



AUTUMN 2022

**INVESTORS
IN PEOPLE**



**NORTH VIEW
Housing Association**

North View is a registered Scottish charity; registration number SC032963

NEWS LETTER



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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**

Keep using Covid sense



gov.scot/coronavirus



OFFICE ARRANGEMENTS

As we move out of the pandemic, we still have an element of homeworking for some 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 all visitors to 'keep using 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.

We would also request that all visitors continue to use the hand sanitising stations in the reception area 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 22ND SEPTEMBER
2022 FOR THE SEPTEMBER WEEKEND
HOLIDAY AND REOPEN AT 8.30AM
ON TUESDAY 27TH SEPTEMBER 2022.**

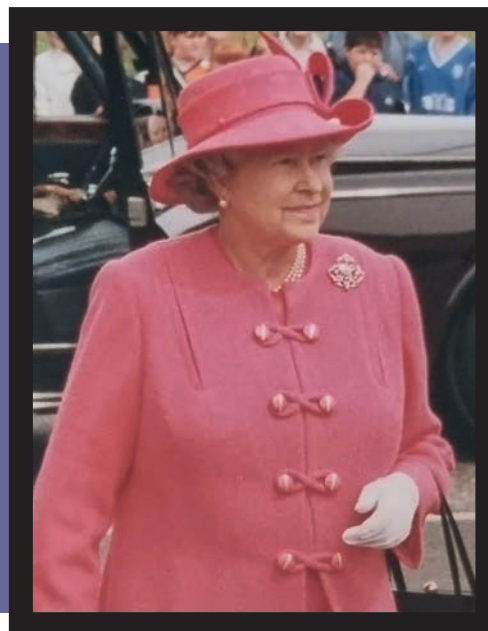
**IN CASE OF EMERGENCY,
CALL 0141 634 0555**



The Association is saddened by the death of Her Majesty the Queen after a 70 year reign. Our thoughts are with her family at this time.

This picture was taken when Her Majesty the Queen visited Castlemilk in 1999.

We also remember Councillor Malcolm Cunning, who passed away earlier this month.



ESTATE MANAGEMENT GARDENS & COMMON AREAS

We are delighted to see all the well-kept gardens and common areas in the North View area. We want to thank our conscientious tenants for taking pride in the area and helping to keep the area well maintained.

We also notice, however, that there is an increasing number of messy gardens and common areas.

Messy gardens and rubbish lying around makes the area look bad for everyone and brings the area down.

Now that the bin men have stopped their industrial action, we are asking everyone to work together to help clean up the area again and make sure the North View area remains the best place to live in Castlemilk!

You can do your bit by making sure your garden is kept tidy and the grass/weeds are cut regularly. If you are elderly or have medical issues, we might be able to help you cut the grass. You can contact the office for more details of this.

If you live in a flat with a common close, you can make sure you work with your neighbours to keep the close clean and tidy. Always take your wheelie bin back to the bin shelter and do not leave rubbish lying anywhere. If you have bulk furniture for pick up on a Wednesday or Thursday and are unsure of where to leave it, contact the office and we can advise you.

Let's all work together to help to improve the community we live in!



ENSURING OUR SERVICES MEET YOUR NEEDS

EQUALITIES DATA COLLECTION



In our Summer Newsletter, we asked tenants to return an enclosed Equality Monitoring Form to allow us to collect data relating to each of the protected characteristics identified by the Equality Act 2010. This is to help us in our commitment to equalities and human rights and to help us improve our policies and services to our customers.

We would like to thank everyone who has completed and returned this form to date.

IF, HOWEVER, YOU HAVEN'T COMPLETED THIS AS YET, IT'S NOT TOO LATE - WE HAVE INCLUDED A FURTHER COPY OF THE FORM WITH THIS NEWSLETTER. WE WOULD BE GRATEFUL IF YOU COULD COMPLETE AND RETURN IT TO US USING THE FREEPOST ENVELOPE PROVIDED. THE INFORMATION IS BEING COLLECTED ANONYMOUSLY AND WILL NOT BE LINKED TO YOU. YOUR CO-OPERATION IN HELPING US COLLECT THIS IMPORTANT DATA IS VERY MUCH APPRECIATED.

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, please contact our Housing Management team at our 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:

North View processes equality information strictly in line with data protection law and the General Data Protection Regulation (GDPR). 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 telephone the office or email us at the address below.

Also, as with all North View policies and publications, this form can be made available on tape, in Braille, large print and community languages. Please contact us by telephone or email for further details.



**CALL US
0141 634 0555**



**EMAIL US
enquiries@nvha.org.uk**



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.

CrimeStoppers.
0800 555 111
100% anonymous. Always.

CRIMESTOPPERS

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.

AGM

The Association's AGM is taking place at **7.00pm on Wednesday 21st September 2022** at the **Birgisdale Complex**.

We are always seeking new members and encourage all our tenants and residents aged 16 or over to join.

An Application for Membership form can be obtained by contacting the office on **0141 634 0555**, visiting the office, or by emailing enquiries@nvha.org.uk

The cost of Membership is a £1 which is a lifetime and non-returnable Share.

SUCCESSFUL SKIP WEEKEND!

The skip weekend, which started on Friday 22nd July 2022, was again a great success, with skips delivered to numerous locations throughout Windlaw.

By the end of the weekend, we had taken away 19 skips filled with unwanted household items. It was great to see the skips so well used again!



the Castlemilk PANTRY



THE PANTRY HAS PROVEN VERY POPULAR WITH OUR TENANTS...

It provides access to good quality food at reduced cost that makes fresh, nutritional and good quality produce more accessible for local residents in terms of both location and affordability.

The Pantry provides fresh, frozen, dried and tinned products. It's like a supermarket – but it costs only an initial one-off joining fee of £1 to become a member, followed by £2.50 per shop thereafter – and in return, members receive around £15 worth of goods for that £2.50.

It's open to anyone living in the G45 area.

The Pantry is currently open two days per week from 10am to 3pm – Tuesdays and Wednesdays - and is located within the **Castlemilk Community Centre, at 121 Castlemilk Drive, Glasgow, G45 9UG.**

In 2021/2022, the Pantry attracted 805 members who made 6,093 individual shops, redistributed 98,068 meal portions and provided food to the value of £147,102. Energy advice services are available too.

There is also a 'Pantry Plus' service which offers access to cookery classes, community meals, accredited training, debt and money advice workshops and zero waste/energy advice workshops.

IF YOU WOULD LIKE TO BECOME A MEMBER OR FIND OUT MORE ABOUT THE PANTRY, YOU CAN EMAIL COMMUNITY@ARDENGLEN.ORG.UK FOR AN APPLICATION FORM AND TERMS OF MEMBERSHIP. YOU CAN ALSO CHECK OUT THEIR FACEBOOK PAGE.

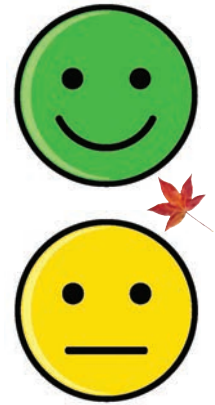
The Association is also currently piloting a new referral system to the Pantry for tenants experiencing extreme hardship. To find out more about this, please contact a member of the Housing Management Team at the office on **0141 634 0555**.



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 120 surveys carried out between 1st April 2022 and 31st July 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	66.7%
Fairly satisfied	30.0%
Neither satisfied nor dissatisfied	0.8%
Fairly dissatisfied	1.7%
Very dissatisfied	0.8%



96.7% 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.

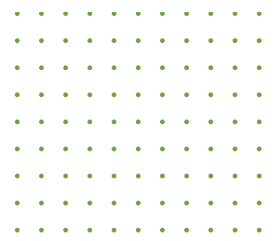
Information about the complaints that we received between 1st April 2022 and 31st July 2022 is set out in following table:

Frontline complaints received between 1st April 2022 and 31st July 2022:

Number of complaints received	9
Number of complaints resolved	9
The average number of working days that it took to address the complaints	1.6

Investigatory complaints received between 1st April 2022 and 31st July 2022:

Number of complaints received	2
Number of complaints resolved	2
The average number of working days that it took to address the complaints	14.5



MAINTENANCE PERFORMANCE

Our Key Performance Targets for 2022/2023 in relation to repairs are set out below and performance for the period 1st April 2022 to 31st July 2022 is very good:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST JULY 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	96%
That the average time taken to address an Emergency Repair be no more than 3 hours.	1 hr 28 mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	3.4 days
That at least 85% of our repairs be 'right first time'.	92%

HOUSING MANAGEMENT PERFORMANCE

Performance in relation to the Housing Management Key Performance Targets for 2022/2023 are set out below:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST JULY 2022
That rent arrears not exceed 6.5% of the amount of rent chargeable for the year.	6.5%
That the average re-let time for empty properties does not exceed 25 days.	37.8 days
That rental income lost through empty properties does not exceed 0.7% of the rent due.	2.2%
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

We have had a higher number of void properties during this first part of the financial year – in part due to the Windlaw Lodge Project and the movement within the stock that has happened as a result. This has had an impact on our performance and we are working hard to minimise the time properties are empty before being relet.

CONSULTATION & PARTICIPATION

RESIDENT'S SURVEY

We would like to say a big 'thank you' to all our residents who participated in the recent survey.

Research Resource was appointed to carry out this work and at the time of writing this Newsletter, we were awaiting feedback on the findings. Details on the outcomes of the survey will be included in the Winter Newsletter.

Survey participants are being entered into a prize draw with a chance of winning a voucher for up to £50 - winners will be contacted over the next couple of weeks.

POLICY REVIEWS

We are reviewing our Repairs and Maintenance Policy and Estate Management Policy which we'd really like our tenant's input on. If you would like to get involved, please contact Ady Tester, Maintenance Manager on **0141 634 0555** or by emailing ady@nvha.org.uk

Get involved and have your say!



ANNUAL REPORT REVIEW

We are reviewing the format of our Annual Performance Report which we publish every year. The report looks at how we are meeting the requirements of the Scottish Social Housing Charter. We also compare our performance in the year against that of other social landlords – known as our 'peer group'.

We would really like some input from our tenants on how it should look, (for example its layout and format).

If you'd like to get involved, please contact the Director on **0141 634 0555** or by emailing enquiries@nvha.org.uk – we look forward to hearing from you!



MAKE PAYING YOUR RENT A PRIORITY!

We know everyone is feeling the strain of the cost of living right now, especially as things are set to get more difficult in the coming months. But our staff are here to help you if you feel that you are struggling to pay your rent and it is much easier for us to help you if you let us know as soon as possible.

We will do all we can to help you. Our staff, including our Welfare Rights Officer, are employed to help you. They are friendly and respectful and you can speak to us in confidence. We work with a range of other organisations to help support you through difficult times. Many of them are based here in the local area.

Please do not bury your head in the sand and tell us as soon as you are struggling. The sooner you tell us, the easier it can be for us to help you. If there has been a change in your circumstances that is making it difficult for you to pay your rent on time, then let us know as soon as you can.

Ask yourself the following:

- Do you need help to make a claim for Housing Benefit or Universal Credit? Or have you already made a claim but you're not sure what's happening with it? We can help you to contact them.
- Do you think you might be entitled to other benefits? We could discuss this with you and help you to make a claim.
- Do you need help to budget your money better and make it go a bit further? Are you paying too much towards debt? We can put you in touch with agencies who can support you to reduce the amount you pay to debt and help to manage your money better.
- Do you struggle to pay your bills and heat your home, especially in the winter? We can put you in touch with agencies that can help and check you are not paying too much for heating bills.

How much rent do you pay?

It is important you know exactly how much rent you have to pay, even if you are on benefits. If you are not sure then please pop into the office or phone us and we will update you.

What happens if I don't pay my rent?

We want to avoid rent arrears and help you manage your rent account from the beginning of your tenancy. But if you get into rent arrears, we can discuss a repayment plan with you. We will make sure that this is affordable and takes into account the money you have to live on.

If you do not pay your rent or let us know why you are experiencing problems you risk us taking legal action to evict you from your home. We know the threat of legal action and eviction is very frightening and we will do our best to help and support you to prevent this from happening. Rent arrears do not go away until you pay them off. The sooner you speak to us and get the advice you need, the better. Remember that the staff at the office are friendly and respectful. They are there to help you.

PAYING YOUR RENT

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.



ENDING YOUR TENANCY & TENANCY ABANDONMENTS

We are noticing that an increasing number of tenants are leaving (or 'abandoning') their home without telling us they are planning to do this.

If you are struggling to manage your tenancy because for example, you have rent arrears or problems with neighbours and this is making you think about leaving, we can help you with this. We can also support you to find a home to move to.

How do I end my tenancy?

To end your tenancy properly you need to contact us at the office and give us four weeks' notice of the date you are planning to leave. We will advise you what you need to do before you leave (such as how to get rid of furniture and stuff you do not want) and then we end (terminate) your tenancy and the legal agreement you have with us. We also stop charging you rent.

If you leave and do not tell us, or we suspect you have left without telling us, we can serve you with a legal notice and end the tenancy if you do not contact us within a certain time, usually a month.

Are you away from home for a long period?

If you are away from home temporarily but you intend to return you need to tell us about this.

You might be away because you:

- need to go into hospital
- your job requires you to go away for long periods
- you need to go away to care for someone
- you are in prison.

If we know you have a genuine reason for being away from home but that you do intend to return, we will not serve a legal notice and abandonment proceedings will be stopped.

Remember that you will have to pay rent while you are away. In certain circumstances, Housing Benefit or Universal Credit will pay rent for a home that you are not staying in. To find out more about benefits when you are away from home, contact Isabel, the Welfare Rights Officer at the office.

Do you think your neighbour has abandoned their home?

If you think your neighbour has left their home and you are not sure if they have notified the office, please contact us immediately and let us know. Any information we receive is treated in the strictest of confidence. You can do this anonymously if you prefer.

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!

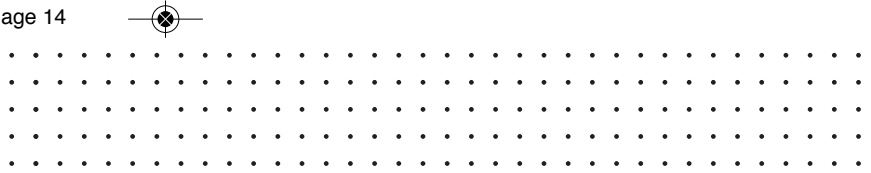
Another tip is, when cooking, keep the kitchen door closed to contain the water vapour in the kitchen. If you open the kitchen window and turn on the fan, that'll help remove the water vapour from your house and help reduce condensation! Better still, put a lid over pots when you boil water in them to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



STRAVANAN ROAD GARDENS

Local residents of Stravanan Terrace have taken on the task of improving the garden area on the corner of Stravanan Road, tidying it up and preparing the raised beds for planting. It's already become a talking point and a way for the community to come together to create something for the community to enjoy!



WELFARE RIGHTS UPDATE



Warm Home Discount has changed for 2022/2023

How much is the Warm Home Discount?

If you qualify, you'll get £150 off your bills this winter. The money won't be paid to you directly. If you're a credit customer, it'll be added to your electricity account. If you're on 'Pay As You Go', you'll be sent a voucher that you can use to top-up your meter.

When does the Warm Home Discount start?

Payments usually run from October to the end of March. However, this year's scheme has been slightly delayed due to administration changes, so payments will begin slightly later.

Do I qualify for the Warm Home Discount?

The eligibility requirements for the Warm Home Discount have changed for this winter. To qualify this year, you need to claim either the Guarantee Credit portion of Pension Credit or a different 'qualifying benefit'. The Government will then make an assessment of your energy costs based on the property you live in.

The Government website will be updated soon with specific details of which benefits qualify and who can receive the discount. The Government will write to you to confirm you are eligible from November. The scheme is running late this year because of these changes.

Some customers will need to apply for the Warm Home Discount this year, but others won't. The Government and the Department for Works and Pensions will decide which customers receiving Pension Credits are eligible and write to them. Payments will be made by 31st March 2023.

Alternatively, customers in Scotland who receive other specific benefits and meet the Government's criteria can apply for a Warm Home Discount payment. It is not known exactly as yet who will qualify for this and the opening for applications is likely to be later than normal.

FREE SCHOOL MEALS

£130 will be paid to families who are in receipt of Free School Meals, for the October week school holiday.

FOOD ASSISTANCE

As mentioned earlier in the Newsletter, the Association is piloting a referral scheme to the Castlemilk Pantry for people experiencing hardship. We are also still currently able to distribute food parcels on behalf of the Trussell Trust.

If anyone finds in need of help with food, phone us on 0141 634 0555. The Welfare Rights Officer will check if you qualify and take it from there.

ADULT DISABILITY PAYMENT

Adult Disability Payment is a new benefit for adults with disabilities who live in Scotland.

It replaces Disability Living Allowance (DLA) and Personal Independence Payment (PIP) for adults who live in Scotland. Adult Disability Payment is for people aged between 16 and State Pension age. If you are already getting Child Disability Payment or Child Disability Living Allowance and you live in Scotland, you can stay on your existing benefits until you are 18. You may be entitled to Adult Disability Payment if you have daily living and/or mobility needs, or if you are terminally ill.

Unless you are terminally ill or you are transferring onto Adult Disability Payment from Child Disability Payment, Disability Living Allowance or Personal Independence Payment, your needs must:

- have lasted for the past three months; and
- be expected to continue for the next nine months.

DAILY LIVING NEEDS

You may have daily living needs if your disability or health condition means you need help doing these things to look after yourself:

- Make food or cook
- Eat and drink
- Take your medication
- Do your treatment
- Wash and bathe
- Go to toilet
- Dress and undress
- Speak
- Read and understand
- Socialise
- Handle money

It doesn't matter whether you actually get the help you need. Help can include things like encouraging or reminding you to do something.

MOBILITY NEEDS

You may have mobility needs if you need help to get around outside your home independently.

For example, you may count as having mobility needs if you need help to plan and follow a journey because of a learning difficulty, a mental health issue or a sensory impairment.

You may count as having mobility needs if you have difficulty walking or are unable to walk.

Claim online: mygov.scot: **Adult Disability Payment: How to Apply**
By telephone: **0800 182 2222**

Over 2022, Scotland will begin to transfer existing Personal Independence Payment claims to Adult Disability Payment. You will continue to receive the same rate of benefit. You won't have to fill in any forms or go to a new assessment. You shouldn't see any gap in your payments.

You cannot get Adult Disability Payment at the same time as getting these benefits:

- **Personal Independence Payment (PIP);**
- **Disability Living Allowance (in your own name – you can continue to get it for a child you are responsible for);**
- **Armed Forces Independence Payment;**
- **Attendance Allowance.**

COST OF LIVING PAYMENTS

Payments of £326 cost of living support payment to people in receipt of Tax Credit should be paid by 7th September 2022. You must have been entitled, or later found to be entitled, to a payment or an annual award of at least £26 for any day between 26th April 2022 and 25th May 2022.

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



Eligibility

You must have received a payment (or later receive a payment) of one of these qualifying benefits for 25th May 2022 to get the payment. If you get a qualifying disability benefit from the Ministry of Defence (MOD) and a qualifying disability benefit from DWP, you will get a Disability Cost of Living Payment from DWP only. If you receive a Disability Cost of Living Payment, but it is later found out that you were not eligible for it, you may have to pay it back.

When you'll get paid

You'll be paid the £150 Disability Cost of Living Payment automatically from 20th September 2022. Most people will receive their payment by the beginning of October 2022.

PENSIONER COST OF LIVING PAYMENT

If you're entitled to a Winter Fuel Payment for Winter 2022 to 2023, you will get an extra £300 for your household paid with your normal payment from November 2022. This is in addition to any Cost of Living Payment you get with your benefit or tax credits.

You can report a missing cost of living payment at www.gov.uk/guidance/cost-of-living-payment. The DWP will then write to you to advise if you should receive a payment or tell you why you didn't qualify.

If you need any assistance in relation to any of the above, please contact Isabel at the office.



WINTER FUEL PAYMENT

You qualify for a Winter Fuel Payment if both the following apply:

- you were born on or before 25th September 1956;
- you lived in the UK for at least one day during the week of 19th to 25th September 2022 - this is called the 'qualifying week'.

You will not qualify if you:

- are in hospital getting free treatment for more than a year;
- need permission to enter the UK and your granted leave states that you cannot claim public funds;
- were in prison for the whole week from 19th to 25th September 2022
- lived in a care home for the whole time from 27th June to 25th September 2022, and got Pension Credit, Income Support, income-based Jobseeker's Allowance (JSA) or income-related Employment and Support Allowance (ESA).

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension;
- get another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you do not get either of these, you may need to make a claim.

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension.

The deadline for you to make a claim for Winter 2022 to 2023 is 31st March 2023.

How much you get depends on your circumstances during the qualifying week - it can range from between £250 to £600.

Your payment may be different if you or your partner gets one of the following benefits:

- Pension Credit;
- income-based Jobseeker's Allowance (JSA);
- income-related Employment and Support Allowance (ESA);
- Income Support.

Most payments are made automatically in November or December and you should be paid by 13th January 2023.

If you do not get your payment, contact the Winter Fuel Payment Centre on **0800 731 0160**.

Any money you get will not affect your other benefits. Winter Fuel Payments are different to Cold Weather Payments.



A PLACE FOR MEN TO MEET UP

**Weekly get together
Starting Monday 5th September**

A sociable group open to any men in the Castlemilk area. We're an activities-based group for all physical abilities. Formed this year, we meet to chat, do quizzes, play table tennis, and fix-up the garden - anything that anyone wants to do!

Worried about your energy bills? Save money by being in a warm environment here at the hall with free tea/coffee and biscuits!

Come and join us on Monday afternoons at the Maureen Cope Hall (201 Arden Craig Road) 1pm till 3pm

EVENING CLASSES

'Sew Fabulous'

Learn new skills with Gabi and make new items from pre-loved materials

Join us on Monday evenings starting 5th September
6-8pm at the Maureen Cope Hall
201 Arden Craig Road
EVERYONE WELCOME
Contact Sally on **07498 843556**



RECIPE SWEET POTATO, COCONUT & CHILLI SOUP

Ingredients:

- 700g of sweet potatoes, peeled and chopped
- 1 red onion, chopped
- 2 red chillies (chopped finely)
- 2 cloves of garlic (crushed or chopped finely)
- 1 tablespoon of oil
- 400ml can of coconut milk (found in the canned food aisle)
- 600ml of vegetable stock
- Salt & pepper for seasoning

Instructions:

- Fry the onion with the oil till softened. Add the garlic and chillies, frying for another few minutes until fragrant.
- Add the sweet potatoes.
- Pour in the vegetable stock, and bring to the boil.
- Reduce to a low heat, and allow to simmer for at least 20 minutes; or until the sweet potatoes are soft.
- Stir in the coconut milk, and allow to simmer gently for a few minutes.
- Using a hand blender (or any blender will work) and blend until creamy. You can add more liquid if you think it's too thick.
- Season with salt and pepper.
- It freezes well; otherwise, it keeps in the fridge for up to three days.





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SEE OTHER PEOPLE'S TIPS



JOIN IN THE CONVERSATION

JUST SEARCH FACEBOOK FOR
"MILK MONEY CASTLEMILK"

**MILK MONEY IS RUN BY LOCAL VOLUNTEERS WITH
SUPPORT FROM CASSILTOUN HOUSING ASSOCIATION**



COMPETITIONS

KIDS COMPETITION (OPEN TO CHILDREN WHO ARE AT PRIMARY SCHOOL OR NOT YET STARTED SCHOOL)

This Autumn, we are looking for leaves for the kids competition. How many leaves can you find in this newsletter? Once you've counted the leaves, write down the number in the box below, filling in your name, age, address, and phone number. Then, cut out your entry and hand it into the office by **4.30pm on Monday 21st November 2022**. All correct entries will go forward to the prize draw at the end of November to win a £20 voucher. Good luck!

There are leaves in this newsletter!

Name Tel no

Address Age

WORDSEARCH (OPEN TO ALL)

Find all the Autumn related words in the wordsearch, then write your name, address, and telephone number below. Then, cut out your entry and hand it into the office by 4.30pm on Monday 21st November 2022. All correct entries will go forward to the prize draw at the end of November to win a £20 voucher. Good luck!

trickortreat
leaves
spice
chilly
pinecone
chestnuts
windy
harvest
conkers
hydrangea

halloween
acorn
equinox
pumpkin
september
fall
autumnal
apples
october
dark

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

Name

Address

Tel no.