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In celebration of Voluntary Arts Week, 6th – 15th May 2016

Donna Macleod, Director of Care

Yarnbombing: a type of street art that employs colourful displays of knitted or crocheted yarn or fibre rather than paint or chalk (source: Wikipedia)

To celebrate Voluntary Arts Week in Scotland we all got together to create items made of “yarn”, or wool if you prefer, and “yarn bombed” our Head Office, St Raphael’s, Marian House and Lennox House grounds.

Yarn bombing consists of placing knitted or woollen items where you would least expect them to be, like knitted hats on bollards, pompoms

or knitted fruits hanging from trees, knitted farm animals or dolls hanging from your fences and beautiful blankets decorating your hedges. There are no rules, just make and display anything made of yarn, in any colour you like in any place you like. The project aims to promote the arts and encourages engagement and participation. It has certainly done that.

A huge thank you to everyone who participated; our tenants, especially those at Gillespie Crescent, our care home residents, their relatives and friends. And of course, our staff from all services and not forgetting their mothers Mary Burns’ (Care Home Manager) mum, Gail Paterson’s (Deputy Care Home Manager) mum

and Anne McCarry’s (Housing Services Manager) mum.

A special thank you to the staff from all departments who took the time to volunteer to climb ladders and get their fingers pricked by thorn bushes, to create the beautiful displays in the trees, along our garden fences, hedges and gates. Even those who yarn bombed my car, I thank you too for your participation. It was great fun.

The effect has been stunning, so bright and colourful, and your wonderful work has been greatly admired. We have even been stopping traffic with lots of people driving by getting out of their cars to take pictures.

Well done everyone, what a talented, creative lot you are!

Changed your contact details?

It is important you let us know if you have changed your contact details such as a mobile phone number. It makes it easier for us to get in touch if for example you have asked for a repair. **You can let us know of changes via your Coordinator or Housing Officer or by calling the housing team on 0131 668 4247. You can also email admin@viewpoint.org.uk**



Introducing Meal Makers: Home-cooked food, made by neighbours for neighbours

Anne McCarry, Housing Services Manager

Are you over the age of 55? Would you like a friendly neighbour to deliver you some home cooked food?

Then join Meal Makers and have one of their volunteer Cooks deliver you a portion of their home cooked food.

Meal Makers is a free, local neighbourhood food-sharing project, connecting those who love cooking and their community (Cooks), with others who would appreciate having some home-cooked food delivered to them by a friendly neighbour.

After joining, they match you with a cook who likes the same sort of food as you and lives within your community. Depending on whether you enjoy their food and company and how busy you both are, it could be just a one off, or you might end up sharing meals regularly.

All Meal Makers volunteers love cooking, they want to share their delicious food and get to know new people. Before sharing, all Meal Make Cooks are taken through an independent safeguarding process.

Meal Makers has been brought to Scotland

by Food Train and is proudly sponsored by the Scottish Government and the Rank Foundation.

Anyone using Meal Makers is required to become a member of Food Train in accordance with the Charity's governing rules. Membership of Food Train is £5 per annum.

Could you cook one extra portion of dinner for an older neighbour?

Meal Makers aims to tackle social isolation and the growing problem of malnutrition by helping older adults who no longer find it easy to cook for themselves to enjoy freshly home cooked food.

Meal Makers' goal is to strengthen connections within communities and provide a flexible way for people to volunteer their time and skills locally in a way which suits them.

If you are interested in joining Meal Makers as a volunteer they will connect you with an older neighbour (Diner) who would really appreciate some home cooked food.

For more information visit www.mealmakers.org.uk, phone them on 0800 783 7770 or email them at hello@mealmakers.org.uk

MEAL MAKERS



The Virtual Dementia Tour



In partnership with Cameron Toll

Viewpoint is the first housing association to bring the Virtual Dementia Tour Bus to Scotland in an effort to educate our staff and the wider community about the experiences some people have when diagnosed with dementia. In partnership with Napier University, nursing students will also be able to experience the tour to increase their awareness and be more empathetic to people with dementia.

The bus will be in our head office car park for 2 days (27-28 June) and all our front line care home staff

will be attending the short CPD approved sessions. Thereafter it will move to the Cameron Toll Shopping Centre, where it will be open to the general public. Local care organisations and GP practices have been invited to send their staff along, at low cost, to share the experience.

The bus is provided by training2care- they have been getting very positive feedback from attendees after using the virtual tour and follow up interviews suggest the training is still fresh in their minds months after the event.

We will also be joined by Alzheimer Scotland and Age Scotland at a stand within the shopping centre- staff will be available to answer questions and provide information to members of the public.

If you are interested in experiencing this, join us in Cameron Toll on the 29 June. The bus will be there all day.



Craft Cafés debut at the British Art Show 2016

Kate Bell, Lead Artist

Craft Café Edinburgh and Craft Café Govan were invited to contribute to the British Art Show 8 this year - a touring exhibition that provides an overview of the most exciting contemporary art produced in this country. It tours the work of over 40 artists to four cities across the UK. Craft Café worked on a body of work in response to the show itself, as well as the grounds on which it exhibited.

Edinburgh took inspiration from the Botanical Gardens through specimens, photographs, illustrations and music. The final pieces

selected were painted by Andrew McCosh, Jean Leslie, Margaret Moodie, Roseanne Finn, John Cummins, Neil Forteath and Nora Burnett. The paintings were printed on to velvet and poplin cotton, producing vibrant and unique cushions and scarves. These were then exhibited in the newly renovated Gardener's Cottage at Edinburgh's Botanical Gardens, alongside works created by Govan's Craft Cafe. Govan

members wrote about and photographed an object that is particularly special to them, and the work of the artists from the two different Craft Cafés complimented each other's beautifully. The group were also lucky enough to squeeze in a quick tour and a talk about the plants!

Whilst pictures can be seen below, please feel free to pop along to the workshops to see the real thing.

Are you creative or simply enjoy learning new skills? Join us at The Craft Café for some conversation, colour and coffee!

Tuesday, Wednesday and Thursday

10am to 12pm and 1.30pm to 4pm

St Raphael's, The Chapel, Edinburgh, 6 South Oswald Road, EH9 2HG

Friday

10am to 12pm and 1.30pm to 4pm

Lennox House, 22 Lennox Row, Edinburgh, EH5 3JW



4 South Oswald Road
Edinburgh
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t: 0131 668 4247
e: admin@viewpoint.org.uk
w: www.viewpoint.org.uk

Viewpoint Housing Association
Scottish Charity No. SC005619
A Scottish Charitable Housing
Association

Office Opening Hours

Monday - Thursday: 9am - 5pm
Friday: 9am - 4.30pm

If you have an emergency
when the office is closed, pull
the cord of your alarm call
system or t: **0800 783 3615**

**Property Services: Call
Handling Hours**

Mon - Wed - Thu: 9am - 5pm
Tue: 10am - 5pm
Friday: 9am - 4.30pm

Ways to Report a Repair

Repairs Desk direct number:
0131 662 0688
Freephone repair number:
0800 345 7347
e: repair@viewpoint.org.uk
w: www.viewpoint.org.uk

Give a Dog a Bone?



*Julia Murray, New Business
Development Manager*

We have been talking to a charity called "Give a Dog a Bone and an animal a home" recently. The charity links up rescue centres to people who may be able to offer a dog or a cat a home throughout Scotland.

Louise Russell who is based in Glasgow and is the charity's founder, stopped to chat with a neighbour one day and discovered just how lonely

some single people can be, especially in later life. She was inspired to find a solution. An idea sparked when she paired the issue of loneliness with another prevalent issue – the rising number of animals in rescue shelters. And so 'Give a Dog a Bone... and an animal a home' was born.

This unique charity helps individuals through loneliness and animals through homelessness. Louise, a Business Development



Consultant and Life Coach, is the latest recipient of a Point of Light award from the Prime Minister, David Cameron, which recognises outstanding individual volunteers

– people who are making a change in their community and inspiring others.

The charity was set up to support the over 60s afford a rescue pet companion for older people who would be willing to share their home either on a part time (foster) or full time basis (adoption). The

charity has already helped re-home 70 animals so far. It has direct links to most Scottish animal shelters.

Not all animals have issues, a number of them have had to be taken into rescue centres because their owners have moved into a care home or they have been too unwell to look after them.

If there are any animal lovers out there in sheltered, alarmed or mainstream properties that would want to join a focus group to see if we should take this idea any further then please contact me on 0131 6625107 as soon as possible.

New Exhibition Space at Head Office

Donna Macleod, Director of Care

Thanks to Tom Begg, our handyman at St Raphael's, we have some lovely new picture rails in the head office reception area and all along

the link corridor from St Raphael's to the Cunningham House unit. We thought we could make this space more interesting by hosting a series of different exhibitions and information sharing events throughout the year.

As June is Dementia Awareness Month, we will start with some posters and

information about living with dementia. In July, we will be celebrating 100 years of the Royal College of Nursing and in August we will exhibit work done by members of the Craft Café.

If you have an idea for an exhibition topic or you want us to provide information about a particular issue, please let us know.

Viewpoint's First Health Hub at Croft an Righ

*Julia Murray, New Business
Development Manager*

Viewpoint is delighted to have been awarded a grant of £22,000 from the Edinburgh & Lothians Health Foundation to set up Edinburgh's first Health Hub within our sheltered housing complex at Abbeyhill. The

Hub will allow older, frail people to have their health checks carried out within the complex, in private, with the support of a Coordinator.

The aim is to free up GP surgery appointments, lead to less GP call outs and emergency admissions to hospital. This will be possible by

monitoring long term conditions with new technology. Any recorded change in someone's health is recognised by surgery staff and tenants will be contacted by their GP to have the opportunity to have a video consultation. We are still looking for volunteers who live at

Croft an Righ to help encourage or remind their neighbours to attend the Hub and provide some mutual support.

If you want any more information you can contact me on 0131 6625107.

Tenant Conference

22 JUNE 2016: For tenants by tenants

9.30-14.30 COSLA Conference Centre, 19 Haymarket Yards, Edinburgh

By now you will have received your invitation to this year's Tenant Conference. We are delighted to be organising this conference with the invaluable help of our Tenant Conference Planning Group, who have done an outstanding job planning the day.

We are looking forward to hearing how our tenants have made a

difference to our services through our scrutiny groups. The day will also give you the chance to tell us what service standards our new repairs contractor should have and what other opportunities to participate you would like to see. You will also find out about Viewpoint's future plans, including our new support service.

We will report on the day in the next edition of Newpoint.



OPENING HOURS

Monday, Wednesday & Thursday 10am - 2pm

Thursday 11.30am - 2pm

Join us for breakfast and/or lunch at the Bay Tree Community Café at Balfour House (10 Cameron Crescent, EH16 5LA) where you will be met with a warm welcome and enjoy delicious food with friends new and old.

The Bay Tree Café is a registered charity and has opened a community café in our Balfour House Sheltered Housing Complex.

Aside from great company there is an extensive menu offering: Breakfast rolls, Light lunches, Homemade soups, Home baking, Fish & Chips & Occasional Sunday Roasts.

Eat in or takeaway, with gluten free and vegetarian options available.

If you would like to find out more you can call Jill, who runs the café and would love to hear from you on 07401570237.

Value For Money



Helen Barclay, Director of Housing and Property Services

At the beginning of June the Scottish Housing Regulator invited some tenants and a board member to attend the consultation for the Annual Return of the Charter. This was held at the Scottish Government offices at Victoria Quay in Edinburgh.

Every year Viewpoint completes the Charter and forwards this to the

Scottish Housing Regulator. The content of the Charter is downloaded onto the Regulator's website and any tenant can go in and have a look at how we compare with other landlords.

The future thinking of the Charter will focus on Value For Money and the Regulator is keen to find out if a balance has been struck between the level of service and the cost of that service and if the service remains affordable. If you refer to the website of the Scottish Housing Regulator www.scottishhousingregulator.gov.uk you will find the indicator below.

The Regulator welcomed a toolkit that is now available to assist landlord's record and demonstrate what they spend their money on and also evidence what amount of time is dedicated to certain aspects of the service.

Value for money is an area that tenants are showing an interest in and Viewpoint will work to ensure money spent is transparent. There are a number of pressures on landlords' finances in the current climate but there remains the importance of affordability for any social landlord.

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

A balance is struck between level of service provided, the cost of the services and how far current and prospective tenants and other customers can afford them.

Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

Indicator **No single indicator is available at present.**

Regulated Procurement



Stewart Mackay, Procurement and Contracts Manager

As a Public Sector organisation and 'Registered Social Landlord', Viewpoint falls under the requirement to procure all of our goods, services and works following strict new legislation and Government guidelines. Namely the Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014.

This means all purchases of goods and services over £50k and all works (Construction or Maintenance) purchases over £2 million are now regulated at national level. There are further thresholds taking us a step

further to EU level, for example, we always need to consider the whole life of a purchase, for instance a service at £15k per annum would be determined as £60k if we sign up for 4 years.

The main change for Viewpoint when carrying out regulated procurement exercises is to advertise our contracts nationally (or within the EU) so that we are offering more suppliers the opportunity to tender. We must also carry out lengthy processes to shortlist those applying when we do anticipate a lot of interest.

This means that tenants and those connected to Viewpoint will notice more contract renewals, and new suppliers coming on board. We will always work to support our current suppliers as much as we are able to and promote their willingness to bid for our future opportunities.

We are proud to work under this new legislation where we can demonstrate best value, and spread our buying across more communities, promoting fair working practices such as pay, equality, diversity and working conditions. Tenant satisfaction will always remain at the forefront of all that we do.

Had a repair done? Let us know how we performed and you too can win!



Did you know that every time we arrange a repair we ask tenants to fill a short feedback form? And every quarter one lucky tenant gets a £50 voucher for returning the form to us.

Mrs Swanson from Gillespie

Crescent is our winner this quarter. She received a £50 voucher from Rory Ross, Senior Maintenance Coordinator. Keep your repairs feedback forms coming and you could be our next lucky winner!

Many thanks to our contractor MITIE for supplying the voucher.

Murdo's advice



Tenant Murdo Morrison from Old Farm Court was recently asked to take part in a campaign on Facebook called Humans of Edinburgh

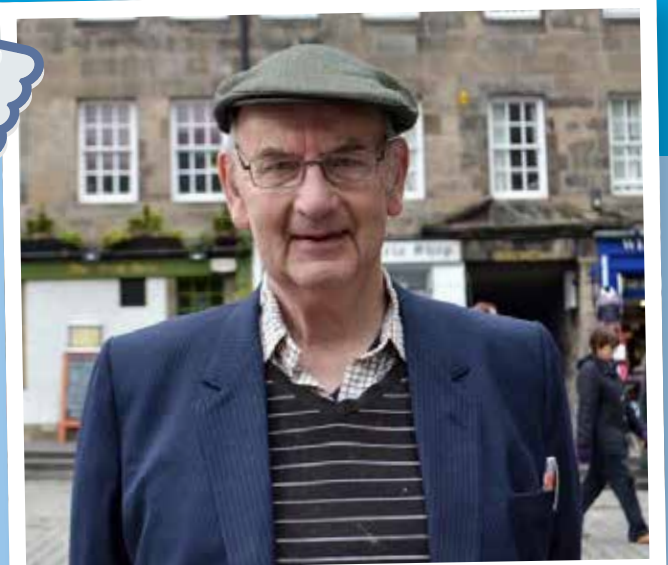
This is his article, it has over 2000 likes!

What advice would you give to our followers?

"Don't be quick to judge people.

When I was young I always remember my father helping a man who was known as 'the local drunk', everybody would walk past him or laugh at him stumbling, but my father would always take time

to sit with him and help in any way he could. His friends always laughed at him for helping so one day I asked him why he cared about this man, to which my dad replied; 'think of the worst person you know, and you'll be surprised how much goodness is in them, look at the best person you know and you'll be shocked at how much badness is in them.' I've kept that advice and I use it everyday, whether it be talking to the homeless or even close friends, we don't always know what they have been going through."



Gillespie celebrates Chinese culture

Tiffany Wong, Housing Coordinator

The concept of Diversity encompasses acceptance and respect. It means more than just acknowledging and/or tolerating difference. It is a set of conscious practices of understanding and appreciating interdependence of humanity, cultures and the natural environment, recognizing and treating others equally.

Last month, I arranged a Chinese Night at Gillespie Lodge, supported by a charity called Music in Hospitals Scotland. Just over 30 people attended, including tenants, their families and volunteers. Among all the participants, we had mainstream,

Indian and Chinese tenants, we had tenants who were up dancing in the middle of the room and others who were happy to be singing on their seats. We had tenants in their 80s accompanied with teenage family members.

We had Chinese food on the night, served in a western manner; and some took their own food which was served in a Chinese manner. Regardless of all the differences, we all had a wonderful evening, because we embraced each other's differences and diversity.

Not only did we have lots of fun, our moods improved, and our spirits were raised. The evening also helped

to improve communication, increase physical activity, social interaction and reduce levels of stress and anxiety. One tenant told me he hadn't been up dancing for years, and exercising made him feel good. Another tenant told me although she physically couldn't dance, she enjoyed watching everyone else up dancing. A family member told me he was pleased to see his mum having such a good time here with other mainstream neighbours.

By acknowledging our physical, cultural and/or other differences, we can see a better side to our community, and by doing so we'll enjoy more of our life.



Buchan Gardens Film Nights Get A Massive Boost



Buchan Garden Tenants Group

Our Film Night, every Thursday, has been going on for almost three years now and is well attended by tenants. The equipment is brought out by one of our members and takes a wee while to set up. Unfortunately the communal DVD player stopped working but we were able to keep going by using a separate DVD player from one of our members, attached to the projector. This kept us going but took even longer to set-up.

So we decided to apply for a Lottery grant and see if we could get more up-to-date equipment. Late last year the Buchan Gardens Tenants Group applied for a grant from the Big Lottery Fund. Our project name was, 'Entertainment and exercise through sight and sound'. We brought in a local company 'Couch Potatoes' who advised us what equipment best suited our needs. The rather large form was filled in and sent off to the Lottery Fund. After a few months we got the go-ahead and the money was transferred into our bank account.

We then contacted 'Couch Potatoes' and gave them the go-ahead to start installing all the equipment. We had the following installed in our communal hall with the permission of Viewpoint: A projector fitted to the ceiling, amplifier, Blu-ray player, 5 – surround speakers and an electric screen which rolls away after use. All of this equipment has helped as there is no setting up. Just switch on, roll down the electric screen and put in a DVD.

We had a Grand Gala Opening night where we showed the film Titanic. Everyone was offered a glass of Champagne and some popcorn as they came in the door. We all enjoyed seeing the film on the big screen with fantastic sound and music.

We now have the Thursday Film Night but also added a Musical Night on the first Saturday of each month. This will be either musical films or concerts. Andre Rieu was our first musical night and everyone thoroughly enjoyed the musical spectacular from Vienna.

We also intend to add an X-Box so we can play games and also keep fit programs. Altogether the Lottery Grant has helped us out a great deal and we thank them for their help and grant!

A Very Special Visit from Iceland

Donna Macleod, Director of Care

A group of Icelandic medical and nursing staff visited St Raphael's and Cunningham House on the 4th of May, as part of an educational exchange visit and fact finding mission about how care for older people and people living with dementia is provided in Scotland. The visit was arranged through the University of Edinburgh, where they were attending seminars. Their educational programme originally only included visits to local hospices and hospitals. However, the Icelandic visitors asked to see a "Good Quality" care home as part of their visit and we were recommended by the University.

The visitors were very impressed with our staff induction and training programmes and our staffing levels. They loved our bright décor, colourful furniture, the bar, the gardens, our signage and of course the Craft Café. The consultant physician said he could "Feel the Heart" in the atmosphere all around the Home, what a great compliment. The nursing researchers loved our care planning paperwork and asked for copies, which we were more than happy to share with them. They will be taking some of our ideas back to Iceland and have invited us on an exchange visit to see their care facilities, any time we want to go. Quite a few of us would be delighted to take them up on that offer at some point in the future.



You Said We Listened

- Tenants at Kilravock and Gillespie asked us for automatic doors and we got them! See the article on page 6.

Meanwhile in Fife....

- At Buchan Gardens there have been ongoing issues with parking and the public not knowing where Buchan Gardens was. The signage was pretty poor and the tenants had mentioned getting new signage for the entrance and "No parking beyond this point" for tenant parking spaces. The Coordinator and tenants got together and finalised designs for the signs which are now in place.
- Buchan Gardens tenants had over the last year requested for an automatic door to be installed to the communal building to assist in accessing the hall. They have had to previously pull open the door and this was becoming too heavy

for some. At the end of April a lovely new part was added to the door which allowed for the door to open and close automatically. Tenants have had demonstrations on how to access and leave the hall with their new fobs. "No Hands!"

- CLEAR volunteers restored the benches that needed some TLC. They came over 2 days which were lucky enough to be dry and warm. They did a fantastic job sanding them down and re-painting the benches and managed to make a new arm rest for one of the benches that had become rotten. In return for helping out, Wilma, a tenant made soup and onsite staff supplied rolls, teas and coffees. CLEAR are local to Buckhaven and have local open days of their gardens for the public to come and see and volunteer to plant trees and flowers in other areas.



Assisted doors

Terry Martini-Yates, Maintenance Officer

Many of our tenants are now enjoying the benefits of recently installed automatic door opening systems at a number of our complexes. Eight developments benefited from this work, these included two Fife developments (Buchan Gardens in Buckhaven and City Park in St Andrews), together with Edinburgh and Lothians developments at Gillespie Lodge, Cockburn Court, Glenesk House, Woodthorpe Court, Ingham Court

and Kilravock House. The work was funded from Viewpoint's Accommodation Standards budget, which aims to provide accommodation that is

- Fit for purpose and the future
- Sustainable
- Good quality
- Accessible
- Safe and secure
- Meets our customer and communities needs

Rhone cleaning

Terry Martini-Yates, Maintenance Officer

When JTC Cleaning first got in touch with us regarding using an alternative system of rhone cleaning in Fife we immediately dispatched our Property Services boffins to investigate this further and to arrange for a demonstration.

The venue chosen was our John Hunter Court development in Kirkcaldy. We chose this particular building because it had some difficult-to-reach areas and was fairly typical of the annual cleaning challenges that had been faced in the past. Historically, this had been very costly to maintain due to the use of expensive equipment such as cherry pickers, scaffolding, or specialised rope access personnel in some of these areas to achieve much the same goal.

The system, known as "A High Reach Vacuuming System", has been on the market for a while now. The trial was so successful that we decided to roll it out to all Viewpoint developments



in Fife. JTC Cleaning also attended to several of our Edinburgh developments and we are pleased to report similar results.

We have seen large cost savings by using this system without compromising the effectiveness of the rhone cleaning programme. This means that we can get more areas cleaned for less cost, and less disturbance to our tenants.

Attendance Allowance

Anne McCarry, Housing Services Manager

Did you know you could be able to claim Attendance Allowance if your ability to keep safe or look after your own personal care is affected by physical or mental illness or disability?

Attendance Allowance has 2 weekly rates, and the rate you get depends on the help you need.

- £55.10 if you need help in the day or at night
- £82.30 if you need help both day and night

Attendance Allowance will not reduce any other income you may receive and is tax free, and if you are awarded it, you may become entitled to other benefits such as Pension Credit, Housing Benefit or Council Tax Reduction.

So who can Claim?

You may be eligible for Attendance Allowance if you:

- Are 65 or over (if you are under 65, you may be eligible for Personal Independence Payment instead)
- Could benefit from help

with personal care, such as getting washed or dressed, or supervision to keep safe during the day or night

- Have any type of disability or illness, including sight or hearing impairments, or mental health issues such as dementia.
- Have needed help for at least 6 months. (if you are terminally ill you can make a claim straight away)

Attendance Allowance isn't means-tested, so your income and savings aren't taken into account. You don't actually have to receive help

from a Carer, as Attendance Allowance is based on the help you need, not the help you actually get.

You don't have to use this to buy in only care, but you could use it to buy in home help, companionship, meal preparation, shopping assistance so don't delay in making a claim if you think you could be eligible.

How do I claim?

You can get a claim form by calling the Attendance Allowance Help Line on 0345 605 6055 or ask to speak to our Welfare Rights Officer,

Elaine Rosie who can offer assistance in making claims or offer advice.

Points to remember

Most applications are turned down because people don't mention or aren't clear about how their illness or disability affects their lives; so don't underestimate your needs when filling in the form.

Think about all the things you can't do. Or have trouble with, because of your condition. Don't leave things out, even if you feel you can manage well enough. (Age Scotland 2016)

Diamond Couple With A Lot To Celebrate

*Shirley Macpherson,
Housing Coordinator*

David and Margaret Colvin who have lived in Cockburn Court for over twenty years, recently celebrated their Diamond Wedding Anniversary with family and friends and were delighted to receive their card from the Queen. They first met when they were both working in the City Assessors Office and became so besotted with one another that they once spent their entire 15 minute tea break going up and down in the lift to the exclusion of all others.

Now both in their eighties, with three daughters, the happy couple still lead very rich and varied lives.

Since he retired David has been working with the 'WRVS' and he has already received a medal for being one for their first and longest serving volunteers. He has worked with 'Edinburgh Books on Wheels' taking books to house bound readers since the service began in 1992. He also became a volunteer for 'Library Link', a service that provides a minibus to pick up readers who are mostly elderly people, from their own homes and take them to and from the library. After completing almost twenty five years



working with them, he recently retired from 'Books on Wheels' however he continues to enjoy working with 'Library Link' offering his excellent support to the many people who rely on this service. David is also one of the tenant representatives for Cockburn Court.

Margaret has always had a great talent and interest in music having already gained a qualification from the Faculty of Music in her native Toronto. A highly accomplished pianist, she told me that she has been further inspired by their neighbour Richard Legge's recent success in being awarded a First Class Honours Degree in Mathematics. So after a gap of many years, she is now intending to resume her studies at Edinburgh University with a view to gaining her 'letters' from the Music Faculty. This is something she

has dreamed about doing for a very long time.

For the past ten years another passion of David and Margaret's has been their beloved horse 'Lithgow' who they have taken on as their own on permanent loan from World Horse Welfare. Now twenty nine years old, Lithgow formerly served in the Kings Troupe Royal Horse Artillery. She is stabled just outside Penicuik and the couple take great joy in visiting her every week. They have assumed full responsibility for maintaining her wellbeing ensuring that she will be happy and comfortable for the rest of her life.

After being married for sixty years, David still regards Margaret as his sweetheart and they are already planning their Platinum Anniversary in ten years' time.

Working as an Artist



*Kirsty McClintock,
Housing Coordinator*

LLynda Frame moved into Croft-an-Righ in August 2015 and told me that she "cannot believe she has such a beautiful place to live". She also shared some of her own experiences, observations and interests with me.

Lynda is delighted to spend more time on creating her paintings for sale, while releasing herself from some teaching commitments over the recent years and decidedly more so since she moved into Viewpoint accommodation.

Edinburgh College of Art is where she attained her Honours Degree in Art and Design (Illustration) and where she taught painting, in addition to many

other organisations, schools, galleries and communities. As a full time artist, she has fortunately sold her work in galleries up and down the country and overseas, and exhibited in the RSA London and the City Museums in Chambers Street, Edinburgh, amongst too many more venues to mention here.

Although she did not seek to apply to Art College until her twins were about to begin school, Lynda describes herself as being a closet artist all of her life, with her current style being described as Neo-Impressionist, although she admires the Expressionists and Pop Artists. Soon after graduating Lynda was invited to teach at Edinburgh

College of Art. A strange fact: Lynda found an ex-colleague living at a Viewpoint complex; and recently participated in readings for plays, together with real actors, one of whom lives in another Viewpoint complex. You know who you are! It is really a small world!

As well as her paintings, Lynda occasionally enjoys illustrating for music CDs and various articles. The main motivator each morning is the pure joy and excitement of choosing which materials to use; oils, watercolour, inks and mixed media. She comments that when art becomes your job of work, it ceases to become therapeutic!



QLx Update



Helen McMorran, Business Systems Manager

The planned kick off date for reimplementation of QLx, our Housing Management System, is August 2016. In the interim we are adopting a program of data governance. The data governance program will include Viewpoint's staff, processes and technologies to ensure the integrity, availability and confidentiality of our data. This in turn will provide quality standardised data

to support decision making, provide better outcomes for our customers, help to achieve business goals, improve collaboration and increase efficiencies across the organisation. Knowledge sharing will occur by default and will ensure information is not lost if staff move on.

The data governance program has begun with a number of meetings of the QLx Project Team, which is made up of representatives from Housing, Property Services, Finance and ICT. The processes for gathering data and how this is managed are being discussed based on questions around how we find the information required to provide the best possible service to our customers and to enable sound business decisions.

The Scottish Living Wage

Dorry McLaughlin, Chief Executive

From 1st October 2016 all care workers who work on public contracts, for example contracts for the Local Authority must be paid the Scottish Living Wage of £8.25 per hour.

As we have residents in our care homes who are funded by the Local Authority and as we may at some point provide care at home

funded by the Local Authority we will be paying this new rate from 1st October to all care workers. The National Care Home Contract rate will be increased from October to compensate for some of the additional costs but there will still be an impact on our budget.

Viewpoint can manage this extra cost and we are pleased to be paying the Scottish Living Wage to our staff who do a valuable job.

Housing Services Changes from May 2016

Neil McKnight, Housing Services Manager

You should have recently received a letter detailing the changes to some of the Housing Officer patches. These changes have been made to ensure that the Housing Officer patches are evenly distributed and also to help to provide a better service to tenants, as well as assisting with upgrade of a Housing Management computer system (QLx).

There have also been some changes to staff within the Housing Department with some additional staff recruited for a 12 month period. The withdrawal of our Supporting people Grant in Fife has also meant that there has been some significant changes to the services in Fife, with both Buchan Gardens in Buckhaven and City Park in St Andrews service changing from a Sheltered Housing model to Retirement Housing.



Ray Chambers has been promoted to the post of Senior Housing Officer for a temporary period. Ray will manage the Housing Officers and Housing assistants.



Alex Edwards has been promoted to Housing Officer and will be managing Ray Chambers North patch, which also now includes Fife housing stock



Kris Jack has been recruited to replace Alex as Housing Assistant



Angela Kennedy is now the full time Housing officer for the East Housing officer patch. Angela previously worked as a Housing officer part time and undertook Tenancy Sustainment

role for the remaining part of her post. This tenancy Sustainment role has now become part of all Housing Officer remits.



Iza Knyt continues in her role as Housing officer for South patch with the exception of the management of Kilravock which has moved to Shirelle White



Joyce Smith continues in her role as Housing Officer for the North patch



Ian McNally's role has changed slightly to focus on the upgrade of our Housing management computer system (Q.L) however he retains his performance reporting role.



Val Deveney has been recruited to take on the administrative part of Ian's role, and will have a particular focus of providing support for Tenant Participation.



Margaret Budge will continue as her role as Senior Housing Coordinator covering City Park in St Andrews for 20hours per week she will also manage Jane Brow, the new

Retirement Housing Assistant based in Buchan Gardens in Fife. She will also undertake 15 hours of Housing assistant duties supporting the Fife Housing Officer Alex Edwards.



Shirelle White works part-time and manages Kilravock and other projects within head office.

If you have any queries or questions about these changes please contact your Housing Officer or you can phone me on 0131 668 4247

New faces this summer...



Val Deveney and Kris Jack in Head Office

Val says: *"I have 30 years' experience of working in Local Authority housing. I have only been part of the team for a very short time but I have settled in well with the help of the other team members. I am looking forward to helping and meeting the residents and tenants."*

Kris says: *"I have worked in customer service roles for over 8 years, with 3 years of that experience working for a housing association. Having spent my first month at Viewpoint I have already learnt a vast amount more about housing and I am excited to continue learning and developing my career with Viewpoint."*



Jane Brown in Buchan Gardens, Buckhaven

Jane says: *"I have previously worked in sheltered housing for 6 years in Dundee before moving back over to Fife. I thoroughly enjoy being a Retirement Housing Assistant and I am very happy to be working for Viewpoint and working with a great team, looking forward to what the future holds."*

And here is an old face we recognised advertising the Dementia Centre at the University of Stirling. Meet Ben.



Pictured here is our Care Assistant **Ben Sappayani** who works in our Marian House Care Home. Modest Ben hadn't mentioned that his photogenic face had been used in promotional material at Stirling University's Dementia Centre.

It was only on a visit to Stirling in April of this year that our Learning and Development Manager thought the face in this poster was very like Ben. On her return to work, she asked Ben who quietly admitted that it was indeed him!

Introducing our PAT Testing Team

Rory Ross, Senior Maintenance Coordinator

From December 2015, Our Maintenance Coordinator team have all been trained and certified to carry out our Portable electrical appliance testing in common areas such as common rooms, common area kitchens, quiet rooms and guest rooms.

Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use.

Most electrical safety defects can be found by visual examination but some types of defect can only be found by testing. However, it is essential to understand that visual examination is an essential part of the process because some types of electrical safety defect can't be detected by testing alone and we at Viewpoint will be using the Seward 100 PAT tester to assist our Maintenance Coordinator team. Any items that fail the PAT test will either be repaired or removed from circulation.



A relatively brief user check is a very useful part of our electrical maintenance regime. A formal visual inspection and test by our competent Maintenance Coordinator will be carried out in appropriate intervals, depending upon the type of equipment and the environment in which it is used.

Alan, Norrie, Colin and Rory, our newly trained Maintenance team have so far carried out PAT testing at Lauder Road, Deanery Close, Balfour House, Morning side Drive, Croft-An-Righ.

Allpay - Have you got your card?



As we mentioned in our spring edition, Viewpoint tenants can now pay their rent at Allpay PayPoints as well as making payments over the phone or online directly to Allpay. Using Allpay will make it easier for you to pay your rent and also ensure that payments are credited to your account more quickly.

If you don't have an Allpay card and would like one, or are unsure about how it all works please contact your Housing Officer or Housing Coordinator who can explain how and where to make payments. Our Housing staff can also arrange for new and duplicate cards.