

SUMMER 2023

**INVESTORS  
IN PEOPLE**



**NORTH VIEW  
Housing Association**

North View is a registered Scottish charity; registration number SC032963

# NEWSLETTER

**SUMMER  
FAMILY TRIP  
TO M&DS**

## SKIP WEEKEND SET FOR 21ST JULY 2023

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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](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)

**OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 13TH JULY 2023 FOR THE GLASGOW FAIR WEEKEND AND REOPEN AT 8.30AM ON TUESDAY 18TH JULY 2023.**

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

## YOUR NEWSLETTER!



We would like to hear if there is anything in particular that you would like to see included in future editions of our Newsletter – contact us on **0141 634 0555** or email [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk) with your suggestions!

## AGM

We have arranged this year's Annual General Meeting for **7.15pm on Wednesday 20th September 2023** at the Birgidale Complex.

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

We would encourage all our tenants and residents aged 16 or over to become members of the Association and attend the AGM. If you would like to join, you have to submit a completed 'Application for Membership' form to our office by **4.00pm on Friday 18th August 2023**. Application forms can be obtained by contacting the office on 0141 634 0555 or by emailing [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).

## DEFIBRILLATOR

Did you know that we have a defibrillator in our office? This device can help save the life of someone experiencing a sudden cardiac arrest.





# SUMMER FAMILY TRIP - M&DS



We are delighted to announce that our M&Ds summer family trip is back on this year!

The trip will be held on **Friday 11th August 2023** and is for children and/or grandchildren of North View residents and owners who are 15 years old or younger.

We need at least one responsible adult to reserve places for all the children and adults in their party and to accompany them on the trip.

We won't, however, take any tenant or owner (or any of their family) if they owe us more than

£100 in rent arrears, factoring charges, rechargeable repairs etc.

We will have three coaches going and places will go on a first come first served basis. We will start taking bookings at **8.30am on Tuesday 18th July 2023**.

Only the people whose names are on the booking list will be allowed to go on the trip. If someone in your party has to pull out, you can't just replace them with someone else because on the day of the trip we'll check the list and if they aren't on it, they won't get to go. If the coaches are fully booked, we'll start a reserve list and fill any cancelations from that.

Contact Laura at the Office to reserve places for your group. She'll get you to fill in a form to let us know the names and addresses of the children and the adults who will be accompanying them on the trip. All adults must be North View residents. You will have to pay a £5 booking fee for every adult in your party, but you'll get that back upon arrival at M&Ds.

Places will go quickly, so book soon to avoid disappointment!



## AYR - TRIP

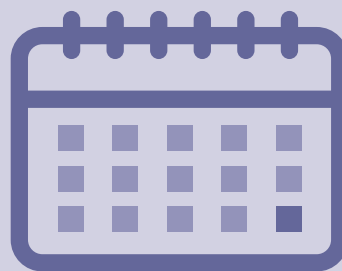
Our trip to Ayr for residents aged 16 and over took place on 16th June 2023.

The weather was lovely and a great day was had by all!

## AREA MEETINGS

After a break due to the COVID pandemic, we are planning to get our Area Meetings back on track.

In previous years, these local Area Meetings have given tenants and owners the chance to raise with us any concerns that they have about the area that they live in.



The meetings will take place in August and September this year. A date and time for each meeting will be confirmed in due course. Come along to discuss your area with our Maintenance Manager and Housing Manager.

## GARDEN COMPETITION

We announced in our Spring Newsletter that we would be awarding a prize for the most attractive garden this year.

If you are particularly proud of your garden this year, please contact the office on **0141 634 0555** to be part of the competition. You can also nominate a neighbour's garden.

*Winners will be announced later in the year!*



## ANOTHER TRIP DOWN MEMORY LANE ...

Here are a couple pictures of Stravanan Court under construction in 1996.







## REGULATION

### Engagement Plan

The Scottish Housing Regulator (SHR) has published its Engagement Plans for every social landlord in Scotland.

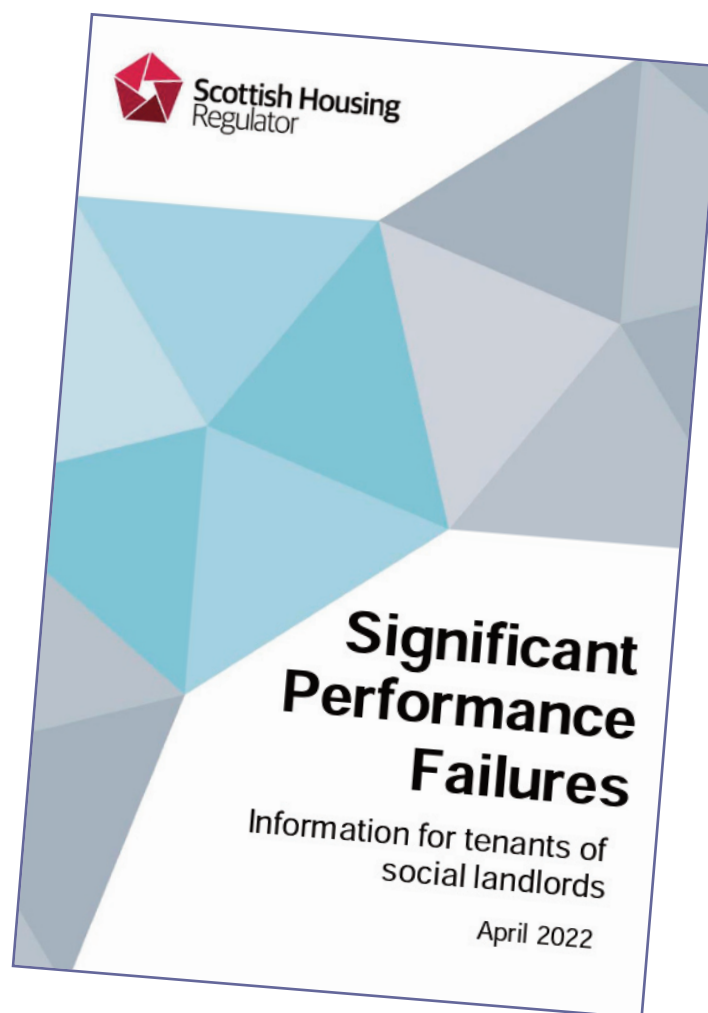
The SHR has assessed North View against the Regulatory Framework (including the Standards of Governance and Financial Management) and confirmed that the Association is compliant.

We are engaging with the SHR following weaknesses we identified in relation to the administration of our factoring service. We have now completed an improvement plan to address the issues identified. We will also commission an independent review of the Association's compliance with the Regulatory Standards of Governance and Financial Management (the Regulatory Standards) during the year.

A full copy of the Association's Engagement Plan for the period 31st March 2023 to 31st March 2024 can be found on our website ([www.nvha.org.uk](http://www.nvha.org.uk)). Alternatively, a copy can be obtained by contacting the office on **0141 634 0555**.

### Annual Return on the Charter

The Association submitted its Annual Return on the Charter (ARC) for financial year 2022/2023 to the Scottish Housing Regulator (SHR) on 31st May 2023. The ARC sets out the Association's performance in relation to the Scottish Social Housing Charter. More information on this will be provided in the Association's Annual Report, which will be published in October.



Previous years' performance information for North View can be viewed on the SHR's website ([www.housingregulator.gov.scot/comparison-tool?landlord=2555](http://www.housingregulator.gov.scot/comparison-tool?landlord=2555)).

### Significant Performance Failures

The Scottish Housing Regulator's factsheet on complaints and significant performance failures sets out what tenants should do if they are unhappy with the services provided by their landlord or are concerned about how the landlord is operating.

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

# SKIPS



This year's 'summer tidy' weekend starts on Friday 21st July 2023, when we will provide 15 skips for tenants to use to get rid of unwanted household junk.

The skips will be located as shown on the map. They will arrive on **Friday 21st July 2023** and be collected on **Monday 24th July 2023**.

If the skip nearest you is full, please do not overload it – use one of the other skips instead!

Some items are banned from landfill sites, so they can't go in the skips. These are listed below. If you want to get rid of any of these items, contact us at the Office and we'll help you to do so, but **PLEASE DON'T PUT THEM IN THE SKIPS**:



**NO GAS BOTTLES  
OR GAS CANISTERS**



**NO TYRES OR  
WHEELS**



**NO PAINT TINS, NO  
TINS OR BOTTLES OF  
OIL OR SOLVENTS**



**NO TVs OR OTHER  
ELECTRICAL GOODS**



**NO FRIDGES OR  
FREEZERS**

## SKIP 5:

In the car parking bays at the corner of Ardmaleish Street and Ardmaleish Road.

## SKIP 4:

In the turning area at the end of Ardmaleish Street.

## SKIP 3:

In Stravanan Road, just next to the gates to our Office car park.

## SKIP 2:

At the car parking bays in Stravanan Terrace that back onto flats on Birgidale Road.

## SKIP 1:

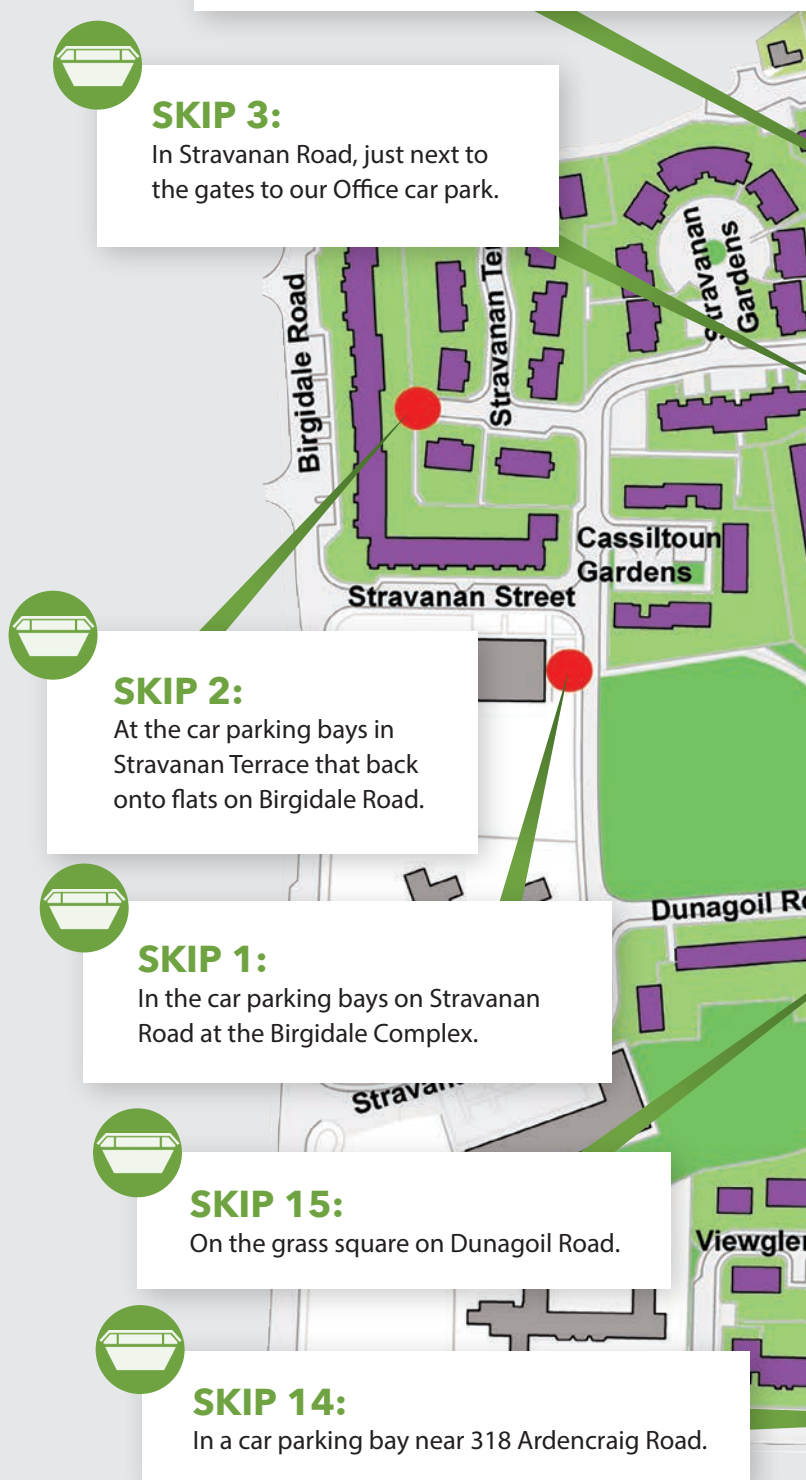
In the car parking bays on Stravanan Road at the Birgidale Complex.

## SKIP 15:

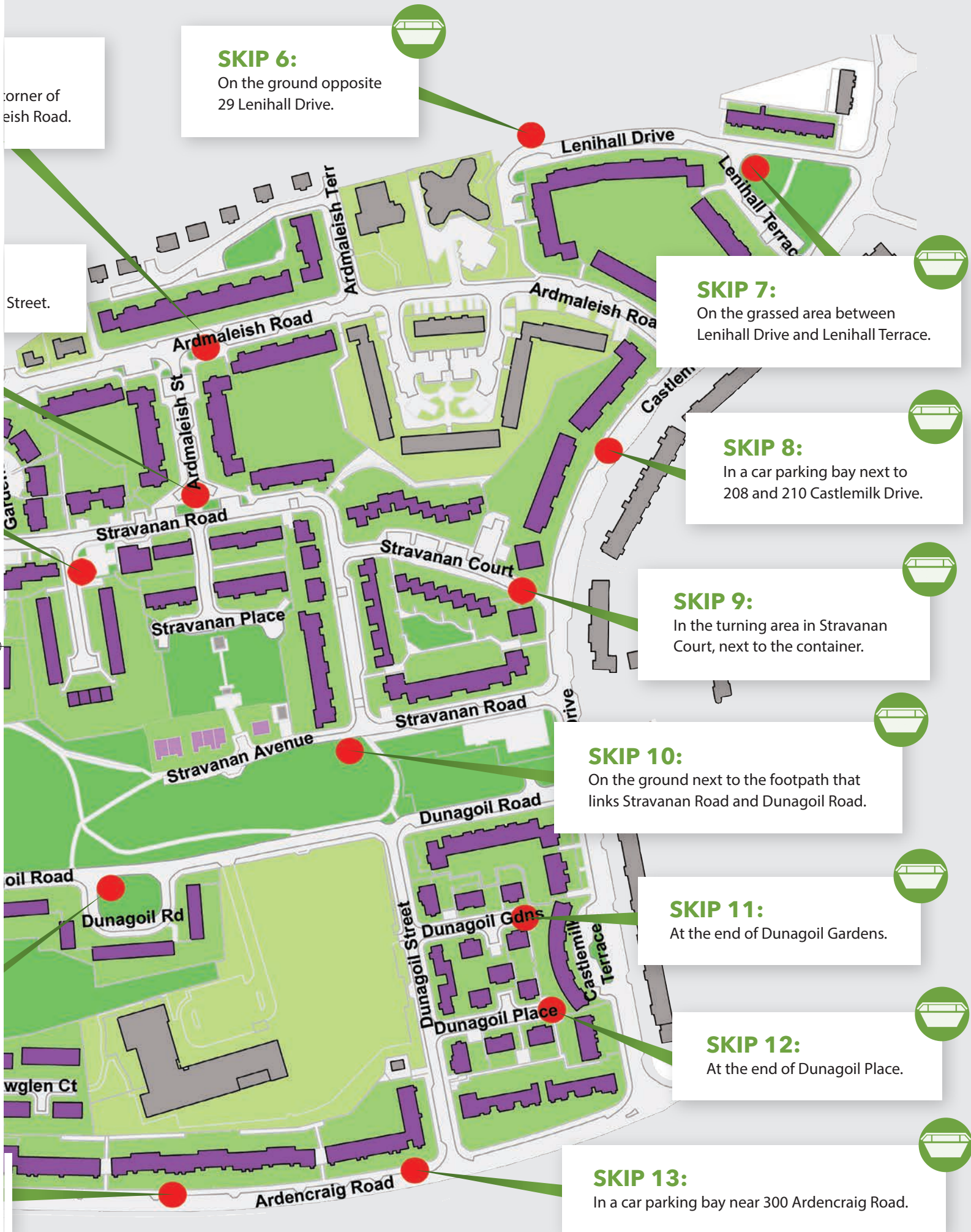
On the grass square on Dunagoil Road.

## SKIP 14:

In a car parking bay near 318 Ardenraig Road.







### SKIP 6:

On the ground opposite 29 Lenihall Drive.

### SKIP 7:

On the grassed area between Lenihall Drive and Lenihall Terrace.

### SKIP 8:

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

### SKIP 9:

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

### SKIP 10:

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

### SKIP 11:

At the end of Dunagoil Gardens.

### SKIP 12:

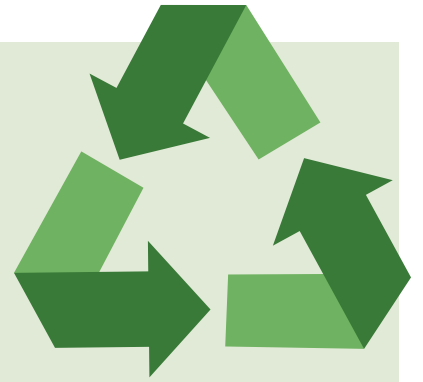
At the end of Dunagoil Place.

### SKIP 13:

In a car parking bay near 300 Arden Craig Road.



# GIVE YOUR RUBBISH A SECOND CHANCE RECYCLE FOR GLASGOW



**We work with our contractors to keep the area clean and tidy but are experiencing problems with bins in some areas.**

This includes rubbish being left next to bins and bins with no lids, which means that the birds are getting in at them and causing a mess. Our staff are working to replace our tenants' damaged green bins. If you are a tenant and have a green bin with a missing lid, please contact the office on 0141 634 0555 to let us know.

We are also finding that recycling bins are often not being used for the right type of rubbish and as a result, they are not being collected by Glasgow City Council. The Council will not uplift contaminated recycling bins which adds to the problem of rubbish and litter.

It is important that each bin is used for the correct items, so here is a quick guide to the different colour of bins that are provided by the Council. Also, arrangements for flats and houses are different, so we have split the guide to reflect this too:

## MAIN DOOR PROPERTIES WITH KERBSIDE COLLECTION

### BLUE BIN

COLLECTED EVERY 2 WEEKS  
**DRY MIXED RECYCLING: PAPER,  
CARDBOARD, TINS, CANS, PLASTIC BOTTLES**



#### YES

- ✓ Newspapers, magazines, leaflets & envelopes
- ✓ Brochures, catalogues & junk mail
- ✓ Drinks cans and food tins, aluminium cans & empty aerosol cans
- ✓ Cereal boxes & cardboard packaging
- ✓ Brown corrugated cardboard, toilet & kitchen roll tubes
- ✓ Cleaning product bottles, toiletry bottles, drink & milk bottles, sauce bottles

#### NO

- ✗ Food
- ✗ Glass
- ✗ Plastic carrier bags
- ✗ Plastic film/polythene
- ✗ Polystyrene packaging
- ✗ Food & drinks cartons



## MAIN DOOR PROPERTIES WITH KERBSIDE COLLECTION

### BROWN BIN

COLLECTED EVERY 2 WEEKS  
FOOD & GARDEN WASTE



#### YES

- ✓ Dairy products & egg shells
- ✓ Fish, meat & bones
- ✓ Fruit & vegetables (including peelings)
- ✓ Bread, cakes & pastries
- ✓ Tea bags & coffee grounds
- ✓ Rice, pasta & pizza
- ✓ Leftovers from meals
- ✓ Pet foods
- ✓ Unpackaged out of date food
- ✓ Grass cuttings
- ✓ Weeds & leaves
- ✓ Flowers & plants
- ✓ Twigs & small branches

#### NO

- ✗ Bulky garden waste
- ✗ Plastic carrier bags
- ✗ Food & drink containers
- ✗ Food packaging
- ✗ Liquids & oils
- ✗ Soil, turf & stones
- ✗ Pet waste & animal bedding
- ✗ Garden furniture
- ✗ Any meal or plastic

## MAIN DOOR PROPERTIES WITH KERBSIDE COLLECTION

### GREEN BIN

COLLECTED EVERY 21 DAYS  
GENERAL/NON-RECYCLABLE WASTE

THE LID OF YOUR BIN MUST BE CLOSED. DON'T LEAVE ANY BAGS ON TOP OR BESIDE YOUR GREEN BIN AS THEY WILL NOT BE COLLECTED



#### YES

- ✓ Polystyrene packaging
- ✓ Plastic carrier bags
- ✓ Plastic film/polythene
- ✓ Nappies
- ✓ Packaging with food waste residues including takeaway pizza boxes & crisp packets

#### NO

- ✗ Any item that can be recycled

## MAIN DOOR PROPERTIES WITH KERBSIDE COLLECTION

### PURPLE BIN

COLLECTED EVERY 8 WEEKS  
GLASS BOTTLES & JARS



#### YES

- ✓ Wine bottles
- ✓ Beer bottles
- ✓ Juice bottles
- ✓ Jam jars
- ✓ Coffee jars
- ✓ Cooking sauce jars
- ✓ Baby food jars

#### NO

- ✗ Light bulbs
- ✗ Drinking glasses
- ✗ Plates & cups
- ✗ Glass cookware
- ✗ Window/flat glass
- ✗ Broken glass
- ✗ Crockery
- ✗ All ceramics

## TENEMENT PROPERTIES

### BLUE BIN

COLLECTED EVERY 16 DAYS  
DRY MIXED RECYCLING: PAPER,  
CARDBOARD, TINS, CANS, PLASTIC BOTTLES



#### YES

- ✓ Newspapers, magazines, leaflets & envelopes
- ✓ Brochures, catalogues & junk mail
- ✓ Drinks cans & food tins, aluminium cans & empty aerosol cans
- ✓ Cereal boxes & cardboard packaging
- ✓ Brown corrugated cardboard, toilet & kitchen roll tubes
- ✓ Cleaning product bottles, toiletry bottles, drink & milk bottles, sauce bottles

#### NO

- ✗ Food
- ✗ Glass
- ✗ Plastic carrier bags
- ✗ Plastic film/polythene
- ✗ Polystyrene packaging
- ✗ Food & drinks cartons



# TENEMENT PROPERTIES

## GREEN BIN

COLLECTED EVERY 8 DAYS  
GENERAL/NON-RECYCLABLE WASTE

THE LID OF YOUR BIN MUST BE CLOSED. DON'T LEAVE ANY BAGS ON TOP OR BESIDE YOUR GREEN BIN AS THEY WILL NOT BE COLLECTED



### YES

- ✓ Polystyrene packaging
- ✓ Plastic carrier bags
- ✓ Plastic film/polythene
- ✓ Nappies
- ✓ Packaging with food waste residues including takeaway pizza boxes & crisp packets

### NO

- ✗ Any item that can be recycled

Locally, there are also large green recycling bins for glass at the Birgidale Complex (at 10 Stravanan Street) and on Castlemilk Drive, just up the hill from the entrance to Stravanan Road.

There is also a recycling point for textiles at the Birgidale Complex.



## DOG FOULING

*Remember, if your dog fouls anywhere in the area (including a back court, garden or an open space), you must clean it up and dispose of it properly.*



If you see anyone not cleaning up after their dog, you can report it to Glasgow City Council in the following ways:

- phone **0141 287 1058**
- download the **'MyGlasgow'** app and reporting it online.

The Council can issue a Fixed Penalty Notice of £80 to people who do not clean up after their dogs.

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

# BULK REFUSE

**The Association continues to provide a bulk refuse uplift service for its tenants (following withdrawal of the service by Glasgow City Council).**

**This is just a quick reminder of the arrangements that are in place:**

## TENEMENT PROPERTIES

Our landscape maintenance contractor, Caledonian Maintenance Services, does a bulk uplift service to all tenement properties on a weekly basis, working through the area on a Wednesdays and Thursdays. They start on a Wednesday in Arden Craig Road and finishes in Lenihall Drive on a Thursday.

**REMEMBER THAT ALL BULK ITEMS MUST BE PLACED IN THE BACK COURT AREA BY WEDNESDAY MORNING.**

**PLEASE DO NOT LEAVE BULK ITEMS ON PAVEMENTS OR BIN LANES AND ENSURE THAT ITEMS DO NOT BLOCK ACCESS TO BIN AREAS.**

## MAIN DOOR PROPERTIES

North View's in-house team will collect bulk items from our tenants who live in main door properties. If you have any items to be uplifted, you must call the office on 0141 634 0555 to request an uplift.

If you do not request an uplift, our team will not attend and remove any items. All items must be kept in the front garden until pick up day. Items should not be left anywhere that causes an obstruction to other residents or services.

**Any loose items must be bagged or tied in manageable bundles (for example, old laminate flooring should be tied/taped together in neat bundles). We will not uplift slabs or rubble.**

**Please also note if you have any bulk items that you are able to dispose of yourself, you can take these to your local Household Waste Recycling Centre at 425 Polmadie Road, G42 OPJ. It is open 7 days a week, 8.00am to 6.00pm (last entry 5.45pm).**

Incidents of fly tipping can be reported to Glasgow City Council by calling **0141 287 1058**, online via your MyGlasgow account (instructions on how to set this up are on the Council's website - [www.glasgow.gov.uk/index.aspx?articleid=17179](http://www.glasgow.gov.uk/index.aspx?articleid=17179)) or by using the MyGlasgow App.





# PAYING YOUR RENT

It is important that you keep up with your rent payments!  
If you are finding it hard to meet your rent, contact your Housing Officer immediately on **0141 634 0555**. We will do what we can to help, but it is important that you let us know about any problem as soon as possible.

*There are lots of different ways to pay your rent:*



## ONLINE BANK PAYMENT

You can make payment by making an online transfer of your rent money from your bank account to our bank account. Our bank details are:-

**ACCOUNT NUMBER: ..... 00575108**

**SORTCODE: ..... 80-09-51**

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

## ALLPAY CARD

You can make rent payments using your Allpay card at Post Offices and shops where the PayPoint sign is displayed.

## ALLPAY INTERNET PAYMENTS

You can make secure online payments at any time at **www.allpayments.net**. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card handy.

## CALLING ALLPAY

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

## ALLPAY MOBILE APP

The Allpay Mobile App is available on both Apple and Android devices. This secure app can easily be set up with your bank card to make payments on a regular basis after a simple registration process. You will also need your Allpay card number to hand for your Payment Reference Number (PRN).

**Please contact the Office immediately if you do not have an Allpay card and we will get one ordered for you.**

# WELFARE RIGHTS UPDATE



## Best Start Grant School Age Payment

Best Start Grant School Age Payment is a payment of £294.70 per child. It helps with the costs of preparing for school. You are eligible at the point your child is first old enough to start primary school.

From the 1st June 2023, eligible families should now receive payments automatically

Parents, carers and guardians who get Universal Credit, tax credits or other qualifying benefits and who have a child born between 1st March 2018 and 28th February 2019 should check whether they should apply for Best Start Grant School Age Payment or if they now get the payment automatically.

If someone is already getting Scottish Child Payment and they are eligible for Best Start Grant School Age Payment, this will be paid automatically when their child is first old enough to start primary school.

Social Security Scotland will notify clients by text message when they are checking eligibility for the Best Start Grants and, if someone is eligible, they will write to advise them of the payment.

However, a small number of people who receive Housing Benefit are eligible for School Age Payment but not Scottish Child Payment. They must apply for School Age Payment from 1st June 2023 before the window closes on 29th February 2024.

Similarly, those who have chosen not to apply for Scottish Child Payment, and those who have opted out of automatic payments, should apply for School Age Payment from 1st June 2023.

Parents, carers and guardians can get more information and apply at [mygov.scot](https://mygov.scot) or by calling **0800 182 2222**.

## Increase in the maximum amounts for childcare support in Universal Credit

From 28th June 2023, the maximum childcare costs element for one child is increased to £950.92, up from £646.35; and the maximum childcare costs element for two or more children to £1,630.15, up from £1,108.04.

In addition, there is provision for childcare costs to be met upfront by disregarding payments made by funds provided by the Secretary of State - typically the Flexible Support Fund - when calculating the childcare costs element in the assessment period when a claimant is moving into, or increasing their hours of work.

Currently payments made from the Flexible Support Fund to help with childcare are taken into account when calculating entitlement to childcare costs in that assessment period, thereby making it very difficult for the claimant to find the funds to pay their next set of childcare costs.

## 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.



# SCHOOL CLOTHING GRANT & FREE SCHOOL MEALS



**Clothing Grant payments will be made automatically for families who are currently in receipt of Council Tax Reduction from Glasgow City Council and their children are detailed on their claim. You do not need to re-apply. If you haven't notified Glasgow City Council about your children you should let them know now.**

If you do not receive your payment automatically, you can apply online from 12th June 2023.

Clothing Grants are paid directly into bank accounts by BACS. If you are eligible for an automated Clothing Grant payment, and you have

provided Glasgow City Council with up-to-date bank details, you will receive the Clothing Grant payment directly into your account from 9th June 2023.

New applicants will receive the Clothing Grant payment within 4 weeks of submitting a fully complete application. If they require additional information, your payment will be delayed.

Eligible pupils aged 16+ by 30th September 2023 (pupils of school leaving age) will receive the Clothing Grant payment after pupils have returned to school in August 2023.

## ELIGIBILITY

Families on low incomes may be eligible to receive a Clothing Grant award of £120 for a Primary-aged child or £150 for a Secondary-aged child. The award is given annually to assist with the cost of purchasing essential school clothing for families who are on a qualifying benefit.

You may be eligible for a Clothing Grant if you have a child that attends a Glasgow school, and you receive any of the following benefits:

- Housing Benefit / Council Tax Reduction (this is not Council Tax single person's discount or student discount);
- Universal Credit (UC), and your monthly take home pay is £726 or less;
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA);
- Child Tax Credit (CTC), but not Working Tax Credit, with an annual income of less than £18,725;
- Both Working Tax Credit and Child Tax Credit with an annual income of less than £18,725;
- Asylum Seeker receiving support under Part VI of the Immigration and Asylum Act 1999.

Children attending an Early Years establishment are not eligible for a Clothing Grant.

If your child attends a school managed by another local authority, you must apply to that local authority for a Clothing Grant and Free School meals.

You can apply online at [www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals](http://www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals) or contact Isabel in the office for help.



# PENSION CREDIT UPTAKE

Over 1 million people aren't claiming the Pension Credit they are entitled to, according to Independent Age, the older people's charity.

This suggests a significant number of people aren't receiving the benefits they might be entitled to. There are two parts to Pension Credit.

## Pension Credit tops up:

- **your weekly income to £201.05 if you're single;**
- **your joint weekly income to £306.85 if you have a partner.**

You may get extra amounts if you have other responsibilities and costs such as being a carer, responsible for a child or being in receipt of a disability benefit including Attendance Allowance.

The top up and extra amounts are known as 'Guarantee Credit'.

Guarantee Pension Credit is means tested. You may still qualify even if you have savings or a house.

Even if you only qualify for a few pounds of Guarantee Pension Credit it can open the door to other entitlements including a free TV Licence, free NHS dental treatment and check-ups, free sight tests, vouchers for glasses and contact lenses and possibly help with Council Tax, housing costs and heating bills in the colder months.

## You could get the 'Savings Credit' part of Pension Credit if both of the following apply:

- **you reached State Pension age before 6 April 2016;**
- **you saved some money for retirement, for example a personal or workplace pension.**

You'll get up to £15.94 Savings Credit a week if you're single. If you have a partner, you'll get up to £17.84 a week.

You might still get some Savings Credit even if you do not get the Guarantee Credit part of Pension Credit.

If you think you might not be getting all of the benefits you are entitled to, contact Isabel in the office and she can check this for you. There are also various benefit calculators online if you would prefer to do it online.

# REPAIRS – SATISFACTION SURVEYS

*Every month, we aim to do follow up satisfaction surveys on 30 reactive repairs completed in that month. Below are the results of the 90 surveys carried out between 1st March 2023 and 31st May 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	69%
Fairly satisfied	29%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	2%



**98% 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](mailto:ady@nvha.org.uk) and tell him about your concerns.

## KEY PERFORMANCE TARGETS

*Our Key Performance Targets in relation to repairs are set out below – performance for 2022/2023 (1st April 2022 to 31st March 2023) is very good and has exceeded the targets set at the start of the financial year:*

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST MARCH 2023
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	99%
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	96%
That at least 95% of Routine Repairs be completed within 10 working days of being reported	97%
That the average time taken to address an Emergency Repair be no more than 3 hours.	1 hr 15 mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	1 hr 21 mins
That at least 85% of our repairs be 'right first time'.	94%



# HOUSING MANAGEMENT PERFORMANCE

*The Key Performance Targets in relation the Housing Management are set out below – we are continuing to work hard to reduce rent arrears and re-let empty properties more quickly:*

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 28TH FEBRUARY 2023
That rent arrears not exceed 7% of the amount of rent chargeable for the year.	6.89%
That the average re-let time for empty properties does not exceed 25 days.	33.5 days
That rental income lost through empty properties does not exceed 0.7% of the rent due.	1.28%
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

## COMPLAINTS

Complaints about our service fall into two categories – a Frontline complaint (also referred to as a Stage 1 complaint) and an Investigatory complaint (known as a Stage 2 complaint). Frontline complaints are the more common, and they are about things that can be attended to quickly – like a complaint about someone not turning up when they said they would – while Investigatory complaints are generally about more serious issues, although they do include Stage 1 complaints that have been stepped up to Stage 2 because they haven't been resolved.

Our target is to resolve Stage 1 complaints within five working days of receiving the complaint and Stage 2 complaints within 20 working days.

Information about the complaints that we received between 1st March 2023 and 31st May 2023 is set out in following table:

### Frontline complaints received between 1st March 2023 and 31st May 2023:

Number of complaints received	7
Number of complaints resolved	7
The average number of working days that it took to address the complaints	2.3 days

### Investigatory complaints received between 1st March 2023 and 31st May 2023:

Number of complaints received	0
Number of complaints resolved	2 (carried forward from previous months)
The average number of working days that it took to address the complaints	36 (extra time was required to investigate these complaints)

**IN 2022/2023, WE:**

- installed 71 new flat entrance doors
- installed new bathrooms 20 homes
- fitted new windows in 30 homes
- provided 53 new kitchens

**SOME OF THE WORK SCHEDULED FOR 2023/2024 IS:**

- new flat entrance doors within the closes at 18-26 Ardmaleish Road
- new windows in 22 homes
- new kitchens in 30 homes

**VOID PROPERTIES**

*In our Spring Newsletter, we put a spotlight on the condition of some of the properties that we have had back for relet. We highlighted that this costs the Association a lot of money which could be put to much better use.*

In this Newsletter, we can provide information in relation to one recent empty property. This property cost over £5,000 to bring it up to the relet standard.

As set out in the tenancy agreement, the tenant must do the following when ending their tenancy:

- contact the office to give at least 28 days' notice and sign the necessary paperwork;
- leave the house in a clean and tidy condition;
- remove all belongings;
- hand in keys to the office;
- remove any fixtures and fittings that have been installed without our written permission and put right any damage caused;
- check with us to make sure all rent payments due have been paid;
- leave the house in good decorative order.



## CONSULTATION & PARTICIPATION

*We are currently reviewing our Repairs and Maintenance Policy and Allocations Policy and are keen to get as many people as possible involved in this.*

We have developed short questionnaires to help us gather views, so over the next few weeks you may be asked by a member of staff to answer a few questions. We would really appreciate if you could take the time to take part in this. Thank you!

## ABANDONED PROPERTIES

In 2022/2023, we had a higher number properties that were abandoned by the tenant.

If you suspect that your neighbour is no longer staying in their property, please contact your Housing Officer to let them know. Any information provided will be treated in the strictest confidence.

The Jeely will also be running a host of other activities throughout the school summer holidays. Keep an eye on their Facebook page for regular updates!

 **Jeely Piece Club**  
REGISTERED SCOTTISH CHARITY SCO: 35027

**- PLAYZONE -**  
**Summer Holidays**

Starts 26/06/2023



**Monday -  
Saturday**



~ Times 11am - 4pm ~  
~ Entry £6 per child ~



~ Book online or Pay at door ~

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# ENGLISH CONVERSATION CAFE



**Do you want to practice your English speaking skills in a friendly and welcoming space? Join us for informal workshops, learn about other cultures, get to know new people, have some food and more! All ages welcome! Email [community@cassiltoun.org.uk](mailto:community@cassiltoun.org.uk) to register your interest or just drop in!**

**TUESDAY'S 5PM-7PM  
STARTING TUESDAY 9TH MAY 2023  
AT CASTLEMILK YOUTH COMPLEX CAFE,  
39 ARDENCRAIG ROAD, G45 0EQ  
\*\* LIGHT REFRESHMENTS INCLUDED \*\***



Scottish Government  
Riaghaltas na h-Alba  
[gov.scot](http://gov.scot)



University  
of Glasgow



# CASTLEMILK YOUTH COMPLEX SUMMER PROGRAMME

**TUES**

**DROP IN - 12PM-3PM  
(LUNCH PROVIDED)  
Start UKULELE GROUP -  
12PM-3PM**

**MUSIC GROUP - 4PM-7.30PM  
SENIOR NIGHT - 5.30PM-7.30PM**

**WED**

**TRIP PROGRAMME  
12PM-4PM  
(LUNCH PROVIDED)**

**THURS**

**DROP IN  
6PM-8PM**

**FRI**

**DROP IN  
6PM-8PM**

**NOTEABLE  
DATES**

**Start Summer Academy Mon  
24th July - Fri 28th July**

**Exciting Project!!**



**FREE ENTRY ALL SUMMER!!  
39 ARDENCRAIG ROAD**





**CASTLEMILK TOGETHER**

**Food & Fun**

**For Summer**

Join us across Castlemilk for free and inclusive events.

**All families welcome**

Please check out individual organisations social media for more details

**Castlemilk Football Trust –**  
**Summer Camp at Barlia Pitches**  
**P4 – S1 – 10am – 2pm**  
 Monday 26th June/Tuesday 27th June  
 Thursday 20th July/Friday 21st July  
 Monday 31st July/Tuesday 1st August  
**P1 – P3 – 10am – 2pm**  
 Monday 3rd July/Tuesday 4th July  
 Thursday 27th July/Friday 28th July  
 Monday 7th August/Tuesday 8th August  
 No booking required; children must be signed in each day

**Castlemilk Parish Church**  
 Join us on Fridays from 21st July to 11th August at 10.30am – 12.30pm for a host of fun filled activities and crafts followed by food.

**Castlemilk Youth Complex**  
 Weekly drop ins.... Every Tuesday - 27th June till Tues 8th Aug from 12pm – 3pm.  
 Art, Sports, Music & Drama workshops on offer. Delicious food also on offer.  
 Open to young people from P7s going to high school in August – 18 years old.

**Ardenglen HA**  
 Join us every Wednesday from 5th July to 9th August from 10am – 2pm at the Maureen Cope Community Hall; 201 Ardencraig Road, Castlemilk, GLASGOW, G45 0JJ  
 Fun filled activities including parent/child sewing workshops and children's entertainment, followed by delicious food!

**Netherholm Community Hall**  
 Join us on the following days between 1pm & 4pm for fun packed activities and food:  
 • Thursday 6th July • Thursday 20th July  
 • Saturday 15th July • Saturday 29th July

**Cassiltoun HA**  
 Join us at Castlemilk Stables at 1pm to 3pm on Tuesdays from the 18th July – 8th August for food, art, play, workshops and lots of fun!

**Indigo Childcare**  
 Thanks to funding via Castlemilk Together's application to GCC Holiday Food Programme, young people in after school provision will be provided with free lunches and fun packed activities.



# COMPETITIONS

**We are looking for suns for the kids' competition. How many suns are there in this Newsletter?**

This competition is for children who are at primary school or not yet started school.

All you need to do is count the suns, write down the number in the box below, fill in your name, your age, address, and phone number, cut out your entry and hand it in to the Office by **4pm on Monday 21st August 2023**. All correct entries will go forward to the prize draw at the end of August to win a £20 voucher. Good luck!

**There are  suns in this newsletter!**

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

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

## SUDOKU (OPEN TO ALL)

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 **4pm on Monday 21st August 2023**. The winner will be drawn from all the correct entries at the end of August.

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

Name .....

Address .....

Tel no. ....