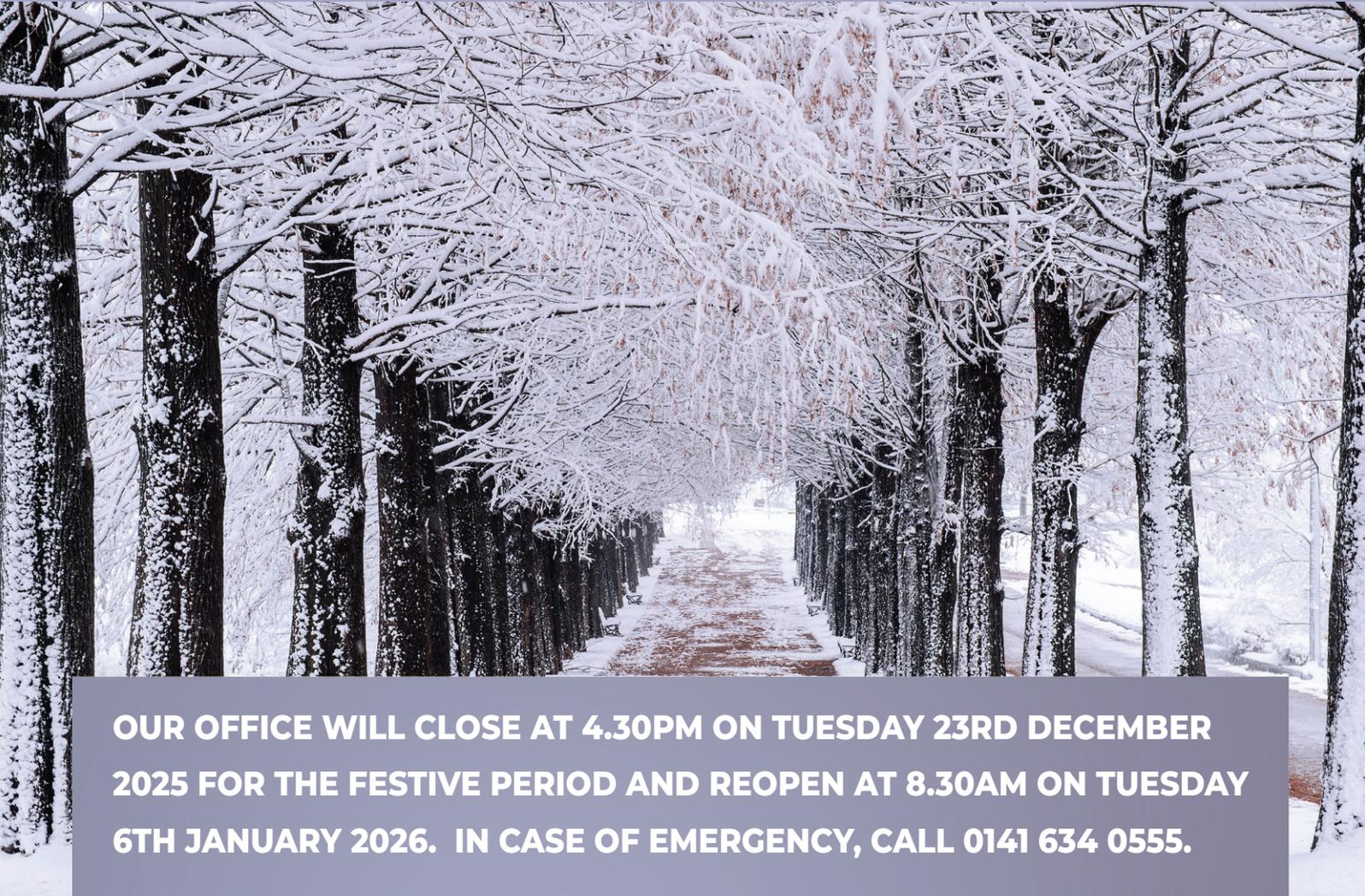


# NEWSLETTER

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



**OUR OFFICE WILL CLOSE AT 4.30PM ON TUESDAY 23RD DECEMBER  
2025 FOR THE FESTIVE PERIOD AND REOPEN AT 8.30AM ON TUESDAY  
6TH JANUARY 2026. IN CASE OF EMERGENCY, CALL 0141 634 0555.**

## **INSIDE YOUR WINTER NEWSLETTER**

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# NORTH VIEW Housing Association

## OFFICE HOURS



### MONDAY

8.30am to 12noon - 1pm to 4.30pm

### TUESDAY

8.30am to 12noon - 1pm to 4.30pm

### WEDNESDAY

8.30am to 12noon

### THURSDAY

8.30am to 12noon - 1pm to 4.30pm

### FRIDAY

8.30am to 12noon - 1pm to 4pm

29A Stravanan Road  
Castlemilk  
GLASGOW  
G45 9LY

tel: 0141 634 0555

email: [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

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



find us on facebook

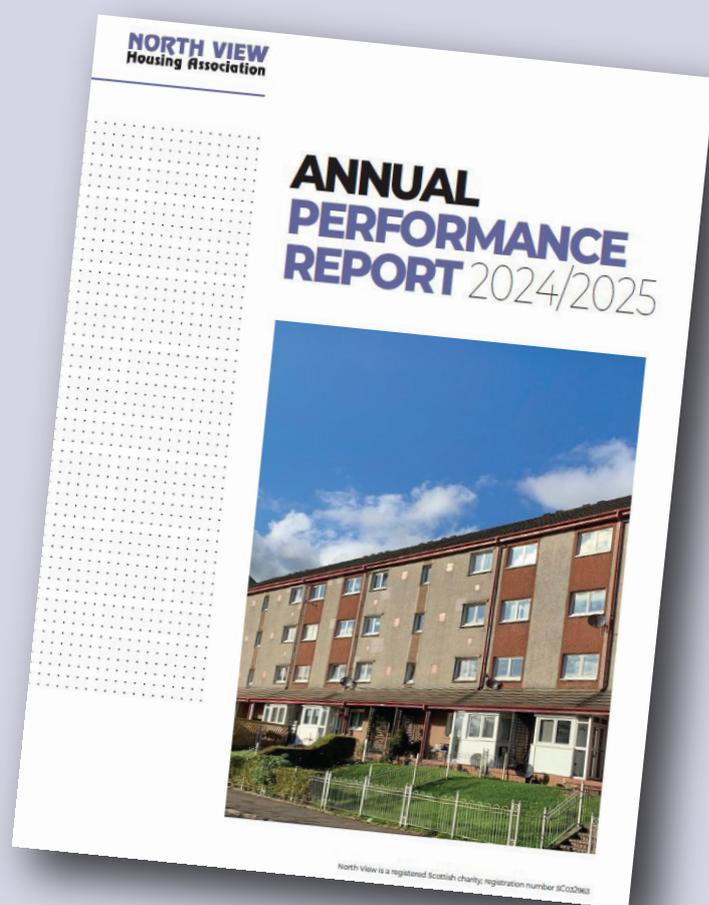


find us on  
instagram

# ANNUAL REPORT



We hope you enjoyed reading our Annual Performance Report for 2024/2025. If you have any comments on it or suggestions for future reports, please contact the office on **0141 634 0555** or email [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).



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)

# 2026/2027 RENT CONSULTATION STARTING SOON

**It is nearly time for us to begin our annual rent consultation, and we want to let all tenants know that the consultation process for the 2026/2027 rent increase will start before Christmas.**

Every year, we review our spending plans, look carefully at our costs, and set out proposals for the rent levels needed to continue delivering the services you rely on. As always, we will be asking for your views before any final decision is made by our Management Committee.

The first stage of this year's consultation will be the Rent Consultation Newsletter, which will be delivered to every household. This Newsletter will explain the proposed rent increase for 2026/2027, outline the factors influencing this proposal, and provide clear information on how your rent is used to maintain your home, invest in the local area, and support the services we deliver. It will also set out how you can contact us if you would like more detail or an estimated rent figure for your own home, similar to last year's approach.

Once you receive the newsletter, please take some time to read through it carefully. It will give you information about our budget for the year ahead, our investment priorities, and the

challenges that shape our decisions—such as inflation, maintenance costs, and essential service commitments. As always, we will also outline the different ways you can share your views, including by phone, email, in writing, or by attending one of our drop-in sessions, just as we offered in previous consultations.

Your feedback is extremely important to us. Each year your views help shape our final decision on rent levels. We know that many households are managing tight budgets, and we will continue to balance affordability with the need to maintain homes to a high standard and invest in the services that matter to you.

We will provide further details in the coming weeks, but for now, please keep an eye out for the Rent Consultation Newsletter arriving before Christmas. We hope you will take the time to read it and let us know your thoughts. Your views really do make a difference.



## GETTING INVOLVED WITH THE ASSOCIATION

**Following the Area Meetings we held recently, we are now looking for residents who want to play more of an active role in helping us improve our homes, services, and community. Your experiences and ideas are incredibly valuable, and we want to make sure your voice is at the heart of how we make decisions that affect you.**

We are exploring the possibility of starting a Residents' Panel. This is a small group of tenants who meet a few times a year to share feedback, review our services, and help shape future priorities. Being part of the panel doesn't require any special knowledge or big time commitment; just a willingness to get involved, share your views, and represent your neighbours.

We can meet at a time that suits you, whether that's during office opening hours or after if you prefer meeting in the evening.

If you're interested in taking part or would like to find out more, please get in touch with Yvonne at the office or email [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk). Whether you want to join the panel, attend occasional meetings, or simply share your thoughts, we would love to hear from you. Together, we can make a real difference to the services you receive and the community we build.

# 30 YEARS SERVICE



**On 30th October 2025, we proudly celebrated an incredible milestone – 30 years of service for our Housing Officer, Susan Leggat.**

Susan joined the Association in 1995 and is our longest serving member of staff. She has seen the organisation grow since these early days and is an integral part of our team. Congratulations Susan!



# 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 by the Association will be carried out on over the holiday period. Our contractor, Caledonian Maintenance Services, will be in the area on Wednesday 24th December 2025 and Wednesday 31st December 2025. It will revert back to the usual Wednesdays and Thursdays after the holidays.

**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).**

# MyHOME PORTAL

We are pleased to let you know about MyHome portal, which we will soon be rolling out to tenants. This is our digital self-service portal designed to give you quick and convenient access to the information you need, whenever you need it.

With MyHome portal, you will be able to access your account 24 hours a day, 365 days a year, allowing you to stay in control of your tenancy from your phone, tablet, or computer.

The portal provides:

- up-to-date rent information, including balances and payment history;
- a full record of your repair history;
- the ability to report repairs online, at a time that suits you;
- an option to upload photos or videos to show us exactly what the issue is.

It will look something like this:

The screenshot displays a 'Summary' page with a table of account information and two columns of personal details. The table has columns for Name, Reference, Current?, User Account?, and Type. Below the table are two columns of fields: the left column contains Email Address, Phone Numbers, Date of Birth, and Communication Preference; the right column contains Address, Reference, Type, Status, Start Date, and End Date. All sensitive information is redacted with black boxes.

Name	Reference	Current?	User Account?	Type
[REDACTED]	[REDACTED]	✓	✗	5ST

<b>Name</b>	[REDACTED]	<b>Address</b>	[REDACTED]
<b>Email Address</b>	N/A	<b>Reference</b>	[REDACTED]
<b>Phone Numbers</b>	[REDACTED]	<b>Type</b>	SST
<b>Date of Birth</b>	[REDACTED]	<b>Status</b>	Current
<b>Communication Preference</b>	Telephone	<b>Start Date</b>	25th Jan 2021
		<b>End Date</b>	N/A

We will keep you updated on progress with this roll out.

# PAYING YOUR RENT

It is important that you keep up with your rent payments during the festive period!

If you are finding it hard to meet your rent, contact your Housing Officer immediately on 0141 634 0555 for help.

***There are lots of different ways to pay your rent:***



## Standing Order/Bank Transfer

You need to contact your bank to set this up. Our account no. is 00575108 and sort code is 80-09-51. You will need your tenant reference number - if you are unsure of this please contact the office.



## PayPoint shop or Post Office

Use your allpay rent card.



## Telephone

Call Allpay on 0330 041 6497. Allpay's lines are open 24 hours a day 7 days a week. You will need your NVHA payment card reference number shown on your card.



## Online

Visit: [www.allpay.net](http://www.allpay.net), download the allpay app. You will need your NVHA payment card and reference number shown on your card.

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

# ELECTRICAL SAFETY

We want to highlight the importance of us gaining access to your property to carry out an Electrical Installation Condition Report (EICR). The inspection is carried out every five years and makes sure wiring and electrical systems are safe.



## Why it matters:

- Preventing electrical fires: faulty wiring or damaged electrical installations can cause of fires in residential buildings.
- Ensuring your home is safe and compliant.
- Protects you and your neighbours.

We know it can be inconvenient, but it's really important. If the time we've given doesn't work for you, just let us know and we'll try to arrange something better.

If we can't get access after several attempts, we may have to force entry as a last resort. We really don't want to do this, but electrical safety is a legal requirement.

## What happens during the check:

- A qualified electrician will inspect wiring, sockets, and your fuse box.
- It usually takes 1–2 hours.

Thanks for your cooperation—your safety is our top priority. If you have any questions, please get in touch.

# FIRE SAFETY

Here are four simple measures you can protect yourselves and your neighbours:



## 1. Test Smoke Alarms Weekly

Press the test button very week to make sure it works – it only takes a minute. If it doesn't, report it right away.

## 2. Report Any Alarm Issues

If your alarm beeps or goes off for no reason, don't remove it —contact the Association immediately.

## 3. Keep Communal Areas Clear

Never leave bikes, prams, shoes, furniture or other personal items in communal areas such as landings and close entrances. Items block escape routes in the event of a fire.

## 4. Fire Doors

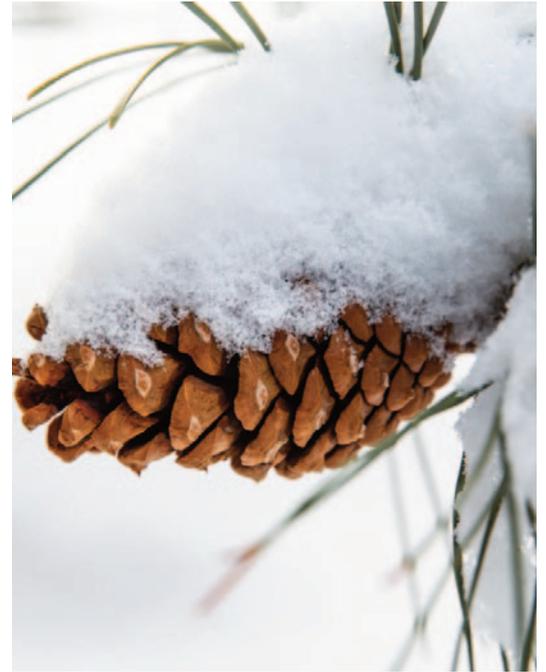
Never prop open fire doors or remove door closers. Fire doors slow down the spread of fire and smoke, giving you time to escape.

***IMPORTANT: If you take down/damage smoke alarms or door closers in your property, you will be recharged for replacements. Let's keep everyone safe – please do not remove or tamper with alarms or door closers.***

# KEEPING WARM THIS WINTER

We're likely to have some very cold spells soon so here's how to stay warm and safe:

- **Keep your home cosy** – Aim for the temperature in your living room to be 21–24°C.
- **Eat and drink warm things** – Hot meals and drinks help keep your body temperature up and make you feel more comfortable.
- **Keep moving** – Even light activity boosts circulation and helps you stay warm. A short walk around the house or gentle stretches can make a big difference.
- **Dress in layers** – Several thin layers trap heat better than one thick one. Wrap up indoors and outdoors. If you are struggling with fuel costs, the Association might be able to help you access a fuel voucher through the Fuel Bank.



## BURST PIPES

Hopefully, no one will have frozen or burst pipes this winter, but if it does happen, here's what you need to know:

- **Find your stopcock now**

This is the valve that controls the water coming into your home. If a pipe bursts, turning this off stops the water and prevents major damage.

- **Check it works**

Give it a quick turn to make sure it moves freely.

- **Not sure where it is?**

No problem - call us and we'll send someone to show you.

### IF YOUR PIPES DO FREEZE, here's what to do:

- warm them gently, using a gentle heat, such as a hairdryer. NEVER use a heat gun or blow torch;
- move any furniture and carpets away from the pipe in order to reduce damage if the pipe does burst.

### IF ONE OF YOUR PIPES BURSTS – ACT FAST:

- find your stopcock and turn it off immediately;
- switch off your central heating;
- turn on all your taps – sink taps, wash hand basin taps and bath taps – but make sure the plug is out first!;
- phone us on 0141 634 0555 straight away.





## MANAGING CONDENSATION

Condensation happens when warm, moist air meets a cold surface—like windows or walls. If left untreated, it can lead to damp and mould, which can damage your home and affect your health.

Here are some simple tips to reduce condensation:

- **Ventilate**  
Open windows or use extractor fans when cooking, showering, or drying clothes.
- **Keep rooms warm**  
A steady temperature helps prevent moisture from settling on cold surfaces.
- **Avoid drying clothes indoors**  
If you must, use a clothes airer in a well-ventilated room.
- **Wipe down surfaces**  
Regularly clean windows and sills to remove moisture.
- **Use lids on pans**  
This reduces steam when cooking.

Managing condensation helps protect your home, prevents mould growth, and keeps the air healthier for you and your family.

If you're struggling with condensation, please contact us on **0141 634 0555** - we're here to help.

## DAMP & MOULD

If you spot any damp or mould in your home, contact the office on **0141 634 0555** as soon as possible to report it. We'll arrange an inspection and take steps to fix the problem.

# ANTI-SOCIAL BEHAVIOUR

## ANTI-SOCIAL BEHAVIOUR

As we approach the Christmas period, we would like to thank our tenants for the recent reduction in serious anti-social behaviour reports. We ask that everyone continues to act respectfully and with consideration for their neighbours over the festive season.

Anti-social behaviour is defined as behaviour by an individual or group of people that causes distress, alarm, or nuisance to others. This can also include damage to property or communal areas.

Everyone has the right to feel safe and enjoy a peaceful home. The Association takes reports of anti-social behaviour very seriously, particularly where bullying, harassment, or intimidation is involved.

Please do not suffer in silence. If you are experiencing anti-social behaviour, contact your Housing Officer and/or report the matter to the Police. We work closely with residents, families, schools, the Police, and other partner agencies to help resolve issues wherever possible.

We will handle any reports we receive sensitively. While we can't always share outcomes in detail, we will keep you updated on progress. If you feel frightened at home, or you're being targeted when the office is closed, please make sure you phone the Police. You can contact the non emergency number on 101.

In cases where tenants or members of their household continue to cause problems, the Association can take a course of action, including legal action for breach of the tenancy agreement.

If you wish to discuss anti-social behaviour or have any other concerns about your tenancy, please contact the office.

# LOCKED OUT?

## HERE'S WHAT YOU NEED TO KNOW:

We can't respond to out-of-hours calls from tenants who are locked out. This is because we can't always be 100% sure the person locked out is the tenant.

## HOW TO AVOID THIS:

Leave a spare key with a friend or family member. If you get locked out, you can easily collect it from them.

If you don't do this and end up forcing your door open, we'll have to charge you for the cost of repairs.

Thanks for understanding and planning ahead!

## ADAPTATIONS

If you, or someone who lives with you, has a medical condition that means you need adaptations to your home (such as a shower or handrails), the first step is to contact the Glasgow City Health and Social Care Partnership to ask for an Occupational Therapist to visit you to carry out an assessment of your needs. Due to the demand for this service, there might be a waiting list for this visit.

Once an assessment has been completed, the Occupational Therapist send us details of the recommended adaptations. We receive an annual grant from Glasgow City Council to carry out these works and if money is available, we will arrange for the work to be done.



# 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 180 surveys carried out between 1st April 2025 and 30th September 2025:

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 – 77.8%

Fairly satisfied – 21.1%

Neither satisfied nor dissatisfied – 0.5%

Fairly dissatisfied – 0.5%

Very dissatisfied – 0.0%



**98.9% 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).

Our Key Performance Targets in relation to repairs are set out below – performance over the period 1st April 2025 to 30th September 2025 was very good:

Key Performance Target	Actual Outturn to 30th September 2025
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	98%
That the average time taken to address an Emergency Repair be no more than 4 hours.	1 hour 39 minutes
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	4.0 days
That at least 87% of our repairs be 'right first time'.	100%

# HOUSING MANAGEMENT PERFORMANCE

The Key Performance Targets in relation the Housing Management are set out below. Performance for the first six months of 2025/2026 (1st April 2025 to 30th September 2025) is also very good:

Key Performance Target	Actual Outturn to 30th September 2025
That rent arrears do not exceed 6.5% of the amount of rent chargeable for the year	4.64%
That the average re-let time for empty properties does not exceed 25 days	18.5 days
That rent income lost through empty properties does not exceed 1.0% of the rent due	0.64%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application	1.0 day

## 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 2025 and 30th September 2025 is set out in following table:

### Frontline complaints received between 1st April 2025 to 30th September 2025:

Number of complaints received	<b>10</b>
Number of complaints resolved	<b>10</b>
The average number of working days that it took to address the complaints	<b>2.5 DAYS</b>

### Investigatory complaints received between 1st April 2025 to 30th September 2025:

Number of complaints received	<b>2</b>
Number of complaints resolved	<b>2</b>
The average number of working days that it took to address the complaints	<b>13 DAYS</b>

# ESTATE MAINTENANCE

The Association spends a significant amount of money on estate management related work to help keep the area tidy, including a weekly bulk uplift service, the skip weekend, grass cutting and litter picking, as shown below:

Our current annual costs are:

**SKIP WEEKEND**  
**£7,272**



**BULK UPLIFT**  
**£64,022**



**LANDSCAPED AREAS, BACK COURTS,  
LITTER PICKS, GRASS CUTTING SERVICE  
FOR TENANTS**

**£76,848**



## MYGLASGOW APP

You can use the MyGlasgow app to report a range of things to Glasgow City Council, including:

- Fly tipping (this is rubbish and furniture discarded anywhere in the estate apart from the designated areas for your property)
- Street lighting faults
- Issues with wheelie bins and recycling
- Report a missed bin collection: If your regular bin wasn't emptied, you can use the app to report it
- Roads, pavements, and lighting
- Report a pothole: You can report potholes on public roads and footways
- Report a lighting fault: This includes problems with streetlights, as well as traffic and pedestrian crossing lights
- Report a road flood or blocked drain
- Report missing or damaged drains and manhole covers
- Report dog fouling
- Report a dead animal needing uplift



## DOG POOP BAGS

Remember, the Association gives out free dog poop bags – you can collect them from our office.

Let's help reduce dog fouling problems in the area.



# WELFARE RIGHTS UPDATE



## UNIVERSAL CREDIT – MIGRATION

Legacy benefits, such as Job Seekers Allowance, Income Support and Employment and Support Allowance, will end on 31st March 2026.

It's important that you apply for Universal Credit by the date on your migration letter. If you don't claim, your benefits (for example, Housing Benefit, Employment Support Allowance and Council Tax Reduction) will stop. If your benefits stop and you then make a new claim, you will not be entitled to the transitional protection that keeps you on the same amount you were receiving and you could lose a lot of money.

If you need any help to make a claim or want further information, contact our Welfare Rights Officer, Isabel, at the office.



## CITIZENS ADVICE BUREAU

If you are unable to get an appointment with our Welfare Rights Officer at a time that suits, the Castlemilk Citizens Advice Bureau may be able to help.

The office is at 27 Dougrie Drive, Castlemilk, Glasgow G45 9AD and you can also contact them on 0141 634 0338.



## SAMARITANS



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

# Reasons to choose Thistle Home Contents Insurance Scheme this winter



❄️ Covers loss or damage to your contents caused by specific events such as theft, water damage, fire and many more household incidents.

❄️ We will pay up to £500 for loss of or damage to food in a fridge and freezer, but we do not cover damage caused if the electricity supplier deliberately cuts off the supply to your home.

❄️ Covers theft or attempted theft of contents from, outbuildings and garages that form part of your home, up to £3000.

❄️ Up to £500 is covered for replacement and installation of locks for outside windows and alarms, if keys are lost or stolen.

❄️ Accidental damage to TV's, videos, and home entertainment equipment, but not anything designed to be portable. A £50 excess may apply.

❄️ Over the festive period, other religious festivals, weddings or civil partnerships, the Thistle insurance automatically increases the contents sum insured by £1,500 or 15% (whichever is the greater), for one month before and one month after the special occasion. Example: for Christmas Day 2025, the increase applies 25 Nov 2025 to 25 Jan 2026.

These are some of the features, limits and exclusions apply, other terms, conditions, limits and exclusions apply. For full details please refer to the Insurance Product Information Document (IPID) and Policy wording, which is available by contacting Thistle on the details shown below.

**To apply for cover today, call Thistle Tenant Risks on:**

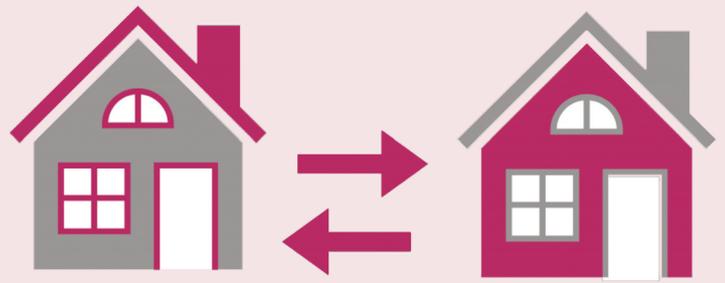
## 0345 450 7286

(Monday - Friday 9:00am - 5:00pm)

**email: [tenantscontents@thistleinsurance.co.uk](mailto:tenantscontents@thistleinsurance.co.uk) or visit [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)**

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# MUTUAL EXCHANGES



**OFFERED:** 5 apt townhouse Stravanan Road, property is split over three levels. Family bathroom on first floor with additional WC on top floor.

**WANTED:** Main door 4 apt property only (no flats), preferably in the North View area.

**OFFERED:** 4 apt semi-detached property 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.

**WANTED:** 5 apt main door property, excluding the following areas – Ballantay, Hoddam, Scarrel and Holmbyre.

**For further information, please contact your Housing Officer at the office on 0141 634 0555 or email [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk).**

## BIRGIDALE PLAYCLUB

The Association has continued to fund the Wednesday term time playclub delivered by the Jeely Piece Club in the Birgidale Complex this year at a cost of just over £17,000.

A range of activities are provided for the children, including crafts and outdoor play.

They also hold seasonal events, such as Halloween and Christmas parties for the children to enjoy.



# RECIPES

## SLOW COOKER MULLED WINE

### Ingredients:

- 1 75cl bottle of non-alcoholic red wine
- the peel and the juice of 1 orange
- 2 cinnamon sticks
- 2 star anise
- 6 cloves
- 2 tablespoons of sweetener (honey, maple syrup or sugar)

### Method:

**STEP 1** add the ingredients to the slow cooker

**STEP 2** Set to LOW and cook for 2 hours or until the wine is fragrant



## AIR FRYER VEGETABLE CRISPS

### Ingredients:

- 1 parsnip
- 1 carrot
- 1 sweet potato
- 1 tsp salt
- ¼ tsp ground black pepper
- 1 tbsp cooking oil
- choice of herbs

### Method:

**STEP 1** pre-heat the air fryer to 180 degrees

**STEP 2** scrub the vegetables, cut them into very thin slices, then dry them using kitchen paper

**STEP 3** sprinkle with half of the herbs, salt, and ground black pepper and then drizzle with the oil

**STEP 4** cook for 15 minutes until crisp and golden, shaking halfway through

**STEP 5** remove from air fryer and toss with the remaining seasoning





## CHANGES TO CASTLEMILK PANTRY OPENING DAYS & TIMES FROM 1st DECEMBER 2025 ONWARDS

From 1st December 2025, the Pantry's opening days are changing.

This change is due to unforeseen changes in circumstances with FareShare, one of its main partners. As they are the main supplier of surplus food, these changes are necessary to meet demand.

The Castlemilk Pantry, which is based in the Birgidale Complex, 10 Stravanan Street, Castlemilk, G45 9LW, will now open **every Wednesday and Thursday from 10am – 3pm.**

the Castlemilk  
**PANTRY**

the Home is where the HUB is  
**HUB**  
ARDENGLLEN

# GRUBS UP MORNING MINGLE

Warm Breakfast • Friendly Faces • Community Support

## Join us for a free, welcoming community breakfast!

Come along, enjoy a warm meal, relax, chat, and start your day with good company. Everyone is welcome—families, neighbours, and new faces!

### Meet Our Financial Inclusion & Energy Advisor

Here to offer free, confidential support, including:

- Budgeting & managing money
- Understanding benefits & entitlements
- Help with bills & reducing household costs
- Practical energy-saving advice

Drop in for breakfast and stay for support—no appointment needed.  
Location: 6 Arden Craig Street, Glasgow, G45 0ER  
Come mingle, connect, eat, and get the help you need.

### Grubs up—everyone's welcome!

Glasgow CITY COUNCIL

COMMUNITY FUND

## THE PANTRY'S OPENING TIMES/DAYS FOR DECEMBER ARE:

Wednesday 3rd & Thursday 4th December 2025 - open from 10am – 3pm  
Wednesday 10th December 2025– open from 9.30am - 4pm  
Thursday 11th December 2025 – closed  
Wednesday 17th & Thursday 18th December 2025– open from 10am – 3pm  
Wednesday 24th December 2025 – closed until Wednesday 7th January 2026 at 10am.

Membership costs £2 (annual) and is open to G45 residents. Once you are a member you can shop once per week for £3.50. Membership also gives you access to the Pantry's Financial/Energy Inclusion Team for impartial advice and support.

# CHRISTMAS FAMILY GAME - CHARADES

Here's an idea for a fun, family friendly game, where players can act out Christmas songs, movies and characters without speaking, while their team tries to guess what they're acting out.

The rules are:

## 1. Divide into Teams

Split players into two or more teams.

## 2. Prepare the Prompts

Use a list of Christmas-themed ideas (characters, activities, songs, movies). Write each on a slip of paper.

## 3. Set the Timer

Each player has 1 minute to act out the prompt without speaking or making sounds.

## 4. No Talking or Pointing to Objects

Only gestures, facial expressions, and body movements are allowed.

## 5. Guessing

The team guesses as many prompts as possible within the time limit. Each correct guess = 1 point.

## 6. Winning

The team with the most points at the end wins!

### Movies

- Home Alone
- Elf
- The Polar Express
- How the Grinch Stole Christmas
- Miracle on 34th Street
- The Santa Clause
- Love Actually
- A Christmas Carol



### Songs

- Jingle Bells
- Silent Night
- All I Want for Christmas Is You
- Frosty the Snowman
- Rudolph the Red-Nosed Reindeer
- Deck the Halls
- Let It Snow
- We Wish You a Merry Christmas



### Characters

- Santa Claus
- Rudolph the Red-Nosed Reindeer
- Frosty the Snowman
- The Grinch
- An Elf



Hope you have fun!

