

Introducing Lyn Jardine and Howard Vaughan

From 29 May 2017 our Housing and Property Services department is changing to better support our tenants. We have taken the decision to separate out Property Services and Housing, with the new departments of **Finance and Assets** and **People and Place** led by Howard Vaughan and Lyn Jardine respectively. In this section we introduce Howard and Lyn and talk to them about their new roles.



Howard is a Chartered Accountant with wide and varied cross sector experience in Finance and Asset Management gained over 30 years. He has been Director of Finance at Viewpoint since January.

You can contact him at howard.vaughan@viewpoint.org.uk

1. So you've been with Viewpoint for 6 months now. What have you been up to?

The time has flown by. I have been fortunate to meet so many great people; staff, tenants and residents. I toured many of our properties in my first few days so immediately discovered the scale of the organisation. Joining early in the year meant that I have been able to help with finance year-end planning which has helped my understanding of how the business works and already I have identified areas where I believe we can make improvements to our service offering. I am looking forward to the added challenges within my expanded role which now covers our Property Services department.

2. In this new role, what do you think are the most important things for Property Services?

What became quickly apparent in joining Viewpoint is the responsibility we have to our tenants and residents. We are ultimately the guardians of your home and as such we have to ensure that our properties remain fit for purpose, providing you all with safe, warm and comfortable homes.

We strive to ensure that we are proactive in dealing with our customers and that we listen to your needs and communicate our plans for the future to you. We have a whole range of communication channels including Newspoint,

Notice Boards, Social Media, Focus Groups, Coffee Mornings, VTRG through which we can maintain contact with you.

I appreciate that sometimes it is the smaller issues which can cause most annoyance; such as keeping appointments, so I will be focusing on ensuring that when we promise to do something we will do it, and while doing so also keep you in the loop.

I will of course be trying to get out and meet with you as often as possible so please feel free to bring matters which are of concern to you to my attention.

3. Why Finance and Assets?

For Viewpoint to continue to provide the best quality service it is essential that we operate a sound business model. With any organisation it's about the 3 Ps; People, Product and Places but this is especially so at Viewpoint where our product is our people and places. It is therefore essential that we protect our assets both now and for the future. We seek to deliver value for money in all that we do and achieve this through good procurement of services and control of all our costs.

We are currently conducting a rent and service charge review and will be enlisting your help over the next few months in formulating this new method of charging. For more on this see page 4.

4. We have a new repairs contractor, Mears, how will you make sure this is a successful partnership?

We are very excited about our new partnership with Mears. Throughout the robust tender process we were able to discuss our mutual commitment to improving service levels to all

our customers and we are confident that we will begin to see these improvements in the coming months. The contract agreement sets out our expectations and we will work closely with Mears throughout the contract duration to ensure these expectations are met and hopefully surpassed.

5. How will you make sure repairs are carried out on time and right first time?

There are built in Key Performance Indicators within the new Mears contract. These have been set at challenging but realistic levels and we will be monitoring these during the contract at our regular meetings. You will of course be able to feedback to us your own views on the performance levels through our Tenant Satisfaction Surveys which are invaluable to Viewpoint as they help us further improve the quality of our service to you.

6. Some tenants have been waiting a long time for kitchen and bathroom upgrades, how long until this happens?

We are currently in the process of carrying out a Stock Condition Survey for all our properties which will shape our plans in terms of maintenance and improvement of your homes over the coming years. With over 1,300 properties we will prioritise in terms of age and condition of current kitchen and bathrooms. We can assure you that we remain committed to ensuring that your home is as modern as possible and that our surpluses are reinvested into our properties. We will keep you notified of our plans for how we intend to roll out these improvement works.

7. We have had a successful contract with Greenfingers in Edinburgh, why are we tendering this service?

With our landscaping contracts, like all our other contracts, we aim to provide value for money. It is only fair then that we regularly put such contacts out to the market to achieve best value.

We will take the opportunity in advance of this tender to discuss what tenants expect from

the contract and ensure that we build in key performance indicators so that we can measure the contractors' performance against these. While it is very important that we achieve value I am sure that you will agree this should in no way compromise the quality of the service you receive.

8. How do you plan to create joy in later years?

The prime focus of my teams is on providing a service which allows all our customers to benefit

from high quality homes at affordable prices.

I appreciate that any worries about your home can have a detrimental impact on your day to day lives so it is my job to remove any such worries to free you up to enjoy life.

Please contact me if there is anything you wish resolved and I will do my utmost to ensure that the team here at Viewpoint does everything we can to help.

Lyn is a chartered member of the Institute of Housing with over 25 years' experience in social housing as well as significant senior level experience in Health and Social Care in local authorities. She joined us in March as Head of New Service Innovation and is leading People and Place on an interim basis.

You can contact her at lyn.jardine@viewpoint.org.uk

1. Why People and Place?

Viewpoint's values are about people and what we can do to make lives better and more joyful. In renaming the Housing and Support department People and Place, and with the restructure to move properties to a more asset management approach, we're also looking to build on our current services to provide a wider range of services that can be delivered to people in their own homes.

2. You haven't been with Viewpoint for very long- tell us about your background. What attracted you to Viewpoint and to this role?

I'm a Corporate Member of the Chartered Institute of Housing and a certified project manager with over 25 years of experience of the public sector. I've built my experience through front line housing roles, middle management and project work. I worked for the CIH as Policy and Practice Officer then was self-employed for a number of years. More recently, I worked for Midlothian Council in health and social care, initially building an extra care housing development in Penicuik. I subsequently took on interim senior management roles overseeing integrated health and social care services, managing home care, occupational health, social work and community nurses

I've not been a member of staff for long but I have had a working relationship with Viewpoint for a number of years. Whilst at Midlothian Council, I really got to understand the values that drive both business and innovation at Viewpoint. Throughout my career, I've found my work around housing for older people the most rewarding. Seeing the range of innovative approaches Viewpoint has developed over the years, it was a bit of a no-brainer to apply for the Head of New Service Innovation role. Since then, following the retirement of Helen Barclay and the executive

restructure, I've been delighted to have the opportunity to introduce the new department. I know that I can call on my uncommon experience in housing, health and social care to facilitate the change process in introducing the new structure and way of working for the team.

3. What are your thoughts on meaningful tenant involvement?

As a housing officer for a housing association in Aberdeen in the early noughties, I had a lead role for tenant participation at a time when participation was really beginning to flourish. I also spent a couple of years on the National Tenant Participation Board of the Regulator where I represented the housing profession. I learnt a huge amount from the tenant representatives who sat on the board and were passionate about how to meaningfully engage tenants.

For me it is about facilitating and encouraging people to engage in different ways that they are comfortable with. My mantra is that tenant participation is core business to a housing association and not just the responsibility of one officer or even the housing management team. Creating different avenues for engagement, supporting learning and skills development for tenants and creating meaningful scrutiny are key to my thinking on how we must refresh our approach to tenant participation.

This is one of my key priorities for the next couple of months and I'm looking forward to engaging tenants on open and honest discussions about how we take this forward together.

4. Why is New Business in the People and Place Department?

In any development of new initiatives, it is critical to be fully aware of how something will be implemented and sustained. Most of the projects developed within New Business are all about people and place. The positive part of bringing New Business into the new department is that it creates the opportunity for ideas to be generated and influenced by front line staff. It allows for greater clarity about what the expected outcomes are and ensures that there is effective evaluation, particularly of pilot projects, to ensure that they are working well.

Simply creating something new and passing it on to officers to manage, isn't as effective as them having a real sense of ownership and understanding of why something new is being developed. We hope that by bringing New Business into People and Place, and the Director having overall strategic leadership responsibility will mean our new business developments are not only innovative, but more easily adopted as business as usual.

5. What do you see as the main challenges for Viewpoint?

As a member of the Executive Team, I have a responsibility across all our business, not just my own department. As it stands, when, or if, Brexit negotiations go ahead, we face continued challenges to recruitment and retention of some of our staff who are critical to the success of enabling people to be properly cared for either in the community or in care facilities. This issue also has potential to affect our ability to develop new build opportunities as the construction industry is similarly affected, let alone how the economic impact on the prices of materials and services.

On a more positive note though, the Scottish Government's approach to the integration of health and social care offers us an opportunity to continue to innovate and develop service models that have potential to impact on the community wider than Viewpoint. In Edinburgh for example we will be introducing our @HOME service to sheltered developments that will extend the hours that

staff are on site for all tenants, but also provide greater support with domestic, personal care and social activities etc. While the potential for these services is there, I'm under no illusion that working in partnership with such large organisations as the Integrated Health Boards is not going to be without challenges in terms of time and resources.

6. What is your plan to create joy in later years?

As I've said earlier, the most rewarding aspects of my career so far has been working with older people.

I know that Viewpoint isn't just about older people but I want to raise the profile of what a wonderful resource our older members of our community are. A concept of 'Elderhood' is one that I aspire to, where we respect the views, celebrate the experience and welcome the knowledge of our elders. It is also important that we also celebrate the enthusiasm of youth, the efforts of families, and the recognition that our elders have been there and got the tee-shirt!

Elderhood should be about a time when you can share your experience, enjoy others' energy and efforts but it's not a time to stop. I get a great deal of joy from both my family and my work. I have a real purpose and I want to bring joy in later years by facilitating opportunities for our elders to celebrate the lives they have lived, the difference they have made and the continued purpose they have in our diverse communities; enjoying company, challenges and opportunities - the same as everyone else!

Design Guide for Dementia

TYou may see Julia Murray out and about on your complexes over June and July. Julia helped the Dementia Centre in Stirling write a design guide for people developing housing a number of years ago and has maintained an interest in using best design practice for wayfinding. This allows people who may get confused be able to find their way about the environment. Viewpoint hopes to incorporate this in any new build housing as well as retrospectively introducing it in its existing housing over time.



Viewpoint Lives Diversity

After working with the Centre for Diversity in Leeds since late 2013, Viewpoint has now achieved the prestigious **Leaders In Diversity** award.

The journey began when Viewpoint registered with the centre and Bruce Waller was appointed to be Viewpoint's Assessor and guide for the duration of the programme.

Bruce's role was to interview staff, read policies and procedures to ensure they included Equality, Diversity and Inclusion (EDI) principles, run training sessions and generally advise on the next steps in the programme. He also worked closely with the Learning and Development team who organised various learning sessions for all employees as well as Board members. This ranged from classroom sessions to completion of workbooks and online learning. EDI is also included in Viewpoint's 3 day Corporate Induction programme in order to ensure all new starts are made aware of the importance of it.

During 2014, Viewpoint achieved Stage 1 and in late 2015 Stage 2 and then in April 2017, Stage 3 was awarded. This is also known as Leaders in Diversity.



Elizabeth Douglas, Learning and Development Manager said: "We are incredibly proud of this achievement and will continue to include equality, diversity and inclusion in our learning and development programmes and our corporate

induction. We are determined to continue improving in this area and being a positive example to our stakeholders, customers and the wider community."

NEW Craft Café Shop

Craft Cafe has launched its own shop and gallery space situated right by the workshop on Oswald Road (between St Raphael's and Marian House). A beautiful array and selection of work are on display and for sale

including digitally printed textiles, jewellery, framed and mounted paintings. For a limited time we are offering a special promotion. Please bring along the voucher included here to cash in your 20% discount.

20% off any purchase at
Craft Cafe Gallery
on Oswald Road

VIEWPOINT
joy in later years

Impact Arts

One voucher per purchase,
valid until August 31st 2017.

Opening hours

The St Raphael's Café (6 South Oswald Road) is open 3 days a week, Tues – Thurs

The Lennox House Café (22 Lennox Row) is open on a Friday.

Workshops run from 10am - 4pm.

@HOME Update

Anne McCarry, Housing Services Manager

We are pleased to announce that Viewpoint is now closer than ever in delivering the long awaited new service of @HOME, delivering care at home to our tenants in Croft-an-Righ and Gillespie.

Our aim is to have a go live date of August for Croft-an-Righ, and September for Gillespie. You may already be aware that we have begun the recruitment process for the new @HOME Support Workers, who will be carrying out the combined role of the current Coordinators and

the @HOME Care / Support service.

We will soon have more information for those tenants at Croft an Righ and Gillespie wishing to move from their current provider to Viewpoint - our @HOME staff will assist them to make the transition as smooth as possible.

We have also just had the sad news that Julie Mackenzie, @HOME Team Leader, is leaving Viewpoint for pastures new. During May we held further interviews from our current Coordinator group and we are pleased to introduce **Christine Docherty**



(pictured) who most of you may know as she has been a Mobile Coordinator with Viewpoint for the past 3 years. Christine comes with a wealth of knowledge both in the care sector and housing, and is looking forward to getting to know all the tenants in Gillespie Crescent as the new @HOME Team Leader.

Balfour House Café

Julia Murray, New Business Project Manager

Tenants at Balfour House will know there has been a fair bit of change in recent weeks. Unfortunately the arrangement with Bay Tree came to an end and in the meantime we have been able to put in a temporary arrangement with Deli-licious. We are very pleased to advise that from 3rd July a familiar face will be returning to Balfour Café.

Hazel Cornish will be back leading a new venture in partnership with Sarah Middlemiss as Fern's Kitchen. From 3rd July both will be on site and taster sessions are being offered on their first day to get to know everyone.

They aim to open the service up to other older people locally shortly afterwards and hope to introduce more events and activities that will add interest to mealtimes.

We know how important healthy food is to enabling people to maintain independence. Meals with friends, family and others can do even more to reduce isolation and promote positive wellbeing. The community café movement is important to so many people but can be difficult to sustain if not used. We hope that the enthusiasm and attention to detail that Hazel and Sarah have shown us in setting up Fern's Kitchen will create a buzz at Balfour Café along with some lovely nosh!!

Arts in Care- and why it matters

On 29th June 2017, the Care and Create conference brought together care professionals, artists and cultural organisations to create a shared understanding of good practice in the use of the Arts in Care. Viewpoint was invited to contribute to this exciting event, sponsored by the Care Inspectorate, Luminare, Creative Scotland and Artworks Scotland.

This event included presentations about inspiring arts projects for older people, facilitated discussion sessions and workshops and enabled artists, cultural organisations and care professionals to explore the opportunities, benefits and challenges of delivering creative arts projects in the care community.

Impact Arts run Craft Café in partnership with Viewpoint,

a programme that offers safe, social and creative environments, where older people can learn new skills, renew social networks, and reconnect with their communities to reduce social isolation. The activities, self-directed by participants, harness the joy of creativity, artistic expression and learning.

Natalie McFadyen-White, Impact Arts Programme Manager and Dorry McLaughlin, Viewpoint's CEO, discussed their collaboration in delivering the Craft Cafe Arts programme in Edinburgh for the last 5 years. It has had a very positive impact on the quality of life of our customers and their families. One family member commented "It has given my mother back to me, we go together to the Craft Café and we paint together,

like old times, we had run out of things to say before."

You can watch a video about Craft Café on you tube and see the work that Kate and Sarah do with our residents and tenants. <https://www.youtube.com/watch?v=wHrs9LoPXmg>

Our Social Return on Investment Report in 2015 showed that for every £1 spent on the project we save the NHS £9 in reduced GP visits and reduced medication use.

The Craft Café has ignited a renewed interest in the arts and creativity amongst everyone at Viewpoint. This year, we yarnbombed our grounds, in celebration of Voluntary Arts Week. The pom-poms, blankets and other knitted items were made by residents, staff and family members, all working together to create joy.



NHS Inform

Everyday questions about your health

The answer is NHS inform



www.nhsinform.scot

0800 22 44 88



NHS inform
Health information you can trust

"Our aim is to provide the People of Scotland with accurate and relevant information to help them make informed decisions about their own health and the health of the people they care for"

NHS Inform is a new website that is continuously updated with information on all health issues. It has been designed specifically for Scotland and is just relaunched. It has an online interactive "live support" where you can "speak" to someone qualified about your concerns or you can phone the 0800 number if you prefer to speak to someone in person.

It is the go to place to get information illnesses and conditions, tests and treatments, information on healthy living and care and support and rights. It also highlights health news and events, national health campaigns and services provided by GPs, pharmacies and dental surgeries in Scotland.

There are a number of interactive tools which lets you gather, save publish and share your own health information should you wish to do so. The information on the system is approved and your data is protected.

Reviewing our Service Charge and Rent Structures

 Arneil Johnston

Howard Vaughan, Director of Finance and Assets

Viewpoint has recently engaged Arneil Johnston, a public sector housing consultancy, to carry out an independent service charge and rent review on all our housing stock.

We want this this review to be fully consultative and accordingly all tenants will be asked by Arneil Johnston to participate in a survey over the summer. This will be followed up by 3 half day interactive tenant workshops. The purpose of these consultations is to help shape a long term methodology for service charge and rent setting which is fair, consistent and transparent.

Arneil Johnston have conducted similar reviews for over 30 other housing associations and look forward to working with you over the coming months on this important piece of work.

Will you Give a Dog a Home?



Well, we have one successful “adoption” under our belt with Isaac getting a new home with loving tenant who specifically stated they wanted a Lhasa Apso. This was not an easy challenge but the dog is now settled in and the tenant is delighted. You can read more about this story on the Give a Dog a Bone web-site at www.giveadogabone.net/joint-working-viewpoint-housing-association/

The charity pays for adoption fees and some other costs for animals to be placed in loving homes for people over 60 although if you are younger, and have a health issue, you may want to get out and exercise a bit more, Louise Russell, the charity’s founder, will chat this over with you. If you feel you would like an animal companion but are financially stretched please see your Coordinator who will put you in touch with the charity.



Louise, who runs the charity and matches the animals with people was a finalist from over 5000 nominations in the 2017 Pet Plan & Association

of Dogs and Cats Homes Charity Awards for her charitable work. You can see a short video about her work at www.petplan.co.uk/charityawards

Important Information – Fire Safety for Tenants

Viewpoint carries out regular Fire Risk Assessments and is fully compliant with Fire Regulations.

We have no combustable cladding on any of our properties.

All sheltered and alarmed properties have fire evacuation plans which are available through housing staff and should be posted on noticeboards throughout each complex.

In sheltered and alarmed accommodation there is a **stay in your flat** policy unless the fire is in your flat. The fire services has a full register of all tenants and their needs and the facility to roll out a swift evacuation procedure in the event of a fire should it be required.

Tenants in sheltered and alarmed accommodation can familiarise themselves with the fire procedures for their complex and there is literature available on noticeboards throughout.

In mainstream accommodation tenants should **leave their flats by the nearest exit** and call the emergency services.

Free safety workshops are available for sheltered housing tenants – if you are interested in holding one in your complex, please let your Coordinator know.

Live!y – APPEAL



Live!y™

Following a recent call out for a free opportunity to test out some telehealth support equipment we are sorry to note we are lacking in volunteers with only one tenant coming forward. In order to establish whether this equipment is going to be of benefit to older people

we would really like more volunteers. You don't have to be unwell or frail to use it and it really is very simple to operate. The information on it can remain between you and your family and it brings peace of mind to both. As time goes on there will be more and more technology equipment available to help people remain at home longer, with support, and will prevent the chances of unexpected hospital

admissions. The equipment also keeps a data-set of information that can back up any need for care assessment in the future.

We need to order a minimum of 12 sets of equipment so we are looking for a further 11 volunteers. If you want to know more please contact Julia Murray at 0131 662 5107 or julia.murray@viewpoint.org.uk

Stock Condition Survey 2017



We are currently undertaking a Stock Condition Survey and you may have already received a visit from one of the surveyors as we are almost half way through the survey programme. Viewpoint completes such a survey every five years in line with best practice and the results help us update our 30 year plan.

The survey collects data on the condition of a whole range of things, for example the roofs, windows, boilers, bathrooms and kitchens. Our plan will address the repairs and maintenance programme we need to cover over the coming years and to ensure that we have budgets available to fund these planned works. We will let you know the outcome of the survey and what the plans are for future planned maintenance in the next few months.

Working together with Mears

MEARS

We have recently retendered our repairs and maintenance contract with Mears Limited being appointed to provide these services for 2 years from 19th May 2017. You will continue to receive notification of contractor visits so you will become familiar with Mears as our new partners. All their staff will be required to provide suitable identification with the Mears logo clearly visible to you. Similarly their vehicles will be clearly identifiable.

Mears will also be employing their own direct labour and may also use some sub-contractors for specialised work such as external drainage and blacksmith works. Again you will be provided with a clear indication of the name of the contractor who will be visiting your home and you will be advised of the programme of proposed maintenance visits in order you are kept fully informed.

The appointment of Mears will not affect how you report any repair or fault, you should continue to call the Viewpoint Repairs Line on 0131 668 4247 option 1. Both Viewpoint and Mears are working hard to ensure a smooth transition to the new contractor.

Investment within our properties



Viewpoint is planning in excess of a £1.7m investment in our properties in the coming year.

This work includes

- window and door upgrading
- replacement kitchen and bathrooms
- major boiler replacements
- roof renewals at two properties

Additionally we will carry out a number of small projects

- CCTV upgrades
- assisted door installations
- Internal common door upgrades
- patio doors

We will be writing to those of you who are included in this year's planned maintenance programmes with more information about what is involved and the expected timescales prior to work commencing.

Business Performance

The last few months have been extremely busy with a superb effort from staff across the business in reviewing and cleansing the data we hold. Our data enables us to produce sound Key Performance Indicators which support our decision making and help to achieve our business goals.

Alongside the data cleansing exercise we have gone live with an upgraded version of QL, our Housing Management System. This version allows us to continue building, testing and rolling out our newly defined business processes. These processes are showing clear efficiencies in service provision and ensuring we provide better outcomes for our customers.



GDPR- an introduction

The new GDPR legislation comes into effect on 25th May 2018. It will change the way businesses can collect, use and transfer personal data. Not only will we need to know where data is stored, we may also need to change the way it is collected. Subject access requests will have even shorter timescales and fines for non-compliance will hit new levels – up to 4% of turnover. To make sure we comply with this new legislation we will be required to:

- Assess our current situation and spot any issues.
- Review and update our privacy policy.
- Establish a legal basis for collecting personal data.

- Understand regulations on data breaches.
- Agree the impact on children.
- Provide a staff training programme

Many of the concepts and principles of the new legislation are similar to the 1998 Data Protection Act, however, there are some new elements to consider and some of the existing elements have been expanded.

One of the main parts of this new legislation concerns the holding and processing of personal information. Under previous legislation it was taken as read that if you completed an application form giving us your personal details that you

had given implied consent to us to hold those details. The new legislation states that we must now have formal consent to hold your personal details, so we may need to ask you to sign a form agreeing to us holding certain pieces of personal information about you.

Another part of the new legislation requires us to put a privacy statement on all documents, media sites etc. that are used to collect personal details, so we will need to update all our application forms and other documents whether paper or electronic, to include a privacy statement.

We will do our best to keep you up to date with all the changes as they are implemented.



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. Mr Rafferty from St Albans Road is our winner this quarter. He received a £50 voucher from Jake Irvine, Property Services Manager. Keep your repairs feedback forms coming and you too could win!

You Said We Listened

Lennox House: Our residents recently requested themed meals – and in June our first take away night was a delicious Indian meal. We look forward to more themed food this summer!

Stockbridge: As you might know, Viewpoint's Training Suite is located within Lade Court. With staff coming and going, we listened to tenants and have moved the entry door to reduce noise.

St Raphael's: Our dining room was painted recently and we asked residents to choose the colours they wanted. We listened and have painted the walls in the colours of the residents' choice.

Colinton: After a request from their Housing Officer, the gardening clubs at Woodhall Road and Old Farm Court received Dobbies garden vouchers from Viewpoint to continue planting this spring.

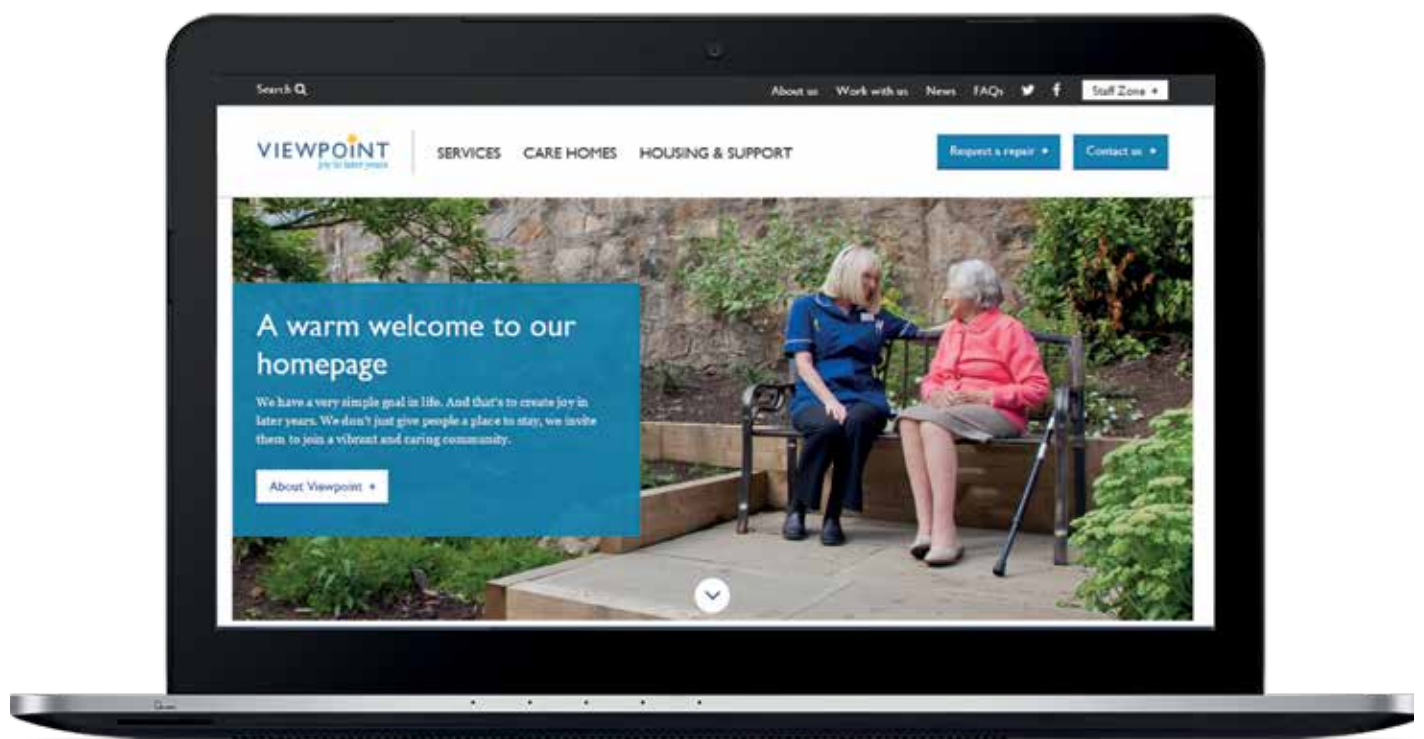
Marian House: With their garden now upgraded, our residents suggested we started to grow fruit – here are our first strawberries!



Dementia Awareness Week



A huge thank you to all who took part in the Vintage Tea Party, bought badges and contributed to the auction! £300 was raised for Alzheimer Scotland during Dementia Awareness Week.



Have you visited our new website viewpoint.org.uk? You can easily report a repair, find helpful information, check out our latest news and subscribe to our e-newsletter.

VIEWPOINT
joy in later years

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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: 9am - 5pm
Tue: 10am - 5pm
Wed: 9am - 5pm
Thu: 9am - 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