

SUMMER 2022

**INVESTORS™
IN PEOPLE**

**NORTH VIEW
Housing Association**

North View is a registered Scottish charity; registration number SC032963

NEWS LETTER



SKIP WEEKEND SET FOR 22ND JULY 22

INSIDE YOUR SUMMER 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 4pm

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



Covid sense

is staying home if you're
unwell with symptoms
or have a fever.



OFFICE ARRANGEMENTS

With all COVID restrictions now lifted by the Scottish Government, our office arrangements are continuing to change to reflect this.

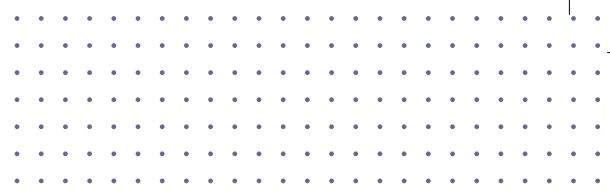
There is still an element of homeworking for most staff members, so we continue to ask that if you need to see a specific member of staff, please, where possible, contact the office to arrange an appointment. This means that we can make sure the appropriate person is available.

We also ask that all visitors use 'COVID Sense' when coming into the office and do not come in if you are displaying any COVID symptoms. Please also contact the Office to let us know if anyone in your household is displaying COVID symptoms.

There are still hand sanitising stations in our reception area and we would request that all visitors use these on entering the office. Screens are also still in place in the reception area and in interview rooms to help protect everyone.

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

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



WINDLAW LODGE NEW BUILD

All 25 properties have now been handed back to the Association and allocated.

The new residents are delighted with their new homes.



AGM

We have arranged this year's Annual General Meeting for **7.15pm on Wednesday 21st September 2022** at the Birgidale Complex.

Papers for the meeting will be posted out to members next month.

We would encourage all our tenants and residents aged 16 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 **4.00pm on Friday 19th August 2022**. Application forms can be obtained by contacting the office on **0141 634 0555** or by emailing enquiries@nvha.org.uk.

ANNUAL RESIDENTS' TRIPS

As you know, in the past we have arranged a summer trip for local residents that had to stop doing during the covid lockdown. For safety reasons, we are postponing it again this year, but we hope to be in a position to arrange it again for next summer. Keep an eye out for information in future newsletters.



ENSURING OUR SERVICES MEET YOUR NEEDS

PLEASE COMPLETE AND RETURN THE ENCLOSED FORM



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:

EQUALITIES DATA COLLECTION

North View is committed to equalities and human rights and we want to improve our policies and services to our customers on an ongoing basis.

To help achieve this, we aim to collect data relating to each of the protected characteristics identified by the Equality Act 2010 regarding our existing tenants, new tenants, people on waiting lists, committee members and employees.

WE ARE NOW ASKING TENANTS TO COMPLETE THE EQUALITY MONITORING FORM ENCLOSED WITH THIS NEWSLETTER. THE INFORMATION IS BEING COLLECTED ANONYMOUSLY AND WILL NOT BE LINKED TO YOU.

PLEASE COMPLETE THE FORM AND RETURN IT TO THE ASSOCIATION IN THE FREEPOST ENVELOPE PROVIDED. YOUR CO-OPERATION IN HELPING US COLLECT THIS IMPORTANT DATA IS VERY MUCH APPRECIATED.

How will we store your information safely?

North View will process equality information strictly in line with data protection law and the General Data Protection Regulation (GDPR). This includes

processing equality data securely on our electronic systems; retaining equality information only as long as necessary in line with the timescales set out in our Data Retention Schedule; destroying data securely in line with our Data Retention Policy, and ensuring only statistical information (no personal data) is shared with any external organisations.

If you want to find out any more about how we will store this information or provide feedback about the form, or the data collection process, please contact us on **0141 634 0555** or email us on **enquiries@nvha.org.uk**.

Different formats

As with all North View policies and publications, this form can be made available on tape, in Braille, large print and community languages. For further details please contact us on **0141 634 0555** or email us on **enquiries@nvha.org.uk**.

Providing information to help North View support you

Although this information is collected anonymously, if you wish to share any information about yourself, or someone from your household, which will help us support you more effectively as a tenant, amend how we communicate with you, etc. Please contact our Housing Management team on **0141 634 0555** or email **enquiries@nvha.org.uk**.

CASTLEMILK LIBRARY

Castlemilk Library on Castlemilk Drive offers lots of things to do completely free of charge for all local residents (young and old), including:

- Browse/read books & magazines
- Free online computer access
- Free wifi
- Free beginners' adult learning computer classes

If you sign up for a free Glasgow Life Library Card, you get further access to other great things like:

- Audiobooks you can download and listen to from your smartphone or computer
- A free online music streaming service
- Access to more advanced adult learning classes



OPENING HOURS ARE

| | | | |
|-----|---------|---|--------|
| Mon | 10:00am | - | 5:00pm |
| Tue | 10:00am | - | 8:00pm |
| Wed | 10:00am | - | 5:00pm |
| Thu | 10:00am | - | 8:00pm |
| Fri | 10:00am | - | 5:00pm |
| Sat | 10:00am | - | 5:00pm |
| Sun | Closed | | |

MACMILLAN



MACMILLAN @ GLASGOW LIBRARIES

Macmillan @ Glasgow libraries offers a free and confidential service, providing physical, financial and emotional support to anyone affected by cancer at Castlemilk Library every Thursday between 11.00am and 1.00pm. To find out more about this service, you can call on **0141 287 2903** or email

RESIDENTS SURVEY SET FOR THIS SUMMER

We have appointed market research experts Research Resource to carry out our next biennial residents' survey! They'll be doing the survey during July and August.

We use the survey results to gauge levels of resident satisfaction with the services that we provide, and to implement improvements, so we need to know your views about what we do, and how well we do it!

To that end, if Research Resource ask you to take part in the survey, please do! It should only take about 20 minutes to complete, and if you take part you'll get the chance to enter our prize draw where you could win a voucher of up to £50 in value! The survey is completely anonymous; Research Resource won't tell us anything you say unless you give them explicit permission to do so.

Also, Research Resource's researchers will all carry identity badges and a letter of introduction from North View. If someone comes to your door saying they are from Research Resource, get them to show you their badge and letter before continuing. If you are not in when they visit, you may receive a phone call from one of the researchers – again, we would be grateful if you could make time to speak to them.

We'll also be sending letters out to tenants and owners about the survey.

CONSULTATION & PARTICIPATION

In our Spring Newsletter, we included an article about how we 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.

We highlighted the various ways in which you can get involved, including giving your views on things like our policies.

We are reviewing our Repairs and Maintenance Policy and Estate Management Policy over the next couple of months and if you are interested in being part of this work, please contact Ady Tester, Maintenance Manager on 0141 634 0555 or by emailing ady@nvha.org.uk.

Get involved and have your say!



SKIPS

This year's 'summer tidy' weekend starts on Friday 22nd July 2022, 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 22nd July 2022 and be collected on Monday 25th July 2022.

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:

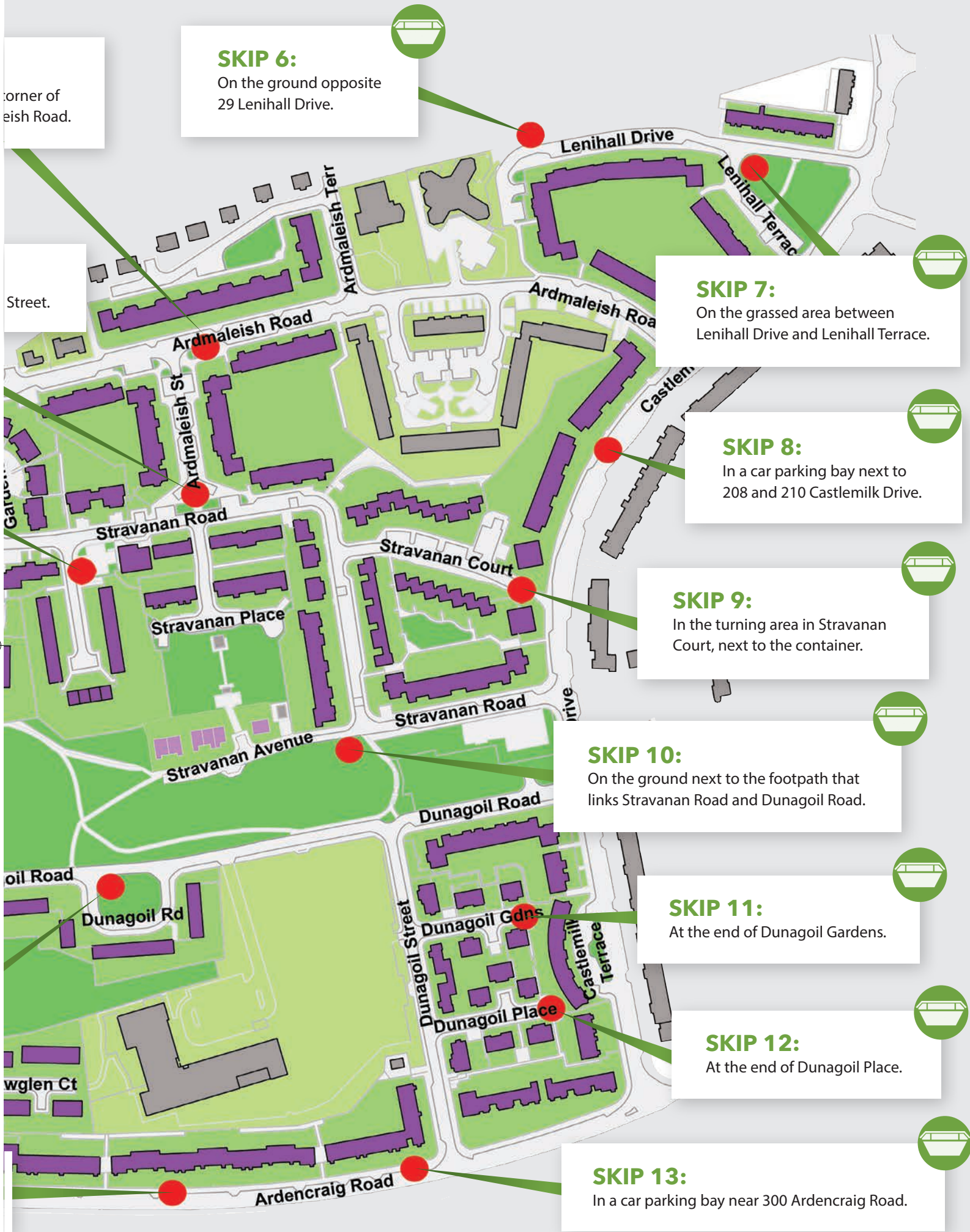
On the grass square on Dunagoil Road.



SKIP 14:

In a car parking bay near 318 Arden Craig Road.





corner of
eish Road.

Street.

Garden

wglen Ct

SKIP 6:

On the ground opposite
29 Lenihall Drive.



SKIP 7:

On the grassed area between
Lenihall Drive and Lenihall Terrace.



SKIP 8:

In a car parking bay next to
208 and 210 Castlemilk Drive.



SKIP 9:

In the turning area in Stravanan
Court, next to the container.



SKIP 10:

On the ground next to the footpath that
links Stravanan Road and Dunagoil Road.



SKIP 11:

At the end of Dunagoil Gardens.



SKIP 12:

At the end of Dunagoil Place.



SKIP 13:

In a car parking bay near 300 Arden Craig Road.



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.



MARY'S TRUST

We are pleased to invite applications for the third 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.

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 by end of September 2022.

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 needs to 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 next page) 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 26th August 2022**.

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?

.....

.....

.....

.....

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

.....

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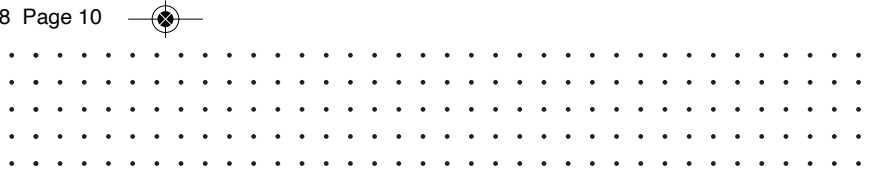
.....

.....

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

£





WELFARE RIGHTS UPDATE



BEST START GRANT SCHOOL AGE PAYMENT

Families have been urged to check whether they are eligible for extra money to help with the costs when a child is set to start school and apply for the Best Start Grant School Age Payment. Applications are open for children old enough to start primary school.

This one-off payment of £267.65 is to help at a key stage in a child's life and can be used for anything from a new pair of shoes to books or arts and crafts materials.

Best Start Grant School Age Payment is available to families who get Universal Credit, tax credits or certain benefits with children born between 1st March 2017 and 28th February 2018.

Parents who have deferred their child's entry to school from August 2022 to August 2023, or those who are home schooling, should still apply before 28th February 2023 or they will lose out on their payment. There is no cap on the number of children in a household who can get this payment.

Visit www.mygov.scot/best-start-grant-best-start-foods or call Social Security Scotland on **0800 182 2222** to find out more or apply.

AUTOMATIC AWARDS TO MAKE ACCESSING FAMILY BENEFITS SIMPLER

Changes are planned to make sure families get support they are entitled to.

Plans have been announced to automatically pay the Best Start Grant Early Learning and School Age Payments to parents and carers who already receive Scottish Child Payment when their children become eligible.

The change will be introduced later this year when Scottish Child Payment is extended to under-16s and increased to £25 per child per week.

This builds on extensive work already done to make applying for the Scottish Government's five family payments as straightforward as possible. It includes the ability to apply for all children in a household on a single form. The form can be completed online, by phone or on paper.

SCOTTISH DISABILITY PAYMENT

The transferring of working age adults in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP) onto Scottish Adult Disability Payment will begin in August 2022.

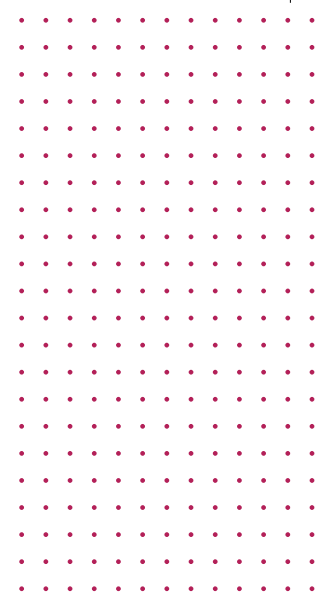


COST OF LIVING PAYMENT

You may be able to get a payment to help with the cost of living if you're getting certain benefits or tax credits.

You do not need to apply if you're eligible as you'll be paid automatically.

These payments are not taxable and will not affect the benefits or tax credits you get.



LOW INCOME BENEFITS

You may get a payment of £650 paid in two lump sums if you're getting any of the following:

- **income-based Jobseeker's Allowance**
- **income-related Employment and Support Allowance**
- **Income Support**
- **Pension Credit**
- **Universal Credit**

If you're entitled, you will get one payment from July 2022 and a second payment in Autumn 2022. You will need to have been entitled to one of these qualifying benefits on 25th May 2022 to get the first payment.

The Government has still to announce the date on which you need to have been entitled to one of these qualifying benefits to get the second payment.

If you have a joint claim with a partner, you will get one payment of £650 for both of you, paid in two lump sums from July 2022 and in Autumn 2022, if eligible.

You will not get a payment if you're eligible for a Cost of Living Payment from HMRC because you're entitled to tax credits.

If you get New Style Employment and Support Allowance, contributory Employment and Support Allowance, or New Style Jobseeker's Allowance, you will not be entitled to the Cost of Living Payment, unless you get Universal Credit.

If you also get a qualifying disability benefit, you may get an additional Disability Cost of Living Payment.



TAX CREDITS

You may get a payment of £650 paid in 2 lump sums if you have an award of any of the following:

- **Child Tax Credit**
- **Working Tax Credit**

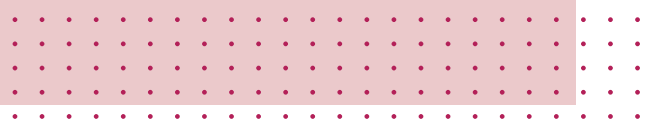
You will get one payment from Autumn 2022 and a second payment from Winter 2022, if you're entitled. You will need to have been entitled to tax credits on 25 May 2022 to get the first payment.

The Government has still to announce the date on which you need to have been entitled to tax credits to get the second payment.

If you have a joint claim with a partner, you will get one payment of £650 for both of you, paid in two lump sums in Autumn 2022 and in Winter 2022.

You will not get a payment if you're eligible for a Cost of Living Payment from DWP because you're getting a low income benefit.

If you also get a qualifying disability benefit, you may get an additional Disability Cost of Living Payment from DWP.



DISABILITY BENEFITS

You may get a lump sum payment of £150 if you're getting any of the following:

- Attendance Allowance
- Constant Attendance Allowance
- Disability Living Allowance for adults
- Disability Living Allowance for children
- Personal Independence Payment
- Adult Disability Payment (in Scotland)
- Child Disability Payment (in Scotland)
- Armed Forces Independence Payment
- War Pension Mobility Supplement



You will need to have been entitled to one of these qualifying benefits on 25th May 2022 to get the payment. You will get the payment by the end of September 2022.

If you also get a qualifying low income benefit or tax credits, you may get an additional Cost of Living Payment.

RECIPE

PINEAPPLE UPSIDE DOWN CAKE

Ingredients:

For sponge:

- 125g softened butter
- 125g caster sugar
- 2 medium eggs
- 125g self-raising flour

For topping:

- 1 small can of pineapple rings (about 400g)
- about 8 glace cherries



Method:

- Pre-heat oven to 170°C/400°F
- Place all the sponge ingredients in a large bowl and whisk for a few minutes until well combined.
- Grease or line with parchment paper a 20cm (8 inch) cake tin.
- Place the pineapple rings in the bottom of the tray, spacing them out evenly. Place glace cherries in the middle of the rings.
- Pour the sponge mixture into the tin on top of the pineapple rings and cherries, spreading evenly.
- Bake in the oven for 45 minutes.
- Keeps in an airtight container for 3-5 days.



BIRGIDALE COMPLEX CAFÉ



The café at the Birgidale Complex has reopened!

It is serving food and refreshments, for sit in or takeaway, from 8.30am to 2.00pm, Monday to Friday.

MAINTENANCE

STOCK CONDITION SURVEYS

In the past, we have aimed to inspect 20% of our properties every year. The pandemic has meant that there has been slippage in this programme, which we have been addressing. We carried out a higher number of surveys last financial year and plan to do the same in 2022/2023.

Our Maintenance Manager, Ady Tester, and a colleague will continue to visit properties over the coming months. If they call at your property 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.

SMOKE & HEAT DETECTORS

Remember, 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.

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 0555** 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.



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



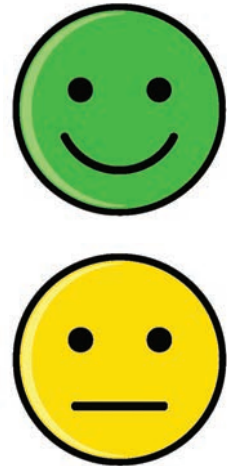
Reattach the showerhead and hose then run the water for a few minutes to get rid of the disinfectant. You are then good to go!



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 March 2022 and 31st May 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 | 68% |
| Fairly satisfied | 28% |
| Neither satisfied nor dissatisfied | 1% |
| Fairly dissatisfied | 1% |
| Very dissatisfied | 2% |



96% OF TENANTS WERE VERY SATISFIED OR FAIRLY SATISFIED WITH THE REPAIRS SERVICE.

Please remember, 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.

COMPLAINTS

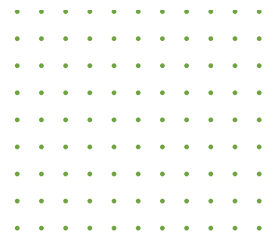


Complaints about our service fall into two categories – a Frontline complaint (also referred to as a Stage 1 complaint) and an Investigatory complaint (known as a Stage 2 complaint). Frontline complaints are the more common, and they are about things that can be attended to quickly – like a complaint 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.

Information about the complaints that we received between 1st March 2022 and 31st May 2022 is set out in following table:

| Frontline complaints received between 1st March 2022 and 31st May 2022: | |
|---|----|
| Number of complaints received | 5 |
| Number of complaints resolved | 4 |
| The average number of working days that it took to address the complaints | 6 |
| Investigatory complaints received between 1st March 2022 and 31st May 2022: | |
| Number of complaints received | 4 |
| Number of complaints resolved | 4 |
| The average number of working days that it took to address the complaints | 10 |



MAINTENANCE PERFORMANCE

Our Key Performance Targets in relation to repairs are set out below – performance for 2021/2022 (1st April 2021 to 31st March 2022) is very good and has exceeded the targets set at the start of the financial year:

| KEY PERFORMANCE TARGET | ACTUAL OUTTURN TO 31ST MARCH 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 | 96% |
| 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 41 mins |
| That the average time taken to address a Non-emergency Repair be no more than 4 working days. | 2.8 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 31ST MARCH 2022 |
|---|-----------------------------------|
| That rent arrears not exceed 7% of the amount of rent chargeable for the year. | 6.3% |
| 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 |

Objectives and Targets for 2022/2023

We have set out a range of new targets and objectives for financial year 2022/2023 and will report performance in relation to these in future editions of the newsletter.

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

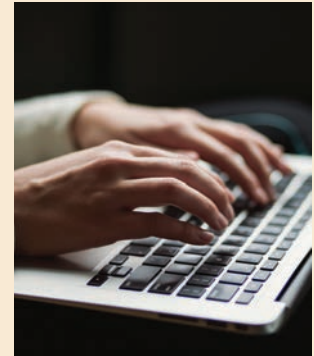
The transfer should include a note of your unique four digit tenancy reference number so that we can identify that it was you who has paid.

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

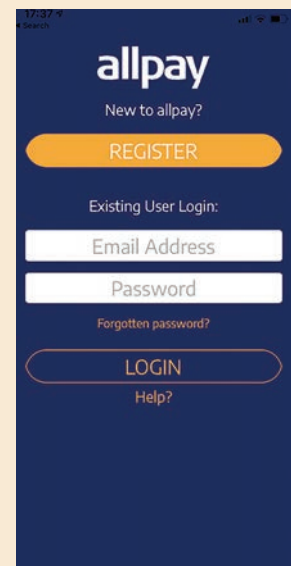
You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.



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.



JEELY PIECE CLUB SUMMER ACTIVITIES

The Jeely's Summer Club at the Birgisdale Complex will run until from 3.00pm to 5.15pm on Wednesdays until 10th August for children in Primary 1 to 7. It will return to its usual time of 3.30pm to 5.30pm every Wednesday after the summer holidays.



Jeely Piece Club
 Scottish Registered Charity No. SC035027
- SUMMER -
- BIRGIDALE CLUB -

WEDNESDAYS
3.00PM - 5.15PM

ENTRY IS FREE
& lunch is provided!

Come along and join the fun!

The poster features a red border and various colorful icons including a map of Scotland, stars, a hopscotch grid, a sun with sunglasses, a tennis racket, a basketball, a soccer ball, and a smiling sun.

CYC'S SUMMER PROGRAMME

TUES

DAY TIME DROP IN
 TIME: 12PM-4PM

TRIP PROGRAMME
 TIME: 12PM-4PM

LIMITED SPACES FOR EACH TRIP

WEDS

THURS

DROP IN
 TIME: 6PM-8PM

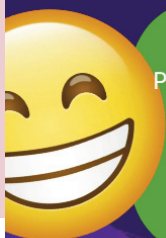
DROP IN
 TIME: 5PM-8PM

FRI

Each Drop In session will be £1 entry.

P7's attending high school in August will now be fully fledged members and can attend any of our summer sessions

Attendance to our Drop In sessions is required in order to be considered for the trip programme.



Made with PosterMyWall.com

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!

REGULATION



ENGAGEMENT PLAN

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.

We are, however, engaging with the SHR in relation to weaknesses we have identified in relation to the administration of our factoring service. We are now well advanced in addressing our improvement plan that we prepared in response to these. We have also introduced improvements in relation to our Notifiable Events processes and will commission an independent review of the Association's compliance with the Regulatory Standards of Governance and Financial Management (the Regulatory Standards) during the year.

A full copy of the Association's Engagement Plan for the period 31st March 2022 to 31st March 2023 can be found at <https://www.housingregulator.gov.scot/landlord-performance/landlords/north-view-housing-association-ltd/engagement-plan-from-31-march-2022-to-31-march-2023>. Alternatively, a copy can be obtained by contacting the office on 0141 634 0555.

SIGNIFICANT PERFORMANCE FAILURES

In April 2022, the Scottish Housing Regulator has updated its factsheet on complaints and significant performance failures. This sets out what tenants should do if they are unhappy with the services provided by their landlord or are concerned about how the landlord is operating.



You can pick up a leaflet in our office reception, download a copy from North View's website or from the SHR's website.

ANNUAL RETURN ON THE CHARTER

The Association submitted its Annual Return on the Charter (ARC) for financial year 2021/2022 to the Scottish Housing Regulator (SHR) on 31st May 2022. The ARC sets out the Association's performance in relation to the Scottish Social Housing Charter. More information on this will be provided in the Association's Annual Report, which will, as in other years, be published in October.

We provided an overview of performance to 31st March 2022 in certain areas earlier in this Newsletter.

Previous years' performance information for North View can be viewed on the SHR's website (www.housingregulator.gov.uk)

COMPETITIONS

We are looking for suns for the kids' competition. **How many** suns 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 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 22nd August 2022. All correct entries will go forward to the prize draw at the end of August to win a £20 voucher. Good luck!

There are suns in this newsletter!

Name Tel no

Address Age

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

Find all the Summer 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 22nd August 2022. The winner will be drawn from all the correct entries at the end of August.

- sandcastle
- sunglasses
- deckchair
- suncream
- icecream
- sandals
- swimsuit
- seagull
- shorts
- seaside
- parasol
- picnic
- seashell
- waves
- sand
- hat
- sea
- sun
- pollen
- beach

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

Name

Address

Tel no.