

NEWSLETTER



EASTER WEEKEND HOLIDAY

OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 2ND APRIL 2026 FOR THE EASTER WEEKEND AND REOPEN AT 8.30AM ON TUESDAY 7TH APRIL 2026.

OUT OF HOURS EMERGENCY REPAIR SERVICES WILL STILL BE AVAILABLE BY CALLING 0141 634 0555. PLEASE ONLY CALL IF IT IS AN EMERGENCY, SUCH AS A BURST PIPE OR BOILER BREAKDOWN.

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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

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Castlemilk
GLASGOW
G45 9LY

tel: 0141 634 0555

email: enquiries@nvha.org.uk

web: www.nvha.org.uk

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

We hope you enjoy this edition of our newsletter. We're always glad to receive suggestions for future issues - please email enquiries@nvha.org.uk with your ideas or call the office on 0141 634 0555.



OFFICE APPOINTMENTS

We can provide out of hours appointments if you are unable to come into the office during our normal opening hours due to work or other commitments – just contact the office on 0141 634 0555 to make arrangements.

WEBSITE & SOCIAL MEDIA

Just a reminder that the Association's website (www.nvha.org.uk) provides a lot of useful information about our services and policies. Also, follow us on Facebook and Instagram to be kept up to date on news and events.

find us on
instagram

Find us on
Facebook

Scan here for
our website



Residents Panel

The first meeting of the Association's new Residents Panel took place on 3rd February 2026, with a follow-up meeting held on 17th March 2026.

The Panel is currently feeding into the Association's Resident Involvement Action Plan and in the future will be contributing to important policy reviews.

If you are interested in joining the Panel, please contact Yvonne Rooney, Housing Manager at the office (telephone 0141 634 0555 or email enquiries@nvha.org.uk).

MEMBERSHIP

Remember, you can apply to join the Association if you are aged 16 years or over.

If you are interested in joining, you should complete an application and make a one-off payment of £1.

Members are entitled to attend and vote at the Association's Annual General Meeting and to stand for election to the Management Committee.

If you want more information about becoming a member, please contact Julie Roy, our Corporate Services Officer on 0141 634 0555 or email us at enquiries@nvha.org.uk.



MANAGEMENT COMMITTEE



Would you be interested in joining our Management Committee and helping to make a real difference to your community?

We are looking for tenants to join our Management Committee and take part in making important decisions relating to the Association's work. This is a voluntary, unpaid role, with meetings taking place on a monthly basis (with a summer break in July).

If you're interested, we'd love to hear from you - please contact our Director, Alison Main, at the office for more information.

HOUSING ACT

The Housing (Scotland) Act 2025 has now received Royal Assent, paving the way for some important changes in Scotland. Updates will be rolled out gradually, with many parts requiring further legislation. We will keep you updated of the changes, timescales for these and what they mean for our tenants.

KEYS

We do not hold spare keys for your home, so if you get locked out, the cost of a new lock will be recharged to you.

To avoid this, it's a good idea to leave a spare key with someone you trust, like a friend or family member. That way, 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 also charge you for the cost of repairs.

Thanks for planning ahead!



GRASS CUTTING SCHEME

The Association's landscape maintenance contractor is about to start its grass cutting programme for 2026.

If you are eligible for the Association's free grass cutting scheme, please make sure that you have completed the form and returned it to the Association as soon as possible. A copy of the form was included with January's Rent Consultation Newsletter but if you no longer have this, further copies can be obtained from the office or on our website.

Tenants are eligible for the scheme if there is no-one living in the household aged 16 or over fit enough to do the garden, or all members of the household are 60 years of age or over.

Please note that if you do not return a form, you will not be added to the list for grass cutting. A new form needs to be completed each year. If you qualified last year you will probably qualify again but you must complete the form every year!



We are also offering the service to tenants who don't qualify for the free grass cutting scheme, and owners too. Residents can pay to get the grass in their front garden cut, back garden, or both. Please contact the office if you would like to get this set up.

KEEPING YOUR HOME IN GOOD CONDITION

Most tenants take real pride in their homes so they and their family can stay comfortable, safe and well. Recently, we've seen an increase in homes in sometimes very poor condition, including significant dirt and clutter, and in some cases hoarding.

When tenants sign a tenancy agreement, they agree to take reasonable care of their home, keep it to a decent level of decoration, and avoid damage (including damage caused by visitors or pets).

Keeping your home in decent decorative order doesn't mean an expensive makeover. It means reporting repairs and keeping it clean and tidy.

When repairs are not reported or things are not kept in a reasonable condition, it can quickly lead to:

- Pest problems (flies, rodents, insects);
- Fire risks and blocked escape routes - particularly where clutter builds up in hallways, kitchens, or near heaters;
- Damage to the building, including staining, broken fittings, and blocked sinks/baths;
- Delays to repairs - if our staff or contractors can't safely reach the work area, the repair may have to be postponed until the area is clean and cleared.

As you will be aware, to keep homes safe and meet our legal and safety duties, the Association's staff and contractors need to visit your home regularly for gas safety checks, electrical tests, and to discuss welfare benefits, rent or support needs.

These visits are essential. Contractors have a right to work safely and need to report back to us if they are unable to complete work due to the poor condition of the home. If a property is extremely cluttered or unhygienic, we may need to speak to you about any additional support you might need, particularly for hoarding and very cluttered/dirty homes.

Hoarding and severe clutter can be linked to a range of issues including anxiety, depression, trauma, bereavement, mobility problems, chronic illness, or simply feeling overwhelmed. We will approach this with care - but we must also act where conditions create a risk to you, your neighbours or the property.

If you're finding it hard to manage your home, please speak to us early. Support is usually much more effective before the situation reaches crisis point.

Social Work may, for example, be able to help where there are care and support needs. There are also local charities and support organisations that can help tenants who are overwhelmed, isolated, or struggling with daily tasks.

If you think you may need support, please contact us. With your consent, we can help you explore options and make referrals.

If you do not let us know you are struggling or have any health issues that impact your ability to keep your home clean and the home continues to be neglected or damaged, we may take tenancy enforcement action as a last resort.

For this reason, if you are struggling, tell us early - we'll treat the situation sensitively.

Try small steps: one area at a time (for example, clear a hallway route first). If you need to dispose of furniture, we have a bulk uplift service that picks up from your garden if you are in a house or a designated place near to your property if you are in a flat. Contact the office for more details.

If you're worried about a neighbour, you can report concerns to us. We will treat any information sensitively and confidentially.



PAYING YOUR RENT

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.



RENT ARREARS

Do You Have Rent Arrears?

Paying your rent needs to be a top priority if you want to stay in home. Our staff are here to help if you are struggling and the sooner you contact us, the better.

Please do not bury your head in the sand and tell us as soon as possible if your circumstances change or you are finding it difficult to pay.

Our Housing Officers and Welfare Rights Officer can help you with making a claim for Housing Benefit or Universal Credit - contact them if you need help with your claim.

We can help with claims for other benefits too if this is something you think you might be entitled to or are a bit unsure about.

Are you paying too much towards debt? We can put you in touch with

agencies who can help to reduce the amount you pay to debt and help you to manage your bills a bit better.

We can also put you in touch with agencies that help with gas and electricity bills and possibly help you if you are in a crisis.

What happens if I get into rent arrears?

If you get into rent arrears, we can discuss a repayment plan that is affordable and takes into account the money you have to live on.

If you do not pay your rent or contact us to discuss any arrears, you risk legal action and eviction from your home. We can support you to prevent this from happening, so pop in and speak to your Housing Officer as soon as you can.

TRIP

We're looking to start planning a day trip (for residents aged 18 years and over) and would love your suggestions on where we could to go in June this year.

We're looking for destinations that are:

- enjoyable for a range of age groups;
- accessible;
- affordable;
- suitable for a coach trip.

You can share your idea by popping into the office, giving us a call on 0141 634 0555 or by emailing enquiries@nvha.org.uk. Ideas will be considered by our Management Committee.



WELFARE RIGHTS UPDATE



INCREASE IN CARER'S ALLOWANCE EARNINGS LIMIT – FROM APRIL 2026

The Carers Support Payment earnings limit will increase from £196 per week to £204 per week. This threshold applies to net earnings after deducting Income Tax, National Insurance, and 50% of pension contributions.

CARER ADDITIONAL PERSON PAYMENT

People who care for more than one disabled person may be eligible for a new Scotland-only payment. You can get a Carer's Additional Person Payment for each additional disabled person you provide 20 hours or more care to each week.

Carer Additional Person Payment, worth up to £520 a year (£10 per week), will be available from March 2026. Carers may be eligible for more than one Carer Additional Person Payment if they are caring for more than one additional person. This will be paid along with your Carer Support Payment.

CARER SUPPORT PAYMENT BEREAVEMENT RUN-ON

The Carer Support Payment bereavement run-on is paid following the death of the cared-for person. This will be extended from 8 to 12 weeks.

CHANGES TO CARERS ALLOWANCE SUPPLEMENT

Currently anyone receiving Carers Support Payment receives a twice-yearly payment of Carers Allowance Supplement. From March 2026, this will be replaced with the Scottish Carer Supplement. The change also means carers will receive the extra support along with their Carers Support Payment, either weekly or 4 weekly, rather than twice a year.

How Scottish Carer Supplement compares to Carer's Allowance Supplement:

Carer's Allowance Supplement

Annual amount: £587*
Paid twice a year (£293.50 in June & December)

Eligibility based on twice yearly qualifying dates

Scottish Carer Supplement (from March 2026)

Annual amount: £587*
Paid at the same time as your Carer Support Payment (£11.29 a week or £45.16 every 4 weeks)
Eligibility based on weekly eligibility for Carer Support Payment

* These amounts will increase in April 2026. This is due to the annual increase in benefits.

If you're already getting Carer Support Payment on 15 March 2026, you do not need to do anything. Social Security Scotland will automatically award you Scottish Carer Supplement. Social Security Scotland will send you a letter on this date to let you know you've started to get Scottish Carer Supplement.

A small number of carers in Scotland will continue to get Carer's Allowance. If this is you, you'll still get Carer's Allowance Supplement twice a year.

YOUNG CARER GRANT

In November 2025, Young Carer Grant was extended to include 19-year-olds.

UNIVERSAL CREDIT TRANSITIONAL PROTECTION



People migrated to Universal Credit (UC) and had previously been in receipt of a benefit like Employment Support Allowance or Income Support and received the Severe Disability Premium will have Transitional Protection (TP) included within their Universal Credit calculation.

This is because Severe Disability Premium does not exist in Universal Credit, so Transitional Protection was created to ensure their benefit stayed at the same amount and they weren't worse off. Unfortunately, people will not receive an increase in their benefits until the transitional protection has totally been eradicated. This means that when the benefit rates increase in April and housing costs, if you have any, increase in April, your Universal Credit will not increase. Not only will your Universal Credit not increase, you will have to pay out more to cover your

housing costs. This will mean it looks as if your Universal Credit has reduced.

Examples:

Initial Calculation: You receive £1,000 in old benefits but only £880 in UC. The £120 difference is added as a TP element, making the total UC award £1,000.

Annual Up-rating: If your total UC entitlement increases by £20 due to April up-rating, but you have a £120 TP element, your TP element is reduced by £20. Your TP element has now reduced to £100 but your total payment remains the same.

Rent Increase: Your TP element is £100 but your rent increases from £500 to £530. Your housing element increases by £30 due to the rent rise. The TP element drops by £30 to £70. Your Universal Credit payment does not rise but you now have to pay your landlord £530 instead of £500.

Exception: Increases in childcare costs do not erode the transitional.

COUNCIL TAX REDUCTION

If you migrated from legacy benefits, such as Income Support and Employment Support Allowance, onto Universal Credit and had Transitional Protection included in your Universal Credit, your Council Tax Reduction may have stopped or reduced. In November 2025 legislation changed, and Transitional Protection was to stop being included as income for Council Tax Reduction. If you were affected by this then you should make a new claim if your claim was completely stopped or ask Glasgow City Council Benefits Team for a review of your claim if it reduced.

TWO CHILD LIMIT

In April 2026, the two-child limit will be abolished. This means you will get additional money added onto your Universal Credit if you have more than two children. However, this additional money may mean that you are affected by the Benefit Cap. This will be shown on your Universal Credit statement. If you find that you are affected by the Benefit Cap you should apply for a Discretionary Housing Payment from Glasgow City Council to cover this.

Once this rule is scrapped, many larger families will start to get higher Universal Credit payments from April onwards. However, some families who currently receive Transitional Protection in their Universal Credit award will not see an increase or will receive a reduced increase in their overall income. This is because the extra child payments are likely to be deducted from the Transitional Protection currently in payment.

If you are unsure if you are affected by this or if you need assistance with this, please contact Isabel in the office.

EXTRA HELP WITH CHILDCARE COSTS FOR LARGER FAMILIES ON UNIVERSAL CREDIT

Currently, the maximum amount of help a working family on Universal Credit can get with registered childcare costs is capped at £1,768.94 per month for two or more children.

From April 2026, the government is increasing the maximum amount of help by £736.06 for each additional child in childcare. For example, if you have three children in childcare, the maximum amount will be capped at £2,505 per month.

CUTTING THE UNIVERSAL CREDIT HEALTH ELEMENT

From 6 April 2026, the Universal Credit health element (also known as the limited capability for work and work-related activity element or LCWRA element) will be reduced for many new claimants. They will see this payment cut from £423 to £217 per month. This lower payment is also being frozen and will not increase with inflation for a four-year period.

Existing claimants and those who are terminally ill will continue to receive the higher payment.

New claimants can also receive the protected higher payment of the health element if they meet new severe conditions criteria. To meet the severe conditions criteria you must **both**:

- have a life-long condition that a practitioner acting on behalf of the NHS has diagnosed;
- be assessed as “constantly” meeting at least one of the LCWRA descriptors used in the work capability assessment.

Who will be protected as an existing “pre-2026 claimant”?

You will be protected as an existing claimant – a “pre-2026 claimant” – if you either:

- have an entitlement to Universal Credit that started on or before 5 April 2026 and have either:
 - o already established LCWRA’;
 - o are awaiting the outcome of a work capability assessment on that date.

- move from Employment Support Allowance (ESA) to Universal Credit at some point on or after 6 April; were entitled to the ESA support component before 6 April; and continue to receive the support component until you get Universal Credit instead.

What can I do to protect myself against the cut in the health element?

Whether you can take any steps to ensure you are protected as a pre-2026 claimant will depend on your circumstances:

- **You are already on Universal Credit, but have not yet submitted fit notes**

If you are on Universal Credit and you'd like to be assessed for the health element for the first time, you can still submit fit notes and ask for your capacity for work to be assessed. You will need to do so **on or before 5 April 2026** if you want to be protected. This will ensure you get the higher rate health element as a pre-2026 claimant.

If you miss that deadline in April and ask for your capacity for work to be assessed at some later date, your chances of getting the higher existing rate of the health element, rather than the new lower rate, will depend on you meeting the severe conditions criteria.

- **You are on Universal Credit and have established a Limited Capability For Work only**

You may have health problems and get Universal Credit, but you were assessed as having Limited Capability for Work only (rather than limited capability for work-related activity).

If your condition has deteriorated since your work capability assessment, it's worth getting advice about asking for your capacity for work to be reassessed. If both:

- you ask for this to happen before the end of the Universal Credit assessment period in which 5 April falls;
- it results in a decision that you have LCWRA.

Then you will be automatically entitled to the higher protected rate of the health element as a pre-2026 claimant.

Warning: Before asking for your capacity for work to be reassessed, you should seek individual advice. You could be left worse off if Universal Credit instead reassess you as being fit to work.

- **You have health problems, but you are not getting Universal Credit yet**

For most people, the deadline for making a claim for Universal Credit and being protected as a pre-2026 claimant is 5 April 2026. You will be treated as a pre-2026 claimant so long as before 6 April you have both:

- claimed Universal Credit;
- asked Universal Credit to assess your capacity for work (e.g. submitted fit notes).

If you subsequently get a decision that you have LCWRA, you will get the higher rate of the health element. It doesn't matter that you don't get that decision until after 5 April.

If you miss the 5 April deadline and don't claim Universal Credit until a later date, you will not normally be treated as a pre-2026 claimant. Your chances of getting the higher existing rate of the health element, rather than the new lower rate, will depend on you meeting the severe conditions criteria.

The only exception to this is some people who move onto Universal Credit from Employment and Support Allowance (ESA). To be exempt, you must:

- be entitled to a support component as part of your ESA award on 5 April 2026;
- continue to receive this support component until the date you eventually claim Universal Credit.

If this applies, you will be protected to the higher rate of the health element as a pre-2026 claimant. It doesn't matter that that you move from ESA to Universal Credit after 5 April.

- **My child will claim Universal Credit after 5 April, but had previously established LCWRA via a credits-only claim for ESA. Will they be protected?**

Unfortunately, it appears not. What follows our interpretation of how new regulations published on 9 February will apply to those who established LCWRA via a 'credits only' claim for new style ESA. Confirmation is being sought of the information from the Department for Work and Pensions (DWP).

The rules that allow someone to be protected as a pre-2026 claimant, even though they claimed Universal Credit after 5 April, only seem to be claimants who have an actual award of ESA.

It doesn't appear to apply to those who don't get ESA, but who instead established LCWRA via a 'credits only' claim. The expectation is that a young person who has established LCWRA via a 'credits-only' claim for ESA will only be protected as a pre-2026 claimant if they manage to successfully claim Universal Credit on or before 5 April.

If your young person is still in education, they may not have the option of claiming Universal Credit before 5 April. They may be caught by the rules preventing many students from getting Universal Credit. If, because of their studies, your child does not get Universal credit until some date after 5 April 2026, they will not be classed as a pre-2026 claimant.

This remains the case despite already establishing LCWRA via a credits-only claim for ESA. In this scenario, a young person will only receive the higher rate of the health element as part of their later Universal Credit claim if they meet the severe conditions criteria or if they are terminally ill.

CHANGES TO DWP HEALTH ASSESSMENTS

From April 2026, the Department for Work and Pensions (DWP) intends to carry out more Work Capability Assessment re-assessments. Alongside this, Work Capability Assessments will take place via a face-to-face meeting with a health professional.

If you need any help with benefits, you can make an appointment to see our Welfare Rights Officer. Contact the office on 0141 634 0555 to arrange an appointment.

ACCESS FOR DAMP AND MOULD INSPECTIONS AND REMEDIAL WORK

The Association is committed to ensuring that all homes are safe, healthy and well maintained.

Damp and mould can affect both the condition of your home and the health of those living in it, so it is important that we investigate and address these issues as quickly as possible.

New legislation regarding damp and mould is being introduced in Scotland later this year. This law will place requirements on landlords to investigate and address damp and mould issues within specific timeframes to protect tenants' health and safety. As a responsible landlord, we are taking steps now to ensure we meet these standards.

If we contact you to arrange an appointment, we ask that you please provide access so the issue can be properly assessed and resolved. If the proposed appointment is not suitable, please contact us so we can arrange an alternative time.

Please note that if access is refused and we are unable to carry out essential inspections or repairs, the Association will force access, where necessary, in order to fulfil our legal duties and ensure the safety and condition of our properties.

If you are experiencing damp or mould in your home, please contact the office to report the issue so we can arrange an inspection.

CLEANING UP AFTER YOUR DOG: A QUICK REMINDER

Here's why it's important to bag it and bin it every time:

- **It keeps the area clean and safe for everyone;**
- **It shows respect for your neighbours** - we all share outdoor spaces and keeping them clean is important;
- **It's part of being a responsible pet owner** – it only takes a few seconds and free dog poo bags are available from our office;
- **It avoids complaints and fines** – Glasgow City Council issue £80 Fixed Penalty Notices to people who do not clear up after their dogs in public places.

Let's all do our bit to keep our community safe, clean, and pleasant!



LEGIONELLA

The risk of contracting Legionella from a domestic water supply is considered to be very low, particularly in properties served by mains-fed water systems, where the water supply is regularly refreshed. While cases are extremely rare, it is still important to take sensible precautions to minimise any potential risk. Here are a few simple steps you can take to help keep your water system safe.

A

Regularly run water through all your taps to prevent stagnant water from building up. If you have a shower, you should be okay if you are using it every day, but if not, run water through it on the days it's not been in use.

B

If you have a shower in your bathroom, regularly dismantle the showerhead and hose and disinfect and de-scale them both with a shop bought disinfectant or cleaner – DO NOT USE A BLEACH BASED SUBSTANCE. Follow 'Steps 1 to 4' on the right!

C

If you go away for a while (for example, on holiday), when you get back, turn on the taps at your kitchen sink and let the water run through them for about two minutes then turn the taps off. Repeat this for the taps at your wash hand basin, followed by your bath taps (if you have a bath). If you have a shower, disinfect and de-scale the showerhead and hose as described above.

D

If your hot water is running lukewarm, or if your cold water isn't as cold as you think it should be, report it to us immediately. Indeed, report any problem that you have with your water as soon as you can.

Step 1



Disconnect the showerhead.

Step 2



Disconnect the shower hose.

Step 3



Steep the showerhead and the hose in a basin of warm water and disinfectant for about 15 minutes.

Step 4



Reattach the showerhead and hose then run the water for a few minutes to get rid of the disinfectant. You are then good to go!

FIRE SAFETY

FIRE DOOR CLOSERS

Fire safety is extremely important in all our properties. One of the key features designed to help keep you safe is the fire door and the door closer fitted to it.

Fire doors are specially designed to slow the spread of fire and smoke, helping to protect escape routes and giving residents more time to leave the building safely in the event of a fire. The door closer is an important part of this system, as it ensures that the fire door automatically closes after it has been opened.

If a fire door is left open or the door closer has been disabled, the door will not perform its intended function. This can allow smoke and fire to spread more quickly through the building, putting residents at serious risk.

For this reason, door closers must not be removed, tampered with, or disabled. We understand that some residents may find them inconvenient; however, they are installed for your safety and the safety of your neighbours.

As part of our routine safety inspections, staff will check that fire doors and door closers are working correctly. If it is found that a door closer has been deliberately disabled, removed, or damaged, the Association will arrange for the repair to be carried out and the cost will be recharged to the tenant responsible.

We ask all residents to help us maintain a safe environment by ensuring that fire doors are kept closed and that door closers remain fully operational.

If you notice any problems with a fire door or door closer in your home, please report it to the office so that we can arrange for it to be repaired promptly.

Working together helps keep everyone safe.

BATTERIES



HOME CONTENTS INSURANCE



We know that because of the high cost of living, many tenants do not consider home contents insurance a priority.

But if you are flooded or there is a fire or smoke damage in your home, the Association **IS NOT RESPONSIBLE** for replacing your flooring, furniture or other belongings. If we need to carry out an essential repair that requires for example, uplifting laminate flooring, we are also not responsible for replacing the flooring.

These things can be replaced if you have home contents insurance. North View does not provide insurance, but you can get it with any provider you chose.

One scheme set up specifically for housing association tenants, is the Thistle Tenants Risk Home Contents Insurance Scheme.

To get more details, please visit their website at www.thistletenants-scotland.co.uk/.

PLAYCLUB

The Association has been proud to support the Wednesday after school playclub, run by the Jeely Piece Club in the Birgidale Complex, since January 2014. This was initially as a partner with other local associations, but then as the sole funder from April 2016, after others withdrew from the service.

Over the years, the playclub has offered a fun, safe and welcoming space for local children, and we're grateful for everything the Jeely has achieved.

As budgets have got tighter, we've had to look carefully at how we use our resources so we can benefit as many of our residents as possible. Because of the, we have made the difficult decision to reduce the amount of money available to the Jeely from £17,173 in 2025/2026 to £4,000 in 2026/2027.

Although no new partners have been identified to help fund the playclub, we're pleased that the £4,000 we are providing will still allow the Jeely to deliver a number of special events throughout the year - such as Halloween and Christmas celebrations for local families.

We'll share full details about these events, including how to access tickets for your children, on our website, social media channels, and in future newsletters.

GAS SAFETY

SMELL GAS?

Here are the important steps you need to take if you smell gas:

- Get fresh air immediately; make sure you open all doors and windows to ventilate the area.
- Turn off the gas emergency control valve (also called gas emergency shut off valve) at your gas meter.
- Extinguish all naked flames and don't smoke.
- Don't operate electrical switches or appliances (including turning light switches on or off, using your phone) because this can ignite escaping gas.
- Leave the property.
- Call the **National Gas Emergency Service on 0800 111 999** to report it, using a phone outside of your home.



POWER CUT

If your area experiences an unplanned power cut, you can report it by calling 105. This will connect you to SP Energy Networks, which owns and maintains the power lines in the area.

POWER CUT?
CALL 105

CASTLEMILK HOUSING & HUMAN RIGHTS LIVED EXPERIENCE BOARD

To mark International Human Rights Defenders Day on 9th December 2025, the Castlemilk Housing and Human Rights Lived Experience Board (CHHRLEB) arranged a morning conference in the Birgidale Complex, focussing on promoting human rights as 'Everyday Essentials' which everyone has the right to enjoy and are the gateway to the equal enjoyment of all our human rights.



On 10th December 2025, CHHRLEB celebrated International Human Rights Day by launching Castlemilk's Human Rights Declaration to highlight that what goes on locally connects with the Universal Declaration of Human Rights.

SOCIAL BITE

Just before Christmas, the Association's staff raised some money in support of Social Bite, a charity dedicated to ending homelessness in Scotland. Laura, our receptionist, organised cakes for sale and some fun quizzes and games for people to take part in.



Well done to all the team!

COMPLAINTS AND SERIOUS CONCERNS

The Scottish Housing Regulator's information leaflet on complaints and serious concerns has been updated. It sets out what tenants should do if they are unhappy with the service 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 our website (www.nvha.org.uk) or from the SHR's website (www.housingregulator.gov.scot/media/zf3efaae/complaints-and-serious-concerns-information-for-tenants-and-service-users-december-2025.pdf).



COMPLAINTS

We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

Your complaint may involve more than one of our services or be about someone working on our behalf.

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 31st December 2025 is set out below:

Frontline complaints (Stage 1) received between 1st April 2025 and 31st December 2025:

Number of complaints received	14
Number of complaints resolved	13
The average number of working days that it took to address the complaints	3.5 DAYS

Investigatory complaints (Stage 2) received between 1st April 2025 and 31st December 2025:

Number of complaints received	3
Number of complaints resolved	3
The average number of working days that it took to address the complaints	11.3 DAYS

REPAIRS – SATISFACTION SURVEYS

Every month, we aim to do follow up satisfaction surveys on reactive repairs completed in that month. Below are the results of the 270 surveys carried out between 1st April 2025 and 31st December 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 – 77.4%

Fairly satisfied – 21.8%

Neither satisfied nor dissatisfied – 0.4%

Fairly dissatisfied – 0.4%

Very dissatisfied – 0.0%



99.2% OF TENANTS WERE VERY SATISFIED OR FAIRLY SATISFIED WITH THE REPAIRS SERVICE.

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

MAINTENANCE PERFORMANCE

Our Key Performance Targets for 2025/2026 in relation to repairs are set out below and performance for the period 1st April 2025 to 31st December 2025 is below:

<i>Key Performance Target</i>	<i>Actual Outturn to 31st December 2025</i>
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours	99%
That at least 95% of Urgent Repairs be completed within 3 working days of being reported	100%
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 4 hours.	1 hour 38 minutes
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	3.9 days
That at least 87% of our repairs be 'right first time'.	97%

HOUSING MANAGEMENT PERFORMANCE

Performance in relation to the Housing Management Key Performance Targets for 2025/2026 is set out below:

<i>Key Performance Target</i>	<i>Actual Outturn to 31st December 2025</i>
That rent arrears do not exceed 6.5% of the amount of rent chargeable for the year	4.26%
That the average re-let time for empty properties does not exceed 25 days	17.3 days
That rent income lost through empty properties does not exceed 1.0% of the rent due	0.59%
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

PLANNED MAINTENANCE

Our programme of planned maintenance for the year is going well. As at 31st December 2025, we had:

- installed a total of 13 new flat entrance doors;
- installed new windows in 25 properties;
- installed 33 new kitchens;
- fitted 19 new bathrooms.



LEARN CPR FOR FREE WITH REVIVR

Did you know you can learn lifesaving CPR in the time it takes to make a cup of tea?

RevivR is the British Heart Foundation's free, easy to use online training tool that teaches you how to perform CPR (cardiopulmonary resuscitation).

In just 15 minutes, you can learn how to save a life and receive your very own CPR certificate.

It couldn't be simpler – you just need your mobile phone or tablet and a cushion to practice on - no special equipment required.

To start or find out more, log on to the British Heart Foundation's website – www.bhf.org.uk and click on 'Learn CPR'.

CPR CARDIOPULMONARY RESUSCITATION

1 SHOUT FOR HELP,
CALL 911



2 CHECK
RESPONSE



3 CHEST
COMPRESSIONS



4 OPENAIRWAY
AND TWO BREATHS



5 REPEAT SETS OF
30 COMPRESSIONS



RECIPES

SLOW COOKER MACARONI CHEESE

(serves 3)

Ingredients:

- 200g dried macaroni pasta
- 100g grated cheddar
- 100g whole or grated mozzarella
- 200g evaporated milk
- 300ml water

Method:

STEP 1 Add all of the ingredients to the slow cooker

STEP 2 Cook on high for 1 hour

STEP 2 Serve immediately



AIR FRYER VEGETABLE TEMPURA

(serves 1)

Ingredients:

- 50g sweet potato sliced into 1cm rounds, skin on
- 50g courgette sliced into 1cm rounds, skin on
- 50g aubergine sliced into 1cm rounds, skin on
- 25g of plain flour
- 2 tablespoons of oil
- 2 tablespoons of sparkling water

Method:

STEP 1 To make the batter mix together the plain flour, oil and water

STEP 2 Coat the vegetables in the batter

STEP 3 Cook in the air fryer for 10 minutes at 200 degrees



WHAT'S ON

WHAT'S ON CASTLEMILK?

Events • Clubs • Groups • Activities
For the Castlemilk community ❤️

We share local events, clubs, classes, and groups happening in and around Castlemilk – so no one misses out.

Families Kids & young people
 Community groups Classes & activities

If it's happening locally, we want to help share it!

Running an event or group?
 Message the page with your details and we'll share it for free!

www.whatsoncastlemilk.co.uk
 facebook.com/whatsoncastlemilk

Free community service provided by D.C. Computing Services

CASTLEMILK PARK PROJECT VOLUNTEERS WANTED



No experience required
Learn about nature conservation, urban green spaces while picking up new skills and meeting new people

Tuesdays- 10.30-12.30pm
Woodland 1.30-3.30pm
maintenance

Thursdays- 10.30-12.30pm
Woodland 1.30-3.30pm
maintenance



 Scottish Forestry
Coilltearachd na h-Alba

Contact us on community@cassiltoun.org.uk or call 01416315213



the Castlemilk
PANTRY 

WHATS ON IN THE HUB

MONDAY	TUESDAY
BREAKFAST BINGO @ BIRGIDALE COMPLEX 11.30AM TO 12.30PM	SEW FABULOUS @ THE HUB 10AM TO 12PM
CONNECTED CASTLEMILK @ THE HUB 10AM TO 12PM	CREATIVE WRITING @ THE HUB 1PM TO 3PM
WEDNESDAY	THURSDAY
THE INSPIRATIONALS WOMAN'S GROUP @ THE HUB 10AM TO 12PM	MEN4MEN MENS GROUP @ THE HUB 10AM TO 12PM
	CONNECTED CASTLEMILK @ THE HUB 1PM TO 4PM
FRIDAY	
GRUBS UP MORNING MINGLE @ THE HUB 9:30am to 12pm COME ALONG AND GET A FREE HOT BREAKFAST ROLL	

BIRGIDALE COMPLEX: 10 STRAVANAN ST, G45 9LW
THE HUB: 6 ARDENCRAIG ST, G45 0ER
Contact Jackie for upcoming and future courses
07498843556




April

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August

M	T	W	T	F	S	S
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September

M	T	W	T	F	S	S
		1	2	3	4	5
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October

M	T	W	T	F	S	S
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November

M	T	W	T	F	S	S
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Rent Payment Due



Glasgow Public Holiday

NORTH VIEW
Housing Association

29A Stravanan Road
Castlemilk GLASGOW
G45 9LY

tel: 0141 634 0555
email: enquiries@nvha.org.uk
web: www.nvha.org.uk

