

WINTER 2023

**INVESTORS
IN PEOPLE**



**NORTH VIEW
Housing Association**

North View is a registered Scottish charity; registration number SC032963

NEWS LETTER

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



INSIDE YOUR WINTER NEWSLETTER

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NORTH VIEW Housing Association

OFFICE HOURS



MONDAY

8.30am to 12noon - 1pm to 4.30pm

TUESDAY

8.30am to 12noon - 1pm to 4.30pm

WEDNESDAY

8.30am to 12noon

THURSDAY

8.30am to 12noon - 1pm to 4.30pm

FRIDAY

8.30am to 12noon - 1pm to 4pm

29A Stravanan Road
Castlemilk
GLASGOW
G45 9LY

tel: 0141 634 0555

email: enquiries@nvha.org.uk

web: www.nvha.org.uk



find us on facebook

This newsletter can be made available in translated form, large print, on CD/data-to-voice, in Braille and large print on request.

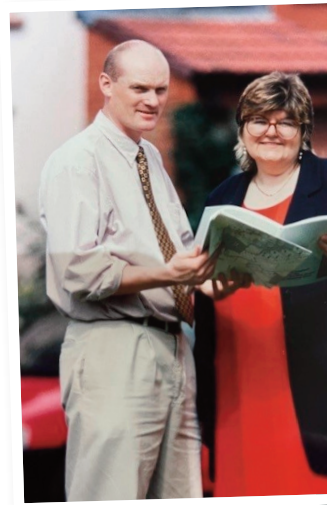
For further details, please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

30 YEARS OF NORTH VIEW

The Association reached its 30th anniversary in November this year!

Back in November 1993, unimproved properties in Birgidale Road, Stravanan Street, Stravanan Road and Ardmaleish Road transferred to the Association from Scottish Homes. Plans were already in place to refurbish some of these properties and develop new homes.

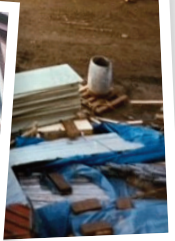
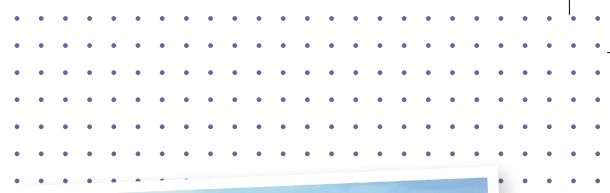
A lot has been achieved over the past 30 years, and some of the photos from our archives here shown help illustrate this! We hope you enjoy this trip down memory lane!



We are planning to start emailing our newsletters out to residents. If you have provided us with details of your email account but would prefer to continue to receive a paper copy, please contact the office on 0141 634 0555 to let us know.

OUR OFFICE WILL CLOSE AT 4PM ON FRIDAY 22ND DECEMBER 2023 FOR THE FESTIVE BREAK AND REOPEN AT 8.30AM ON THURSDAY 4TH JANUARY 2024.

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.



SMALL APPLIANCES

We are well underway in our work to distribute air fryers, slow cookers or winter duvets to all our tenants through funding received through the Scottish Government’s Social Housing Fuel Support Fund.

We have now contacted all tenants (either via telephone or by letter) to find out which option they would prefer and are now in the process of distributing these items. As you can imagine, it is a big job to get almost 700 items out to tenants, so please bear with us as we continue to work through this.

On page 18 of this newsletter, we have provided some seasonal recipe ideas for you to try.

Look out for more recipes in future editions!



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

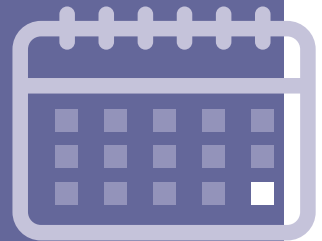
HELP WITH GAS AND ELECTRICITY COSTS

Social Housing Fuel Support Fund

We have also obtained further funding through Scottish Government’s Social Housing Fuel Support Fund to provide fuel vouchers to support our tenants who are experiencing difficulties in paying for gas and electricity.

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

ANNUAL GENERAL MEETING



Our AGM took place in the Birgidale Complex on Wednesday 20th September 2023. Many thanks to our members who attended.

Our Finance Services provider, FMD Financial Services, and External Auditor, CT, provided information on the Association’s financial performance for the year 2022/2023.

The evening concluded with bingo – congratulations to all our prize winners!

the Castlemilk

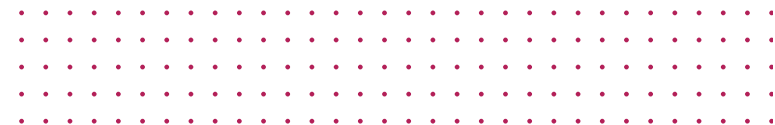
PANTRY



THE CASTLEMILK PANTRY & OTHER SUPPORT IN THE LOCAL AREA

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

It's open two days per week from 10am to 3pm – Tuesdays and Wednesdays. It's located within the Castlemilk Community Centre, at 121 Castlemilk Drive, Glasgow, G45 9UG. Email community@ardenglen.org.uk for an application form. You can also visit their Facebook page for more information.



THE BRAES SHOPPING CENTRE
CHRISTMAS MARKETS

- SATURDAY 9TH DECEMBER • 9AM - 5PM COME AND MEET SANTA!
- SATURDAY 16TH DECEMBER • 9AM - 5PM -
- SATURDAY 23RD DECEMBER • 9AM - 5PM -

EXPLORE OVER 20 LOCAL BUSINESSES
HOT FOOD • CHRISTMAS THEMED GIFTS • TOYS • FUNFAIR RIDES • TOMBOLA
ARTS & CRAFTS • HOME BAKING • HOME DÉCOR • GLITTER TATTOOS • KIDS PLAY ZONE
BABY CLOTHING • FACEPAINTING • TRAY BAKES • DRINKS
SANTA'S GROTTO OPEN FROM 11AM - 2PM WITH A FREE GIFT FOR EVERY CHILD

Any traders interested in our last few stalls please contact JamieGourlay@Scotsman.Group

DEAR MEMBERS

CHRISTMAS AND NEW YEAR OPENING TIMES
• CLOSED FROM THURSDAY 21ST DECEMBER 2023 TO WEDNESDAY 3RD OF JANUARY 2024, RE-OPEN ON THE 4TH OF JANUARY.

WE ARE VERY PLEASED TO AGAIN BE ABLE TO BRING YOU A DOUBLE SHOP on the 19th and 20th of December for £5

LOVELY MEMBERS, US AT THE CASTLEMILK PANTRY WOULD LIKE TO WISH YOU ALL A MERRY CHRISTMAS AND A HAPPY NEW YEAR

2024 JANUARY OPENING TIMES

- OPEN THURSDAY 4TH OF JANUARY 10AM-3PM
- OPEN FRIDAY 5TH OF JANUARY 10AM-1PM
- OPEN AS USUAL FROM TUESDAY THE 9TH OF JANUARY

Castlemilk Parish Church
Invites you to our

Christmas Day Service

At 10.30 am on Christmas morning
Followed by

Christmas Dinner

Served at 12 noon.

This event is free and open to all but, please let us know if you are coming for dinner so we can make sure we have enough for all.
We will do our best to cater for special food requirements but please let us know about these in advance.
You can register here <https://form.jotform.com/223213070555345> or phone the church office on 0141 634 7113 or come in to the office on Monday, Tuesday or Wednesday mornings between 10 am and 12 noon and we can fill the form in for you.

1 Dougrie Road G45 9NP SCO 15309



ANTI-SOCIAL BEHAVIOUR

Any complaints relating to anti-social behaviour should be reported to your Housing Officer on 0141 634 0555 or by emailing enquiries@nvha.org.uk.

All complaints are investigated and we do not disclose any information about who has made the complaint as part of this work.

To help us effectively deal with complaints, we need the details of who is making the

complaint and information about what has been happening (including dates, times and nature of incident).

It is also important that residents contact the Police to report anti-social behaviour (*for example, excessive noise or criminal behaviour*). This all helps us to work to deal with the issues. When contacting the Police, residents do not need to provide their details if they do not wish to do so.



Criminal and anti-social behaviour should be reported to the Police by calling 101.

If there is an incident taking place or you are concerned about any anti-social behaviour you can also report it to Glasgow City Council by phoning them on **0141 287 9999**. You do not need to give your details, just information on what is happening and the operators will turn the camera.

The camera in Stravanan Road near Stravanan Court is camera number G103, and the camera near the shops in Stravanan Road is camera number G104.

CHRISTMAS RUBBISH



Please note there will be no Glasgow City Council bin uplifts on Christmas Day, Boxing Day, New Year's Day and Tuesday 2nd January 2024.

As there is always more rubbish generated at Christmas, please make sure that you squash down all refuse (packages, wrapping, plastics etc) before putting it in the correct bin.

The bulk refuse uplift service provided by the Association for flats will continue during the holiday period (on Wednesday 27th



December 2023 and Thursday 28th December 2023).

Details of Glasgow City Council's bin uplift schedule for your area over the festive period can be found at www.glasgow.gov.uk/CollectionDays



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 240 surveys carried out between 1st April 2023 and 30th November 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	66.7%
Fairly satisfied	30%
Neither satisfied nor dissatisfied	0.3%
Fairly dissatisfied	1.1%
Very dissatisfied	1.9%



96.7% OF TENANTS WERE VERY SATISFIED OR FAIRLY SATISFIED WITH THE REPAIRS SERVICE.

Please remember, if you are not happy with a repair that has been done or if you are wondering what is happening with a repair that you have reported, please get in touch with our Maintenance Manager, Ady Tester at the Office on 0141 634 0555 or by email ady@nvha.org.uk and tell him about your concerns.

MAINTENANCE PERFORMANCE

Our Key Performance Targets for 2023/2024 in relation to repairs are set out below and performance for the period 1st April 2023 to 30th November 2023 is very good:

KEY PERFORMANCE TARGET	ACTUAL PERFORMANCE 30TH NOVEMBER 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	99%
That at least 95% of Routine Repairs be completed within 10 working days of being reported	98%
That the average time taken to address an Emergency Repair be no more than 3 hours.	1 hr 38 mins
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	2.9 days
That at least 87% of our repairs be 'right first time'.	97%

HOUSING MANAGEMENT PERFORMANCE

Performance in relation to the Housing Management Key Performance Targets for 2023/2024 are set out below: We are currently working hard to improve our performance in relation to rent arrears and re-let timescales for empty properties.

KEY PERFORMANCE TARGET	ACTUAL PERFORMANCE 30TH NOVEMBER 2023
That rent arrears not exceed 7% of the amount of rent chargeable for the year.	5.67%
That the average re-let time for empty properties does not exceed 30 days.	23.3 days
That rental income lost through empty properties does not exceed 1.5% of the rent due.	0.67%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	2.6 days

COMPLAINTS

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

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

Information about the complaints that we received between 1st April 2023 and 30th November 2023 is set out in the table opposite:

Frontline complaints received between 1st April 2023 and 30th November 2023:

Number of complaints received	11
Number of complaints resolved	11
The average number of working days that it took to address the complaints	1.6 days

Investigatory complaints received between 1st April 2023 and 30th November 2023

Number of complaints received	1
Number of complaints resolved	1
The average number of working days that it took to address the complaints	7

PLANNED MAINTENANCE

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



New flat entrance doors are being installed in Ardmaleish Road – to date, a total of 26 have been fitted.



We have also fitted 20 new kitchens too.



Our window replacement programme has continued, with us moving to the Dunagoil Road area. To date 22 windows have been fitted.

GARDEN WASTE

Glasgow City Council introduced a charge on 1st October 2023 for the uplift of domestic garden waste in brown bins (kerbside collections only).



If you intend to use your brown bin for garden waste, you must apply for a permit via the Council's website (www.glasgow.gov.uk/index.aspx?articleid=30333). The permit costs £50.

The Council will only collect bins used for garden waste if they have a permit on them. Brown bins can still be used for food waste and no permit is needed for this.



RENT INCREASE CONSIDERATIONS FOR 2024/2025

We have been working on our draft budget for 2024/2025 and a key part of that is looking at rent levels for the year.

We are currently preparing for our annual rent consultation, so look out for our Rent Consultation Newsletter which will be sent out soon.





CONDENSATION & MOULD

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

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

DO'S

- ✓ Do open the window if you must dry clothes indoors
- ✓ Do keep the kitchen door closed when cooking and open a window.
- ✓ Do keep lids of pots and pans to keep the steam in – it will cut your cooking time too!
- ✓ Do use an extractor fan if you have it and ensure that it is kept clean to allow it work effectively – if your fan is not working, please report this to the office
- ✓ Do keep the bathroom door closed when bathing or showering
- ✓ Do always keep the trickle vents open in your windows
- ✓ Do wipe the water from your windows if you see any condensation
- ✓ Do wipe down wet surfaces after using the bath or shower
- ✓ Do report to the office any extractor fans that are not working

DON'TS

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

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

KEEPING WARM THIS WINTER

It is likely that we will experience some very cold spells over the coming weeks. To help prepare for this, we have pulled together our usual list of cold weather tips:

- **check your home is at the right temperature**
Get a thermometer and place it in your living room and keep the temperature at 21-24°C (70-75°F)
- **make sure you take regular hot meals and hot drinks**
- **keep active.**
Any activity improves blood circulation and helps keep you warm.
- **dress appropriately – day and night.**
Wrap up indoors and out. Wear several layers of thin clothing as this trap the heat better than one thick layer.



AVOIDING FROZEN & BURST PIPES

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

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

IF YOUR PIPES DO FREEZE:

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

IF ONE OF YOUR PIPES BURSTS:

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

FIRE SAFETY

Home Fire Safety CHECKLIST



Here are some steps to help you stay safe:

- Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, **smoke outside**, at an open external door or window and never while under the influence. **Always use an appropriate ashtray.**
- Using a laptop? Make sure it's **placed on a hard surface**. Soft surfaces such as beds and sofas could ignite due to the heat from a laptop.
- Always turn** computers and laptops **off at night**.
- Don't overload** electrical sockets.
- Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes.
- Make sure flammable items like cardboard or paper are **safely stored**.



At night when you go to bed:

- Ensure white goods such as washing machine, dishwashers or tumble dryer are **switched off**, and **never used while sleeping or out**.
- Switch off** all electrical appliances not designed to be left on overnight.
- Don't leave** chargeable items like phones and tablets **charging overnight**.
- Turn off** portable heaters and put a fire-guard around the fire place.
- Keep mobility aids and any methods of calling for help **accessible** for a cared for person.
- Before going to bed, check any candles and cigarettes are **extinguished**.
- Make sure the main door keys are **accessible and in a safe place**.
- Close all the internal doors** before going to bed.



And finally:

- Make sure you have **working interlinked smoke and heat alarms**. Test them **once a week**.



SMOKE & HEAT DETECTORS

Remember, if you experience any issues with your alarms (for example, they start beeping), please contact the office as soon as possible.

UNDER NO CIRCUMSTANCES SHOULD THE ALARMS BE REMOVED - IT IS IMPORTANT THAT THESE ALARMS REMAIN IN PLACE TO PROTECT YOU, YOUR FAMILY AND NEIGHBOURS.



The Warm Place Castlemilk



The Warm Place is a **FREE** community club hosted by family support charity Home-Start Glasgow South.

We welcome all parents or carers to drop in on their own or with their children.

- Warm welcome
- Free snacks & drink available
- Chance to meet other local families
- Free children's clothes swap shop
- Children's Play Area



Starting Thursday 2nd November 2023, join us:

Mondays: 12 pm - 2 pm

Thursdays: 9.30 am - 11.30 am

St.Margaret Mary's Church

99 Dougrie Rd, Castlemilk, Glasgow, G45 9NT

theteam@homestartglasgowsouth.org.uk 0141 570 8735

www.homestartglasgowsouth.org.uk

Registered In Scotland: 280861 Charity No: SCO30131



WELFARE RIGHTS UPDATE



JOB START PAYMENT

People can apply for Job Start Payment to help with the costs of starting a new job. Any young person aged between 16 to 24 years old who has been out of work for at least six months and is in receipt of certain benefits for six months can apply for the payment. Care leavers need to be aged between 16 to 25 years and only need to be out of paid work and in receipt of certain benefits on the date of the job offer.

Job Start Payment is a one-off payment of £294.70 or £471.50 if the person is the main carer of any children. This money does not need to be paid back.

The purpose of this payment is to help with the costs of starting a new job. It can be used for things like: travel costs, such as a bus or train pass, lunches, new clothes or a uniform and childcare.

Young people under 22, who live in Scotland, are also entitled to free bus travel and further

details on this can be found at [freebus.scot](https://www.freebus.scot)

Social Security Scotland will send the payment to the applicant's bank or to someone else's. Bank account details need to be available to apply.

As part of applying for Job Start Payment, applicants need to send Social Security Scotland their job offer confirmation. They also may need to send further supporting information.

The Scottish Government has introduced changes to Job Start Payment, simplifying the process for young people to apply.

Changes to the qualifying criteria mean that income received from completing trial shifts will now not rule out applicants from getting Job Start Payment. Further changes made by Social Security Scotland, who administer the payment, include extending the deadline to apply to six months after the young person's job offer rather than the previous three months, and supplying simplified supporting information for proof of job. These changes are designed to make the application process clearer and simpler.

To find out more about Job Start Payment and apply online, over the phone or book an appointment to apply in-person, people can visit mygov.scot/jobstartpayment or call Social Security Scotland free on **0800 182 2222**. If you need assistance contact Isabel in the office.

CARER SUPPORT PAYMENT

In Scotland, Carer Support Payment is replacing Carer's Allowance from the Department for Work and Pensions (DWP). Carer Support Payment is money for people who look after someone who is disabled or who has a long-term health condition. The benefit is being introduced in phases.

This is currently being rolled out with people living in some local authority areas eligible to

apply for Carer Support Payment since 20 November 2023. It is expected that Carer Support Payment will be available across Scotland in Autumn 2024.

WHO CAN APPLY? To be eligible, a carer must • be 16 or over • provide 35 hours or more of unpaid care a week to someone of any age who is getting certain disability benefits • earn £139 per week or less on

average after some deductions • live in an area where the benefit is available.

HOW MUCH IS CARER SUPPORT PAYMENT AND WHEN WILL IT BE PAID?

Carer Support Payment will be paid at the same rate as Carer's Allowance. This is currently £76.75 per week or £307 every four weeks.

CAN SOMEONE GET CARER SUPPORT PAYMENT IF THEY RECEIVE OTHER BENEFITS? People can get Carer Support Payment at the same time as other benefits. If they get 'means tested' benefits such as Universal Credit, Carer Support Payment may affect the amount they get. They'll usually be better off overall because they can get extra amounts in these benefits for being a carer. If a carer gets 'income replacement' benefits such as State Pension or 'new-style' Employment and Support Allowance, this may affect the amount of Carer Support Payment they can get. If their benefit is worth the same as or more than Carer Support Payment, they may have 'underlying entitlement'. This means they will not receive any money in Carer Support Payment, but might be able to get additional benefits or top ups to existing benefits, including Pension Credit.

DOES GETTING CARER SUPPORT PAYMENT IMPACT THE BENEFITS OF THE CARED FOR PERSON? The disability benefits of the person being cared for (including Adult Disability Payment, Child Disability Payment, Personal Independence Payment, and Disability Living Allowance) should not be affected because their carer gets Carer Support Payment. However, if the person being cared for gets a Severe Disability Premium - an extra amount included in some means-tested benefits - they will usually stop getting this if their carer receives Carer Support Payment. They may also stop getting reduced Council Tax.

WHAT IF SOMEONE ALREADY GETS CARER'S ALLOWANCE FROM THE DWP?

People who live in Scotland and already get Carer's Allowance do not need to apply for Carer Support Payment. Their award will be moved from Carer's Allowance to Carer Support Payment automatically. They will get a letter to let them know when this is happening.

CAN STUDENTS GET CARER SUPPORT PAYMENT? All student carers aged 20 or over can apply for Carer Support Payment. Students aged 16-19 who are studying certain courses full-time, including Nationals or Highers at secondary school or college, will not be eligible. More students in Scotland will be eligible for Carer Support Payment than Carer's Allowance, the benefit it replaces. Carer's Allowance is only available to students studying part-time. If a student receives Carer's Allowance and wants to study full-time, they may be able to apply for Carer Support Payment instead when it becomes available where they live.

Additional financial support Carers getting Carer Support Payment, or Carer's Allowance from the DWP, on a certain date, will also get Carer's Allowance Supplement. This is an automatic payment of £270.50 paid two times a year.

HOW SHOULD PEOPLE APPLY? People can find out more and apply online at mygov.scot/carer-support-payment. People can also apply in person, over the phone or ask for a paper application form by post by calling us free on **0800 182 2222**. Support to apply is available from our specially trained client advisers in every local authority in Scotland. Carers can call us to book an appointment at a location and time that suits them either in their local community or at home, via video call or by telephone. Find out about other support that may be available to carers at mygov.scot/carersupport. If you need assistance contact Isabel in the office.

WINTER HEATING PAYMENT

This is a payment of £55.05 to help people getting certain benefits who might have extra heating needs during the winter period. It is paid once a year and if a person is eligible, they will receive the payment automatically.

It replaces the Cold Weather Payment from the Department for Work and Pensions for people in Scotland. Unlike the Cold Weather Payment, it does not depend on how cold the temperature gets.

HOW OFTEN DO YOU GET THIS? It is a yearly payment for eligible people. Payments for winter 2023-2024 will be made from mid-December 2023. Payment will be made into the account Social Security Scotland have on record.

WHO GETS WINTER HEATING PAYMENT? Eligibility is the same as Cold Weather Payment. People must get and meet specific requirements of a qualifying benefit on at least one day during a qualifying week. The qualifying benefits are: | Universal Credit | Pension Credit | Income Support | Income based Jobseeker's Allowance | Income Related Employment Support Allowance | Support for Mortgage Interest There are no specific requirements for Pension Credit. If the you get Pension Credit, you are eligible for Winter Heating Payment. A full list of each benefit's further requirements can be found online at mygov.scot/winter-heating-payment/eligibility.

DO PEOPLE NEED TO APPLY? Most eligible people will receive this payment automatically and do not need to request it. People will receive a letter from Social Security Scotland to let them know they are eligible. If people do not receive a Winter Heating Payment and think they're eligible, they should contact Social Security Scotland by calling free on 0800 182 2222, or filling out a Winter Heating Payment request form which can be accessed online at mygov.scot/winter-heating-paymentrequest-form.

DO PEOPLE NEED TO PROVIDE EVIDENCE OR RECEIPTS? No. You do not need to show how your payment was spent.

WHAT IF THE PERSON LIVES OUTSIDE OF SCOTLAND? One of the eligibility requirements is the person getting the payment must live in Scotland for at least one day during the qualifying week of 6 - 12 November 2023. If a person lived in Scotland during the qualifying week but they currently live in another part of the UK they may be eligible for Winter Heating Payment.

DO PEOPLE HAVE THE RIGHT TO REQUEST A RE-DETERMINATION OR APPEAL? Yes. People can ask Social Security Scotland to look at their decision again.

DO THESE PAYMENTS AFFECT OTHER BENEFITS? No, they will not be taken into account for UK benefit and tax credit assessments.

COST OF LIVING

There are many people worrying about the cost of living. You are not alone. To learn what help you might be entitled to, please visit www.gov.scot/costoflivingsupport or visit your local Citizens Advice Bureau.

PAYING YOUR RENT

We understand Christmas is an expensive time of year – but it is important that you keep up with your rent payments!

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

There are lots of different ways to pay your rent:



ONLINE BANK PAYMENT

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

ACCOUNT NUMBER: 00575108

SORTCODE: 80-09-51

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

ALLPAY CARD

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

ALLPAY INTERNET PAYMENTS

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

CALLING ALLPAY

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

ALLPAY MOBILE APP

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

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

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 ROAST POTATOES

Ingredients: Serves 4

- 1kg of Maris Piper potatoes
- 1 tablespoon of sunflower or olive oil

Method:

- STEP 1** Cut the potatoes into evenly sized pieces, making sure they are not too big. Simmer gently in a pot of boiling water for 5 minutes.
- STEP 2** Place the drained potatoes into the air fryer. Add the oil and mix to make sure the potatoes are well coated. Set the air fryer to 190°C for 30 minutes. Cook for a further 5-10 minutes if they are not tender or brown enough.



AIR-FRYER PIGS IN BLANKETS

Ingredients: Serves 4

- 8 rashers of streaky bacon
- 8 pork chipolata sausages

Method:

- STEP 1** Wrap the pork chipolatas in the streaky bacon and place in a single layer in the air fryer.
- STEP 2** Cook at 180°C for approximately 10-12 minutes until the bacon and chipolatas are cooked through.



SLOW COOKER TURKEY CURRY

Ingredients: Serves 4

- 500-600g turkey
- 112g of curry sauce ready mix
- 1 onion
- vegetables of your choice
- 200-300ml of hot water



Method:

- STEP 1** Add the curry sauce mix to the slow cooker with 200 ml of hot water and mix well (if the sauce is too thick, add more water).
- STEP 2** Remove any fat from the turkey.
- STEP 3** Dice the onion and vegetables and add to the slow cooker with the turkey.
- STEP 4** Cook on low for 5 to 6 hours.

SAMARITANS

Christmas is a challenging time of year for many people.

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

A registered charity

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We're here to listen

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SAMARITANS

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CHRISTMAS JUMPER DAY

North View staff held a Christmas Jumper Day on Friday 8th December 2023.

We decided to donate money raised on the day to local organisation C.O.J.A.C, where our donation will be helping families in need this Christmas.





KIDS' COMPETITION

Design your own Christmas jumper

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

This Winter, we are running a colouring competition for the kids' competition. All you have to do is decorate the Christmas jumper below – use colours, patterns and anything else you want to draw your own design. Then cut out your entry and hand it into the office by **4.30pm on Monday 5th February 2024**. The winner will win a £20 voucher. Good luck!

Name Tel no

Address Age

