



NEWSLETTER



OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 26TH SEPTEMBER 2024 FOR THE SEPTEMBER WEEKEND HOLIDAY AND REOPEN AT 8.30AM ON TUESDAY 1ST OCTOBER 2024. IN CASE OF EMERGENCY, CALL 0141 634 0555.

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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

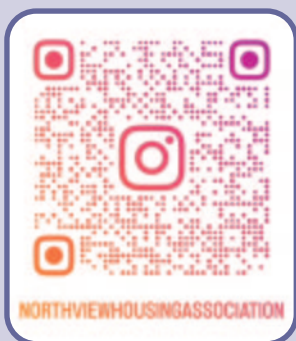
tel: **0141 634 0555**

email: enquiries@nvha.org.uk

web: www.nvha.org.uk



find us on facebook



find us on
instagram

AREA MEETINGS



We have just finished another round of area meetings, which gave tenants and owners another way to raise any concerns that they have about the area that they live in.

Thank you to everyone who came along!

The main areas raised were about repairs, estate management, Glasgow City Council services (including bins and roads) and anti-social behaviour.



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



SUMMER FAMILY TRIP - M&Ds

Over sixty local residents took part in our summer trip to M&Ds on 9th August 2024.

We hope everyone had a great day!



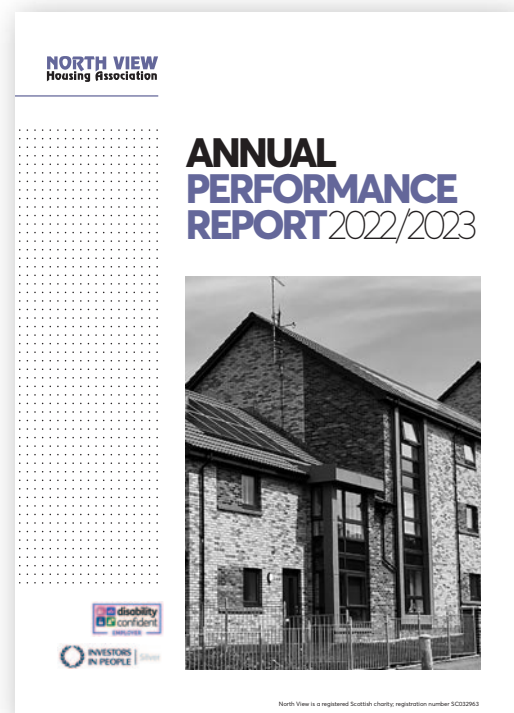
ANNUAL REPORT

Look out for our Annual Report which will be with you by the end of October 2024. This provides you with information on how the Association has performed, and is meeting the outcomes and standards of the Scottish Social Housing Charter.

We carried out a consultation on the format of the Report earlier this year and our 2024 edition will take account of the comments received.

We are planning to email this Report to residents where possible. If you have not provided us with your email address, please contact Noirin at the office with this information.

Also, if you would prefer to continue to receive a paper copy, please let Noirin know too.



SATISFACTION SURVEY



We would like to say a big 'thank you' to all our residents who took part in the recent survey carried out by Research Resource.

At the time of writing this Newsletter, we were awaiting feedback on the findings. The survey results will be included in our Winter Newsletter.

Survey participants are being entered into a prize draw with a chance of winning a voucher for up to £50 - winners will be contacted over the coming weeks.



DISCRETIONARY HOUSING PAYMENTS

In the Summer Newsletter, we mentioned that most people claiming benefits are being migrated over to Universal Credit (UC). If you have been in receipt of a Discretionary Housing Payment (DHP) due to the bedroom tax, you will need to reapply for the DHP when you claim UC.

If you need any help with this, please contact Isabel at the office on 0141 634 0555.





RESIDENT INVOLVEMENT

We will be reviewing our Resident Involvement Strategy over the coming months. The Strategy sets out the way in which we will involve residents and other service users in our work.

If you are interested in being involved in this work, please contact the office on **0141 634 0555** to let us know.

ANNUAL GENERAL MEETING



The AGM took place on Wednesday 18th September 2024 at the Birgidale Complex. Afterwards, members will be invited to stay for a game of Bingo.

We are always seeking new members and would encourage all our tenants and residents aged 16 or over to become members of the Association.

Application forms can be obtained by contacting the office on **0141 634 0555** or by emailing enquiries@nvha.org.uk.

SUCCESSFUL SKIP WEEKEND!

The skip weekend, which started on Friday 19th July 2024, was again a great success.

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!





ANTI-SOCIAL BEHAVIOUR

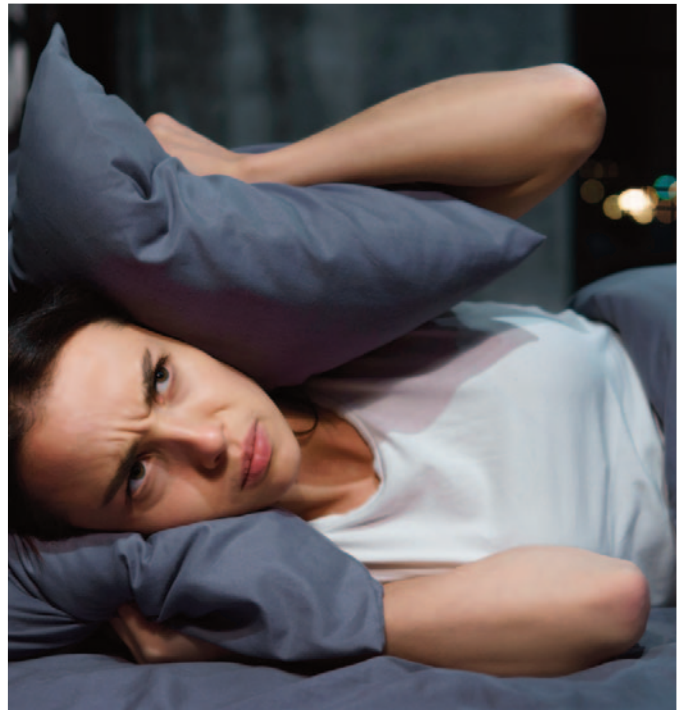
If you are experiencing any problems with anti-social behaviour, please contact your Housing Officer as soon as possible. It is important that we receive information on dates, times and the people involved to help us investigate and work to try to deal with issues.

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 neighbours.

GLASGOW CITY COUNCIL'S OUT OF HOURS DOMESTIC NOISE SERVICE

This year, Glasgow City Council has decided not to continue with its out of hours domestic noise service. It will now be an advice only service.

This means that if you are experiencing domestic noise between the hours of 17.00hrs and 03.30hrs and contact the noise service on 0141 287 6688, you will speak with an officer who can provide advice. Glasgow City Council staff will now not be able to attend to witness.



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 555111
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.

WELFARE RIGHTS UPDATE



Warm Home Discount

Warm Home Discount is a payment made by fuel suppliers to help with fuel costs. It is usually worth around £150 and will be paid from October 2024 to 31 March 2025. The money is normally credited to your fuel account.

To get a Warm Home Discount, you must:

- qualify for Guarantee Pension Credit; and
- have your or your partner's name on the bill.

Your supplier also has to be signed up to the Warm Home Discount scheme.

You do not need to apply if you get the **Guarantee Credit element of Pension Credit**. You'll automatically get a letter telling you about the discount if you're eligible. If you have been asked for more information, call the helpline. If you haven't received a letter but think you are eligible for the discount, you should apply by contacting your supplier directly.

Otherwise, you'll need to apply directly to your energy supplier.

You might be eligible if all of the following apply:

- your energy supplier is part of the scheme;
- you (or your partner) get certain means-tested benefits or tax credits; and
- your name (or your partner's) is on the electricity bill.

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean you are eligible. This is known as being in the 'broader group'.

The following suppliers are part of the scheme:

- 100Green (formerly Green Energy UK or GEUK)
- Affect Energy – see Octopus Energy
- Boost
- British Gas
- Bulb Energy – see Octopus Energy
- Co-op Energy - see Octopus Energy
- E - also known as E (Gas and Electricity)
- Ecotricity
- E.ON Next
- EDF
- Good Energy
- London Power
- Octopus Energy
- Outfox the Market
- OVO
- Rebel Energy
- Sainsbury's Energy
- Scottish Gas – see British Gas
- ScottishPower
- Shell Energy Retail
- So Energy
- Tomato Energy
- TruEnergy
- Utilita
- Utility Warehouse

If the electricity supplier you were with stops trading, you may still be eligible for a Warm Home Discount. Ofgem will appoint your new supplier for you.

Check with your new supplier if you're eligible for the discount.

PENSION AGE DISABILITY PAYMENT

Pension Age Disability Payment will replace Attendance Allowance. It will be piloted in 5 local authorities from October 2024. It is expected to be rolled out to Glasgow by 22 April 2025.

Pension Age Disability Benefit is for people of pension age who have a disability or long-term health condition that means they need help looking after themselves or supervision to stay safe.

It is not means-tested and is worth between £290 and £434 a month depending on the needs of the person who gets it.

People already receiving Attendance Allowance do not need to take any action as your award will be automatically moved from the DWP to Social Security Scotland. This will happen in phases, with the first expected to be transferred in early 2025.

WINTER FUEL PAYMENT / PENSION AGE WINTER HEATING PAYMENT

Scottish Government will replace the UK Government's Winter Fuel Payment (WFP) from winter 2024 with Pension Age Winter Heating Payment (PAWHP).

If you were born before 23 September 1958, you could get either £200 or £300 to help you pay your heating bills for winter 2024 to 2025.

This was previously paid to everyone of pension age. This year, however, it has changed and will only be paid to pensioners in receipt of certain means tested benefits. You may be eligible if you or your partner get one of the following:

- Pension Credit;
- Universal Credit;
- Income-related Employment and Support Allowance (ESA);
- Income-based Jobseeker's Allowance (JSA);
- Income Support.

If you are eligible, you'll normally get the Winter Fuel Payment automatically. You should get a letter in October or November saying how much you'll get. Most eligible people are paid in November or December.

You do not need to claim if you get any of the following:

- Pension Credit;
- Income Support;
- Income-related Employment and Support Allowance (ESA);
- Income-based Jobseeker's Allowance (JSA).

You may need to claim if you get Universal Credit, although you should get a note in your journal.

UNIVERSAL CREDIT TRANSITIONAL PROTECTION



In the previous newsletter, we explained that claimants who undergo migration from legacy benefits to Universal Credit (UC) may be entitled to a transitional element in their Universal Credit. One of two elements may be awarded: a 'transitional element' or a Severe Disability Premium (SDP) transitional element.

These transitional elements provide very important financial protection, or at least partial protection, in migration to UC. But, even where entitlement to these elements has not actually stopped, they do not last forever. That is because they are reduced, or 'eroded', by subsequent increases in UC.

Erosion works by reducing the amount of the transitional element, or the transitional SDP element, potentially to nil.

- Erosion cannot apply in the first assessment period of the UC award – so increases to UC in that assessment period do not trigger erosion. But it can apply from the second assessment period, and in subsequent assessment periods.

- Erosion is triggered by increases in UC maximum amounts, including increases to standard allowances and most elements – but not the childcare element.

- Becoming entitled to a UC element, or an increase to an element already awarded, will result in erosion.

- Annual uprating of UC amounts will trigger erosion – so erosion of existing transitional elements will always happen at least in April of each year.

An advertisement for the 'Eat Well Age Well' advice line. It features a photograph of an elderly woman with short, curly, light-colored hair, wearing a dark blue sweater over a pink collared shirt. She is looking down at a smartphone in her hands. The background is a warm, brownish-orange color. On the left side of the image, there is a blue curved banner with white text. At the bottom left, there is a logo for 'Food Train' with the tagline 'EAT WELL AGE WELL'. On the right side, there is a white curved banner with black text. The overall design is clean and professional, with a focus on the elderly woman and the advice line information.

Poor appetite?

Unplanned weight loss?

Looking for advice about your diet?

**EAT WELL AGE WELL
ADVICE LINE**

0131 447 8151

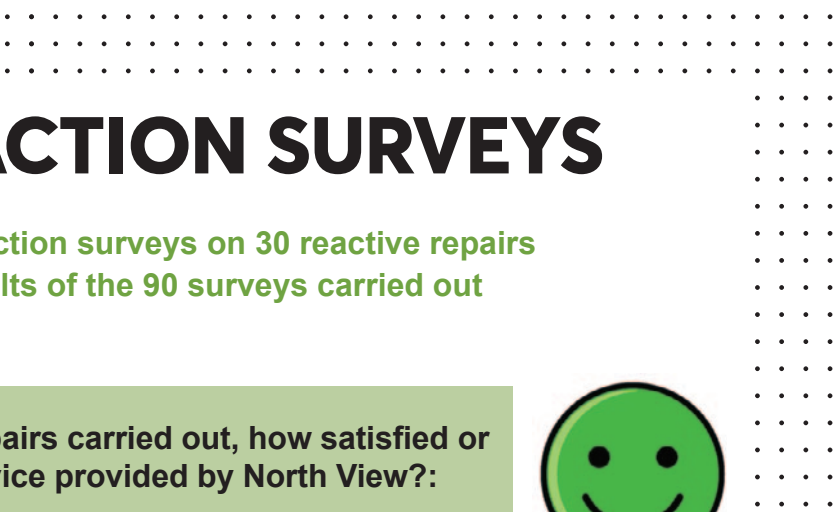
For those aged 65+ in Scotland

OPENING HOURS

Mon: 9am - 4pm

Wed: 9am - 4pm

Thurs: 9am - 4pm



REPAIRS – SATISFACTION SURVEYS

Every month, we aim to do follow up satisfaction surveys on 30 reactive repairs completed in that month. Below are the results of the 90 surveys carried out between 1st April 2024 and 30th June 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	66.7%
Fairly satisfied	33.3%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%



100% OF TENANTS WERE VERY SATISFIED OR FAIRLY SATISFIED WITH THE REPAIRS SERVICE.

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 directly at ady@nvha.org.uk.



KEY PERFORMANCE TARGETS

Our Key Performance Targets that we have set for the year 2024/25 are set out below – performance to the end of June 2024 has been very good:

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 30TH JUNE 2024
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	96%
That the average time taken to address an Emergency Repair be no more than 4 hours.	1 hr 38 mins
That the average time taken to address a Non-Emergency Repair be no more than 4 working days.	3.6 days
That at least 85% of our repairs be ‘right first time’.	95%

HOUSING MANAGEMENT PERFORMANCE

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

KEY PERFORMANCE TARGET	ACTUAL OUTTURN TO 30TH JUNE 2024
That rent arrears not exceed 6.5% of the amount of rent chargeable for the year.	5.36%
That the average re-let time for empty properties does not exceed 25 days.	19.9 days
That rental income lost through empty properties does not exceed 1.0% of the rent due.	0.83%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	3.0 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 2024 and 30th June 2024 is set out in following table:

Frontline complaints received between 1st April 2024 to 30th June 2024:	
Number of complaints received	3
Number of complaints resolved	3
The average number of working days that it took to address the complaints	3.7 DAYS
Investigatory complaints received between 1st April 2024 to 30th June 2024:	
Number of complaints received	1
Number of complaints resolved	1
The average number of working days that it took to address the complaints	16 DAYS

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.

RECIPES

SLOW COOKER PUMPKIN SOUP

This is a warming autumn soup.

Ingredients: Serves 4

- 1 small pumpkin, peeled, deseeded and chopped into small pieces
- 2 baking potatoes, peeled and chopped into small pieces
- 1 onion, peeled and chopped finely
- 2 teaspoons of curry powder
- 1 litre of chicken stock
- 150 ml double cream

Method:

- STEP 1** Add the pumpkin, potatoes, onion, curry powder, and stock to the slow cooker.
- STEP 2** Set the slow cooker to high for 6-8 hours.
- STEP 3** Using a stick blender, or a food processor, blend the soup until it's smooth.
- STEP 4** Stir in the cream and serve.



AIR-FRYER CHICKPEA SNACK

Low in salt and fat, these are a healthy snack!

Ingredients:

- 400g tin of chickpeas
- spicy seasoning (e.g., paprika, cayenne pepper, cumin etc – your choice!)
- cooking oil

Method:

- STEP 1** Drain the tin of chickpeas in a colander till they are dry.
- STEP 2** Set the air fryer to 200 degrees for 20 minutes.
- STEP 3** Put the chickpeas into the air fryer.
- STEP 4** After 5 minutes, remove the basket from the air fryer, spread a little bit of oil on the chickpeas and add some of your seasoning. Return them to the air fryer.
- STEP 5** Every 5 minutes, take out the basket and give the chickpeas a shake.
- STEP 6** After about 15-20 minutes, the chickpeas should be golden and crispy and ready to enjoy. Add some more seasoning if you like.





BIRGIDALE COMPLEX

The Birgisdale Complex at 10 Stravanan Street is the local community centre and is available to book for events and functions. Bookings can be made by calling 0141 631 1161.

It also hosts the following activities every week:

Yoga

- every Tuesday and Thursday from 5.30pm to 7.30pm



Bingo

- every Sunday and Tuesday from 7.30pm



Alcoholics Anonymous

- every Wednesday from 8pm to 9.40pm



CONTENTS INSURANCE

It's a good idea to consider the importance of home contents insurance. Having the right insurance in place can protect you from the risk of belongings being broken, damaged, or stolen. Thistle Tenant Risks is specially for tenants.

For more information, you can contact them on **0345 450 7286**, Monday to Friday 9am to 5pm. Alternatively, you can email tenantscontents@thistleinsurance.co.uk to request a call back from one of their advisors.



Remember, the Jeely Piece Club continues to run its term time Wednesday Playclub in the Birgisdale Complex. It's for children of primary school age and runs from 3.15pm to 5.00pm.

Whatever
you're facing
We're here to listen

Call free day or night on

116 123

SAMARITANS

KIDS' COMPETITION

COLOURING COMPETITION

We are running another colouring competition children who are at primary school or not yet started school.

All you have to do is colour in the Autumn themed 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 21st October 2024**.

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

Name Tel no

Address Age

