



# NEWSLETTER



**OUR OFFICE WILL CLOSE AT 4.30PM ON MONDAY 23RD DECEMBER 2024 FOR THE FESTIVE PERIOD AND REOPEN AT 8.30AM ON MONDAY 6TH JANUARY 2025. 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](mailto:enquiries@nvha.org.uk)

web: [www.nvha.org.uk](http://www.nvha.org.uk)



find us on facebook



find us on  
instagram

## NEWSLETTERS & ANNUAL REPORT



We emailed out our Autumn Newsletter and Annual Report to all our tenants who have provided us with their email address. Paper copies were sent to households who don't have access to email or haven't provided their email address. If you are still receiving a paper copy and would like to receive our publications electronically going forward, please contact the office on **0141 634 0555** with your email address. You can also email us at [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk) to let us know.

We hope you enjoyed reading our Annual Performance Report for 2023/2024. Please contact us if you have any comments on it or suggestions for future reports.

Our Rent Consultation Newsletter will be sent out later this month. We would be grateful if you could take the time to read this and complete and return the questionnaire included.



This newsletter can be made available on CD/data-to-voice, Braille, large print and community languages. For further details, please contact us on **0141 634 0555** or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

# WORK EXPERIENCE

The Association is delighted to have been able to recently offer work experience placements to four pupils from St Margaret Mary's Secondary School.

These provided the pupils with an opportunity to work alongside our tradesteam and learn more about the type of work involved.

Feedback from both the pupils and school staff has been really positive - we hope to continue working with the school in the months ahead.



## CHRISTMAS RUBBISH



Please note there will be no Glasgow City Council bin uplifts on Christmas Day, Boxing Day, New Year's Day and Thursday 2nd January 2025.

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 to tenemental properties by the Association will be carried out on different days over the holiday period. Our contractor, Caledonian Maintenance Services, will be in the area on Monday 23rd December 2024, Tuesday



24th December 2024, Monday 30th December 2024 and Tuesday 31st December 2024. It will revert back to the usual Wednesdays and Thursdays after the holidays. Please note that uplifts to other properties will resume in the New Year.

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](http://www.glasgow.gov.uk/CollectionDays).

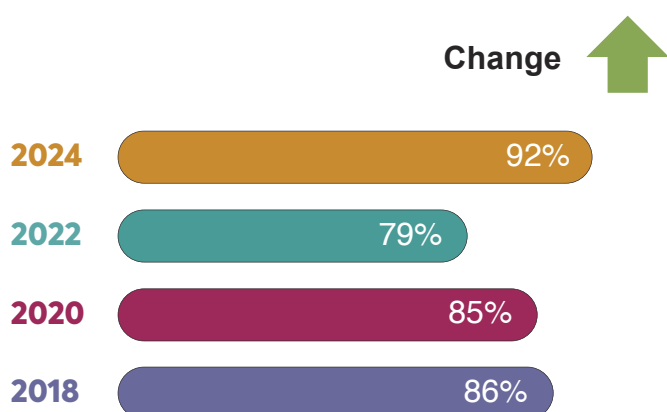
# RESIDENTS' SATISFACTION SURVEY



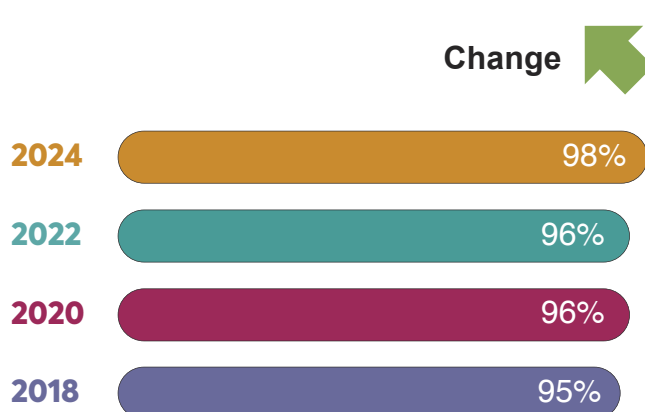
Research Resource carried out our latest Residents' Survey in July and August 2024.

The table below shows the satisfaction levels associated with some key questions and compares these with results of the last three surveys carried out:

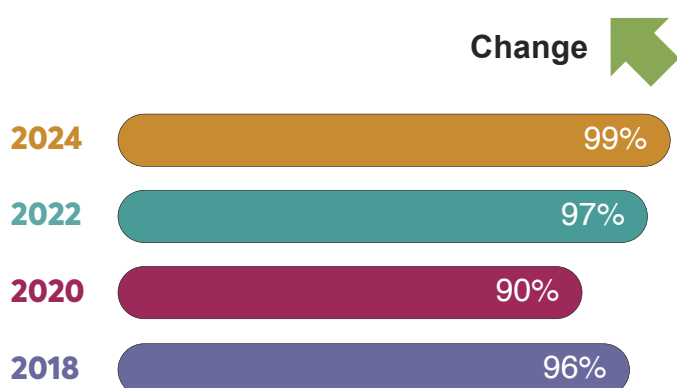
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by NVHA? (% very/fairly satisfied)



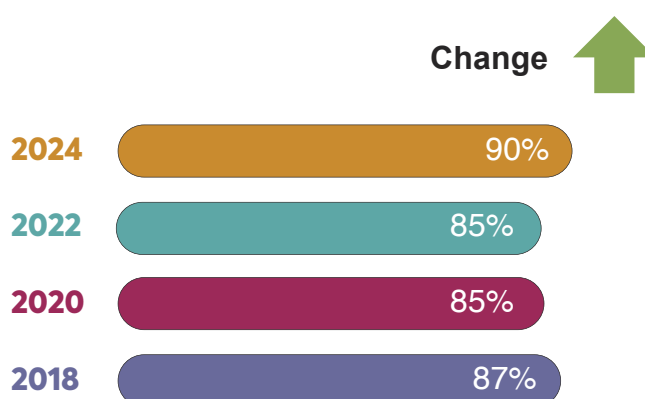
How good or poor do you feel NVHA is at keeping you informed about their services and decisions? (%very good/fairly good)



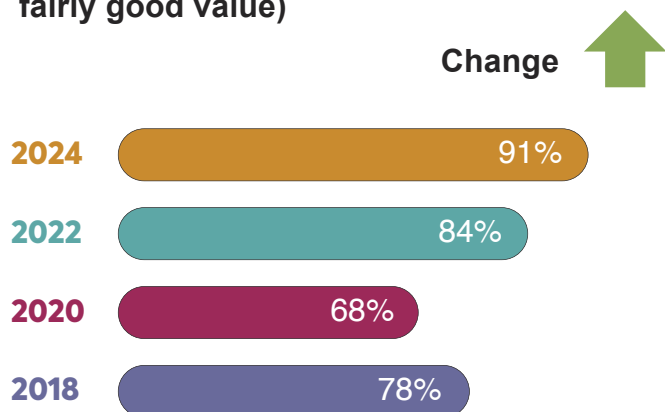
How satisfied or dissatisfied are you with the opportunities given to you to participate in NVHA's decision making process? (% very/fairly satisfied)



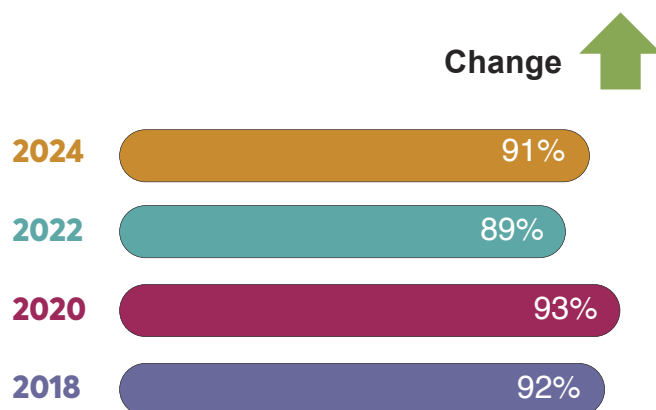
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)



Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money? (% very good value/ fairly good value)



Overall, how satisfied or dissatisfied are you with NVHA's contribution to the management of the neighbourhood you live in? (% very/fairly satisfied)



**We are really pleased with results and will now spend some time looking at what we can do to improve our services to respond to any dissatisfaction identified.**

'Providing an effective repairs service' remains a key priority for our tenants, with 90% of respondents selecting this as their top, second or third priority. This was followed by 'modernising tenants' homes to keep them to a reasonable standard' at 69% and 'keeping rent charges affordable' at 53%.

Residents who took part in the survey were entered into a prize draw and the winners have now been contacted to collect their vouchers from the office. Some of lucky winners are pictured here with our Customer Service Assistant, Noirin Sweeney.





# FIRE SAFETY

As a tenant, you play a crucial role in maintaining the safety of the buildings you call home. Fire safety isn't just the responsibility of the Association. You can take simple measures to protect yourselves and your neighbours.



Here are four essential practices that every tenant should do to enhance fire safety:

## 1. TEST SMOKE ALARMS WEEKLY

Smoke alarms are the first line of defence in alerting you to a fire, especially while you're sleeping. Unfortunately, many people assume their smoke alarms are functioning properly without ever checking.

**Action:** Make it a habit to test your smoke alarms once a week. This only takes a minute. All you have to do is press the test button on the alarm, and ensure it sounds loud and clear. If it doesn't, contact the Association immediately we will arrange to have them checked and replaced if required.

**Why It Matters:** Alarms with dead batteries or faulty sensors are effectively useless. Regular testing ensures that they are ready to alert you if a fire breaks out, giving you those precious extra seconds to evacuate safely.

## 2. REPORT ANY ISSUES WITH SMOKE ALARMS

Occasionally, smoke alarms may chirp or go off without a clear reason. This could mean a low battery, a dusty sensor, or a malfunction. While it may be tempting to disconnect the alarm, doing so can put you and your neighbours at risk.

**Action:** If your smoke alarm starts beeping or sounds continuously without an apparent cause, report it to the Association immediately. Never disable the alarm or remove it.

**Why It Matters:** A disabled or malfunctioning alarm means you won't be alerted in the event of a real fire. By reporting any issues to the Association, you are helping to ensure the entire building's safety.

## 3. KEEP COMMUNAL AREAS CLEAR

Hallways, stairwells, and other communal areas should always be free of clutter.

In the event of an emergency, these spaces become vital escape routes. Even seemingly harmless items, like bicycles, shoes, or rubbish bags, can quickly become dangerous obstacles if smoke reduces visibility or when every second counts.

**Action:** Be mindful of what you leave in communal spaces. Report any obstructions you notice to the Association immediately. If you're moving furniture or large items, do so swiftly and avoid leaving them unattended.

**Why It Matters:** Blocked hallways and exits can delay evacuation and pose a serious risk to you, your neighbours and emergency services. Keeping these areas clear ensures a safe and speedy exit route in case of a fire.

## 4. NEVER PROP OPEN FIRE DOORS

Fire doors are specially designed to withstand high temperatures and prevent the spread of fire and smoke, giving residents time to evacuate safely. However, they only work if they are closed. Propping them open means that they can't do that job, putting everyone in the building at risk.

**Action:** Always ensure that fire doors are properly closed behind you.

**Why It Matters:** Fire doors are an integral part of the building's safety design. In a fire, they can contain flames and smoke for up to 30 minutes, buying time for you and others to escape or for firefighters to control the blaze.

### REMEMBER:

- TEST SMOKE ALARMS WEEKLY
- KEEPING COMMUNAL AREAS CLEAR
- MAKE SURE FIRE DOORS ARE NEVER PROPPED OPEN

# URGENT: PLEASE KEEP YOUR CLOSE AND LANDINGS CLEAR!

Please make sure you **DO NOT LEAVE** any furniture or personal items like shoes, prams, and other rubbish on the landings, front entrance or anywhere in the close.

Items left in the close can be a fire safety risk and it's important for tenants to understand the risks involved.

## Fire Safety Risks

Common closes need to be kept clear because if there is a fire they cause:

- 1. Obstruction of Exits:** Clutter can make it difficult for residents to evacuate quickly in an emergency. This delay can be life-threatening.
- 2. Increased Fire Load:** Items such as upholstered furniture or newspapers etc can make a fire burn hotter and spread faster.
- 3. Access Problems for Emergency Services:** Firefighters need access to common areas to battle fires effectively. Clutter can delay rescue operations and put lives at risk.

Letters have already been sent to some closes and will soon be sent out to all tenants outlining the need to keep common closes clear of personal belongings and rubbish.

## All residents must:

- **Remove Any Personal Items:** All furniture, shoes, prams, and other personal belongings should be cleared from the common closes immediately.
- **Dispose of Rubbish Properly:** Put rubbish in the bins provided immediately and never leave it in the close or outside your door.

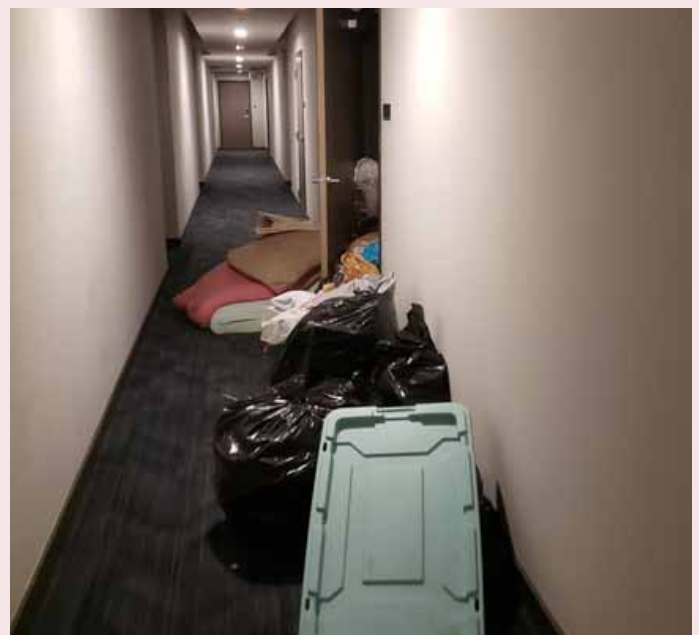
We hope tenants understand the reasons why we need closes kept clear of rubbish and other

items. Please contact the Association if you are struggling remove your belongings from the close and remember we have a bulk uplift service for your area. Contact Noirin at the office on **0141 634 0555** for details of when and where to leave your rubbish for uplift.

We will inspect the closes and if you have failed to remove your belongings, we will have no choice but to instruct a contractor to dispose of any items deemed inappropriate and recharge you for the cost of doing this.

We are doing this to ensure the safety and wellbeing of all residents living in our properties. Taking responsibility for the common spaces in our community is a shared obligation. The Association urges everyone to act promptly and responsibly to ensure living spaces remain safe and accessible. Together, we can prevent accidents and protect our community from potential fire hazards.

The Association thanks you for your co-operation!



# ELECTRICAL SAFETY



We want to highlight the importance of us gaining access to your property to carry out an **Electrical Installation Condition Report (EICR)**. These inspections are essential for keeping your home - and the entire building - safe from potential electrical hazards.

An EICR is a thorough inspection of the electrical systems and wiring in your home. Regular inspections help us identify and fix potential issues before they become a problem.

## The key benefits of EICRs include:

- **Preventing electrical fires:** faulty wiring or damaged electrical installations are among the leading causes of fires in residential buildings.
- **Ensuring legal compliance:** we have a duty to maintain electrical safety standards in all our properties.
- **Protecting tenants and properties:** regular checks ensure your home remains safe, secure, and compliant with current safety regulations.

We understand that allowing access to your home for inspections can sometimes be inconvenient. However, it is crucial for the safety of everyone living in the building.

We kindly ask that you allow our contractors access to carry out these inspections when scheduled.

If the scheduled date or time does not suit, please let us know as soon as possible and we will do our best to accommodate a time that works better for you.

## Forced access: a last resort

Please note that if we are unable to gain access after multiple attempts to schedule a convenient time, we may have no choice but to **force access** into your property to carry out the inspection.

While this is not something we want to do, it is sometimes necessary to ensure the safety of all residents. Electrical safety is not optional - it's a legal requirement.

## What to expect during the inspection

- Our professionally qualified electricians will conduct the inspection which usually takes around **1-2 hours** to complete.
- They will check wiring, sockets, fuse boxes, and other electrical installations to ensure everything is safe.

**Thank you for your co-operation.** Your safety and the safety of your neighbours are our top priority.

If you have any questions or concerns about EICRs, please do not hesitate to contact our office.





# LOST KEYS

The Association will not under any circumstances respond to out of hours calls from tenants who are locked out of their home because we can never be 100% sure that the person locked out is the tenant.

To avoid this situation, please ensure that you leave a spare key with a friend or relative. This means that if you get locked out, all you need to do is go to them and get the spare key. If you don't do that and force the door to get in, we will recharge you what it costs us to repair it.

## RESIDENT INVOLVEMENT STRATEGY

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 and we will be in touch in due course.



### CASTLEMILK PANTRY

The Castlemilk Pantry will be open between 10.00am and 3.00pm on Tuesday 24th December 2024. It will then be closed through to 6th January 2025.



## SAMARITANS

Christmas is a challenging time of year for many people. Samaritans are available 24 hours a day, 365 days a year.

# WELFARE RIGHTS UPDATE



## Personal Independent Payment (PIP)

**Some Personal Independent Payment (PIP) claimants could be owed money due to an error. The Department for Work and Pensions (DWP) has launched another review of PIP claims after an error means some claimants may be owed back payments of the mobility component. However, it appears the DWP will only look at your award again if you contact them and ask them to do so.**

Generally, claimants who have reached pension age can't have an award of the standard rate of the PIP mobility award increased to enhanced. However, due to an error, claimants who didn't ask for an increase, but who had a PIP review at which a health assessor found they now met the criteria for an enhanced award, may be entitled to the higher rate.

You may be entitled to an increased award for the mobility part of your PIP, even if you have stopped getting PIP, if all of the following apply:

- you had your PIP claim reviewed between 8 April 2013 and 29 November 2020
- you were over State Pension age
- you received the standard rate of the mobility award
- you did not report a change in your circumstances that affected your mobility needs
- you had a health professional assessment which recommended the enhanced rate of the mobility award

- you continued to receive the standard rate of the mobility award
- your decision letter told you they could not increase your mobility award because you were over State Pension age

If you think all of this applies to you, contact the DWP and ask for your award to be looked at again.

## Warm Home Discount



**Just a reminder that you might still be able to apply for the £150 if you haven't already done so. Eligibility depends on your circumstances, including being in receipt of certain benefits/low income. Contact your electricity supplier or apply online to see if they're still accepting applications.**

## Universal Credit Migration



This is still ongoing. Remember it is important that you make a claim for Universal Credit if you receive a migration letter. You should have approximately 2 months to respond (the date will be on the letter). If you don't make a new claim, you will lose your benefits including housing benefit/costs.

# CARERS ALLOWANCE / CARERS SUPPORT PAYMENT

**Carers Allowance in Scotland is being replaced with Carer Support Payment. From 4th November, it affects people living in Glasgow. It is for unpaid carers who provide 35 or more hours of care a week to someone who gets disability benefits. This is a payment of £81.90 per week paid by Social Security Scotland.**

Unlike Carer's Allowance, Carer Support Payment is available to some carers in education. This includes full-time students aged 20 or over and students under 20 who are in advanced or higher education.

Eligibility is extended to carers aged 16-19 in non-advanced education. This includes those studying for National Certificates, Highers and Advanced Highers, who meet certain criteria (for example, not having any parental support).

As part of the roll out, new backdating rules were introduced meaning that some carers - mostly full-time students - living in the new areas can apply to have their payments backdated to when Carer Support Payment was introduced.

Special backdating rules for the Carer Support Payment roll out mean that carers

who are not eligible for Carer's Allowance but are eligible for Carer Support Payment, and are living in areas outside of the initial pilot areas, can apply to have their payments backdated to the date Carer Support Payment first became available. The rules are designed to stop carers missing out on money they are entitled to because they live in an area included in the later phases of the rollout.

To get fully backdated payments under these special rules, carers should apply within 13 weeks of the benefit becoming available in their area. The deadline for carers living in Glasgow is 2nd February 2025. Carers may still be able to get fully backdated support after this if they have a good reason for missing the deadline.

Carers in Scotland who already get Carer's Allowance will have their benefits automatically transferred to Carer Support Payment. Social Security Scotland will write to people in advance to let them know that their award will be moving. The transfer of awards began in February this year. It is due to complete in Spring 2025.

## STEPCHANGE

StepChange is an organisation that has been providing free, expert debt advice for over 30 years.

They have also developed guides for people who need help in an emergency.

You can visit their website at [www.stepchange.org](http://www.stepchange.org) for more information or contact them on **0800 138 1111** (Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 2.00pm).



# PENSION CREDIT/WINTER FUEL PAYMENT

**If you are pension age and over, you may be missing out on additional financial support. This may include Pension Credit and continued access to the Winter Fuel Payment.**

DWP figures show that for those who qualify for Pension Credit it is worth, on average, £3,900 per year. Pension Credit also unlocks additional support including the Winter Fuel Payment, help with Council Tax, NHS dental care and a free TV licence for those aged over 75.

The rules for Pension Credit allows for up to three months backdating, so making a successful claim before 21st December 2024 could also see you keep your entitlement to the Winter Fuel Payment.

The easiest way to check if you qualify for Pension Credit is by calling Pension Credit claim line on **0800 99 1234**. This can be done Monday to Friday between 8am to 6pm. Alternatively, you can make a claim online at **[www.gov.uk/pension-credit/how-to-claim](http://www.gov.uk/pension-credit/how-to-claim)**. If you would find it helpful to have a family member or friend to help you make a claim, that is fine - the claim process allows then to do this for you.

You can apply for Pension Credit even if you have some savings or other income and you

can check in advance if you should make a claim by using this Pension Credit calculator **[www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator)**.

If you would prefer to make a paper claim then phone the Pension Credit claim line and request a form to be sent to you, or if you have access to a printer you can download a copy of it from the web address above. Once completed, the paper form should be sent (no stamp required) to Freepost DWP Pensions Service 3.

The form is short and doesn't take a lot of time to complete. If you prefer you can contact Isabel in the office to help check your eligibility and help with completing the application.

In Scotland, there are estimated to be thousands of people over pension age who are missing out on Pension Credit and are at risk of losing the Winter Fuel Payment. The UK and Scottish Governments are strongly encouraging pensioners to claim what they are due.

Please act on the advice in this Newsletter to make sure you are not financially losing out. Remember that a completed claim for Pension Credit needs to have been made by 21st December 2024 with a request to have it backdated in order to also qualify for the winter fuel payment.

## AGE SCOTLAND

Age Scotland helpline is for the over 50's, their families and carers. They provide advice on energy (including how to understand bills, tariffs and metering), social care, benefits and more. They offer a friendly chat or referral to their friendship service. This service provides weekly calls from volunteers, friendship, companionship and support. They also offer free workshops, in person and online. They may be able to help if you are struggling with fuel and food. If you think they might be able to help you contact 0800 124 4222.





## The Wee Well-Being Café

5-7pm

Food, refreshments & snacks  
A welcoming space for a wee chat

7-8pm

A wee activity to lift your spirit

December 20th

January 10th, 17th & 24th

The Wee Well-Being Café is free for everyone to enjoy. If you can support us with a small contribution, it would be greatly appreciated and help us to continue.

Birgisdale Complex, Stravanan St  
Castlemilk, G45 9LW



## Pinocchio Panto

Hopscotch Theatre and Glasgow Life is presenting a fresh retelling of Pinocchio at the Castlemilk Community Centre, Castlemilk Drive, Glasgow, G45 on 20th December 2024.

There will be two showings: 1.30pm and 6.30pm (each lasting one hour). Costs are £3 per ticket or £1 for concessions.

Contact Castlemilk Community Centre on 0141 634 2233 to book!







# MANAGING CONDENSATION IN COMMON AREAS

As we move into the colder months, condensation can become an issue not only within individual homes but also in the shared spaces of our buildings, such as the stairwells, hallways, and other common areas.

Condensation happens when warm, moist air meets cold surfaces, creating moisture buildup that can lead to dampness and even mould if left unmanaged.

## Why condensation occurs in common areas

Common areas can be particularly prone to condensation for several reasons:

- temperature fluctuations between warm indoor spaces and colder, less frequently heated areas;
- poor ventilation, especially in enclosed stairwells or hallways;
- moisture brought in from outside (wet shoes, umbrellas, etc.) and from activities in individual properties.

## How we can help reduce condensation

Keeping common areas dry and ventilated helps reduce condensation risks. Here are some ways everyone can help:

- keep doors to common areas closed to minimise temperature changes;
- do not use common areas to store wet items like prams, umbrellas and shoes;
- report any dampness, leaks, or signs of mould in common areas promptly to the Association so that we can address them early.

# KEEPING WARM THIS WINTER

We will no doubt experience some very cold spells over the coming weeks. To help prepare for this, we have put 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 traps the heat better than one thick layer.



## 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.

# 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 November 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	76.3%
Fairly satisfied	23.3%
Neither satisfied nor dissatisfied	0.4%
Fairly dissatisfied	0%
Very dissatisfied	0%



**99.6% 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](mailto:ady@nvha.org.uk).

Also, please do not approach members of our Management Committee to report repairs – reports must be made through the office.

## 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 31st October 2024 is set out in following table:

Frontline complaints received between 1st April 2024 to 31st October 2024:	
Number of complaints received to 31st October 2024	7
Number of complaints resolved by 31st October 2024	4
The average number of working days that it took to address the complaints resolved by 31st October 2024	2.75 DAYS
Investigatory complaints received between 1st April 2024 to 31st October 2024:	
Number of complaints received	2
Number of complaints resolved	2
The average number of working days that it took to address the complaints	17.5 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 CULLEN SKINK

A hearty, winter warmer

**Ingredients:** Serves 4

- 300g smoked haddock
- 4 large potatoes
- 600ml milk
- 1 onion
- 1 leek
- 50g butter
- 50ml single cream

**Method:**

- STEP 1** Peel the potatoes and chop them into small pieces.
- STEP 2** Peel and finely chop the onion.
- STEP 3** Wash the leek well and then finely slice it.
- STEP 4** Set the slow cooker to High.
- STEP 5** Add the haddock, potatoes, milk, butter, onion, and leek.
- STEP 6** Cook for 3 hours or until the potatoes are soft.
- STEP 7** Carefully remove the haddock (a slotted spoon helps), and flake it into smaller pieces.
- STEP 8** Return the haddock to the slow cooker and warm it through.
- STEP 9** Add the cream.
- STEP 10** Add salt and pepper to taste and some fresh parsley if you like. If the soup seems too thick, you can add some hot fish stock.



## AIR-FRYER FESTIVE POTATOES

**Ingredients:**

- 350g medium red potatoes
- 1 teaspoon of cooking oil
- 1 tablespoon of melted butter
- ½ teaspoon of dried parsley
- ½ teaspoon of dried rosemary
- Salt and pepper to taste

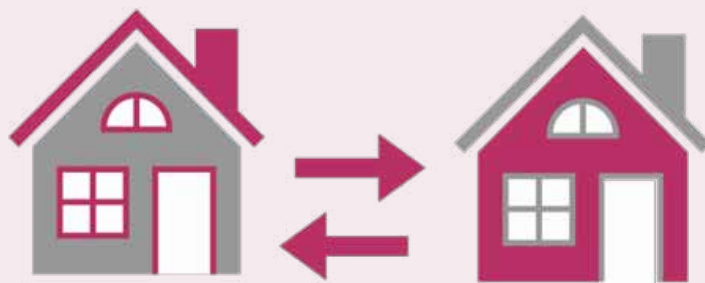
**Method:**

- STEP 1** Wash the potatoes and pat dry with a paper towel.
- STEP 2** Slice the potatoes horizontally, stopping about a ¼ inch from the bottom so they are still intact. Gently fan them out.
- STEP 3** Mix the oil, butter, parsley, and rosemary in a bowl.
- STEP 4** Transfer the potatoes to the air dryer and brush half the mixture over the potatoes, coating the insides.
- STEP 5** Bake for 20 minutes at 200 degrees, brushing the remaining mixture on the potatoes half way through.





# MUTUAL EXCHANGES



**OFFERED:** Large 5 apartment first floor flat within Ardmaleish Road. Property benefits from three double bedrooms and one single bedroom. Large extended kitchen. Full size family bathroom with additional WC.

**DESIRED:** 4 apartment main door property or ground floor flat (must have garden). Most areas considered, excluding Ballantay and Hoddam.

**OFFERED:** 4 apartment semi-detached within Dunagoil Gardens. Property benefits from two double bedrooms and one single bedroom. Main bedroom has fitted wardrobes. Large kitchen/diner with patio doors leading to refurbished back garden. Full size family bathroom with walk-in shower and additional WC downstairs.

**DESIRED:** 5 apartment main door property. Excluding the following areas:- Ballantay, Hoddam, Scarrel and Holmbyre.

For further information, please contact Joanne Glassford, Housing Officer, at the office on **0141 634 0555** or email **enquiries@nvha.org.uk**.

## GREAT SCOTTISH RUN

Two staff members took part in the 10k Great Scottish Run in October 2024.

Ady Tester (Maintenance Manager) and Yvonne Rooney (Housing Manager) completed it in just under one hour!

Running is a great way to keep fit and it's free! Why not aim to take part next year you can register online at [www.greatrun.org/events/great-scottish-run/](http://www.greatrun.org/events/great-scottish-run/). Good luck!



# KIDS' COMPETITION

## COLOURING COMPETITION

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

All you have to do is colour in the Christmas bauble 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 January 2025**.

Please contact the office if you've received the newsletter via email and need a paper copy to colour in.

The winner will be contacted at the end of January 2025 and will win a £20 voucher. Good luck!



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

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

