

AUTUMN 2023

**INVESTORS  
IN PEOPLE**



**NORTH VIEW  
Housing Association**

North View is a registered Scottish charity; registration number SC032963

# NEWS LETTER



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## **NORTH VIEW** Housing Association

### **OFFICE HOURS**



**MONDAY**

8.30am to 12noon - 1pm to 4.30pm

**TUESDAY**

8.30am to 12noon - 1pm to 4.30pm

**WEDNESDAY**

8.30am to 12noon

**THURSDAY**

8.30am to 12noon - 1pm to 4.30pm

**FRIDAY**

8.30am to 12noon - 1pm to 4pm

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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)

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)

## **MARKING 30 YEARS OF NORTH VIEW**

This year marks 30 years since North View was established! The organisation came out of the work carried out by a steering group of local residents, known as SAB (Stravanan Ardmaleish Birgidale), which was supported by Scottish Special Housing Association.

On 1st November 1993, a total of 162 unimproved properties transferred to the Association and a temporary office was opened at 3 Stravanan Street. We then embarked on a development programme to improve and build new homes in the area, starting with Stravanan Street, Birgidale Road and Cassiltoun Gardens.



**We will cover more of our work over the last 30 years in our Winter Newsletter!**

**OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 21ST SEPTEMBER 2023 FOR THE SEPTEMBER WEEKEND HOLIDAY AND REOPEN AT 8.30AM ON TUESDAY 26TH SEPTEMBER 2023. IN CASE OF EMERGENCY, CALL 0141 634 0555.**



# FIRE SAFETY

The close of a tenement is classed as a fire compartment - this is a crucial part of the building design. Its purpose is to contain fire and smoke, preventing the spread from one area of a building to another. This containment is crucial for limiting the damage caused by a fire and for protecting the lives of people living in the building.



**No combustible materials (such as rubbish, shoes, plants, bikes, furniture and prams etc) should, therefore, be left or stored in a close for several important safety reasons:**

1. **FIRE HAZARD** - combustible materials can catch fire easily when exposed to heat or flames. If a fire were to break out in a close, these materials could ignite quickly, potentially spreading the fire quickly through the building.
2. **SMOKE PRODUCTION** - when combustible materials burn, they produce thick, toxic smoke. This smoke can make it difficult for people to get out of a building safely and can also hinder the efforts of firefighters to control the fire.
3. **OBSTRUCTION** - storing combustible materials in common areas can block or obstruct escape routes, such as stairwells and corridors. This can affect the safe evacuation of people during a fire emergency.
4. **RISK OF ACCELERATING FIRE SPREAD** - combustible materials in common areas can act as fuel, accelerating the spread of a fire. This can lead to greater property damage and an increased risk to life safety.
5. **DIFFICULTY FOR FIRE AND RESCUE SERVICES** – they need clear and unobstructed access to common areas to deal with fires and perform search and rescue operations. The presence of combustible materials can hinder their ability to do their job effectively.

## **THIS IS WHY WE REQUIRE CLOSSES TO BE KEPT CLEAR OF ALL ITEMS.**

When we inspect a close, we will ask tenants to remove any items being stored. We will ask you to remove all items immediately, so please make sure you store them in your house now. If residents fail to clear their belongings, the Association will make arrangements to remove them. Also, if you see items in your close, contact the Association to let us know and we will work with residents to ensure that they are removed. We need to keep all areas clear for everyone in the close. We recently had an item set on fire in one of our closes (see picture above) – fortunately, everyone was safe in this case but it just shows how important it is to keep closes clear of all items.

# ANNUAL REPORT REVIEW

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

We would really like some input from our tenants on its format, including what it looks like and its layout.

If you’d like to get involved, please contact our Director on **0141 634 0555** or by emailing [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk) – we look forward to hearing from you!

## SUMMER FAMILY TRIP - M&DS

We were delighted to have our summer family trip back on this year!

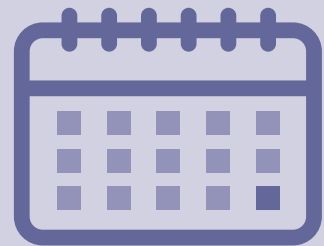
It was held on 11th August 2023 and the weather was kind!

We hope everyone had a great day!



## ANNUAL GENERAL MEETING

The AGM is taking place at 7.00pm on Wednesday 20th September 2023 at the Birgidale Complex, and afterwards members will be invited to stay for a game of Bingo.



If you are not already a member, you are too late for this year’s AGM, but why not become a member for just £1.00 and come along next year.

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).



# POLICY CONSULTATIONS & AREA MEETINGS

As outlined in the other articles in this Newsletter, we have reviewed a number of important policies recently, including the Allocations Policy, the Repairs and Maintenance Policy, the Estate Management Policy and the Anti-Social Behaviour Policy.

We consulted with tenants on how they felt about some of the policies and any changes we were proposing.

We did this by carrying out a telephone survey. If you participated in the survey, you were entered into a prize draw - two lucky tenants won a £50 Asda voucher for taking the time to complete the survey.

One of the winners is pictured opposite with our Housing Manager, Yvonne.

Copies of the reports on these consultations are available to view on our website – [www.nvha.org.uk/about-us/download-zone](http://www.nvha.org.uk/about-us/download-zone).

We are always looking for tenants to get involved with the Association and really want to hear what you have to say.

You can get involved in a way that suits you - for example, we can arrange meetings in our office, talk to you over the phone, visit you in your home or you can email us at [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk). No matter how small an issue is, we will listen and try our best to address it. Give Yvonne Rooney, Housing Manager a call on **0141 634 0555** for an informal chat.

As reported in our Spring 2023 Newsletter, we also plan to carry out some area meetings soon.



These informal meetings are for residents to come along and ask any questions they have on what is happening in the Association or to raise any concerns they may have about their tenancy or the local area.

We are writing to residents in each area with the arrangements for the meetings. Check your mail for a letter with more details on the area meetings for your area and be sure to come along when it's your turn. We would love to see you and hear what you have to say!

# SUCCESSFUL SKIP WEEKEND!

*The skip weekend, which started on Friday 21st July 2023, was again a great success, with skips delivered to locations throughout the Windlaw area.*

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



## ESTATE MANAGEMENT

**We recently updated our Estate Management Policy and Procedures which deal with how we keep closes, gardens, trees, shrubs and the general area looking nice and tidy.**

As well as our close cleaners and landscaping contractors cutting the grass and trees back and picking up litter in the area, you might have seen Billy, our Estate Caretaker, out and about tackling the weeds that grow around road verges, paths and lanes.

The new Estate Management Procedures mean that you will see more staff out and about checking that closes are being kept clean, tidy and clear of any items, bins are being taken back to the bin stores, and rubbish is being disposed of properly.

We depend on all of our tenants doing their bit to keep the place safe and looking nice and tidy.

If you are having issues with bins or the state of your close or garden, please get on touch with your Housing Officer to discuss how to improve things.

If we all work together, we can make our area the nicest place to live in Castlemilk! We cannot do it without you!





# GARDENING TOOLS

We have a small number of gardening tools that we can lend out to tenants to help them maintain their gardens. If you are interested in borrowing these, please contact the office on 0141 634 0555 and we can explain how it works.



## ANTI-SOCIAL BEHAVIOUR

**You told us your views and we changed our Policy!**

**You might be aware that we recently updated our Anti-Social Behaviour Policy. Before we did this, we asked some of our tenants to complete a tenant’s survey about the timescales we use in the Policy for dealing with anti-social complaints.**

A number of the tenants who participated in the survey said that they felt that 10 days was too long for staff to deal with a category 2 anti-social complaint.

A category 2 anti-social complaint is less serious than a category 1 complaint that deals with things like drug dealing, violence and criminal behaviour. A category 2 is more concerned with things like minor neighbour disputes, noise

pollution, unruly children/visitors, rowdy behaviour, nuisance behaviour, and vandalism.

Because the tenants we asked thought 10 days was too long to deal with these types of complaints, we reduced this time to 8 days.

If you are experiencing any problems with anti-social behaviour, please contact your Housing Officer.

Anything you tell us is kept strictly confidential and we will do all we can to make sure you are able to live in your home in peace and without disturbance or intimidation from other neighbours.

## CRIMESTOPPERS

Crimestoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously - by phone and online, 24/7, 365 days a year.

**CrimeStoppers.**  
Speak up. Stay safe.

**0800 555 111**

100% anonymous. Always.



## CONDENSATION

**We are into Autumn, and a lot of people will be switching their heating back on if they haven't done so already. This is about the time of year when condensation begins to bite too!**

There is always moisture in the air but the problem is, as the weather gets colder, your windows will get colder so more moisture condenses on them. The situation is made worse if you hang clothes over radiators to dry, because as your clothes dry, you just pump a load more water into the air in your house, which in turn hits the cold window and condenses! Basically, if you dry your clothes over radiators, you are making things worse!

The best thing to do is dry your clothes outside, but that is not always practical! Failing that, to help keep condensation down, dry your clothes on an airer or clothes horse, set up over the bath or shower tray in your bathroom. If you turn on the fan and keep the door shut, that'll help keep down condensation.

It is a good idea to open your windows a wee bit too. That helps improve ventilation which in turn, keeps down condensation! It might seem crazy to open your windows and let heat out – especially when it is freezing outside! You don't need to open your windows wide nor do you need to keep them open all day, but opening your windows a wee bit for a wee while helps! It really does!

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

The trick to controlling condensation is not to generate more water than you have to, and to properly ventilate your home. If you do that, you should see a difference.

If you are experiencing issues with condensation in your home, contact the association on **0141 634 0555** and we will arrange for an inspection to be carried out.



# 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.**

# Social Housing Fuel Support Fund

## FUNDING SUPPORT TO BUY AIR FRYERS AND SLOW COOKERS

**We recently applied to the Scottish Government's Social Housing Fuel Support Fund for money to help tenants reduce their gas and electricity bills! Funding has now been made available to purchase a small energy-saving cooking appliance for each tenant.**

If you are a North View tenant, we will be contacting you in the coming weeks to ask you if you would prefer a small air fryer or a slow cooker to try to help reduce your fuel bills over the winter months.

Air fryers can be used to cook food in the same way as a deep fat fryer only it is faster and cheaper than using a conventional oven. And because you only need to use a small amount of cooking oil to get the same delicious crispy results as a deep fat fryer, it is a much healthier and lower calorie option!

See page 18 of this Newsletter for the first of our air fryer and slow cooker recipes. These are easy recipes just to get you started. Look out for more

recipes on our website and in future Newsletters!

Also, have a think about whether you prefer a slow cooker or an air fryer? We will be in touch with you soon about getting your new appliance.



*(Please note that these pictures are for illustrative purposes only.)*



# *the Castlemilk* PANTRY



## THE CASTLEMILK PANTRY & OTHER SUPPORT IN THE LOCAL AREA

**Do you know that there are lots of organisations and support groups operating in Castlemilk that can help give you a bit of support if you ever find yourself struggling a bit?**

One of these organisations is the Castlemilk Pantry, which recently celebrated its second anniversary. The Pantry is a shop situated in Castlemilk Community Centre where you can get access to a cheap food shop.

If you are struggling, we can make a referral to the Pantry for you. We can do this just by sending you a TEXT which you will receive from your Housing Officer – you don't need to come to the office for one.

You need to take the TEXT we send and some ID (for example, a letter with your name and address on it – it doesn't need to be photo ID) to the Pantry to GET A FREE one year membership and 2 shops. This would usually cost £6 (i.e., £1 membership + two shops at £2.50 each). For one £2.50 shop, you get to buy your own food to a value of £15.

The Pantry supplies fresh produce such as fruit, vegetables, bread and cheese, as well as other produce.

You can only use the Pantry once a week (Tuesday or Wednesday) as per the membership. After the first two free uses you get from your referral text, you will have to pay the usual £2.50 charge.

If you find yourself in a further crisis, we can send you another text referral for a further 2 free shops.

If you do not have a phone, we can still refer you. Just let us know.

If you are struggling with gas and electricity bills, the Pantry also has a Fuel Advisor that you can access as part of your membership.

We are updating our directory of other useful support projects and organisations in the Castlemilk area that can offer you some much needed support. Keep an eye out on our website for more details. In the meantime, you can contact your Housing Officer to find out about other services in the area.

# WELFARE RIGHTS UPDATE



## ENERGY

**Winter may feel like a long way off, but the cold weather will be here before we know it and with household budgets stretched and energy prices likely to stay high for the next few years, we need to start preparing for winter now.**

### Here are tips that will make a difference:

Contact your energy supplier. It is really important that your energy supplier knows your situation. They can help, but only if you contact them.

- Tell them if you or someone living with you is elderly, is a child, has a disability, a long-term illness or relies on a constant electricity or gas supply for medicine, equipment or other health reasons;
- They will be able to tell you if you're eligible for any additional financial support;
- They might be able to provide a discretionary credit to you if you are struggling to top up your prepayment meter, but this will probably need to be paid back later;
- They must reduce any weekly charges for an old debt to something that is affordable for you;
- They can make sure that your meter is working properly. But please remember that, if they don't find anything wrong, you may have to pay for the cost of the test, so check this with your supplier;
- They can also check that they are charging you the correct prices and explain whether a smart meter might suit you more.

If you can afford it, try to put a little extra on your gas and/or electricity prepayment meter every time you top up. This will start to build a bit of a buffer to get you through the winter months when it's colder.

Also, try and make a few small changes to your everyday habits and you could benefit from savings on your energy costs. They're not going to reduce by a lot, but they will chip away and make a small difference over time. Switch off lights that aren't being used. Reduce the number of appliances on standby. Use the economy button on washing machines and other appliances.

Use the IE Hub ([www.iehub.co.uk/customer](http://www.iehub.co.uk/customer)) - it's a free online tool to help you manage your money better. It will let you know if there are any additional benefits you could be receiving as well as any additional financial support you may be entitled to.

Do you have children? Speak to your school about Free School Meals, or to the NHS for Healthy Start or Best Start vouchers for pre-schoolers or if you're pregnant.





# SEVERE DISABILITY PREMIUM

The Severe Disability Premium (SDP) is extra money that you can get added on to your income related benefit but not Universal Credit. The rules are fairly complex, but you could be eligible if the following apply to you:

## You receive one or more of these benefits:

- Income Related Employment and Support Allowance;
- Income Based Jobseekers Allowance;
- Income Support;
- Guarantee Pension Credit;
- Housing Benefit.

## You also receive one of these:

- Daily Living Component of Personal Independence Payment or
- Adult Disability Payment;
- Middle or High Rate Care Component of Disability Living Allowance;
- Armed Forces Independence Payment;
- Constant Attendance Allowance;
- Exceptionally Severe Disablement Allowance.

**Nobody is paid Carer's Allowance or has a Carer Element included in their Universal Credit assessment for looking after you.**

**You live alone or are treated as living alone.**

**You are treated as living alone if the only people living with you are:**

- Also getting one of the disability benefits listed at point 2; or
- Certified as severely sight impaired or blind; or
- Dependent children; or
- Lodgers, boarders, non-partner joint tenants/home owners; or
- Anyone who is separately liable for the rent;
- Your landlord; and
- You are not classed as a non-dependant.

Check your benefit award breakdown and it will show you if your award includes SDP. If not and you think you might be eligible for the SDP, contact Isabel at the office and she can check this for you. It could mean an extra £76.40 per week for a single person or £152.80 for a couple.





# WARM HOME DISCOUNT



## WHO CAN GET THE WARM HOME DISCOUNT?

There are two groups who can get the Warm Home Discount: the core group and the broader group:

### **Core group: pension age people who get guarantee pension credit**

- You or your partner have to be getting guarantee pension credit
- You or your partner have to be the named person on your energy bill
- Your energy supplier has to be part of the Warm Home Discount scheme

### **Broader group: low income households that are not part of the core group**

- You or your partner need to be responsible for a child under 5, or you need to be disabled, or you need to have a disabled child;
- You also need to be getting one of the following benefits:
  - Income Support;
  - income-related Employment and Support Allowance;
  - income-based Jobseekers Allowance;
  - Universal Credit, and earnings less than £1,418 per month;
  - Child Tax Credits, and earnings less than £17,005 per year.
- Your energy company has to be part of the Warm Home Discount scheme.

## HOW DO I APPLY FOR THE WARM HOME DISCOUNT?

If you are in the Core group, there is no need to apply.

If you are in the Broader Group, you do need to apply. The scheme will have more applicants than places, so make sure you apply as soon as possible.

## HOW IS THE WARM HOME DISCOUNT PAID?

The Warm Home Discount is a one-off discount of £150 on your electricity bill. You don't get any money. If your supplier provides you with gas and electricity, you may be able to get the discount on your gas bill instead of your electricity bill. Contact your supplier to find out if you can do this if you are eligible for the discount.

## WHEN IS IT AVAILABLE?

The scheme opens each year in September or October and runs until the end of March the following year.



# 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 60 surveys carried out between 1st June 2023 and 31st July 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	60%
Fairly satisfied	35%
Neither satisfied nor dissatisfied	-
Fairly dissatisfied	3%
Very dissatisfied	2%



**95% 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 that we have set for the year 2023/24 are set out below – performance to the end of August 2023 continues to be very good:

KEY PERFORMANCE TARGET	ACTUAL PERFORMANCE TO 31ST AUGUST 2023
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	100%
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	100%
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 29 mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	3.0 days
That at least 85% of our repairs be 'right first time'.	96%





# 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 PERFORMANCE TO 31ST AUGUST 2023
That rent arrears not exceed 7% of the amount of rent chargeable for the year.	5.61%
That the average re-let time for empty properties does not exceed 25 days.	17.7 days
That rental income lost through empty properties does not exceed 0.7% of the rent due.	0.64%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	2.55 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 June 2023 and 31st July 2023 is set out in following table:

### Frontline complaints received between 1st June 2023 and 31st July 2023:

Number of complaints received	4
Number of complaints resolved	4
The average number of working days that it took to address the complaints	3 days

### Investigatory complaints received between 1st June 2023 and 31st July 2023:

Number of complaints received	0
Number of complaints resolved	0
The average number of working days that it took to address the complaints	0



## DOGS

*Remember a dog owner has a responsibility to keep their dog under close control at all times in public and private areas (for example, by keeping it on a lead).*

If anyone in charge of a dog fails to do this and someone or another animal is injured as a result, this can have legal consequences. Please make sure that your dog is kept under control at all times.

Also, 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.

If you do not dispose of the waste properly 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, please bag it and bin it!*



## JEELY PIECE CLUB

The Wednesday Playclub in the Birgidale Complex has restarted following the school summer holidays. It is for children of primary school age and runs from 3.15pm to 5.00pm.

# RECIPES

As noted earlier in the Newsletter, we have received funding to provide air fryers or slow cookers to tenants and are now providing a couple of cheap and simple recipe ideas just to get you started! You can keep these to use at a later date. We will also provide you with more recipe ideas in future Newsletters and on our website.

## AIR-FRYER CHUNKY CHIPS

### Ingredients:

- 800g potatoes (for example, Maris Pipers), peeled
- 1 tbsp vegetable oil
- Pinch of salt

### Method:

- STEP 1** Slice the potatoes lengthways into 1cm thick chips and put into a bowl of cold water for 5 minutes to soak.
- STEP 2** Preheat the air-fryer to 200°C.
- STEP 3** Drain the chips and pat dry with kitchen roll. Toss with the oil and salt until evenly coated. Tip into the basket, in a roughly even layer – you may need to cook them in 2 batches.
- STEP 4** Cook for 20-25 minutes, shaking occasionally, until well browned.
- STEP 5** Tip into a bowl, sprinkle with a little more salt and let cool for 5 minutes before serving.



## AIR-FRYER SAUSAGES

### Ingredients:

- 6 sausages of your choice

### Method:

- STEP 1** Pierce the sausages a few times all over using a sharp knife (this is optional, but will help release more fat). Arrange the sausages in a single layer in the air fryer basket. No need to add oil.
- STEP 2** Set the air fryer to 180C and cook for 10-15 minutes, turning every 5 minutes, until the sausages are cooked through. Serve as a side for breakfast or in a roll.







## SLOW COOKER CHILLI

**Ingredients:** 8 Servings

- 2 pounds lean beef (or turkey) mince
- 1 packet of chili seasoning
- 2 cans chopped tomatoes
- 1 cans kidney beans, drained
- Tomato puree
- Grated cheese (optional)



**Method:**

- STEP 1** Brown the mince in a large frying pan (no need for additional oil/fat). Drain fat.
- STEP 2** Place cooked mince, chili seasoning mix, tin tomatoes, tin beans and some tomato puree in the slow cooker. Stir until well mixed. Cover.
- STEP 3** Cook 8 hours on LOW or 4 hours on HIGH. Stir before serving.
- STEP 4** Cook dry rice (white or brown) to the instructions given on the packet.
- STEP 5** Place cooked rice on a plate and top with chilli.
- STEP 6** Top with grated cheese (optional).

## SLOW COOKER MACARONI CHEESE

**Ingredients:** 6 Servings

- 400g dried macaroni
- 200g extra mature cheddar, grated
- 200g mozzarella, grated
- 400g evaporated milk
- salt and pepper



**Method:**

- STEP 1** Put the macaroni and cheeses in the slow cooker.
- STEP 2** Pour in the evaporated milk.
- STEP 3** Cover and cook on high for 1 ½ hours or until the cheese has melted and pasta is almost tender.
- STEP 4** Stir, then cover and cook for a further 15 minutes.
- STEP 5** Serve.



# COMPETITIONS

**We are looking for autumn leaves for the kids' competition. How many autumn leaves 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 autumn leaves, 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 30th October 2023**. All correct entries will go forward to the prize draw to win a £20 voucher. Good luck!

There are  autumn leaves 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 30th October 2023**. The winner will be drawn from all the correct entries.

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. ....