



REIDVALE
HOUSING ASSOCIATION



www.reidvale.org.uk
Winter 2020



REIDVALE NEWS

The Newsletter of Reidvale Housing Association



We are
still here
for you





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R E I D V A L E
H O U S I N G A S S O C I A T I O N



Main Office
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E a.dundas@reidvale.org.uk



Opening Hours
 Monday to Thursday: 9am-5pm
 Friday: 9am-4pm

The office will close on Tuesday 22nd December 2020 at 4 pm
 and will remain closed until Wednesday 6th January 2021

During this period our normal 24 hour Emergency Repair Service will operate

Emergency Repair Service - Call 0141 554 2528



COMMUNITYNOTICE

WE HOPE THIS MESSAGE FINDS YOU WELL

As we near the festive period we want to wish you a very Merry Christmas and a Happy New Year.

We would like to take this opportunity to update you on where we are with our services.

We continue to work in unusual circumstances and would remind everyone that we are still here assist you.

Visits to our office and your home

Our office remains closed to all visitors.

Staff are not currently making routine appointments but are keeping in contact with residents, as well as answering queries, by phone and email. Should any documents need to be signed in person, arrangements will be made to do this safely on the doorstep.

REPAIRS

We have now been placed in Level 4 meaning we are again only able to carry out emergency and urgent repairs. Over the last couple of weeks, we have been working through the backlog of repairs and we have successfully managed to reduce the number outstanding.

We will resume service of routine repairs as soon as the restrictions allow us to do so safely. We understand how frustrating it can be to wait for a repair to be completed.

We are continuing to regularly review our approach to repairs in line with the latest government guidelines and we will highlight any specific changes should they arise.



GAS SAFETY CHECKS

By law, we must carry out an annual service and safety check of all gas appliances in your home. Gas safety checks are continuing as normal.



Our contractor, James Frew, require access into your home for the safety check, which takes no longer than an hour. You do not need to have direct contact with anyone visiting your property to complete the check.

Please follow sensible precautions to keep yourself safe when our staff are visiting your property.

If you are due your annual gas safety check and are self-isolating or are a shielded vulnerable patient, please let us know so we can understand how best to protect you and your family by emailing a.dundas@reidvale.org.uk.





COMMUNITY NOTICE

ALLOCATIONS

In line with government guidance, we are continuing with viewings and tenancy sign ups. However, to help limit the spread of Covid-19, we have made some changes to how we provide this service to ensure the safety of both prospective residents and our staff.

These changes include, but are not limited to:

- You will be asked a number of COVID-19 related questions, this is simply to verify the position and allow us to agree the appropriate action to be taken. To keep you and the staff safe.
- Limiting the number of people that can attend viewings and sign-ups.
- We will not enter the property with you to complete a viewing or sign up but will open the property for you, including leaving all internal doors open.
- We will wear personal protective equipment (PPE).
- We will maintain a minimum of two metres safe distance from you at all times.



When attending a viewing, please ensure that you have recently washed your hands or used hand sanitiser, observe social distancing at all times and avoid touching surfaces inside the property unless necessary. We would also ask that you consider wearing a face covering during the appointment.

MUTUAL EXCHANGES AND OTHER TENANCY CHANGES

We have dealt with a few mutual exchanges and tenancy change enquires over recent months. If you have a question about your tenancy please get in touch.

PAYING YOUR RENT

We are continuing to collect rent and service charges as we normally do, but it is vitally important that you let us know as soon as possible if you are struggling to pay or are worried about meeting future payments.

Wherever possible we want to avoid court action and evictions during this difficult time and we are committed to working with you to establish an affordable repayment plan, taking into account individual circumstances. We want to work with you, so please get in touch with your housing officer if you need to talk to us.

If you are applying for or are in receipt of universal credit and are unable to attend your appointments, please let the Department for Work and Pensions know as soon as possible by reporting it on your online Universal Credit account.

Should you find yourself with no income due to the impact of coronavirus, if you do not already claim benefits, you may be eligible to apply for Universal Credit to help you pay your rent and service charges. If you need advice on benefit entitlement or money advice please get in touch and we can arrange an appointment for you with GEMAP.

ANTI-SOCIAL BEHAVIOUR

As we spend more time in our homes, you may be more aware of noise levels from your neighbours, such as general household noise and children playing.

Please try to be tolerant of this and consider the impact your household noise levels and behaviour may have on your neighbours.

If you are experiencing repeated issues of antisocial behaviour you can report it to us. We will continue to manage existing antisocial behaviour cases through your preferred method of communication, providing regular updates, signposting you to helpful support networks and discussing further action where appropriate.

If you are threatened with violence or are concerned for the safety of yourself or others, please call the police immediately on 999.





COMMUNITY NOTICE

DOMESTIC ABUSE

If you are experiencing difficulties with domestic abuse and want help please get in touch. We are in contact with several agencies that will be able to help you.

If you are in immediate danger, please call 999 and ask for the police.

MENTAL HEALTH

The Government has provided guidance on social distancing for everyone in the UK and how we can all work together to protect older people and vulnerable people.

If you are feeling overwhelmed, try talking to your family and friends and sharing how you feel. If you are worried that you may need more help, there is support available.

If you are experiencing difficulties and want help please get in touch. We are in contact with several agencies that will be able to help you.

FREE 24-HOUR LISTENING SUPPORT

Samaritans is available to listen at any time of the day or night. You can talk to them about anything that's troubling you, no matter how difficult.

Call free on **116 123** or visit the **Samaritans** website.

Shout offers confidential 24/7 crisis text support for times when you need immediate assistance.

Text "**SHOUT**" to **85258** or visit **Shout Crisis Text Line**.

In a life-threatening emergency, you should dial 999.

ADDITIONAL INFORMATION

Glasgow City Council

If you have a question about any of the services provided by Glasgow City Council please refer to the website at www.glasgow.gov.uk

We would ask every resident to ensure all household refuse is securely bagged, placed in the wheelie bins provided, the bin lids closed and all spillage cleared from the bin area. Under no circumstances should household refuse be left on the floor of the bin area.

Coronavirus (COVID-19) guidance and support websites

www.gov.uk/corona

www.gov.scot/coronavirus-covid-19

Health Advice - taking personal responsibility for your health

For now, taking personal responsibility for our own care, including frequent hand washing and not touching your face, are amongst the UK and Scottish Government's key messages.

It is recommended that everyone follows this advice. If you have any worries or concerns you should call **NHS 24** on **111** or visit NHS Inform's website on www.nhsinform.scot

We are focused on ensuring that everyone we support, or who works for us, stays safe.

Stay Safe and Well





GOVERNANCE IMPROVEMENT

The Association recognises the importance of being able to demonstrate compliance with all aspects of Regulatory Standards and is committed to working within a robust and fully compliant governance framework.

All housing associations were required to submit an **Annual Assurance Statement (AAS)** to the **Scottish Housing Regulator** by the end of November which outlines their level of compliance with regulatory requirements. Our assessment of compliance has been based on a comprehensive bank of evidence and with additional scrutiny provided by independent consultants, **Indigo House Group**. Our Annual Assurance Statement states that we are partially compliant and are working towards full compliance. A copy of our AAS is available on our website or we can send you out a copy free of charge if you contact the office.

We have developed a **Governance Improvement Plan** which has the following key tasks:

- Commissioning the development of a new business plan and a strategic options appraisal
- Reviewing our asset management strategy
- Reviewing our risk management
- Reviewing our rent affordability
- Reviewing our governance policies

With the appointment of our new Interim Director we hope to commence further work on our governance improvement plan in the new year. As always, should you have any queries regarding this please do not hesitate to contact the office and we will be happy to discuss matters with you.

ANNUAL GENERAL MEETING

The Association's 45th Annual General Meeting took place on Monday, 14th September 2020. This year's AGM was very different as it had to be held virtually, using the video conference call platform Zoom, due to the current restrictions on being able to hold large social gatherings due to the pandemic. As a result of this the AGM was restricted to formal business only - accepting the Chair's report, electing the Management Committee, presentation of annual accounts and appointing the auditors. We very much hope that we will be able to welcome everyone in person at next year's AGM.



Ernesto Vaz



Anne McKelvie

MANAGEMENT COMMITTEE NEWS

Two of our Management Committee members decided that it was time to step down from the Committee prior to the Association's AGM in September 2020 after many years' service. Ernesto Vaz stepped down after 18 years and Anne McKelvie retired from the Committee after 30 years' service. We were very sorry to lose these members and thank them for their time, commitment and effort over the years - it's very much appreciated by everyone at Reidvale.

Following the AGM Helen Moore stood down as Chair having served her 5 year term and we would like to thank Helen for her dedication and unwavering commitment to the work of the Association during her time in office. Helen continues to serve on the Management Committee as Vice Chair and Eddie Marley has been elected the new Chair, to lead the Association forwards over the next 5 years. We wish Eddie well and are sure he will make a massive contribution to our efforts over his time in office.

We have also been very fortunate to be able to welcome three co-optees onto our Management Committee, as all three bring an extensive range of skills and experience from within the social housing sector. We are delighted to have Catherine Lowe, Alastair Firth and Gail Sherriff on board and thank them for their efforts to date.





COMMUNITYNEWS



ALL CHANGE AT THE TOP

Our Director, **Jim McAlpine**, gave formal notice in June of his intention to retire at the end of the year. Jim has worked for Reidvale since 1991, starting as a housing officer, progressing to housing manager and then latterly as director. Through his expertise and love for the community Jim has given his all for Reidvale over the years but has decided that now is the time for a slower pace of life.

Our Depute Director, **Linda Scott**, has also decided that the time is right to retire and she will also leave the Association at the end of December. Linda started work with the Association in 1976 when she was the first housing manager to be appointed in a community based housing association in the west of Scotland. We would all like to thank Linda for her remarkable and selfless contribution to the work of the Association over the past 45 years. With her commitment, professionalism and vast experience Linda has been at the heart of all of our efforts, ensuring that our focus remains on putting the interests of our residents above all else and will be very much missed by everyone.

We wish both Jim and Linda a long, happy and healthy retirement!

We are, however, also delighted to announce the appointment of **Susan McDonald** as our new Interim Director following a competitive interview process. Susan is a qualified solicitor with a wealth of experience in social housing and also has experience of strategic management through her role on the Management Committee of Ore Valley Housing Association in Fife for almost 10 years and Chair for the past 5 years.

Susan took up her post at the start of December and is very much looking forward to getting to know everyone. We wish Susan all the best in her new role and look forward to working with her as she, in partnership with the Management Committee and staff team, take the Association forwards.



Jim McAlpine



Linda Scott



Susan McDonald





HOUSING MANAGEMENT



ALLOCATIONS & HOMELESSNESS

Councils have a legal duty to help people who are homeless or at risk of being homeless, however, legislation also gives a local authority statutory powers to refer a person who is homeless to a Registered Social Landlord (RSLs).

As a community-based Housing Association we do a lot of work to try and prevent homelessness and in our allocations policy we do prioritise those people in poor housing circumstances/conditions to receive reasonable preference in the way our houses are allocated. We also currently allocate properties in accordance with size of household.

The pandemic has worsened the situation with homelessness. From 23rd March to mid August unprecedented numbers of homeless people were accommodated in temporary accommodation in Glasgow. There is now a focus on how this work is taking forward and ensure that there are long term, settled accommodation outcomes for everyone that needs them.

Glasgow City Council has therefore approached RSLs citywide to help alleviate the pressures on demand. It is being recommended that social landlords provide the Council with up to 90% of their lets (net of transfers) for homeless applicants and consider permitting underoccupation during the Covid-19 recovery period up to 31st March 2021. This recommendation is being backed by the Scottish Government. These are, however, far from normal times and we are being asked to prioritise those experiencing homelessness over the next few months.

This is a challenge and one in which our Committee has considered, to enable how we could best temporarily adjust our letting quotas and policy to accommodate this request as it will inevitably impact on our ability to rehouse applicants from our waiting list. However, any change to our allocation procedures should be reported to you and therefore we wanted to include this information in this newsletter. The Management Committee considered the request and decided to increase its current homeless referral quota to 50% of future lets (net of transfers) up to 31st March 2021 the Management Committee decided that it could not give the required approval to underoccupy. If you have any views on this matter please contact Jacqui Anderson, Housing Manager, at our office. Any feedback will be reported to our Management Committee so please contact us if you wish to express your view on this matter.

TENANTS CONTENTS INSURANCE

Winter is fast approaching and we don't know how cold it will be!

Burst pipes caused by water freezing can cause devastating damage to possessions, yet a number of tenants and owner occupiers have no insurance to cover their contents.

Reidvale tenants and owner occupiers can arrange insurance cover for the contents of their home at an affordable rate where premiums can be paid fortnightly or monthly, cash using a payment card, monthly by direct debit or annually.

The cover arranged by **SFHA Diamond Scheme** has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire.

- Sums insured start at £6,000 for OAPS and £9,000 for all other tenants and owner occupiers
- Cover for most household items including TV, video, personal computers, DVD players etc.
- Cover includes freezer contents and public liability
- Accidental damage cover available for an additional premium (wheelchairs/scooters, hearing aids as well as personal effects outside your home)
- Swift and fair claims

If you have no insurance cover for this winter contact Sheila Rae, Housing Assistant, at the office **0141 554 2406** for further information and an application form.

Reidvale Housing Association is responsible for insuring the building you live in NOT the contents.



HOUSING MANAGEMENT



CHRISTMAS IS COMING - BUT DON'T GET STRESSED!

Don't let the pressure of Christmas get the better of you - follow these simple suggestions for a stress-free, debt-free Christmas!



Prioritise your bills - Paying your RENT on time will safeguard your tenancy and keep a roof over your head.

Set-up a direct debit so your rent can be paid on the same day you receive your wages or benefits. This means you won't be tempted to spend it on something else first.

Have a buffer - paying extra to your rent throughout the year will help you build up sufficient credit to cover your rent at Christmas when you have other financial pressures.

Apply for Housing Benefit or Universal Credit - If you are on a low income and struggling to pay your rent you may be entitled to help with the cost.

Make a Christmas list and stick to it - Don't buy on impulse for the sake of it

Can I afford it? Ask yourself before buying otherwise any pleasure will be replaced with worry about how you will pay your essential bills.

Shop Smart - see if there are cheaper alternatives available.

DON'T borrow from money lenders - excessively high rates of interest mean you will be paying back the loan for years to come and your debts will spiral out of control.

Don't get caught up in a retail festival and feel obliged to give, especially if you know you can't afford it. Be honest with family - they may feel the same.

Suggest a Secret Santa with family and put a limit on spend of £5 or £10. This means you only need to buy one present instead of several.

Set-up a credit union account in January to start saving for next Christmas.

Free, impartial advice, including Christmas Budget planner can be found on the Money Advice Service website: www.moneyadviceservice.org.uk/en/tools/budget-planner

For further information or if you are worried about being able to pay your rent then contact your Housing Officer who can provide advice and assistance including sign-posting to other agencies if appropriate. The earlier you address your concerns, the easier they are to resolve and less likely to have an adverse effect on your health. Your Housing Officer can make a referral to **GEMAP** who provide free welfare and money advice. **GEMAP** also assist with: benefit claims, sanctions and appeals.



HOUSING MANAGEMENT



ARE YOU MAKING A CLAIM FOR UNIVERSAL CREDIT?

Universal Credit is applied for and managed online at:

www.gov.uk/apply-universal-credit

Please remember: You will need the following documentation to claim Universal Credit.

- You (and your partner's) National Insurance number, and proof of identity
- An email address and phone number
- A bank, building society, post office or credit union account
- Online access to make your claim and keep it updated
- Proof of how much rent and service charges you pay
- Your landlord's name and address
- Details of anyone that lives with you
- Details of any childcare costs you pay to a registered childcare provider
- Details of any savings
- Proof of any other income
- Proof of wages

It is important that you have all of the documentation when you make a claim form Universal Credit, otherwise you may have to wait longer until your first payment.

Please contact your **Universal Support Service** who will get you the support to make your online claim.

Phone **FREE** on 0808 169 9901 or visit www.gain4u.org.uk or webchat www.gain4u.org.uk

Failure to make payment of rent places your tenancy at risk. If you are experiencing difficulty paying your rent please contact your housing officer immediately, who can offer advice and assistance.



Why not pay your rent using the allpay App?

The allpay App is free to download from your Apple or Android smartphone and enables you to pay your bills quickly and easily at the touch of a button.





HOUSING MANAGEMENT



We would remind you **Reidvale Housing Association** (RHA) secured the services of **GEMAP** for residents of RHA. **GEMAP** now offer their services to residents of **Reidvale Housing Association** every Monday.

Coping with money and financial issues can be bewildering and complicated . . . or at least it seems that way.



GEMAP can help you with the following:

- Fighting Sanctions
- Claiming Personal independence Payments
- The Scottish Welfare Fund
- Tax Credits
- Housing Benefit
- Council Tax Reduction
- Universal credit
- Living with debt
- Manage money
- Debt Management Plan
- Bankruptcy (sequestration)
- Minimum Assets Process
- Temporary Payment Plans
- Write offs
- Negotiated settlements
- Debt Arrangement Scheme
- Trust deeds
- Financial inclusion, Financial what?
- Budgeting and Financial Planning
- Saving
- Borrowing
- Insurance
- Bank accounts
- Credit Union accounts
- Consumers' rights

If you are a resident of **Reidvale Housing Association** and would like to make an appointment with **GEMAP** please contact **Reidvale Housing Association** on **0141 554 2406**.

GAS EMERGENCY

EMERGENCY PROCEDURES IN THE EVENT OF A GAS LEAK

If you suspect that you have a gas leak or smell fumes you must carry out the safety procedures noted below.

- 1 Turn gas off at the meter.
- 2 Open windows and doors to ventilate the property.
- 3 Extinguish all naked flames. Do not smoke.
- 4 Do not use any electrical switches or appliances.
- 5 Phone Transco on

0800 111 999

Transco will normally call within one hour from your call. It should be noted that the engineer will not press the door entry button to your flat.

You must therefore watch for the engineer and open the door to the close.



MAINTENANCE



LARGE/BULKY ITEMS

We would remind residents that the Association has neither the manpower nor the resources to move large or bulky items either when a tenant replaces, for example, a cooker or suite, or when a tenant moves or transfers flat.

Please ensure that you have assistance in removing bulky items, or ask whoever delivers your new purchase if they will remove this for you.

BULK UPLIFTS OVER THE FESTIVE PERIOD

Please try to bear in mind that there may be a change to GCC services over the festive period if you are renewing carpets, furniture etc prior to Christmas.

You can check on the services provided by GCC on their website at

www.glasgow.gov.uk



NEW CHANGES TO THE LAW: SMOKE AND HEAT ALARMS

The Scottish Government has introduced major changes to legislation in this area. These changes will further improve the existing high standard of protection from smoke and fire currently required in private rented housing - to all homes. These upgrades will be in addition to the current standards we have to meet under the Scottish Social Housing Standard, which, the Scottish Housing Regulator monitors. All alarms in our homes will now be required to have the following:

- one smoke alarm installed in the room most frequently used for general daytime living
- one smoke alarm in every circulation space on each storey, such as hallways and landings
- one heat alarm installed in every kitchen
- all alarms should be interlinked and ceiling mounted

There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon fuelled appliance or a flue, however these will not be interlinked with the other alarms.

Most of our properties already have these alarms fitted the remainder will be completed over the next few months.



MAINTENANCE



Emergency Contact Details over the Festive Period

The office will close on **Tuesday 22nd December 2020** at 4 pm
and will remain closed until **Wednesday 6th January 2021**

During this period our normal 24 hour
EMERGENCY REPAIR SERVICE will operate (see below)

EMERGENCY HEATING & HOT WATER REPAIRS - 01294 468113
ALL OTHER EMERGENCY REPAIRS ONLY - 0141 554 2528 or 0800 999 2520

To ensure the best possible response from the Association's tradesmen on call, it is important that the following points are understood and adhered to by persons using the service:

ONLY USE THE EMERGENCY SERVICE IF THE SITUATION IS A REAL EMERGENCY WHICH CANNOT WAIT UNTIL THE OFFICE IS OPEN. It should be noted that calls are being made to tradesmen who are not in the office but at home enjoying the holiday like everyone else. Only emergency repairs should be phoned to this number.

In some instances you may get through to the answering machine, if so, **please speak slowly and clearly.**

It is essential to give your name, address, flat position and a brief description of the problem and a telephone number if possible. Missing out any of this information may result in the wrong tradesmen being sent or the tradesmen being unable to find your flat.

CALL BACK AFTER 30 MINUTES if you have not had a response of any kind as sometimes your call may not have been received.

- Examples of emergency repairs are:
- Unsafe power fittings, light switches or sockets
- No central heating/hot water
- Burst pipes and water leaks that cannot be contained
- Choked drains
- WCs not flushing/choked
- Loss of electricity, gas or water supply
- Close lighting out
- Broken or insecure windows or door locks



This is by no means an exhaustive list. We do not wish to deter anyone from using the service in a genuine emergency but would point out that anyone abusing the emergency repairs service will be re-charged the cost of any resulting call out.

You will be asked to give your name, address, flat position, postcode and a brief description of the problem and a telephone number if possible. Missing out any of this information may result in the wrong tradesmen being sent or the tradesmen being unable to find your flat.



MAINTENANCE



LOST YOUR KEYS? LOCKED OUT?

PLEASE DO NOT FORCE ENTRY TO YOUR HOME

This will result in you having to pay a substantial bill.

PHONE THE EMERGENCY NUMBER. There will be a call-out charge, but this will be considerably less than the cost of a new door.



PREVENTION OF BURST PIPES

Should you be away from home during the Festive period there are some simple steps that you can take to avoid burst pipes.

- 1 Keep your home as warm as possible even if you are out.
- 2 Ensure that taps are turned off properly, particularly at night.
- 3 Become familiar with your water supplies. Find out where your stopcock is located.

In the event that a pipe does burst in your flat:

- 1 Turn water off at stopcock.
- 2 If the flow of water cannot be stopped, turn on all cold taps to drain the system.
- 3 Phone the Association's emergency number **0141 554 2528**.

If you intend going away, please advise the Association who holds spare keys and an emergency number where we can reach you or your representative.



PRE-PAYMENT METER USERS

Please ensure that you have sufficient cards to cover your electricity and gas needs over the holiday period.

Should your Quantum meter display **"Call Help"** please contact the emergency number on the card.

The Association is unable to assist if there is a fault at the meter.

OUTSTANDING PLANNED MAINTENANCE WORKS

Unfortunately we have a number of works left to complete which have been delayed due to Covid 19 issues. If we have previously contacted you to advise you of outstanding work such as a new kitchen, bathroom, boiler etc please be assured we will get this completed as soon as possible. Our contractors will be in contact with you at the earliest opportunity to arrange a new appointment.



MAINTENANCE



Beat the chill this winter with support from Home Energy Scotland

0808 808 2282



If you're worried about your bills, or finding it difficult to keep warm at home, **Home Energy Scotland** can help you access support to improve things.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help in a range of ways including:

- Help with making sure you are getting the best energy deal
- Support for households with prepayment meters who are worried about topping up
- Advisors can check eligibility for discounts from energy suppliers such as the **Warm Home Discount Scheme** under which you could get £140 off your electricity bill for winter 2020 to 2021.



How to get in touch

If you are, or someone you know is worried about energy bills, call **0808 808 2282** or email adviceteam@sc.homeenergyscotland.org and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Keep cosy for less this winter - Top Tips

With winter just around the corner, here are a few top tips from **Home Energy Scotland** to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
3. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.



4. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
5. A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
6. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.



Scottish Child Payment

What is Scottish Child Payment?

It's a new payment for families on certain benefits or tax credits to help towards the costs of looking after a child. It's £40 paid every four weeks for each child under six.

It opens on Monday 15 February 2021 but we are taking applications now to help us manage demand.

Who can get it?

People can apply for Scottish Child Payment whether in work or not.

People may be eligible if they, or their partner, are the parent or full-time carer of a child who will be aged under six on 15 February 2021 and if they get certain benefits or tax credits.*

*Child Tax Credit, Income Support, Pension Credit, Working Tax Credit, Universal Credit, Income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA).

How many children can qualify for Scottish Child Payment per household?

Every child under six in a qualifying family will get a payment.

How do people apply?

We take applications via our freephone helpline on 0800 182 2222, by post or online at mygov.scot/scottish-child-payment.

Why are you asking people to apply now?

We are expecting a huge demand for this new payment. Encouraging people to apply now means we can check that we have all the information and evidence we need to make a decision once the benefit starts on Monday 15 February.

What evidence will be required?

We need evidence that the person applying is responsible for a child under six, usually through the child being named on a benefits claim. If more than one person applies for the same child we have a process for deciding who gets the payment, prioritising the person who the child lives with for the majority of the time.

Kinship carers can demonstrate responsibility for a child with a legal order or letter of support from a local authority.



Will they need their partner's information?

Yes if they live in the same household and are:

- married to each other
- civil partners of each other
- living together as if you are married.

What happens if someone's circumstances change after applying?

People need to let us know if their circumstances change at any point. This is to make sure that they are getting everything that they are entitled to. This could include changes to what benefits or tax credits someone gets or where they live.

What if the child turns six before Monday 15 February 2021?

Children who will be six years old or older on Monday 15 February will not be eligible.

When should people expect to get a decision?

We'll start writing to people following Monday 15 February – the time this will take will depend on the demand and whether or not we need to ask people for more evidence.

This letter will tell them how much money they'll get in their first payment and when to expect this.

When will people get their first payments?

We will make the first payments to eligible families from the week after the benefit opens. Not everyone will get their payment on the same day and not everyone will be paid from this week. When someone gets paid will depend on how many applications we get and the process each individual application goes through.

If someone applied before Monday 15 February 2021, this will be the date that their payment will be calculated from. If they apply after this date, it will be calculated from the date that they applied.

Payments will be made every four weeks following the first payment.

How will people be paid?

Eligible families will be paid into their chosen account. They can contact us if they wish to change their chosen account.

What can people use the money for?

It is up to the person on how they decide to use this money to help support their family.

Does it affect other benefits?

No, it will not be taken into account for UK benefit and tax credit assessments.





USEFUL CONTACTS



Health & Wellbeing

NHS 24 111

Our 111 service is here to provide urgent health advice out of hours, when your GP Practice or Dentist is closed.

NHS inform

NHS inform provides a co-ordinated, single source of quality assured health and care information for the people of Scotland. For more information and practical advice visit: www.nhs24.scot

NHS Living Life provides a free telephone based service for people over the age of 16 feeling low, anxious or stressed. Call **0800 328 9655** lines opened Mon-Fri 1pm -9pm. Visit the Heads Up website which host information on a range of disorders insomnia, what helps and how to support something living with insomnia.

www.headsup.scot

Breathing Space is for anyone in Scotland over the age of 16, feeling low, anxious or depressed. You can phone the service free on 0800 83 85 87, Monday to Friday: 6pm to 2am and 24 hours at weekends. www.breathingspace.scot

Samaritans provide a non-judgemental listening ear for those who need someone to talk too or are struggling to cope: www.samaritans.org (24 hour helpline: 116 123)

SAMH (Scottish Association for Mental Health) www.samh.org.uk
Telephone: 0141 530 1000 or 0141 959 911?

CLEAR YOUR HEAD: a mental health campaign to help people cope during the Coronavirus outbreak:
www.clearyourhead.scot

DOMESTIC ABUSE

If you, or someone you know, is experiencing domestic abuse help is available, including information about accommodation options. Call Scotland's Domestic Abuse Helpline: **0800 027 1234** or visit www.safer.scot. Domestic abuse is a crime. **Call 101 to report it or 999 in an emergency.**

ALCOHOLICS ANONYMOUS

If you need help with a drinking problem www.alcoholics-anonymous.org.uk
Free confidential helpline: **0800 9177 650** or email help@aamail.org

AL-ANON

Help for those who have been affected by someone else's drinking:

www.al-anonuk.org.uk

Helpline available 10am-10 pm

0800 0086 811

GAMBLERS ANONYMOUS

If you need help with a gambling problem www.gamblersanonymous.org.uk

National Helpline: **0330 094 0322**

NARCOTICS ANONYMOUS

If you need help with a drug problem ukna.org

National Helpline: 0300 999 1212

FOOD BANK

Glasgow North East Foodbank along with Celtic FC Foundation have launched - a free self-referral service for those financially impacted by COVID 19, it includes, people who have become recently unemployed, are working on reduced hours, or are currently applying for a new benefit claim, although is not limited to just this criteria.

Phone numbers are **0141 551 4354** and **0141 551 4340** - to check eligibility - this might be busy so they will respond as soon as they can.

LONE PARENT HELPLINE: 0808 801 0323 provides a range of free advice/support to single parents; dealing with a break-up, sorting out child maintenance, understanding benefits, money when having a baby, studying or moving into work.

Energy Advice

OFGEM is the Office of Gas and Electricity Markets. www.ofgem.gov.uk

They are a non-ministerial government department and an independent National Regulatory Authority. Their role is to protect consumers now and in the future by working to deliver a greener, fairer energy system. New protections are coming into force this winter:

www.ofgem.gov.uk/publications-and-updates/ofgem-strengthens-protections-customers-struggling-energy-bills-winter



USEFUL CONTACTS



Debt Advice

GEMAP Scotland provide FREE, independent and confidential advice and support with welfare benefits (including sanctions/appeals) and all types of Money Advice www.gemap.co.uk.

Telephone: **0141 773 5850** or contact your Housing Officer who can arrange an appointment on your behalf to speak to a GEMAP Advisor

THE MONEY ADVICE SERVICE

A FREE and impartial money advice service set-up by the government. Telephone **0800 138 7777** or visit www.moneyadvice.org.uk/en

****Please be cautious of using alternative money advice services who will take a fee****

General Advice

CAB

If you require any additional advice we would encourage you to contact your local **Citizen Advice Bureau** at 1361 -1363 Gallowgate, Parkhead (**0141 554 0004**)

EMERGENCY SERVICES

In the event of an emergency please dial **999** and request **Police, Ambulance** or **Fire Brigade**



HAVE YOU CHANGED YOUR TELEPHONE NUMBER AND NOT NOTIFIED THE ASSOCIATION?

Does anyone locally hold a spare set of keys on your behalf in case of emergency?

You may not realise the importance of the Association holding current, up to date, phone numbers and any emergency contacts for you.

Have you thought about how we might contact you if there was for instance, a burst within your flat, possibly affecting your own flat, and those of your downstairs neighbours. Might your belongings and those of others be damaged more than necessary because we are unable to access your flat as we have no contact numbers for you and have to leave the repair until you return to your flat?



It is in your own best interest that we have contact details for yourself, any keyholder or anyone who is authorised by you to act on your behalf. We would also suggest that, where possible, someone holds a spare set of keys for you should you either lose your keys or to allow access to your flat should there be an emergency and you are unable to be contacted by the Association.

People often forget when they change their phone numbers to notify the Association and are surprised to find when an emergency occurs that it is the old phone number we have on record. Please include us in your list of contacts to advise of your current numbers, and should you be among those tenants whose phones do not accept incoming calls advise us of an alternative number for you.



We would like to invite local children and young people who attend our playground to come along to RAPA's gates on Tuesday 22nd December 2020 at 2.45 to 4.30pm to collect a children's Christmas Food Bag with fruit and Christmas treats and a children's Christmas Art Bag

We would also like to wish everyone a very Merry Christmas



and a



We are all very much looking forward to seeing you all back at our playground in 2021 when we can safely re-open our Playground again..

From Everyone at RAPA 🍷

"Our Children's Christmas Food Bags and Children's Christmas Art bags have been kindly funded by Reidvale Housing Association".

EMERGENCY PHONENUMBERS

Reidvale, Out of Office, Emergency Repairs	0141 554 2528
Police Scotland	101
Gas Emergencies	0800 111 999
Scottish Gas Networks (Quantum Meters)	0800 048 0303
Scottish Power	0800 092 9290
Stair Lighting	0800 595 595
James Frew (Gas Servicing)	01294 468 113



R E I D V A L E
H O U S I N G A S S O C I A T I O N



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