

NEWSLETTER

SUMMER ACTIVITIES!!



OUR OFFICE WILL CLOSE AT 4.30PM ON THURSDAY 16TH JULY 2026 FOR THE GLASGOW FAIR WEEKEND AND REOPEN AT 8.30AM ON TUESDAY 21ST JULY 2026. OUT OF OFFICE EMERGENCY REPAIR SERVICES WILL STILL BE AVAILABLE BY CALLING 0141 634 0555. PLEASE ONLY CALL IF IT IS AN EMERGENCY, SUCH AS A BURST PIPE OR BOILER BREAKDOWN.

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NORTH VIEW Housing Association

OFFICE HOURS



MONDAY

8.30am to 12noon - 1pm to 4.30pm

TUESDAY

8.30am to 12noon - 1pm to 4.30pm

WEDNESDAY

8.30am to 12noon

THURSDAY

8.30am to 12noon - 1pm to 4.30pm

FRIDAY

8.30am to 12noon - 1pm to 4pm

29A Stravanan Road
Castlemilk
GLASGOW
G45 9LY

tel: 0141 634 0555

email: enquiries@nvha.org.uk

web: www.nvha.org.uk

This newsletter can be made available in translated form, CD/ data to voice, 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.

DON RETIRES

Our Maintenance Officer, Don Murray, retired on 30th June 2026 after nearly 22 years of service to North View.

Don started with the Association on 1st November 2004 and has been a valued member of the team.

We are sorry to see him go but he leaves with our sincere thanks and very best wishes for the future.



CONGRATULATIONS!



find us on
instagram



Find us on
Facebook



Scan here for
our website

JOIN US FOR A MYSTERY BUS TRIP FRIDAY 28TH AUGUST 2026

We're planning something a bit different this year and are excited to invite our tenants aged 18 and over to take part in our upcoming Mystery Bus Trip – a fun day out with a surprise destination!

The destination is a closely guarded secret, so all you need to do is hop on the bus and enjoy the journey. Whether it's a scenic seaside town, a charming village, or somewhere completely unexpected, it will be a great day out. There will be plenty of time to explore, grab a bite to eat, and take in the sights once we arrive.

Spaces are limited and will fill up quickly, so be sure to book early to avoid missing out. You can reserve your place by completing a form at the office and pay a £5 deposit which will be returned to you on the day of the trip.

We can't wait to see you there – the only question is... where will we go?



M&Ds TRIP

We are delighted to announce that our annual M&Ds summer family trip will take place on **Friday 7th August 2026**.

It is for children and/or grandchildren of North View residents and owners who are 15 years old or younger.

We need at least one responsible adult to reserve places for all the children and adults in their party and to accompany them on the trip.

Please note that, as in previous years, we won't, however, take any tenant or owner (or any of their family) if they owe us more than £100 in rent arrears, factoring charges, rechargeable repairs etc.

We plan to have a total of three coaches going and places will go on a first come first served basis. We will start taking bookings from **8.30am on Tuesday 21st July 2026**.

Only the people whose names are on the booking list will be allowed to go on the trip. If someone in your party has to pull out, you can't just replace them with someone else because on the day of the trip we'll check the list and if they aren't on it, they won't get to go. If the coaches are fully booked, we'll start a reserve list and fill any cancellations from that.

Contact the Office to reserve places for your group. We'll get you to fill in a form to let us know the names and addresses of the children and the adults who will be accompanying you on the trip. All adults must be North View residents. You will have to pay a £5 booking fee for every adult in your party, but you'll get that back upon arrival at M&Ds.

Places will go quickly, so book soon to avoid disappointment!

RESIDENTS SURVEY SET FOR THIS SUMMER



We asked market research specialists, Research Resource, to carry out a Residents' Satisfaction Survey for us during **July and August**.

They'll be asking for your views on the services that we provide as well as how you feel about your home and neighbourhood. Your feedback really matters to us – it helps us understand what we're doing well and where we can improve.

The survey will be completely confidential and anonymous.

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

We'd really appreciate it if you could spare a little time to take part. Your views are important to us.

Thank you for your time and support.





We have arranged this year's Annual General Meeting for **7.00pm on Wednesday 16th September 2026** at the Birgidale Complex.

Papers for the meeting will be posted out to members next month.

BECOME A MEMBER

We encourage all our tenants and residents aged 16 or over to become members of the Association and attend the Annual General Meeting (AGM).



Membership is open to our tenants, our service users, and those who have an interest in our work. Those applying must also be 16 years of age and over. Membership entitles you to attend and vote at the AGM and any Special General Meetings we have, nominate others for election to the Management Committee, and to participate generally in the work of the Association.

If you would like to become a member, you must submit a completed application form with your £1 share to our office by **4.00pm on Friday 21st August 2026**.

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

Your application will then be considered by the Management Committee as soon as reasonably practical after its receipt by the Association.

AREA MEETINGS

This year, we will hold another round of area meetings over the Summer and into early Autumn.



Membership is open to our tenants, our service users. These local area meetings give tenants and owners the chance to raise with us any concerns that they have about the area that they live in.

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

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

NEW PROTECTIONS FOR PEOPLE EXPERIENCING DOMESTIC ABUSE



Everyone deserves to feel safe in their home.

From **1st August 2026**, new Scottish laws will give housing associations and

councils stronger powers to help people experiencing domestic abuse stay safely in their homes.

The changes are part of the **Domestic Abuse (Protection) (Scotland) Act 2021** and are supported by new Scottish Government guidance for social landlords.

What's changing?

Until now, people experiencing domestic abuse have often had to leave their home to stay safe, even when they wanted to remain in their home. The new law aims to change this.

Where certain legal conditions are met, North View can now apply to Glasgow Sheriff Court to remove the tenancy rights of the person responsible for the abuse and transfer the tenancy to the person being abused.

What does this mean for tenants?

If you are experiencing domestic abuse:

- You can speak to us in confidence;
- We will listen without judgement;
- We will discuss the housing options available to you;

- Where appropriate, we may be able to use the new legal powers to help you remain in your home;
- We can also help you access specialist domestic abuse support services.

Every situation is different, and any decision to use these powers will be made carefully, taking account of your wishes, your safety and the legal requirements.

What are our responsibilities?

As your landlord, we have an important role in supporting tenants affected by domestic abuse.

We will:

- Treat all reports seriously and sensitively;
- Put our tenant's safety first;
- Keep information confidential;
- Work with Police Scotland, Womens Aid and other support organisations where appropriate;
- Consider whether the new legal powers should be used;
- Continue to support tenants before, during and after any legal action.

Will every case go to court?

No, the new tenancy powers are only one option available. In many situations, other support or safety measures may be more appropriate.

If court action is required, a Sheriff must decide whether the legal tests have been met before any tenancy can be transferred.

If you are worried about your own safety or someone else's, please contact us. We will work with you to help you access the right support.

You do not have to face domestic abuse alone. Support is available, and we are here to help.

Support Services Contact Details:

If you are in immediate danger:

- Call **999** and ask for the Police.
- If you cannot speak, press 55 when prompted to let the operator know you need help.



Glasgow Women's Aid

- Telephone: **0141 553 2022**
- Email: **getsupport@glasgowwomensaid.org.uk**
- Provides confidential support, refuge accommodation, advocacy and support for women, children and young people experiencing domestic abuse.



The Daisy Project (South Glasgow)

- Address: 121 Castlemilk Drive, Glasgow G45 9UG
- Telephone: **0141 634 4053**
- Independent Domestic Abuse Advocacy service supporting families across South Glasgow, including the G45 area.



Scottish Women's Rights Centre

- Helpline: **0808 801 0789**
- Free legal information and advice on domestic abuse, housing, child contact and family law.



Glasgow & Clyde Rape Crisis

- Telephone: **0141 552 3201**
- Specialist emotional support and advocacy for women and girls affected by sexual violence.



Victim Support Glasgow

- Telephone: **0141 553 2415**
- Practical and emotional support for anyone affected by crime, including domestic abuse.



IMPORTANT INFORMATION:

WHAT DOES THE HOUSING (SCOTLAND) ACT 2025 MEAN FOR YOU?

The Housing (Scotland) Act 2025 introduces important changes designed to make housing fairer, safer and more secure for people across Scotland.

Better Support to Help You Keep Your Home

The new law places a stronger emphasis on preventing homelessness before it happens. Housing associations will be expected to work more closely with local authorities and support agencies to identify people at risk of losing their home and offer help as early as possible.

If you are experiencing financial difficulties, relationship breakdown, health problems or other issues that could affect your tenancy, we encourage you to speak to us as soon as possible. The earlier we know about a problem, the more we can do to help.

Greater Protection for People Experiencing Domestic Abuse

The Act strengthens support for people affected by domestic abuse. Housing associations have an important role in helping people stay safe and access appropriate housing.

We are expected to:

- respond sensitively and appropriately to reports of domestic abuse;
- work with specialist support organisations where appropriate;
- help people remain safely in their

home where possible, or assist them to move if that is the safest option;

- ensure staff are trained to recognise and respond to domestic abuse.

Safe, Healthy Homes

The Scottish Government is introducing stronger expectations around housing quality and the condition of rented homes.

As your landlord, we already have legal responsibilities to keep your home in good repair. The new legislation reinforces the importance of:

- responding promptly to serious repairs;
- dealing quickly with damp and mould;
- ensuring homes remain safe, warm and fit to live in;
- working with tenants to resolve repair issues before they become more serious.

If you notice damp, mould or any repair that could affect your health or safety, please report it to us as soon as possible.

Succession to Scottish Secure Tenancies

The Housing (Scotland) Act 2025 changes the rules on succession to a Scottish Secure Tenancy by reducing the qualifying period of residence for certain people wishing to succeed to a tenancy from 12 months to 6 months.

This means that, where the legal conditions are met, a person who has been living in the property as their only or principal home for at least 6 months before the tenant's death may now be eligible to succeed to the tenancy, instead of the previous 12-month requirement.

If you would like someone living with you to be considered for succession in the future, it is vitally important that you let us know who lives in your home so that our tenancy records are accurate and up to date. If you have any questions about succession rights, please contact your Housing Officer

Looking Ahead

Some parts of the Housing (Scotland) Act 2025 are already in force, while others will be introduced over the next year or two through additional regulations and guidance.

As these changes are introduced, we will continue to keep you informed about anything that affects your tenancy.

If you have any questions about your tenancy or need support, please contact your Housing Officer. We're here to help.

Your Scottish Secure Tenancy Agreement

From 1 August 2026, we will be introducing an updated Scottish Secure Tenancy Agreement for all new tenants. The revised agreement reflects the recent changes in both the Housing (Scotland) Act 2025 and the Domestic Abuse (Protection) (Scotland) Act 2021 (discussed in the newsletter).

Existing tenants do not need to sign a new tenancy agreement, as your statutory tenancy rights remain in place. However, we will be writing to all existing tenants to explain the legislative changes, how they affect your tenancy, and to provide you with a copy of the updated tenancy terms for your information.

All new Scottish Secure Tenancies created on or after 1 August 2026 will be issued using the new model tenancy agreement published by the Scottish Government.

If you have any questions about any of the changes, please pick up the phone and contact the office!

CLADDING

Work is currently underway to refurbish external cladding at Ardmaleish Road, Castlemilk Drive, Lenihall Terrace and Lenihall Drive as part of the Association's ongoing investment programme.

We would like to thank residents for their patience and co-operation while this work is being completed.



SKIP WEEKEND - 24TH TO 27TH JULY 2026



SKIP 5:

In the car parking bays at the corner of Ardmaleish Street and Ardmaleish Road.

This year's 'summer tidy' weekend starts on Friday 24th July 2026, when we will provide 15 skips for tenants to use to get rid of unwanted household junk.

The skips will be located as shown on the map. They will arrive on **Friday 24th July 2026** and be collected on **Monday 27th July 2026**.

If the skip nearest you is full, please do not overload it – use one of the other skips instead!

Some items are banned from landfill sites, so they can't go in the skips. These are listed below. This year, this list includes any upholstered furniture, such as sofas, chairs etc and mattresses. If you want to get rid of any of these items, contact us at the Office and we will try to help you to do so, but **PLEASE DON'T PUT THEM IN THE SKIPS:**



**NO GAS BOTTLES
OR GAS CANISTERS**



NO TYRES OR WHEELS



**NO PAINT TINS, NO TINS
OR BOTTLES OF OIL OR
SOLVENTS**



**NO TVs OR OTHER
ELECTRICAL GOODS**



**NO FRIDGES OR
FREEZERS**



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



NO MATTRESSES



SKIP 4:

In the turning area at the end of Ardmaleish Street.



SKIP 3:

In Stravanan Road, just next to the gates to our Office car park.



SKIP 2:

At the car parking bays in Stravanan Terrace that back onto flats on Birgidale Road.



SKIP 1:

In the car parking bays on Stravanan Road at the Birgidale Complex.



SKIP 15:

On the grass square on Dunagoil Road.



SKIP 14:

In a car parking bay near 318 Arden Craig Road.



er of
a Road.

et.

SKIP 6:

On the ground opposite
29 Lenihall Drive.

SKIP 7:

On the grassed area between
Lenihall Drive and Lenihall Terrace.

SKIP 8:

In a car parking bay next to
208 and 210 Castlemilk Drive.

SKIP 9:

In the turning area in Stravanan
Court, next to the container.

SKIP 10:

On the ground next to the footpath that
links Stravanan Road and Dunagoil Road.

SKIP 11:

At the end of Dunagoil Gardens.

SKIP 12:

At the end of Dunagoil Place.

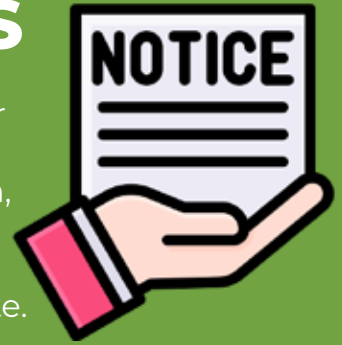
SKIP 13:

In a car parking bay near 300 Arden Craig Road.

FAIR PROCESSING NOTICES

We have recently updated our Fair Processing Notice (FPN) for our tenants to reflect new legislation. This tells you about the information we hold, why we hold it, who we may share it with, and how you can get access to it.

You can get a copy of the Fair Processing Notice on our website. Copies are also available at the office.



LIVED EXPERIENCE AWARD

The Castlemilk Housing and Human Rights Lived Experience Board has won the Community Impact Award at the Share National Housing Awards for its work.

Share is a leading provider of learning and professional development resources for the housing and property sectors.

We are delighted that the Board's work has been recognised again!



POLICY REVIEWS

We are due to review three important policies that directly affect our residents - our Repairs and Maintenance, Allocations and Anti-Social Behaviour Policies - and we'd like your input!

If you would like to contribute to the reviews, please contact Yvonne Rooney, our Housing Manager for the **Allocations Policy** and **Anti-Social Behaviour Policy** or Ady Tester, Maintenance Manager for the **Repairs and Maintenance Policy**.

These are important policies that affect you, so get involved and have your say!



GARDEN WASTE

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

If you want to use your brown bin for garden waste, you need to buy a permit at the current cost of £50 (which covers the year to 30th September 2026). You can apply via the Council's website (www.glasgow.gov.uk/gardenwaste) to order a garden waste permit or, you can call them on **0141 287 9700**. The phone line is available every Wednesday and Thursday from 10am until 4pm. Once you have bought a permit, you will receive a permit sticker for your bin which will show your address and permit reference number.

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

YOU CAN CONTINUE TO DISPOSE OF ANY GARDEN WASTE FREE OF CHARGE AT THE HOUSEHOLD WASTE RECYCLING CENTRE AT 425 POLMADIE ROAD, G42 OPJ. IT IS OPEN 7 DAYS A WEEK, 8.00AM TO 6.00PM (LAST ENTRY 5.45PM).

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

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

 **Recycle for Glasgow**
Glasgow City Council



ENSURE YOU DISPOSE OF RUBBISH PROPERLY

Keeping your home and neighbourhood clean isn't just about appearances — it has a crucial role in preventing infestations of rats, mice and flies. Poor disposal of rubbish gives them exactly what they need.

Always dispose of rubbish in bins and make sure the lid is fully closed – avoid overfilling. Bags of rubbish should not be left out in the open.

Do not feed birds and other animals, such as foxes, as this can also unintentionally invite pests into your garden and neighbourhood.



ACCESSING YOUR RENT STATEMENT

It is important that you pay your rent and that you do not get into rent arrears. Even if you are on welfare benefits that help to pay your rent, you need to make sure that you are being paid the right amount and that you do not have any rent arrears.

If you want to see the balance on your rent account, contact your Housing Officer and request this information. We can send you out a paper copy of your rent statement or email it to you.

Paying your rent is a priority. Non-payment can lead to legal action and the loss of your home. If you are having problems with your benefits or paying your rent, contact your Housing Officer or the Welfare Rights Officer at the office for help straight away.

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**, download the allpay app. You will need your NVHA payment card and reference number shown on your card.

The Association is here to help you and offers a range of free and confidential services including making affordable repayment plans, and an in-house welfare rights advice service.

IF YOU HAVE ANY CONCERNS ABOUT YOUR RENT OR ARE EXPERIENCING FINANCIAL DIFFICULTIES, PLEASE CONTACT US IMMEDIATELY.

WELFARE RIGHTS UPDATE



MOTABILITY SCHEME

The UK Government has announced tax changes that affect the Motability Scheme from 1st July 2026.

Currently the changes announced for 1st July 2026 will not be introduced for customers who receive their allowance from Social Security Scotland.

Why is this different for customers who receive their allowance from Social Security Scotland?

The Motability Scheme operates under a separate agreement in Scotland, called the Accessible Vehicles and Equipment Scheme (AVES).

Because of this, changes to the Scheme in Scotland need to be agreed with the Scottish Government before they can be rolled out.

Discussions are currently taking place with Motability Scheme and the Scottish Government about what changes will be introduced and when.

What does this mean for customers who receive their allowance from Social Security Scotland?

While these discussions continue, customers receiving an allowance from Social Security Scotland can place an order as normal with the current lease package.

You must be in the last three months of your lease to be able to place an order for your next vehicle.

The current lease package

For a three-year lease:

- 60,000 miles
- Up to eight tyre replacements
- 5p excess mileage fee (plus standard rate VAT)
- No VE103 admin fee to take your car abroad

For a five-year Wheelchair Accessible Vehicle (WAV) lease:

- 100,000 miles
- Up to 10 tyre replacements
- 5p excess mileage fee (plus standard rate VAT)
- No VE103 admin fee to take your car abroad

The Trustees of the Motability Foundation have approved a one-off discretionary grant to pay for the additional costs for orders placed with the current lease package. They'll manage this support while discussions continue with the Scottish Government.

Which allowances are issued by Social Security Scotland?

- Scottish Adult Disability Living Allowance (SADLA)
- Adult Disability Payment (ADP)
- Child Disability Payment (CDP)



REPAIRS – SATISFACTION SURVEYS

Every month, we aim to do follow up satisfaction surveys on 30 reactive repairs completed in that month. Below are the results of the 360 surveys carried out between 1st April 2025 and 31st March 2026:

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 – 21.4%

Neither satisfied nor dissatisfied – 0.5%

Fairly dissatisfied – 0.3%

Very dissatisfied – 0.0%



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

If you’re not happy with a repair or want an update on something you’ve reported, please get in touch with our Maintenance Manager, Ady Tester, at the Office on 0141 634 0555. You can also email him at ady@nvha.org.uk.



Our Key Performance Targets in relation to repairs are set out below – performance for 2025/2026 (1st April 2025 to 31st March 2026) was very good:

Key Performance Target	Actual Outturn to 31st March 2026
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	99%
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 44 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’.	94.3%

In 2025/2026, we:

- installed 41 new flat entrance doors in closes
- fitted new windows in 36 homes

- provided 39 new kitchens
- fitted 24 new bathrooms

HOUSING MANAGEMENT PERFORMANCE

The Key Performance Targets in relation the Housing Management are set out below. Outturn performance for 2025/2026 (1st April 2025 to 31st March 2026) is also very good:

Key Performance Target	Actual Outturn to 31st March 2026
That rent arrears do not exceed 6.5% of the amount of rent chargeable for the year	3.91%
That the average re-let time for empty properties does not exceed 25 days	21.0 days
That rent income lost through empty properties does not exceed 1.0% of the rent due	0.27%
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application	1.2 days

COMPLAINTS

Complaints about our service fall into two categories – a Frontline complaint (also referred to as a Stage 1 complaint) and an Investigatory complaint (known as a Stage 2 complaint). Frontline complaints are the more common, and they are about things that can be attended to quickly – like a complaint about someone not turning up when they said they would – while Investigatory complaints are generally about more serious issues, although they do include Stage 1 complaints that have been stepped up to Stage 2 because they haven't been resolved.

Our target is to resolve Stage 1 complaints within five working days of receiving the complaint and Stage 2 complaints within 20 working days.

Information about the complaints that we received between 1st April 2025 and 31st March 2026 is set out in following table:

Frontline complaints received between 1st April 2025 and 31st March 2026:

Number of complaints received	15
Number of complaints resolved	15
The average number of working days that it took to address the complaints	5.1 DAYS

Investigatory complaints received between 1st April 2025 and 31st March 2026:

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

WHAT'S ON



Jeely Piece Club
The Jeely Piece Club is a registered Scottish charity no. SCO 35027

Street Play
SUMMER PROGRAMME

- HOLMBYRE -
TUESDAYS
Location
Swing Park

- BIRGIDALE -
WEDNESDAYS
Location
Grass Area Behind
Birgisdale Complex

2:30-4:00pm
-FREE-
(Snack Provided)

- Different themed activity every week -

WE ARE OPEN!

Birgisdale Cafe

Open Daily:
Monday - Friday
9.00 AM - 2.00 PM

Birgisdale Complex
Community Cafe
10 Stravanan St
Castlemilk



CASTLEMILK
WELLBEING HUB

THRIVING
TOGETHER

Summer of Wellness 2026

FREE family wellbeing activities.

29th June - 14th August

- yo-chi
- mandala painting
- cycling
- Music therapy
- mindfulness
- wellbeing workshops

Castlemilk Wellbeing Hub



REGULATION



Engagement Plan

The Scottish Housing Regulator (SHR) has published its Engagement Plans for every social landlord in Scotland.

The SHR has assessed North View against the Regulatory Framework (including the Standards of Governance and Financial Management) and confirmed that the Association is compliant.

A full copy of the Association's Engagement Plan for the period 1st April 2026 to 31st March 2027 can be found on our website or on the SHR's website (www.housingregulator.gov.scot/landlord-performance/landlords/north-view-housing-association-ltd/engagement-plan-from-1-april-2026-to-31-march-2027/). Alternatively, a copy can be obtained by contacting the office on 0141 634 0555. We can't wait to see you there – the only question is... where will we go?

Annual Return on the Charter

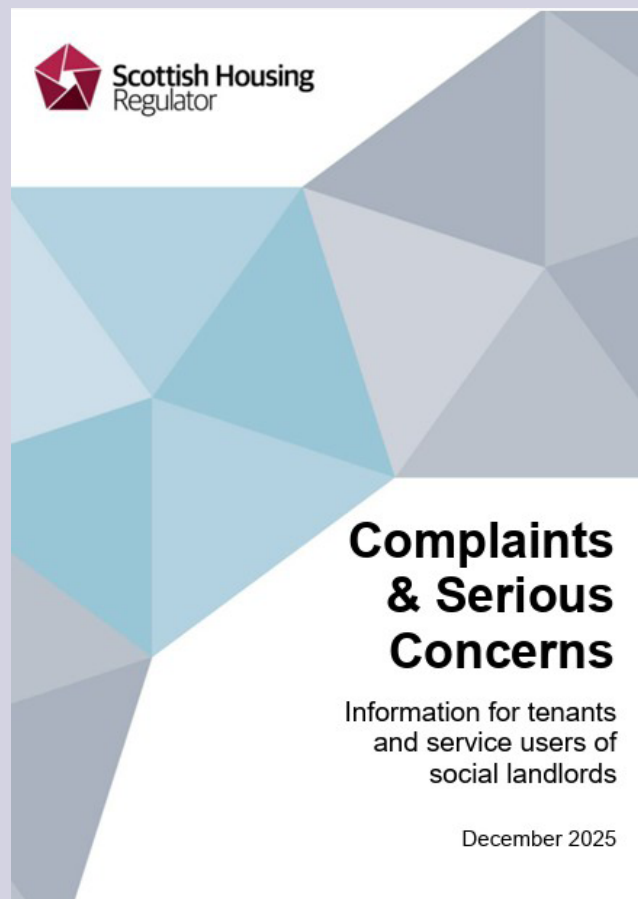
We've now submitted our Annual Return on the Charter (ARC) for financial year 2025/2026 to the Scottish Housing Regulator (SHR). The ARC outlines how we're performing against the Scottish Social Housing Charter. We'll share more details in our Annual Report, which will be published in October.

The Association's performance information for 2024/2025 can be viewed on the SHR's website (www.housingregulator.gov.scot/comparison-tool/?landlord=3221).

Complaints & Serious Concerns

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

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



RECIPES

AIR FRYER CHICKEN TIKKA KEBABS (serves 4)

Ingredients:

- 600g chicken breasts, cut into large bite size pieces
- 150g plain yogurt
- 2 tbsp tikka curry paste
- 2 garlic cloves, crushed
- fresh ginger, thumb size

Method:

- STEP 1** Marinate the chicken in the yogurt, curry paste, garlic and ginger for at least 20 minutes
- STEP 2** Thread the chicken onto skewers and place in the air fryer at 180 degrees (or if they won't fit place the chicken in on it's own) for 15 minutes turning half way through
- STEP 3** Thread the chicken pieces onto skewers



SLOW COOKER PRAWN PAELLA (serves 6)

Ingredients:

- 1 tbsp oil
- 1 red onion, finely chopped
- 1 red pepper, roughly chopped
- 2 garlic cloves, crushed
- 1 tbsp smoked paprika
- 500ml passata
- 500ml vegetable stock
- 400g raw king prawns
- 100g frozen peas
- 100g green beans
- 50g black pitted olives
- 30g fresh parsley
- 1 lemon cut into wedges

Method:

- STEP 1** Put the oil, onion, pepper, garlic, paprika, paella rice, passata and stock into the season cooker and cook on high for 90 minutes.
- STEP 2** Remove the lid and add the prawns, green beans, and olives, then cover for a further 30 minutes
- STEP 3** Scatter with the parsley and serve with the lemon wedges

