - all of the occupants of the property are care leavers
 - all of the occupants of the property are severely mentally impaired
 - the property is unoccupied due to the resident having gone to someone else's home to provide care or the resident is receiving care elsewhere

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 December 2021 and 28th February 2022:

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	67%
Fairly satisfied	28%
Neither satisfied nor dissatisfied	1%
Fairly dissatisfied	2%
Very dissatisfied	2%



95% 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.

GRASS CUTTING SCHEME

The Association's landscape maintenance contractor is about to start its grass cutting programme.

If you are eligible for the Association's grass cutting scheme, please make sure that you have completed the form and returned it to the Association by **29th April 2022**. A copy of the form was included with January's Rent Consultation Newsletter but if you no longer have this, further copies can be obtained from the office.

Please note that if you do not return a form, you will not be added to the list for grass cutting.

Tenants are eligible for the scheme if there is no-one living in the household aged 16 or over fit enough to do the garden, or all members of the household are 60 years of age or over.

Thank you for your co-operation!

STOCK CONDITION SURVEYS

Stock condition surveys are continuing, with a total of 207 carried out from 1st October 2021 to 28th February 2022.

Our Maintenance Manager, Ady Tester, will continue to visit properties over the coming months and we thank you for your co-operation in helping us to carry out these important surveys.

MAINTENANCE PERFORMANCE

Our Key Performance Targets in relation to repairs are set out below – performance to the end of February 2022 is very good and has exceeded the targets set at the start of the financial year:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 28TH FEBRUARY 2022
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	97%
That the average time taken to address an Emergency Repair be no more than 3 hours.	1 hr 43 mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	2.7 days
That at least 85% of our repairs be 'right first time'.	94%

HOUSING MANAGEMENT PERFORMANCE



The Key Performance Targets in relation the Housing Management are set out below – we are continuing to work hard to reduce rent arrears:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 28TH FEBRUARY 2022
That rent arrears not exceed 7% of the amount of rent chargeable for the year.	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.	3 days

ITEMS IN CLOSES

If you live in a tenement, you can help reduce the chances of someone getting hurt in the event of a fire by simply keeping the close clear.

The close and stair is your main route of escape in the event of a fire, so make sure there are no fire risks there. Do not store or leave any items on your landing or in the close.

If there is a fire in your close, the stairway is your only way out. It needs to be kept clear to allow safe escape so please don't store or leave any items on your landing or anywhere in the close.

If there is a fire in your close, the stairway may fill with smoke. If that happens, you won't be able to see any items lying about and could trip over and injure yourself when you're leaving the building.

Also, don't leave rubbish bags in the close. They could catch fire or be set alight. Please take rubbish bags out to your bin.

If any items are left in a close, we will ask the tenant to move them. If they don't, we will arrange to remove anything left in the area.

SMOKE & HEAT DETECTORS

The Association has been fitting interlinked smoke and heat detectors in tenants' homes to comply with new requirements.

If you experience any issues with your alarms (for example, they start beeping), please contact the office as soon as possible and we will arrange for this to be attended to.

UNDER NO CIRCUMSTANCES SHOULD THE ALARMS BE REMOVED. IT IS IMPORTANT THAT THESE ALARMS REMAIN IN PLACE TO PROTECT YOU, YOUR FAMILY AND NEIGHBOURS.



Contact us today to arrange a

FREE Home Fire Safety Visit

We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT [firescotland.gov.uk](https://www.firescotland.gov.uk)



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



ENSURING OUR SERVICES MEET YOUR NEEDS

In April 2019, the Scottish Housing Regulator (SHR) revised its Regulatory Framework, which allows them to oversee the work of all Scotland's Registered Social Landlords. As part of this review, the SHR expects housing associations to support their tenants/residents as effectively as possible and ensure their services match the specific needs of individual tenants and other customers.

The SHR, therefore, expects associations like North View to collect data relating to each of the protected characteristics (disabilities, age, religion, sexuality, etc.) identified in the Equality Act 2010. The SHR is currently revising its initial guidance (August 2021) about how best to gather this information and this is due to be published by the end of March 2022. In response, as outlined in our Winter 2021 Newsletter, the Association is developing plans to revise its current Equality Monitoring Form. Our Equalities Working Group has developed a draft form and an extract of this is shown opposite:

If you have any comments on this or want to be part of further Equalities work, please contact Julie Roy, our Corporate Services Officer at the office.

DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY?

Yes No

Please tell us which of the following affect you:

- Physical disability
- Deafness or partial hearing loss
- Learning difficulty (e.g. dyslexia)
- Blindness or partial sight loss
- Long-term illness, disease or condition
- Mental health condition
- Learning disability (e.g. Down's Syndrome)
- Neuro-divergent condition (e.g. Autistic Spectrum Disorder or Asperger's)
- Prefer not to say

My condition is not represented here. This is how I would describe my condition (please give brief details below):

Please use this space to advise us if you have any support needs relating to a disability:



RECIPE

JUMBO CHEESE STRAWS

Ingredients:

- 1 ready rolled puff pastry sheet (generally found in the chilled aisle beside the butter)
- 125g grated cheese
- 1 beaten egg
- Poppy seeds or sesame seeds (optional – generally found in the baking aisle or beside the spices)

Method:

- Pre-heat oven to 200°C/400°F
- Place the cheese on one half of the pastry sheet and fold the other half of the sheet on top of it.
- Brush the egg over the pastry.
- Using a sharp knife, cut the pastry into 2cm strips.
- Twist the strips and put them on to a lightly greased baking tray (or lined with parchment paper), allowing space between each one.
- Sprinkle them with the seeds, if using.
- Bake for 20 minutes, or until golden brown.
- Keep for up to 1 week in an airtight container.



Tips:

You can make your own puff pastry but shop bought is just as good, and easier. Cream cheese works well too.

FUEL

As noted in previously newsletters, we have had various fuel top-up schemes running during the pandemic that have been possible due to funding secured by the Association from the Scottish Government and Glasgow City Council.

A total of 430 payments have been made to date, totalling £21,454. Unfortunately, this funding is now coming to an end.

We hope that these payments have helped our tenants during these difficult times with rising fuel costs.

If you feel you need help with any fuel related matters, please contact Isabel and the office. She may be able to refer you to other organisations, like Home Energy Scotland, for further assistance.



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 December 2021 and 28th February 2022 is set out in the table opposite:

Frontline complaints received between 1st December 2021 and 28th February 2022

Number of complaints received	6
Number of complaints resolved	6
The average number of working days that it took to address the complaints	1.8
No Investigatory complaints were received.	

CRIMESTOPPERS

CrimeStoppers. 0800 555 111
Speak up. Stay safe. 100% anonymous. Always.

Crimestoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously - by phone and online, 24/7, 365 days a year.

Crimestoppers also shares advice on how to protect the people you care about from crime, so everyone can feel safe.

After receiving a call or a completed anonymous online form, Crimestoppers creates a report that brings together all the information you have given them, making sure it doesn't contain any information that could identify you.

Your report is sent to the

relevant authority with the legal responsibility to investigate crimes, make arrests and charge people in order to bring them to justice. This could be Police Scotland or an agency such as the UK Border Agency or HM Revenue & Customs.

WOODLAND WALKS- CASTLEMILK PARK

**STARTING FROM SATURDAY 2ND APRIL 2022
UNTIL SATURDAY 1ST OCTOBER 2022
(FIRST SATURDAY OF EVERY MONTH)
10.30AM-12.30PM.**

BOOKING IS NOT REQUIRED

**MEET
OUTSIDE
CASTLEMILK
STABLES,
G45 0AZ**

**SUITABLE FOR
ALL AGES
INCLUDING
FAMILIES TOO.**

**JOIN US FOR LED WALKS,
EXPLORING THE WONDERS
OF THE WOODLAND ON
YOUR DOORSTEP AND
POSSIBLY FURTHER AFIELD!**





FREE

PERSONAL WELLBEING

Every Tuesday & Thursday (starting 20th January 2022)

(10am – 12pm)

Netherholm Area Association is running a series of **WELLBEING** sessions so that participants are given the tips & techniques to feel more positive, confident, happier, and healthier. **This is your chance for me time supported by qualified and experience tutors!**



CONVERSATION

CAFÉ

Every Tuesday & Friday
(12pm – 1pm)



Drop in for a **FREE** cuppa and a chat



COMPETITIONS

We are looking for chicks for the kids' competition. **How many** chicks 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 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 4.30pm on Monday 23rd May 2022. All correct entries will go forward to the prize draw at the end of May to win a £20 voucher. Good luck!



There are chicks in this newsletter!

Name Tel no

Address Age

THE OTHER COMPETITION WE ARE RUNNING IS A SPRING WORDSEARCH AND THAT IS OPEN TO EVERYONE.

Find all the Spring related words in the grid, then write your name, address, and telephone number on the entry form, cut out both the entry form and the wordsearch, and hand it in to our Office by 4.30pm on Monday 23rd May 2022. The winner will be drawn from all the correct entries at the end of May.

chocolate
daffodil
snowdrop
umbrella
rhubarb
flowers
bonnet
breeze
tulips
crocus

easter
april
lamb
sunny
warm
rabbit
chick
nest
eggs
may



J	D	E	N	N	W	J	A	E	D	H	D	J	B	D
P	C	M	B	R	E	E	Z	E	A	N	I	K	N	T
S	M	H	K	C	M	T	A	Z	F	S	O	H	E	B
N	P	Z	O	S	A	V	P	M	F	V	T	B	S	Y
O	E	G	D	C	Y	R	R	J	O	C	O	E	T	X
W	B	N	T	S	O	M	I	B	D	Z	U	Q	R	A
D	U	M	B	R	E	L	L	A	I	E	F	F	Q	M
R	D	T	H	D	W	P	A	F	L	O	W	E	R	S
O	A	I	U	T	H	M	B	T	V	E	H	C	W	R
P	Z	O	I	L	S	Z	B	Y	E	G	L	R	C	A
W	A	R	M	O	I	Q	J	O	J	G	A	O	H	B
X	R	P	A	P	R	P	G	X	N	S	M	C	I	B
F	S	U	N	N	Y	Q	S	S	W	N	B	U	C	I
H	W	R	H	U	B	A	R	B	V	L	E	S	K	T
O	G	R	G	D	L	R	C	C	Q	S	D	T	P	W

Name

Address

Tel no.