

WINTER 2022

**INVESTORS
IN PEOPLE**



**NORTH VIEW
Housing Association**

North View is a registered Scottish charity; registration number SC032963

NEWS LETTER



**WISHING ALL NORTH VIEW TENANTS
AND RESIDENTS A VERY MERRY
CHRISTMAS AND A HAPPY NEW YEAR!**



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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



**Stay well
this winter**

**OFFICE
ARRANGEMENTS**

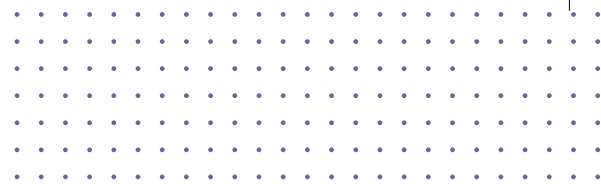
Hand sanitising stations continue to be provided in our reception area and we would request that all visitors use these on entering the office. Screens are also still in place in the reception area and in interview rooms to help protect everyone.

We also ask that you do not come in to the office 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.

OUR OFFICE WILL CLOSE AT 4PM ON FRIDAY 23RD DECEMBER 2022 FOR THE FESTIVE BREAK AND REOPEN AT 8.30AM ON THURSDAY 5TH JANUARY 2023.



OUT OF HOURS EMERGENCY REPAIR SERVICES WILL STILL BE AVAILABLE BY CALLING 0141 634 0555. PLEASE ONLY CALL IF IT IS AN EMERGENCY, SUCH AS A BURST PIPE OR BOILER BREAKDOWN.



ENSURING OUR SERVICES MEET YOUR NEEDS - EQUALITIES DATA COLLECTION

We would like to thank everyone who has completed and returned the Equality Monitoring Form that we included in our Summer and Autumn Newsletters. This information is to help us in our commitment to equalities and human rights and to help us improve our policies and services.

We are continuing to collect this data. A member of staff may ask you to complete the form anonymously and if you haven't already done so, we would be grateful if you could take the time to return it. We have a box in the reception area where people can post the sheet.

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:

HELP WITH GAS AND ELECTRICITY COSTS



We understand that many of our tenants will be experiencing difficulties in paying for gas and electricity, so we are doing all we can to help.

We have made funding applications to both the Castlemilk and Carmunnock Community Windpark Trust and the Scottish Government's Social Housing Fuel Support Fund to help us provide assistance.

These applications have been successful and we are now putting in place the necessary administrative arrangements so that these funds will be available from late January 2023 to help our tenants who have prepayment meters. We are delighted to have secured this funding - our thanks go to the Trust and the Scottish Government.

Contact Isabel at the office if you want any further information about these funds.



the Castlemilk
PANTRY



The Castlemilk Pantry continues to provide access to good quality food at a reduced cost. It only costs an initial one-off joining fee of £1 to become a member, followed by £2.50 a week thereafter – and in return, members receive around £15 worth of goods for that £2.50. Remember, membership is open to anyone living in the G45 area.

It's open two days per week from **10am to 3pm – Tuesdays and Wednesdays**. It's located within the **Castlemilk Community Centre, at 121 Castlemilk Drive, Glasgow, G45 9UG**.

Over the festive period, however, the Pantry will close at 3pm on 21st December 2022 and reopen at 10am on 5th January 2023. Double shops, costing £5, will be available on 20th December 2022 and 21st December 2022.

Email community@ardenglen.org.uk for an application form. You can also visit their Facebook page.

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.



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.

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 210 surveys carried out between 1st April 2022 and 31st October 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	68.6%
Fairly satisfied	26.2%
Neither satisfied nor dissatisfied	2.9%
Fairly dissatisfied	1.4%
Very dissatisfied	0.9%



94.8% 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 or by email ady@nvha.org.uk and tell him about your concerns.

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 October 2022 is set out in following table:

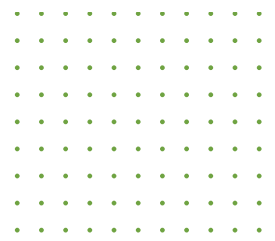
Frontline complaints received between 1st April 2022 and 31st October 2022:

Number of complaints received	12
Number of complaints resolved	12
The average number of working days that it took to address the complaints	1.6

Investigatory complaints received between 1st April 2022 and 31st October 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 October 2022 is very good:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST OCTOBER 2022
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	96%
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 47 mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	3.1 days
That at least 85% of our repairs be 'right first time'.	94%

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 OCTOBER 2022
That rent arrears not exceed 6.5% of the amount of rent chargeable for the year.	7.2%
That the average re-let time for empty properties does not exceed 25 days.	38.8 days
That rental income lost through empty properties does not exceed 0.7% of the rent due.	1.8%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	2.6 days







We are currently working hard to improve our performance in relation to rent arrears and re-let timescales for empty properties.

CONSULTATION & PARTICIPATION

RESIDENT'S SURVEY

Research Resource carried out our latest Residents' Survey in July and August 2022.

The table below shows the satisfaction levels associated with some key questions compare with the last three surveys:

KEY PERFORMANCE TARGET	2016	2018	2020	2022	TREND
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by NVHA? (% very/ fairly satisfied)	90%	86%	85%	79%	
How good or poor do you feel NVHA is at keeping you informed about their services and decisions? (%very good/ fairly good)	94%	95%	96%	96%	
How satisfied or dissatisfied are you with the opportunities given to you to participate in NVHA's decision making process? (% very/ fairly satisfied)	93%	96%	90%	9%	
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	93%	87%	85%	85%	
Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money? (% very good value/ fairly good value)	87%	78%	68%	84%	
Overall, how satisfied or dissatisfied are you with NVHA's contribution to the management of the neighbourhood you live in?	93%	92%	93%	89%	

Overall, we are pleased with results and in particular, the increase in satisfaction levels (+7% from the 2020 survey) with the opportunities to participate in decision-making and the increased proportion of residents who feel that their rent represents good value for money (+16% from the 2020 survey).

Satisfaction levels with the Association's overall service has reduced from 85% in 2020 to 79% in 2022 – we will be carrying out further analysis to understand the reasons for this, but know that dissatisfaction with repairs may be contributing to this, despite the positive feedback coming out of our monthly repairs surveys. We will be working to see how we can improve on this.

'Providing an effective repairs service' remains a key priority for tenants, with 79% of respondents selecting this as their top, second or third priority. This was followed by 'modernising tenants' homes to keep them to a reasonable standard' at 68% and 'keeping rent charges affordable' at 58%.

We also asked a couple of questions around fuel bills and the information obtained from this has been used to support applications for funding to help our tenants during these difficult times.

Residents who took part in the survey were entered into a prize draw and the winners have now been contacted to collect their vouchers from the office. Two lucky winners are pictured here:

We would like to thank everyone who took part in and contributed to this survey.

A full copy of Research Resource's Report can be viewed on our website. Alternatively, a copy can be obtained by contacting the office.



STOCK CONDITION SURVEYS

The Association is continuing to carry out stock condition surveys and Scottish Housing Quality Standard inspections in your area. This work allows us to plan and budget for future replacement programmes (including kitchens and bathrooms). Our Maintenance Manager and a consultant will visit your property in the coming months. The inspection only usually takes about 10 minutes and will also give you a chance to discuss any repair issues you may have. Your co-operation in granting access for this important work is much appreciated.

POLICY REVIEWS

We have two key policies coming up for review - our Repairs and Maintenance Policy and our Allocations Policy - and we'd like your input.

There will be a 'drop-in' session on **Monday 16th January 2023 between 2pm and 4pm** at the Birgidale Complex to allow people to contribute to the reviews.

If you would like to contribute to the reviews in another way, please contact Yvonne Rooney, our Housing Manager for the Allocations Policy or Ady Tester, Maintenance Manager for the Repairs and Maintenance Policy.

These are important policies that affect you, so get involved and have your say!

BUSINESS PLAN UPDATE

We recently held two focus group meetings with residents to look at and feed into our Business Plan Update.

This document will set out our vision, objectives and key priorities. During the pandemic, it was difficult to involve tenants and we are glad that we have been able to do that this year.

We would like to thank those who attended and contributed to the process.

The draft Business Plan Update will be considered by the Management Committee at its meeting in January 2023.

RENT INCREASE CONSIDERATIONS FOR 2023/2024

We have been working on our draft budget for 2023/2024 and a key part of that is looking at rent levels for the year.

You've probably heard that between now and the end of March 2023, all rents - for social housing tenants and for private tenants - have been frozen by the Scottish Government as a result of the cost of living crisis. We await a decision about what the position is to be on social housing rents from April 2023 and this is expected by mid-January 2023.

At this stage, we are continuing to plan for our annual consultation, so look out for our Rent Consultation Newsletter in early January 2023.

The cost of living situation affecting our tenants, and the many inflationary pressures which the Association has been facing, make it especially critical that our consultation with you tries to find the right balance between rent affordability and the need to maintain our services and continue investing in our homes.

PAYING YOUR RENT

We understand Christmas is an expensive time of year – but 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.

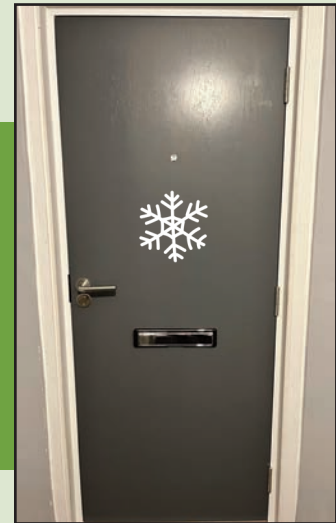
PLANNED MAINTENANCE

We've been busy progressing our programme of planned maintenance.



We have fitted 51 new kitchens too. We had hoped to fit more kitchens this year, but with the cost of kitchens having increased by almost 100%, we reached our set budget quicker than we had anticipated.

New flat entrance doors are being installed in Ardencraig Road – to date, a total of 57 have been fitted.



Our window replacement programme has progressed in Stravanan Gardens and we currently expect the remaining properties on within our Phase 3 development at Stravanan Road to be completed next financial year.



LOST KEYS



The Association will not under any circumstances respond to out of hours calls from tenants who are locked out of their home because we can never be 100% sure that the person locked out is the tenant.

To avoid this situation, please ensure that you leave a spare key with a friend or relative. This means that if you get locked out, all you need to do is go to them and get the spare key. If you don't do that and force the door to get in, then we will recharge you what it costs us to repair it.

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.



CONDENSATION & MOULD

If you notice black mould in your home, it could be as a result of condensation caused by airborne moisture.



Condensation is caused when damp air collects on a cold surface (like a window) or in corners behind furniture when there is no air flow and forms water droplets. Small amounts are normal but if there's a lot, it's frequent and it's left for too long, it can lead to mould which is bad for your home and your health.

DO'S

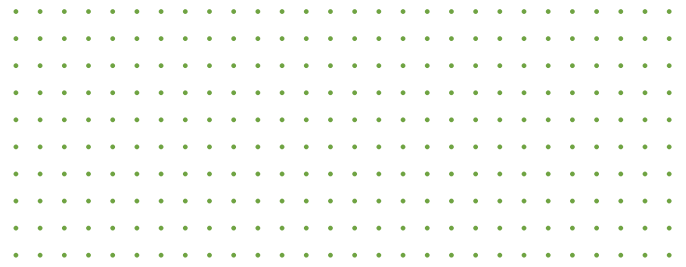
- ✓ Do open the window if you must dry clothes indoors
- ✓ Do keep the kitchen door closed when cooking and open a window
- ✓ Do keep lids of pots and pans to keep the steam in – it will cut your cooking time too!
- ✓ Do use an extractor fan if you have it
- ✓ Do keep the bathroom door closed when bathing or showering
- ✓ Do always keep the trickle vents open in your windows
- ✓ Do wipe the water from your windows if you see any condensation
- ✓ Do report to the office any extractor fans that are not working

DON'TS

- ✗ Don't dry wet clothes on hot radiators!
- ✗ Don't push furniture right against walls, especially external walls which are always colder – you want to let the air circulate
- ✗ Don't ventilate a tumble dryer indoors if you have one – run the hose out the window if possible
- ✗ Don't switch bathroom fans off

If you do spot mould or excessive moisture in your home, please contact the office and we will arrange for a member of our Maintenance Team to inspect it.





KEEPING WARM THIS WINTER

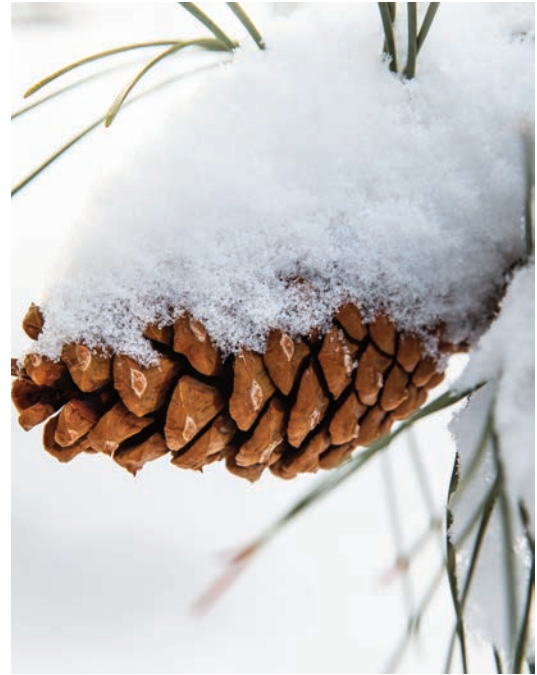
We will no doubt experience some very cold spells over the coming weeks. To help prepare for this, we have put together our usual list of cold weather tips:



Check you home is at the right temperature

Get a thermometer and place it in your living room and keep the temperature at 21-24°C (70-75°F).

- **Make sure you take regular hot meals and hot drinks**
- **Keep active**
Any activity improves blood circulation and helps keep you warm.
- **Dress appropriately – day and night**
Wrap up indoors and out. Wear several layers of thin clothing as this trap the heat better than one thick layer.



BURST PIPES

Hopefully no-one will suffer frozen or burst pipes this winter but if it happens, here are some things you should know.

The first thing you should do is find out where your stopcock is and then make sure that it works. The stopcock controls the water coming into your house so it has to be turned off in the event of a burst pipe. If you can't find your stopcock, let us know and we'll send someone to show you where it is.

IF YOUR PIPES DO FREEZE:

- try to thaw them out using a gentle heat, such as a hairdryer. DO NOT use a heat gun or blow torch;
- Move any furniture and carpets away from the pipe in order to minimise damage if the pipe does burst.

IF ONE OF YOUR PIPES BURSTS:

- Turn off the water at the stopcock;
- Switch off your central heating;
- Turn on all your taps – sink taps, wash hand basin taps and bath taps – but make sure that you pull the plug out first;
- Phone us on 0141 634 0555 to report it.

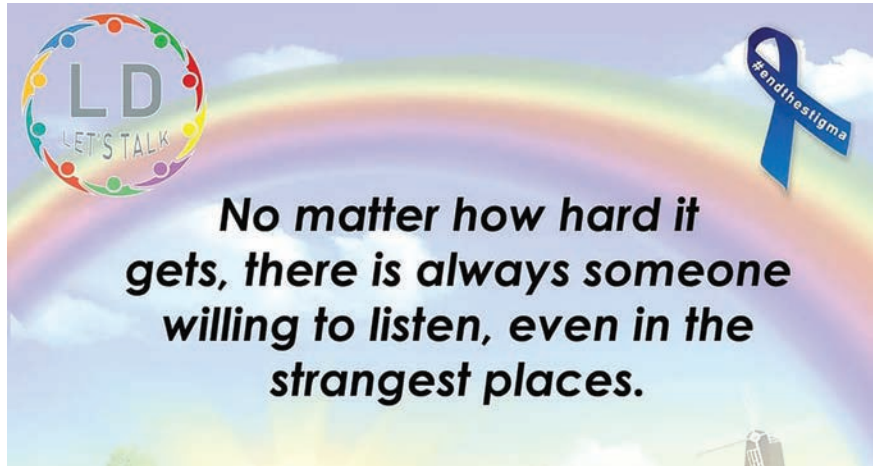


SUPPORTING THE COMMUNITY

LD – Let’s Talk is a community based mental health support group.

You may have seen **LD Let’s Talk colourful benches** in the Castlemilk area. The idea behind the benches is to encourage people to have a seat and a chat with others about how they’re feeling.

You can visit their Facebook page for more information.



E: Male

EMPOWERING MEN - WEEKLY GET TOGETHER

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 Ardenraig Road) 1pm till 3pm



CHRISTMAS DINNER CASTLEMILK PARISH CHURCH

Castlemilk Parish Church at 1 Dougrie Road is providing free Christmas Dinner again this year on Christmas Day at 12noon.

It is open to all, but they ask that those wishing to attend book a space by completing the form available at www.form.jotform.com/223213070555345 Alternatively, please call the Church office on **0141 634 7113** Monday to Wednesday 10am to 12noon.



CHRISTMAS JUMPER DAY

North View staff held a Christmas Jumper Day on Friday 9th December 2022.

We decided to donate any money raised on the day to a local organisation where our donation will be helping families in need this Christmas.

We have chosen to support the free Christmas Dinner being provided by Castlemilk Parish Church on Christmas Day. Please see the article above for information on how to book your space for dinner!

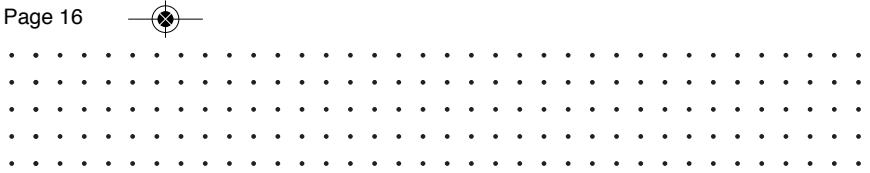


MENDING CASTLEMILK

Join us at The Maureen Cope Hall every Monday from 10am and help us make new items out of old wood.

No experience? Angela our fully qualified tutor has all the tools and knowledge to help you learn a new skill.

Free tea/coffee and biscuits, and after every session, we will be serving homemade soup.



WELFARE RIGHTS UPDATE



Warm Home Discount

You could get £150 off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October 2022 and March 2023.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

You qualify if you either:

- get the Guarantee Credit element of Pension Credit
- are on a low income and meet your energy supplier's criteria for the scheme

Most suppliers are now accepting applications (this should be made via your electricity supplier).

UNIVERSAL CREDIT MIGRATION

The Department for Work and Pensions (DWP) intends to begin the process of moving people currently on legacy benefits onto Universal Credit. There is an exception for people who get ESA and do not get tax credits. It is planned that they will not be moved onto Universal Credit until 2028.

COST OF LIVING PAYMENTS

Extra cost of living payments of £900 for people on means tested benefits (including Universal Credit, Pension Credit and income-related Employment and Support Allowance); £300 for people over pension age; and £150 for people who get a disability benefit such as Personal Independence Payment or Attendance Allowance have been announced by the Government for the year 2023/24. At this time, we are waiting on further details as to when these will be paid.

SCOTTISH CHILD DISABILITY PAYMENT

In Spring 2023, the Scottish Government intends to have transferred all recipients of Child Disability Living Allowance (DLA) to Scottish Child Disability Payment. You should receive a letter advising that your child's benefit will be changing. If you receive a letter advising that your Carers Allowance will be stopping, it may be due to this change. If you need help to deal with this contact Isabel at the office.





SCOTTISH CHILD PAYMENT

Scottish Child Payment has increased to £25 per week and expanded to families in Scotland with children under 16.

You can claim it by phone **0800 182 2222**, online at www.mygov.scot/scottish-child-payment/how-to-apply. If you need help to make a claim, contact Isabel in the office.

WINTER HEATING PAYMENT

The Cold Weather Payment in Scotland is being replaced by the Winter Heating Payment.

It's a once a year payment of £50 to help with your energy bills in winter. This starts in February 2023.

You might get a Winter Heating Payment if you get:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest.

You won't need to apply for Winter Heating Payment. You'll get it automatically if you're eligible.

CHILD WINTER HEATING ASSISTANCE

Social Security Scotland's Child Winter Heating Assistance is a once a year payment of £214.10 for parents and carers to help with household costs for disabled children and young people under 19.

You'll get Child Winter Heating Assistance if you have a child or young person in the household who gets one of the following benefits in the qualifying week:

- the highest rate of the care component of Disability Living Allowance for children
- the highest rate of the care component of Child Disability Payment
- the enhanced rate of the daily living component of Personal Independence Payment
- the enhanced rate of the daily living component of Adult Disability Payment.

The qualifying week is the third week in September.

The payment does not have to be used to pay heating costs.



ENERGY BILLS SUPPORT SCHEME DISCOUNT

Most people will be aware that a £400 discount is be paid to all households with a domestic electricity connection.

If your circumstances change, you'll still get the discount if:

- you change your payment method
- you change your tariff
- you switch electricity supplier
- you move to a new address
- your supplier goes bust
- you're in arrears on your electricity bill payment

You do not need to apply for the discount and there's no need to contact your energy supplier.

The discount will be applied to your monthly household electricity bill for 6 months starting in October 2022. You'll get:

- £66 in October and November
- £67 in December, January, February and March

You'll get the discount monthly, even if you pay for your energy quarterly or use a payment card. Traditional prepayment meter users will get equivalent vouchers that you will need to redeem.

If you have not received your discount, you need to contact your supplier. If you are a customer of The Castlemilk Pantry, you can contact their Fuel Adviser who should be able to help you with this. The Association can refer you to Home Energy Scotland for them to help, although they are extremely busy and it may take a few weeks for them to contact you.

If you're a direct debit customer

You'll get the discount automatically in one of the following ways, as:

- a reduction to your monthly direct debit amount; or
- a refund to your bank account following the monthly direct debit collection

If you pay by standard credit or payment card

Your discount will be automatically applied as a credit to your account in the first week of each month. The credit will appear as it would if you had made a payment.

If you have a smart prepayment meter

Your discount will be credited directly to your smart prepayment meter in the first week of each month.

If you have a traditional prepayment meter

You'll get the discount from the first week of each month. You'll get the discount automatically in one of the following ways, as:

- redeemable vouchers, sent by SMS text, email or post; or
- an automatic credit when you top up at your usual top up point

Your electricity supplier will let you know in advance how you will get your discount. They should have your contact details, but if you're not sure or you don't receive any information from them, you should check that they have your latest telephone number and email.

If you get vouchers, you'll need to redeem them at a top-up point. Your supplier will tell you where to redeem them (for example, at a Post Office branch or a PayPoint shop). Payzone outlets are unable to accept the vouchers.



SAMARITANS

Christmas is a challenging time of year for many people.

Samaritans are available 24 hours a day, 365 days a year.

A registered charity

Whatever you're facing
We're here to listen

Call free day or night on
116 123

Email
jo@samaritans.org

SAMARITANS

samaritans.org

RECIPE CHILLI (SERVES 2-3)

Ingredients:

- 1 tbsp oil
- 1 onion
- 500g beef mince
- 2 green or red chilli
- 1 tsp ground cumin
- 1 tsp smoked paprika
- 1 tbsp tomato puree
- 400g tin of chopped tomatoes
- 400g tin of kidney beans, drained
- 1 beef stock cube
- 1 tsp Worcester sauce



Instructions:

- In a pot, heat the oil and fry the onion until softened.
- Add the mince and stir until browned.
- Add the chilli, paprika, and cumin and tomato puree.
- Add the chopped tomatoes, kidney beans, stock cube, and Worcester sauce along with one cup of water.
- Allow to simmer for 1 hour, adding a little water if it starts to look dry.

Tip:

- You can use vegetarian mince instead – just adjust the cooking time by half and add it last along with the chopped tomatoes.
- You can add extra vegetables if you like (e.g. sweetcorn, pepper)



COMPETITIONS

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

This Winter, we are looking for snowflakes for the kids' competition. How many snowflakes can you find in this newsletter? Once you've counted all the snowflakes, write down the number in the box below, filling in your name, age, address and telephone number. Then, cut out your entry and hand it into the office by **4.30pm on Monday 20th February 2023**.

All correct entries will go forward to the prize draw at the end of February 2023 to win a £20 voucher. Good luck!

There are snowflakes in this newsletter!

Name Tel no

Address Age

WORDSEARCH (OPEN TO ALL)

Find all the Winter themed words in the wordsearch, write your name, address, and telephone number on the entry form. Then, cut out your entry and hand it into the office by **4.30pm on Monday 20th February 2023**. All correct entries will go forward to the prize draw at the end of February 2023 to win a £20 voucher. Good luck!

poinsettia
december
campfire
icicle
parsnip
mittens
blanket
rain
woolly
sprout

chilly
cold
sneeze
scarf
snow
sled
gloves
ice
hat
fur

a	u	c	l	p	a	r	s	n	i	p	z	s	z	p
g	b	l	h	h	b	l	a	n	k	e	t	l	c	e
l	f	l	y	i	s	e	s	j	o	j	b	e	a	a
u	w	t	i	p	l	p	g	c	g	w	i	d	m	g
e	w	j	c	i	o	l	r	v	a	l	y	f	p	l
o	g	o	e	d	c	i	y	o	y	r	n	e	f	o
r	d	o	o	s	c	i	n	y	u	s	f	j	i	v
a	e	k	f	l	n	o	c	s	o	t	m	k	r	e
i	c	j	u	g	l	e	l	l	e	n	h	z	e	s
n	e	c	r	g	m	y	e	d	e	t	o	d	g	p
z	m	r	m	w	b	f	x	z	w	a	t	y	s	z
h	b	x	y	t	n	z	h	z	e	a	l	i	h	d
q	e	v	k	m	i	t	t	e	n	s	m	v	a	z
t	r	u	x	k	p	j	i	d	o	t	k	b	t	t
m	w	p	k	e	l	d	r	g	l	f	e	o	j	l

Name

Address

Tel no.