

SUMMER 2024

**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

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

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 – please contact us on **0141 634 0555** or email enquiries@nvha.org.uk with your suggestions!

We are planning to start emailing our newsletters out to residents. If you have provided us with details of your email address but would prefer to continue to receive a paper copy, please contact the office on **0141 634 0555** to let us know if you have not already done so.

AGM

We have arranged this year's Annual General Meeting for **7.00pm on Wednesday 18th September 2024** 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 23rd August 2024**. Application forms can be obtained by contacting the office on **0141 634 0555** or by emailing enquiries@nvha.org.uk.

OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 11TH JULY 2024 FOR THE GLASGOW FAIR WEEKEND AND REOPEN AT 8.30AM ON TUESDAY 16TH JULY 2024.

OUT OF OFFICE 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.



**scotland's
theme park**

SUMMER TRIP - M&Ds

We are delighted to announce that our M&Ds summer family trip will take place on Friday 9th August 2024.

It 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.

This year, we will also have some spaces for residents aged 16 and over. Demand for trip that we had pencilled in for 14th June 2024 for this group of residents was not enough for it to go ahead – only one household had reserved a place. As a result, we have allocated 15 spaces on this trip for residents aged 16 and over with no children.

Please note that, as in previous years, 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 plan to have a total of three coaches going and places will go on a first come first served basis. We will start taking bookings at **8.30am on Tuesday 16th July 2024.**

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 the Office to reserve places for your group. We'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!

RESIDENTS SURVEY SET FOR THIS SUMMER



We have appointed market research experts, Research Resource, to carry out a Residents' Satisfaction Survey for us during July and August.

This survey will ask for your views on the services that we provide and your satisfaction with your home and neighbourhood. It is really important to us to know what you think so that we can keep doing the things that work well and change the things that do not. The survey will be completely confidential and anonymous.

Research Resource will be going door to door in the area to carry out interviews. All Research Resource's interviewers will

carry photographic identification – please make sure that you check this. The interviews should last no more than 15 minutes and will be carried out during the day, early evening and at weekends. If they do not manage to contact you on your doorstep, they may call you to complete the interview by phone.

We hope you will take the time to take part. The information we are collecting and your feedback is important to us.

AREA MEETINGS



After a round of area meetings in 2023, we have decided to hold them again this year over the Summer and into early Autumn.

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.

A date and time for each meeting will be confirmed to residents in due course – look out for a letter with more details.

Come along to discuss your area with our Maintenance Manager and Housing Manager.

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.

SKIPS



This year's 'summer tidy' weekend starts on Friday 19th July 2024, 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 19th July 2024** and be collected on **Monday 22nd July 2024**.

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. This year, this list includes any upholstered furniture, such as sofas, chairs etc and mattresses. If you want to get rid of any of these items, contact us at the Office and will try to 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**



**NO UPHOLSTERED
FURNITURE (LIKE SOFAS,
BEANBAGS & DINING
CHAIRS)**



NO MATTRESSES

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.

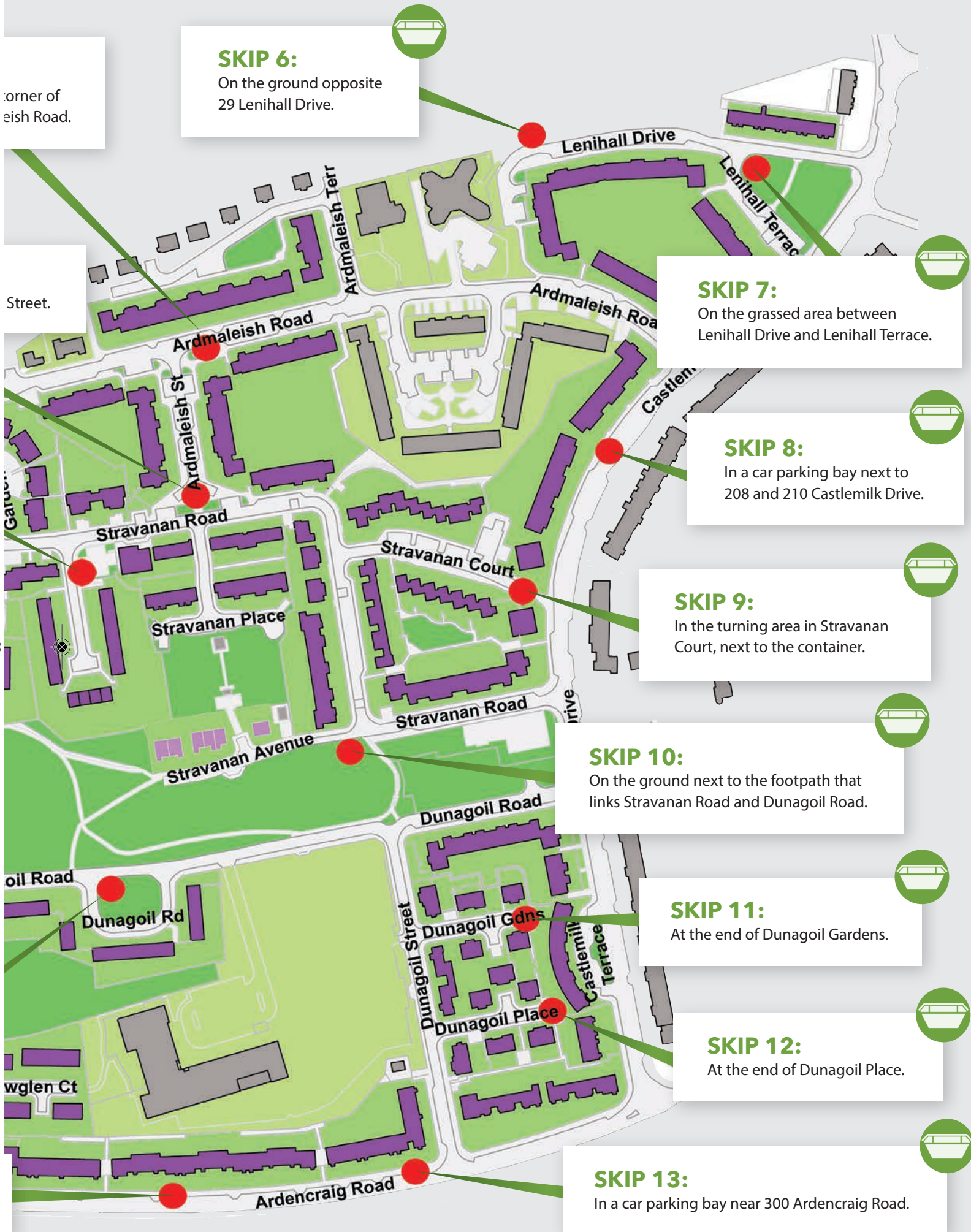
SKIP 15:

On the grass square on Dunagoil Road.

SKIP 14:

In a car parking bay near 318 Ardenraig Road.





GARDEN WASTE

Glasgow City Council has introduced a charge for the collection of garden waste (like grass and hedge cuttings, weeds, plants and leaves) in brown bins.

If you want to use your brown bin for garden waste, you need to buy a permit at the current cost of £50 (which covers the year to 30th September 2024). You can apply via the Council's website to order a garden waste permit. Once you have bought a permit, you will receive a permit sticker for your bin which will show your address and permit reference number.

You can still use your bin for food waste collections. If you put garden waste in your brown bin and do not have a valid permit sticker on your bin, the Council will not empty it.

You now need a permit to recycle garden waste in your brown bin

recycle for Glasgow
ath-chuairtich do Ghlaschu



You can continue to dispose of any garden waste free of charge at the 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).

WE ARE UNABLE TO PICK UP ANY GARDEN WASTE AS PART OF OUR BULK REFUSE SERVICE, SO PLEASE DO NOT LEAVE ANY GARDEN WASTE IN COMMON AREAS FOR UPLIFT.

GARDENING TOOLS

Remember, 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.





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 Ardenraig Road and finish 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, like garden waste, take these to the local Household Waste Recycling Centre at 425 Polmadie Road, G42 0PJ.

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**) or by using the **MyGlasgow App**.

You can also use FixMyStreet.com to report problems like fly tipping, potholes, broken streetlights, graffiti and dog fouling in your area.

It's easy to use – all you need to do is mark where the problem is on their map, including a short description of the problem. FixMyStreet will send it to Glasgow City Council or whoever it is that is responsible for fixing the problem.

WELFARE RIGHTS UPDATE



Carer Support Payment

Carer Support Payment will replace Carer's Allowance. This is currently being piloted in a few local authorities areas in Scotland. However, it is not planned to be rolled out to Glasgow until November 2024. Until then, don't put off making a claim, you can still claim Carer's Allowance.

If you get Carer's Allowance and live in Scotland, you do not need to apply for Carer Support Payment. Your benefit will move to Carer Support Payment. This is happening between February 2024 and Spring 2025.

Carer Support Payment is normally paid every 4 weeks, at the end of the 4 weeks. If you move from Carer's Allowance to Carer Support Payment, you can get paid weekly.

Carer Support Payment is money you can get if you provide care for someone, and meet certain eligibility criteria. You must:

- be 16 or over;
- usually live in Scotland;
- provide care for 35 hours or more a week, this includes if you provide care all day every day;
- not earn more than £151 a week after tax, National Insurance and expenses
- not be subject to immigration control; and
- meet the residence tests.

You must not be entitled to:

- the carer element of Universal Credit in respect of a different cared for person;
- Carer's Allowance; or
- a Young Carer Grant.

The person you provide care for must get certain disability benefits.

You cannot get Young Carer Grant and Carer Support Payment at the same time. If you've already had a Young Carer Grant, you might be

able to get Carer Support Payment (but if it is backdated to cover when you got the Young Carer Grant, you might have been overpaid). You cannot get Young Carer Grant if you got Carer Support Payment during a 'qualifying period' for Young Carer Grant.

You cannot get Carer Support Payment if someone else gets Carer Support Payment, Carer's Allowance or the carer element of Universal Credit in respect of the same cared-for person. The main difference between Carer Support Payment and Carer's Allowance is that students may qualify.

Full-time students are not eligible for Carer's Allowance. However, many student carers will be eligible for Carer Support Payment. The exception is that most students under 20 in full-time non-advanced education are not eligible.

The student carers who are eligible for Carer Support Payment are:

- part-time students;
- full-time students aged 20 or over; and
- full-time advanced / higher education students under 20.

Students aged 16-19 on a non-advanced/further education course of 'full-time education' (more than 21 hours per week), or on approved training (i.e. 'No One Left Behind' provision) are not usually eligible for Carer Support Payment.

However, if you are a 16-19-year-old carer in full-time further education you are eligible for an award of Carer Support Payment in circumstances in which you would be eligible for Universal Credit. This applies from 23 June 2024, and if you:

- do not have parental support – ie, are estranged, orphaned or similar;
- are entitled to DLA, CDP, ADP or PIP, and before you started your studies you had been assessed as having, or were treated as having, limited capability for work or limited capability for work and work-related activity for Universal Credit or Employment And Support Allowance;
- are responsible for a child;
- are single and a foster parent of a child; or
- are a member of a couple and the other person is either not a student, or they're a student but meet one of the above conditions.

YOUNG CARER GRANT

Young Carer Grant is available to anyone aged 16 - 18 who spends at least 16 hours a week on average caring for someone who gets a qualifying disability benefit.

Young carers can offer vital support to family members, friends or relatives who have disabilities or long-term health conditions. This could include making meals, helping with housework, reminding them to take medication or providing emotional support.

The £380 payment can be applied for once a year and spent on whatever the young person wants. You can apply for Young Carer Grant online, via a paper application form or by calling Social Security Scotland free on **0800 182 2222**.

UNIVERSAL CREDIT MANAGED MIGRATION

The Department for Works and Pension (DWP) is transferring claimants from legacy benefits to Universal Credit. This started in April 2024 and is being rolled out over the next few years (see timetable below). Legacy benefits include Tax Credits, Jobseeker's Allowance, Employment Support Allowance and Income Support. People over state pension age will also be affected if they are also receiving tax credits. If you are in receipt of any of these benefits you will, at some point, receive a managed migration notice from DWP. The notice gives you 3 months to make a claim for Universal Credit. You will not be automatically transferred to Universal Credit, you **MUST** make a claim. If you do not make a claim within the 3 month notice timeframe your benefits will stop.

DWP has promised that no one will be worse off if they move onto Universal Credit via the managed migration scheme. Your benefits will be 'transitionally protected'. This means if you would normally be worse off on Universal Credit they will keep your benefits at the same amount as your legacy benefit. However, if you claim Universal Credit before you get your migration notice or after the 3 month notice you will not qualify for the transitional protection.

DATE (FROM):	BENEFIT(S) RECEIVED:
April 2024	Income Support (and housing benefit); and Housing Benefit and tax credits
June 2024	Housing Benefit only (not supported or temporary accommodation)
July 2024	Employment and Support Allowance and tax credits (and housing benefit)
August 2024	Tax credits claimants over pension age
Sept 2024	Employment and Support Allowance only (or ESA and housing benefit only); and Jobseeker's Allowance (and Housing Benefit)

If you need help to make a new claim or need more information, contact Isabel at the office.

CLOTHING GRANT

Families on low incomes may be eligible to receive a School 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 earned income is £796 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 £19,995;
- Both Working Tax Credit and Child Tax Credit with an annual income of less than £19,995;
- 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.

Clothing Grants are paid directly into bank accounts by BACS.

If you are eligible for an automated Clothing Grant payment, and you have provided up-to-date bank details, you will receive the Clothing Grant payment directly into your account from 14 June 2024.

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

Eligible pupils, aged 16+ by 30 September 2024 (pupils of school leaving age), will receive the Clothing Grant payment after pupils have returned to school in August 2024.

FREE SCHOOL MEALS & BREAKFAST CLUB

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

- Universal Credit (UC), and your monthly earned income is £796 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 £19,995;
- Both Working Tax Credit and Child Tax Credit with an annual income of less than £9,552;
- Asylum Seeker receiving support under Part VI of the Immigration and Asylum Act 1999.

Eligible families will receive a payment for the Summer break.



If you have not made an application for Free School Meals and think you are entitled, please complete an application form - this can be found here: www.glasgow.gov.uk/article/2492/Clothing-Grants-Free-School-Meals

If you need help, contact Isabel in the office.

If you received the Spring payment in March or have been awarded Free School Meals then, you will automatically receive the Summer Free School Meals payment of £80 and **you do not need to contact them.**

Please note children going into P1 in August 2024 are not eligible for the summer payment. New applicants who meet the criteria and apply before 10 August 2024 will be paid the summer Free School Meals payment within 4 weeks of submitting their application - please allow 4 weeks before making regarding your application. Applications received **after** 9 August 2024, if eligible, will only receive Free School Meals and not the Summer Free School Meals payment.

If you are **financially eligible** for Free School Meals (in receipt of an eligible benefit), you will receive holiday Free School Meals payments. You will also be eligible for free Breakfast club for your primary-aged children.

All Primary 1 to 5 children are automatically entitled to receive a free school meal at school but must be financially eligible to receive holiday Free School Meals payments and free Breakfast Club.

ENDING YOUR TENANCY: WHAT YOU NEED TO KNOW

There are some things you need to do before you can end your tenancy and move out.

1. Your tenancy is a legal contract and you can only end it by giving the Association at least 28 days' notice in writing – you can do this by coming into the office and filling out a form.
2. We will arrange to come out to the house and carry out an inspection.
3. Make sure you clear the house of all your furniture and belongings. Remember we have a bulk uplift service on Wednesdays.
4. If you do not clear the house and the Association needs to do it, you will be charged for this.
5. Cancel you gas and electricity accounts or you may be charged for the new tenant's usage.
6. Make sure your rent account is cleared and you do not owe the Association any money. We will pursue you for any outstanding debt after you have moved out of the property.
7. If you have made any alterations or improvements, you might be entitled to compensation for the work you've carried out.
8. Change your address with all the important agencies - for example, doctors, dentist, Housing Benefit, Universal Credit (DWP), schools etc.

If you need any advice or information about ending your tenancy, please contact the office. We can send you out an information leaflet. If you are thinking about leaving because of rent arrears, harassment or fleeing domestic abuse, we can help you to seek advice. There may be options open to you so that you can stay in your home.

The following is a checklist you might find useful:

MOVING OUT CHECKLIST	✓
All rent/charges are paid	
Repairs/decoration that are your responsibility have been carried out	
2 sets of house keys returned	
Controlled entry key fobs returned	
Any other keys e.g. bin store, cellar, window locks – leave in house	
Remove all possessions from home and garden	
Clean/sweep out home	
Tidy garden area	
Dispose of any unwanted items	
Take gas/electric meter readings	
Notify Council Tax / Housing Benefit / DWP	
Arrange for mail to be redirected	

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.

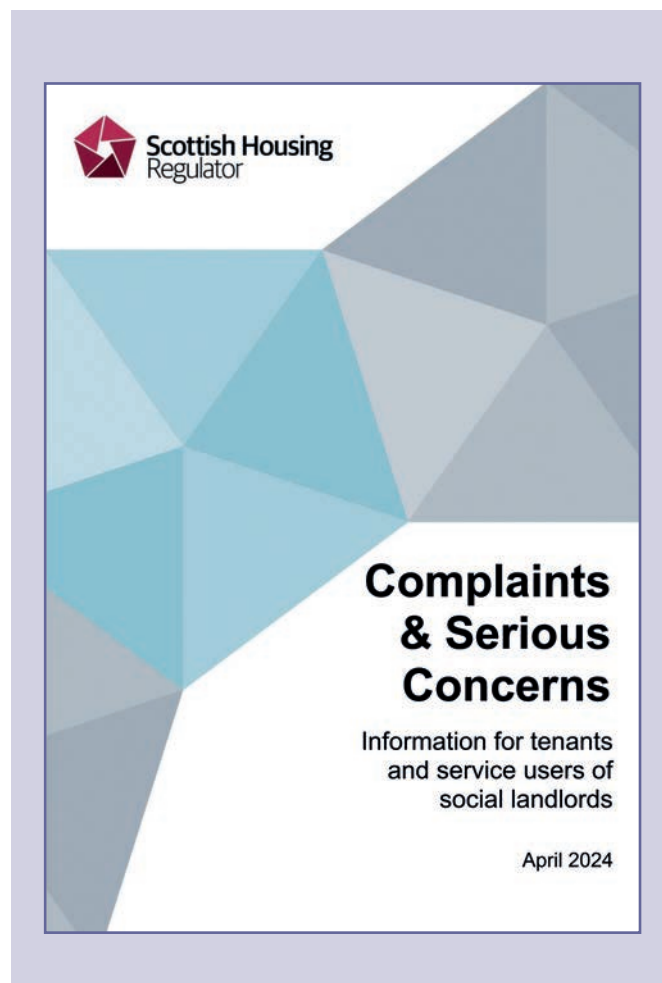
We have commissioned an independent review of the Association's compliance with the Regulatory Standards of Governance and Financial Management (the Standards) and we expect this to be complete by Autumn 2024.

A full copy of the Association's Engagement Plan for the period 1st April 2024 to 31st March 2025 can be found on our website (www.nvha.org.uk), or on the SHR's website (www.housingregulator.gov.scot/landlord-performance/landlords/north-view-housing-association-ltd/engagement-plan-from-1-april-2024-to-31-march-2025/). 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 2023/2024 to the Scottish Housing Regulator (SHR) on 31st May 2024. 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=3221).



Complaints & Serious Concerns

The Scottish Housing Regulator has produced a new information leaflet on complaints and serious concerns. This sets out what tenants should do if they are unhappy with the services provided by their landlord and how to report a serious concern about their landlord.

You can pick up a leaflet in our office reception, download a copy from North View's website (www.nvha.org.uk) or from the SHR's website (www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords/).

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 360 surveys carried out between 1st April 2023 and 31st March 2024:

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	66.4%
Fairly satisfied	31.7%
Neither satisfied nor dissatisfied	0.3%
Fairly dissatisfied	0.8%
Very dissatisfied	0.8%



98.1% 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 and tell him about your concerns. You can also email him at ady@nvha.org.uk.

KEY PERFORMANCE TARGETS

Our Key Performance Targets in relation to repairs are set out below – performance for 2023/2024 (1st April 2023 to 31st March 2024) is very good and has exceeded the targets set at the start of the financial year:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST MARCH 2024
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	98%
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	98%
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 44 mins
That the average time taken to address a Non-Emergency Repair be no more than 4 working days.	3.3 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. Outturn performance for 2023/2024 (1st April 2023 to 31st March 2024) is also very good, exceeding the targets set:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 31ST MARCH 2024
That rent arrears not exceed 7% of the amount of rent chargeable for the year.	6.06%
That the average re-let time for empty properties does not exceed 30 days.	21.3 days
That rental income lost through empty properties does not exceed 1.5% of the rent due.	0.61%
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 April 2023 and 31st March 2024 is set out in the following table:

Frontline complaints (Stage 1) received between 1st April 2023 and 31st March 2024:

Number of complaints received	17
Number of complaints resolved	17
The average number of working days that it took to address the complaints	3.2 DAYS

Investigatory complaints (Stage 2) received between 1st April 2023 and 31st March 2024:

Number of complaints received	1
Number of complaints resolved	1
The average number of working days that it took to address the complaints	7.0 DAYS

PLANNED MAINTENANCE

In 2023/2024, we:

- installed 25 new flat entrance doors
- fitted new windows in 29 homes
- provided 23 new kitchens

Some of the work scheduled for 2024/2025 is:

- install 40 new flat entrance doors within the closes
- fit new windows to 25 homes
- install new kitchens in 32 homes



COOKERS

It is the tenant's responsibility to ensure that their cooker is fitted with a stability bracket or chain to ensure that it meets the latest installation requirements. This is to prevent the cooker tipping forward.

If you do not have one fitted to your cooker, it is important for your health and safety that you attend to that as soon as possible.

DOG FOULING & GRASS CUTTING

Remember, if you receive a grass cutting service from the Association, you must remove any dog fouling from the grass before our contractor attends - they will not be able to cut your grass if there is mess on it.

The Association gives out free dog waste bags – you can collect them from our office.



RECIPES

SLOW COOKER HONEY MUSTARD CHICKEN THIGHS

Ingredients: Serves 4-6

- 8 chicken thighs
- 8 spring onions
- 1 tablespoon of mustard
- 2 tablespoons of honey
- 2 tablespoons of double cream
- 150ml chicken stock
- 100g frozen peas

Method:

- STEP 1** Melt the butter in a frying pan, add the chicken thighs and brown them well.
- STEP 2** Remove the chicken thighs and place in the slow cooker.
- STEP 3** Add the spring onions to the frying pan and brown lightly then add to the slow cooker.
- STEP 4** Add the stock, mustard and honey to the slow cooker and cook on low for 4 hours.
- STEP 5** Stir in the double cream and peas and simmer for 15 minutes with the lid off. Serve with a side of your choice.



AIR-FRYER MOZZARELLA BALL WITH TOMATO DIPPING SAUCE

Ingredients: Serves 2

- 80g spicy tortilla chips
- 1 and a half tablespoons of plain flour
- 1 medium beaten egg
- 250g block of mozzarella, cut into 1cm cubes
- 150ml tomato passata

Method:

- STEP 1** Tip the tortilla chips into a bowl and crush roughly with the end of a rolling pin.
- STEP 2** Place the flour and the egg in 2 separate bowls. Dip each mozzarella cube in the flour, followed by the egg and lastly the tortilla chips until evenly coated.
- STEP 3** Cook in the air-fryer at 180 degrees for 5 minutes until golden and crisp.
- STEP 4** To make the dipping sauce, simmer the passata over a medium heat till warm then serve with the mozzarella balls.



JEELY PIECE CLUB

The Wednesday Play Club, run by the Jeely Piece Club during term time in the Birgidale Complex and funded by North View, has been going really well.

Every Wednesday throughout the school summer holidays, the Jeely will run a club in the Complex from 2.30pm to 4.30pm.

The Jeely will also be providing 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


**-BIRGIDALE-
SUMMER HOLIDAYS**


WEDNESDAYS

2:30pm - 4:30pm

(FREE)
Lunch Provided

Location
**Birgidale Complex,
10 Stravanan St, G45
9LW**





ADDRESSES

It has been brought to our attention it would be useful if residents could ensure that their name and/or property number is clearly visible on their door. This would help prevent delivery services and visitors from attending the wrong property.



KIDS' COMPETITION

COLOURING COMPETITION

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

We are running another colouring competition for the kids' competition. All you have to do is colour in the picture below – use colours, patterns and anything else you want to draw. Then cut out your entry and hand it into the office by **4.30pm on Monday 19th August 2024**.

The winner will be contacted at the end of August 2024 and will win a £20 voucher. Good luck!

Name Tel no

Address Age

