

SPRING 2023

**INVESTORS  
IN PEOPLE**



**NORTH VIEW  
Housing Association**

North View is a registered Scottish charity; registration number SC032963

# NEWS LETTER



## INSIDE YOUR SPRING NEWSLETTER

NEWS .....	02	MARY'S TRUST .....	10
TRIPS .....	03	PERFORMANCE .....	13
GRASS CUTTING .....	07	COMPETITIONS .....	20
WELFARE RIGHTS UPDATE .....	08		

## 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](mailto:enquiries@nvha.org.uk)

web: [www.nvha.org.uk](http://www.nvha.org.uk)

 **find us on facebook**

This newsletter can be made available in translated form, large print, on CD/data-to-voice, in Braille and large print on request. For further details, please contact us on **0141 634 0555** or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

## OFFICE APPOINTMENTS



We can provide out of hours appointments if you are unable to come into the office during our normal opening hours due to work or other commitments – just contact the office on **0141 634 0555** to make arrangements.

## COMMUNICATION

We communicate with our customers in a number of ways, including via letters, email and telephone.



If you have a preference in terms of how we contact you, please contact the office on **0141 634 0555** to let us know and we can make arrangements to ensure that we use that method going forward.

## EASTER WEEKEND HOLIDAY



**OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 6TH APRIL 2023 FOR THE EASTER WEEKEND AND REOPEN AT 8.30AM ON TUESDAY 11TH APRIL 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 are continuing to collect information to help us in our commitment to equalities and human rights and to improve our policies and services.

As part of this, a member of staff may ask you to complete the Equality Monitoring 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 our reception area where you can post the completed sheet. This means that we cannot identify anyone from the returns.

Thank you to everyone who has already completed and returned the Equality Monitoring 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:

## TRIPS

We are looking to provide residents' trips again this year, after they had to be put on hold due to the pandemic. One trip is for residents aged 16 and over and one is for families. More information on the family trip will be provided in our Summer Newsletter.

The trip for residents aged 16 or over will take place on **Friday 16th June 2023** and will be to Ayr - this has proved to be a popular destination in the previous years!

If you want to go, all you need to do to book your place is contact Joanne at the office, give her your name and pay £5 booking fee – which you will get back on the day, along with an allowance towards the cost of your lunch. We will be taking bookings from 10am on **Tuesday 11th April 2023**.

Places will be allocated on a 'first come, first served' basis, so if you want to go, get your name



down to avoid disappointment. If you have mobility problems, let us know and we'll see what we can do for you.

**The trip is open to residents who are registered in one of our properties and don't owe us more than £100 in rent arrears, factoring fees and/or rechargeable repairs etc.**





## IMPORTANT INFORMATION PEOPLE WHO LIVE WITH YOU

We have provided information on changes introduced by the Housing (Scotland) Action 2014 in previous Newsletters and also in letters to tenants.

We want to remind our tenants of what these changes are - please take time to read this important information below:

### TAKING OVER A TENANCY AFTER THE TENANT'S DEATH (CALLED 'SUCCESSION')

You may have family living with you who are not joint tenants and who you wish to take over the tenancy after you die. This could be an unmarried partner, a family member or a carer.

To ensure that they have the right to take over your tenancy, you must tell us in writing that this person has moved in with you at the time they do so.

If someone has already moved in and you have not told us in writing, it will mean that they will not be entitled to your tenancy under the law, so it is best you let us know as soon as possible.

For someone to take over a tenancy, the person must have lived in the property as their only or principal home for at least 12 months immediately before the tenant's death. The 12 month period only starts from the date on which the tenant notifies us in writing that the other person is living in the property.

### PASSING YOUR TENANCY TO SOMEONE ELSE (CALLED 'ASSIGNATION')

You may wish to move out of your property and give your tenancy to a member of your household who already lives with you.

Before you can do this, both you **AND** the person you wish to assign the tenancy to must have lived in the property as your only or principal home during the previous 12 months before you apply to assign your tenancy. The 12 month period only starts from the date on which you notify us in writing that the other person is living in the property as their only or principal home. We can refuse to assign a tenancy if it is reasonable for us to do so.

### APPLYING TO ADD SOMEONE TO YOUR TENANCY TO CREATE A JOINT TENANCY

You may have a new partner or family member who you wish to become a joint tenant with you.

You need our consent if you wish to add a joint tenant to your tenancy agreement.

Proposed joint tenants will need to live at the property as their only or principal home for 12 months before you apply for them to become a joint tenant. The 12 month period only starts from the date on which you notify us in writing that the proposed joint tenant is living there.

### SUBLETTING YOUR PROPERTY

If you wish to sublet all or part of your home, you need our consent.

Before you apply for our consent to sublet your property, you must have been the tenant of the house throughout the 12 months immediately before you apply to sublet. We can refuse to give permission for you to sub-let your property if it is reasonable for us to do so.

### TO SUM UP...

It is very important that you ensure that we have accurate information about who is living in your house and that you tell us immediately in writing of any changes to your household.

If you do not tell us in writing that someone is in your property, they will not be eligible to become a joint tenant, you will not be able to seek permission to transfer your tenancy to them (assign the tenancy) nor will they be entitled to take over the tenancy if you die (succeed) after the 12-month qualifying period.

# ENDING A TENANCY

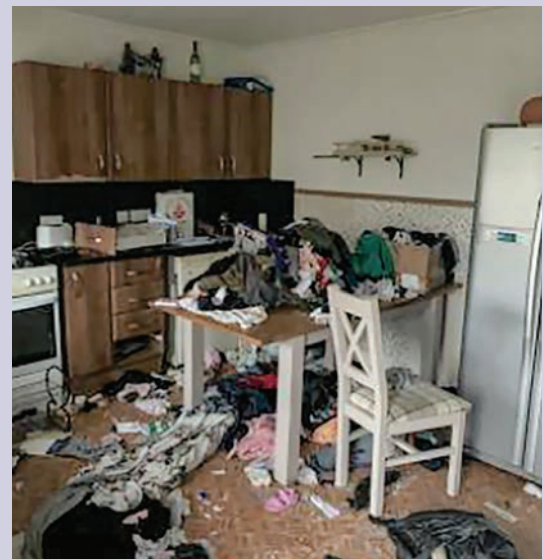
If you are giving up your tenancy, it is important that you provide us with 28 days' notice – this is a requirement of the tenancy agreement that you have with us. We will then arrange for our staff to come to your home to carry out an inspection, explain the end of tenancy process and arrange for all the necessary paperwork to be completed.

Before you return the keys, it is important that you have cleaned the property thoroughly and cleared it of all your furniture and belongings.

If we have to clear the property (including the lifting of any flooring that had to be removed) and put right any damage, the tenant will be recharged for this work.

In recent months, we have had a number of properties back that have been in extremely poor condition and damaged by the last occupant.

Putting this right costs a lot of money – money that we would be better spending on improving homes and the area. We do our best to try to recover these costs from the former tenant via a debt recovery agency. It is important that tenants meet the conditions of the tenancy agreement when leaving a property.



## WEBSITE

The Association's website provides a lot of useful information about our services and policies. Last year, we also introduced a specific section for owners who receive a factoring service from us.

Our website can be found at [www.nvha.org.uk](http://www.nvha.org.uk) check it out!





## RENT ARREARS

### Make Sure Paying Your Rent is a Priority!

Our staff are here to help you if you feel that you are struggling to pay your rent.

Your Housing Officer and our Welfare Rights Officer are friendly and respectful and you can speak to us in confidence, including putting you in touch with a range of other organisations to help support you through difficult times. Many of them are based in the local area.

Please do not bury your head in the sand and tell us as soon as possible. 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, 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.

#### What happens if I don't pay my rent?

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 legal action which can result in eviction 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.

We are here to help you so pop in and speak to your Housing Officer.



# GRASS CUTTING SCHEME

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

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

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

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

Thank you for your co-operation!



## TRIP DOWN MEMORY LANE .....

*Here are a couple pictures of our Phase 1 development at 33-35 Birgidale Road, 1-7 Stravanan Street and Cassiltoun Gardens underway in 1995, together with a picture of 35 Birgidale Road before the work started.*



*If you have any pictures you would like to share, please get in touch!*

# WELFARE RIGHTS UPDATE



## Recoverable Hardship Payment Repayments

Under a new DWP scheme you may be able to get a refund of already paid back Universal Credit hardship payments. The deadline to apply is 19 June 2023.

### Who is eligible?

Hardship payments are paid to Universal Credit claimants when they are sanctioned and most of the time must be paid back. Usually, hardship payments are paid back to the DWP by way of monthly deductions from benefits.

### Under the scheme, you may be able to claim a refund of these repayments if:

1. at the time you were paying back the hardship payment, you asked the DWP to stop the repayments; and
2. DWP refused the request and continued to take the repayments; and
3. you repaid the hardship payment.

### How to apply:

There is a specific application form on the DWP website which needs to be completed and sent to the DWP Debt Management address on the form.

You will need to explain in the form why the DWP should have stopped the hardship payment recovery at the time. This will usually be because either:

- making the repayments affected your health or the health of a family member; and/or
- making the repayments caused you financial problems.

You will need evidence of this. If you need help or advice, contact Isabel at the office.



## ADULT DISABILITY MIGRATION

People in receipt of Disability Living Allowance or Personal Independent Payment are being migrated onto Adult Disability Payment. The Department for Work and Pensions (DWP) and Social Security Scotland (SSS) will both write out to you to advise of timescales etc when you're undergoing this process.

When your benefit has been migrated, you will need to contact other departments that are affected by this change to let them know (for example, Carers Allowance, Income Support, Employment and Support Allowance, Universal Credit and Glasgow City Council). If you don't, there may be a change to these benefits or they may be suspended or stopped altogether.

If you need help or advice, contact Isabel at the office.

## CARER SUPPORT PAYMENT

Carer Support Payment will be rolled out as part of a pilot scheme by the end of this year, followed by a national launch in Spring 2024 and will **replace Carer's Allowance** for new applicants. No dates have been announced at time of writing.



# BENEFIT CAP HELP

The Scottish Government has increased funding for Discretionary Housing Payments (DHPs) to mitigate the benefit cap as fully as possible. It is vital now that if you are affected by the benefit cap you apply to Glasgow City Council as soon as possible and ask for a backdate to the beginning of this year.

If you are unsure if you are affected by the benefit cap, you will find this information on your Universal Credit payment breakdown or your Housing Benefit award breakdown.

## COST OF LIVING PAYMENTS 2023 TO 2024

*The Government has announced further cost of living payments between spring 2023 and spring 2024. These payments are:*

- £301 for people on an eligible low income benefit, to be paid during spring 2023;
- £150 for people on an eligible disability benefit, to be paid during summer 2023;
- £300 for people on an eligible low income benefit, to be paid during autumn 2023;
- £300 for pensioner households, to be paid during winter 2023 to 2024.

## FUEL SUPPORT

Advice Direct Scotland (ADS) advised that around one in five households with prepayment gas and electricity meters have not redeemed their energy rebate vouchers.

Advice Direct Scotland wants to make sure that households do not miss out and has urged you to:

- check unopened mail, in case the vouchers have been missed;
- check with energy suppliers, using contact details found on bills, statements, and official websites;
- contact [energyadvice.scot](http://energyadvice.scot) if there are any difficulties getting through to suppliers or resolving issues. The team can be contacted on 0808 196 8660 (Monday to Friday, 9am-5pm), or through [www.energyadvice.scot](http://www.energyadvice.scot).

## HELP WITH GAS AND ELECTRICITY COSTS

**We understand the difficulties that people are experiencing with gas and electricity costs, so we are doing what we can to try to help.**

We have fuel vouchers available to tenants on prepayment meters via the Fuel Bank. Please contact Isabel at the office if you want to find out more about this.

## FOOD

We were fortunate to secure a small pot of funding from the Scottish Government's Winter Hardship Fund to allow us to buy 160 Iceland vouchers to help tenants in an emergency situation, struggling to buy food. This funding was also used to refer people to the Castlemilk Pantry to help them access good quality, low cost food going forward.

The demand for the vouchers was huge and unfortunately the funding did not go far enough to help everyone in our community. We will continue to work to try to secure additional funding to support our tenants during these difficult times.

## MARY'S TRUST

**We are pleased to now invite applications for 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.

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 hand it into the Office – or you could scan it and email it to us at [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).

**The deadline for applications is 12noon on Friday 19th May 2023.**

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!

We plan to notify successful applicants by the end of June 2023.

**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 directly pay for the item(s) for which the award has been made.
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?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

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

£ .....







# COMPLAINTS

**We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.**

## What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action or about the standard of service provided by us or on our behalf.

## What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

Your complaint may involve more than one of our services or be about someone working on our behalf.

## HERE'S A QUICK GUIDE TO OUR COMPLAINTS PROCEDURE:

### Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

### Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our response as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

### The Scottish Public Services Ombudsman (SPSO) or First Tier Tribunal for Scotland (Housing and Property Chamber) (FTT)

If after receiving our final response to your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO or FTT to consider it. We will tell you how to do this when we send you our final decision.

***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 28th February 2023 is set out in following table:***

**Frontline complaints (Stage 1) received between 1st April 2022 and 28th February 2023:**

Number of complaints received	<b>21</b>
Number of complaints resolved	<b>21</b>
The average number of working days that it took to address the complaints	<b>3.1</b>

**Investigatory complaints (Stage 2) received between 1st April 2022 and 28th February 2023:**

Number of complaints received	<b>7</b>
Number of complaints resolved	<b>5</b>
The average number of working days that it took to address the complaints	<b>13.6</b>

## **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 28th February 2023 is very good:***

<b>KEY PERFORMANCE TARGET</b>	<b>ACTUAL OUTTURN TO 28TH FEBRUARY 2023</b>
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	<b>99%</b>
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	<b>96%</b>
That at least 95% of Routine Repairs be completed within 10 working days of being reported	<b>97%</b>
That the average time taken to address an Emergency Repair be no more than 3 hours.	<b>1 hr 15 mins</b>
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	<b>3.0 days</b>
That at least 85% of our repairs be 'right first time'.	<b>96 %</b>

# HOUSING MANAGEMENT PERFORMANCE

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

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 28TH FEBRUARY 2023
That rent arrears not exceed 6.5% of the amount of rent chargeable for the year.	7.6%
That the average re-let time for empty properties does not exceed 25 days.	34.7 days
That rental income lost through empty properties does not exceed 0.7% of the rent due.	1.41%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	2.8 days

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

## 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 28th February 2023:*

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	68.2%
Fairly satisfied	26.4%
Neither satisfied nor dissatisfied	1.8%
Fairly dissatisfied	1.8%
Very dissatisfied	1.8%



**94.6% OF TENANTS WERE VERY SATISFIED OR FAIRLY SATISFIED WITH THE REPAIRS SERVICE.**

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](mailto:ady@nvha.org.uk)).



# PLANNED MAINTENANCE



*Our programme of planned maintenance has gone well in 2022/2023, with the following work completed by the end of February 2023:*

- a total of 71 new flat entrance doors installed in Arden Craig Road/Dunagoil Street
- new kitchens have been fitted in 53 properties
- new windows have been fitted in 30 properties
- new bathrooms have been installed in 20 properties



## DOG FOULING

*We are receiving more reports of dog walkers allowing their dog to mess in the area.*

If your dog fouls anywhere in the area, including in a back or front court, your own garden, or in an open space, you must clean it up and bin it appropriately. Please also remind other members of your household, including children, to do this too.

If you see anyone allowing their dog to foul in the area, you can report it to Glasgow City Council in the following ways:

- phone **0141 287 1058**;
- download the 'MyGlasgow' app on your phone and/or computer and reporting it online.

If you do not dispose of this type of waste in the correct way and are caught, you could receive a Fixed Penalty Notice of £80 issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days.

If you have a dog, remember to bag it and bin it!

We provide bags free of charge - call into the office to collect some.

Bins are located throughout the Windlaw area.

## KEEPING WINDLAW CLEAN & TIDY



*You will see our staff out and about, inspecting the area to make sure that it is being maintained to a good standard.*

This will include inspections of common areas like backcourts and open spaces, as well as individual gardens.

Staff will inspect closes to make sure that no items are getting stored in these areas. Items in closes, (like prams and furniture) pose a fire risk and cause obstructions. We, therefore, cannot allow this.

Tenants and owners who have items stored in their closes will be given a timescale to remove them. If they are not removed by that date, the Association will clear the items and recharge the tenant or owner for this work. This is to help keep everyone safe!

**This year, we will also award a prize to the neatest and most attractive garden!**

# 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 date, 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 (for example, on holiday), 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. Repeat this for the taps at your wash hand basin, followed by your bath taps (if you have a bath). If you have a shower, 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.



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!

*The Castlemilk*

# PANTRY



## The Castlemilk Pantry continues to provides access to good quality food at a reduced cost.

Remember, it only costs an initial one-off joining fee of £1 to become a member, followed by £2.50 a week thereafter – in return, members receive around £15 worth of goods for that £2.50.

It's open Monday, Tuesday, Thursday 9am – 5pm, Friday 9am – 4pm and Wednesday morning. It is based in the Castlemilk Community Centre, at 121 Castlemilk Drive, Glasgow, G45 9UG.

Email [community@ardenglen.org.uk](mailto:community@ardenglen.org.uk) for an application form. You can also visit their Facebook page.

**Glasgowlife™**

## Family Finances Workshops

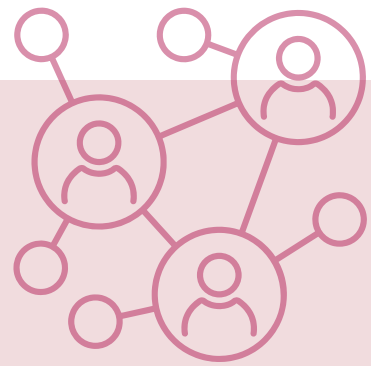
Classes for parents to understand their finances

**Topics Include:** Managing Energy Costs, Credit Awareness, Income Maximization and Budgeting.

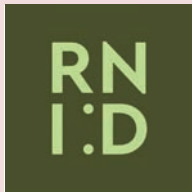
**Date and Time** - 19th April at 10am  
Castlemilk Community Centre - Lesser Hall  
121 Castlemilk Drive, Glasgow G45 9UG

**Contact:** 07443 814 190 • 07443 814 677  
[financialcapability@glasgowlife.org.uk](mailto:financialcapability@glasgowlife.org.uk)





# SUPPORTING THE COMMUNITY



**Get support with your hearing at RNID's Near You Service** If you need any assistance in using or maintaining your hearing aids RNID's friendly volunteers are here to help you. They can also provide support and information for people who are deaf, have hearing loss or tinnitus. At our drop-ins you can receive support with:

- **Hearing Aid Maintenance** - cleaning or changing tubing and replacing batteries
- **Advice & Information** - on your hearing loss
- **A Hearing Check** - Online, takes just 3 minutes

## THERE IS A FREE DROP-IN SERVICE AT:

**Castlemilk Library (G45 9TN)**

Session Time 12.30pm – 2.30pm

2nd Tuesday of the month starting Tue 14th March; 11th April; 9th May; 13th June

**For more information please contact:**

RNID Near You Coordinator, Valerie Murray [valerie.murray@rnid.org.uk](mailto:valerie.murray@rnid.org.uk)

**RNID (Royal National Institute for Deaf People is the national charity for the 12 million of us who are deaf, have hearing loss or tinnitus.**

**CHILDREN'S FILM CLUB @ CASTLEMILK PARISH CHURCH**

**FRIDAYS** **3.30pm-5.30pm**

Places are limited so please message the Castlemilk Parish Church Facebook page or email Lisa: [LCameron@churchofscotland.org.uk](mailto:LCameron@churchofscotland.org.uk) to reserve a slot

## BIRGIDALE COMPLEX

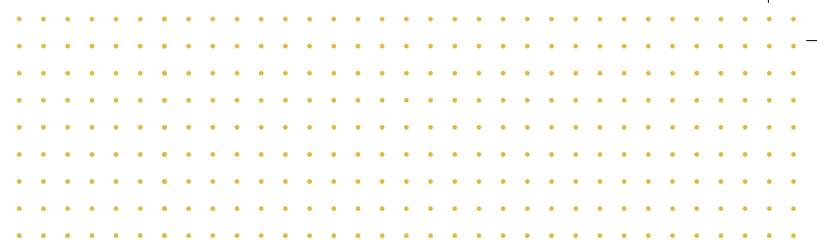
### Café

The café in the Birgidale Complex serves food and refreshments, for sit in or takeaway, from 8.30am to 2.00pm, Monday to Friday.

### Warm Space

The Complex also provides a place for anyone in need of warmth and community in response to the cost of living issues that people are experiencing.

As part of this, they are looking for donations of board games. If you have a game that you no longer use and wish to donate, just hand it into the Complex. Your donation will be gratefully received.



# COMPETITIONS

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

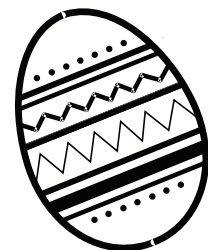
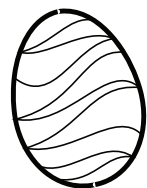
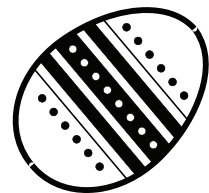
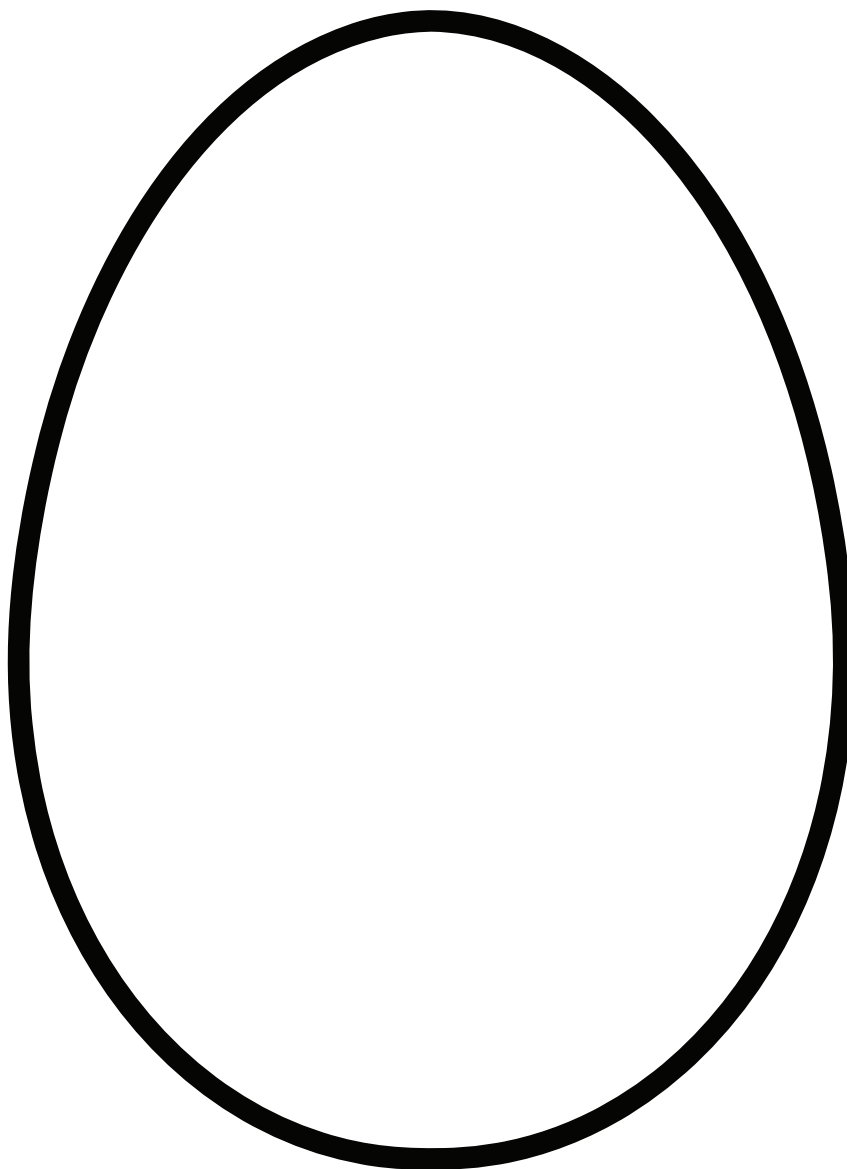
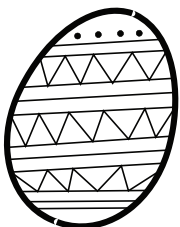
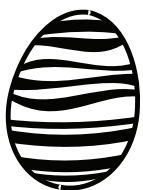
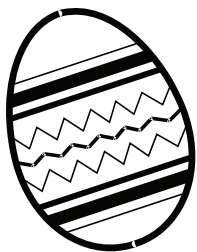
This Spring, we are running a colouring competition for the kids' competition.

All you have to do is decorate the egg below – use colours, patterns and anything else you want to draw your own beautiful Easter egg. Then cut out your entry and hand it into the office by 4.30pm on **Monday 15th May 2023**.

**The winner will be contacted at the end of May 2023 and will win a £20 voucher. Good luck!**

Name ..... Tel no .....

Address ..... Age .....



# COMPETITIONS

## SUDUKO (OPEN TO ALL)

What you have to do is fill in the blank squares so that each row, each column, and each three-by-three block contain all of the digits from 1 to 9, then write your name, address, and telephone number on the entry form, cut out both the entry form and the puzzle, and hand it in to our Office **by 4.30pm on Monday 15th May 2023**. The winner will be drawn from all the correct entries at the end of May.

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

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

Name .....

Address .....

.....

Tel no. ....