

Viewpoint Celebrates 70th Anniversary



Dorry McLaughlin (CEO), Shona Robison (Cabinet Secretary for Health and Sport) and Jackie Macdonald (Chair)



Viewpoint's 70th joyful anniversary celebration was held at the Corn Exchange on Thursday 10th November. The event was opened by the Cabinet Secretary for Health and Sport, Ms Shona Robison and we were joined by nearly 300 guests for afternoon tea and live music. We also welcomed partners Age Scotland, Poppy Scotland, Impact Arts and Alzheimer Scotland who showcased their work to our attendees.

To mark the occasion we demonstrated some of the technologies we have been exploring to enable older people to live life to the full. Tenants, residents and guests were able to try a virtual reality experience offered by Scotland's first virtual reality social enterprise, Viarama. Tovertafel was another concept on display Dutch for 'magic table,' a box with an inbuilt specialist projector, infrared sensors

and speaker is mounted on a ceiling to create a series of interactive light games on a table below. The animations, specially designed for people with dementia, stimulate physical and social activity. In addition to this, we also demonstrated software which enables simple medical checks, such as blood pressure, to be carried out in the comfort of someone's home sending results straight to their doctor.

As well as looking ahead to these future technologies we celebrated the last 70 years with a recreation of a 1940s living room and exhibition of Viewpoint's evolution from a small flat in Rutland Square to a provider of over 1300 homes and 133 care home spaces in Edinburgh, the Lothians and Fife.

Dorry McLaughlin, CEO, said: *"We're all about creating joy in later years and living life to the full. Viewpoint began*

as a home for single women who found themselves homeless after WW2, a radical idea at the time. 70 years on we're still pioneering and are always looking for innovative and creative ways to meet people's needs and bring greater fulfilment."

Many thanks to all customers who joined us on the day - we were delighted to have you!



Art exhibition by Viewpoint Customers



Artwork on display at Image Collective Gallery



Artist Naomi Morrison showcasing her artwork on silk



Artist Evelyn Emslie and daughter Linda Emslie

Kate Bell, Artist in Residence

An exhibition of over thirty Craft Café artists' work was showcased at The Image Collective Gallery in Leith this October. It raised over £900 for the project which will go towards celebrating artwork in further exhibitions and to stock up on more materials, coffee and biscuits.

Taking up a large part of Ocean Terminal's second floor, the exhibition included volcanic paintings by John Treeby, intricately drawn Scottish landscapes by Evelyn Emslie and silk scarves, clutch bags and sketchbooks featuring original Craft Café designs.

One striking piece that was sold was a 12kg handmade

cloth unicorn, bought by Councillor Amy McNeese-Mechan and delivered to Edinburgh City Chambers.

Netta Watson, 84, is one of the residents exhibiting her work. She was ecstatic to see her work on display. "I can't quite believe it. To have all these people here to see the work that we've created is incredible. I never thought that I would have artwork being exhibited in a gallery... Would you believe that I failed my Girl Guides badge for art? If only they could see me now!"

This Craft Café annual exhibition took place in October in order to coincide with the Luminate Festival which celebrates the creative achievements of older people in Scotland.

Natalie McFadyen White, Senior Programme Manager for Impact Arts, speaks about the importance of Craft Café and similar projects: "It has been really exciting for Viewpoint, Impact Arts and Craft Café members to have this exhibition open to the public, and especially in a striking, spacious and public setting like Ocean Terminal. They have worked incredibly hard putting this collection together and have created a fantastic end result for the public, which is diverse, exhibits great technical skill and also features very personal material".



Artist Netta Watson toasting another sale of her art

Introducing Esther Wilson, new Director of People and Place

Hello – my name is Esther Wilson and I am thrilled to be joining Viewpoint as the new Director of People and Place.

I am an experienced housing professional and have worked in a variety of housing services in councils in England and Scotland over the past 18 years. Throughout that time I have been involved in planning and delivering services for older people.

For the past 12 years I have worked at East Lothian Council, leading and managing teams responsible for

setting housing strategy and policy and delivering investment in new housing, as well as delivering services directly to tenants and residents. My most recent responsibilities have involved leading a more diverse range of services across housing and economic development functions. I am looking forward to using my skills and experience to make a positive and effective contribution to Viewpoint and its current and future customers.

Through my work at East Lothian I have met several members of the Viewpoint staff team and have always

been impressed by their positive and innovative approach – they do a great job in reflecting Viewpoint's values on a day to day basis and that attracted me to want to work for the organisation.

I am very much looking forward to meeting you and listening to what is important to you, ensuring that Viewpoint continues to deliver Joy in Later Years.

Finally, I hope that you and your families enjoy the festive period and I look forward to meeting you when I join in January.



Tovertafel Project



Back in autumn, we were introduced to an amazing piece of technology that is making a massive impact in dementia care. Tovertafel (or Magic Table as it would

be translated from Dutch) is a fun care innovation that connects older people in the late stages of their dementia journey with each other and with their surroundings, all the while encouraging people to active movements.

Using infrared to monitor movements, and displaying vivid, colourful and engaging games on a simple tabletop, the interactive games break through the apathy that can envelop many living with dementia. By stimulating both physical and cognitive activity, people with dementia are encouraged to interact with each other, staff

and their families in moments of real connection. We were simply astounded by how engaged some of our residents of Cunningham House were, playing ball games with each other and marvelling at the wonderful flowers, fish and butterflies they were playing with.

To see people come alive in front of your eyes is very special and as a result of such a positive demonstration, all four of our care home facilities will be having their own magic table installed for residents to use with each other, supported by staff or family members/ volunteers.

We will also be working with the University of the West of Scotland to evaluate the impact of introducing it, monitoring the data on how, where and when the games systems are used. It will be important that families and visitors of residents take the opportunity to use the technology and we will be supported by the Tovertafel team to work out the best way to do that.

If you want to find out more – visit tovertafel.co.uk where you can also see a clip of the technology in action with different types of clients. If you follow us on Facebook, there is a short clip taken during our demonstration too.

Introducing Jackie Macdonald, new Viewpoint Chair

Hello! I'm delighted to be able to take up the role as the Chairman of Viewpoint. It's a fantastic role as I get to meet and work with people in the housing complexes, in the care homes, in Head Office and also in the industry as a whole.

My journey to Viewpoint has been pretty varied but has meant I have collected a wide range of interests and experience – as well as a husband, 3 children, a dog and a cat - along the way. Geographically I've worked in the UK, France, Germany, the USA and now Scotland. Professionally, I'm a qualified lawyer, and have worked in asset finance, child welfare, social enterprise, higher education and different charities along the way. All of these had a core theme of connecting people and listening to try to challenge situations that



weren't working. I will continue to listen and to connect at Viewpoint; from Board members to tenants, from staff to residents, from the Scottish Housing Regulator to the Care Inspectorate.

Viewpoint has had 70 wonderful years, I'm happy that it is part of my continuing journey and I welcome you all on board as we go into the next 70 for what I'm sure will be a wonderful ride!

Marian House in partnership with Kidzcare



Margaret Stewart, Care Home Manager

This intergenerational project is a collaboration between Marian House Care Home and Kidzcare Nurseries. This builds from an existing relationship in which nursery school children had visited the home bringing paintings and singing songs for our residents. In light of recent

work carried out on the positive impact of contact between older and younger people in residential and educational settings in the UK and elsewhere, we agreed to run a pilot for a few weeks to see what benefits both groups gained. A basis of understanding between the two partners was negotiated and agreed, risk assessments carried out and a start date of 21st November planned.



The 1 ½ hour weekly visits have an agreed plan of activities and events and there will be regular feedback sessions between the staff from both organisations. Dementia Training will be provided by Viewpoint's Learning and Development team and Kidzcare Nurseries will provide safeguarding of children training for Viewpoint staff. Children and residents will be supervised and cared for by their own appropriately registered staff. We are looking forward to this new and exciting partnership!

The New Health and Social Care Standards - My support, my life



Jill Paterson, Deputy Care Home Manager

The Scottish Government published the new Health and Social Care Standards (the standards) in June 2017 to replace the National Care Standards 2002. The new standards take a more human rights based approach and are significantly more person-led and outcome focused than before. They will come into effect from April 2018.

They apply to everyone living in Scotland regardless of age, ability or care and support setting- there will no longer be different standards for different settings. The new standards set out what all of our Viewpoint

service users should expect whether they are a care home resident, tenant or @HOME service user.

The objectives of the new standards are to drive improvement, promote flexibility and encourage innovation in how people are cared for and supported. The standards will be used as a guideline for how to achieve high quality care and from April 2018 the standards will be taken into account by the Care Inspectorate and other scrutiny bodies in relation to inspection and registration of all health and care services.

The new standards are underpinned by five principles:

1. Dignity and respect
2. Compassion
3. Being included
4. Responsive care
5. Support and wellbeing

There are five key outcomes within the new standards:

1. I experience high quality care and support that is right for me.
2. I am fully involved in all decisions about my care and support.
3. I have confidence in the people who support and care for me.
4. I have confidence in the organisation providing my care and support.
5. I experience a high quality environment if the organisation provides the premises.

Within the standards document there are several descriptive statements underpinning each outcome detailing the standard of care and support each individual should expect to receive. Each care home and housing complex will be displaying a copy of the new standards on their relevant notice boards. The standards can also be

accessed at newcarestandards.scot

Over the coming months all departments within Viewpoint will be working together to raise awareness of and implement the new standards across the organisation. We will also be looking at ways in which we can measure our success and also aim to identify any areas in which we can improve our services.

We welcome any ideas, suggestions, comments and views from our residents, tenants and @HOME users in relation to the new standards and their application to Viewpoint. Please do get in touch! If there are any queries in relation to the new standards or you would like us to send you a copy please contact me via email- jill.paterson@viewpoint.org.uk or in writing: Jill Paterson, Lennox House, 22 Lennox Row, Edinburgh, EH5 3JW.

Tenant Participation - an update

Neil McKnight, Housing Services Manager

Whilst Viewpoint has a strong history of tenant engagement, we acknowledge that our performance in this area currently sits within the lowest quartile of Registered Social Landlords for tenant satisfaction, as highlighted in the Scottish Housing Regulator's Regulation Plan 2017.

To attempt to simply adapt our current arrangements would be a risk given our less than satisfactory performance in this area. For this reason we are taking a fresh look at formal and informal engagement routes that better fit with the greater focus on tenant scrutiny required by the Scottish Social Housing Charter.

management team does.

After a vigorous assessment of submissions and an interview which included a representative from the Viewpoint Tenants Representative Group (VTRG), the Tenant Participation Advisory Service (TPAS) was appointed.

The main contact we will have with TPAS will be through Tony Kelly who has a vast knowledge of Tenant Participation throughout Scotland. Tony will be supported by a number of other experienced TPAS staff. He will be attending meetings and organising workshops over the coming months to familiarise himself with complexes and most importantly meet and listen to tenants.

Here are the Outputs and Milestones TPAS have agreed to deliver as part of the project and we will use these as part of our assessment and monitoring:

Outputs and Milestones

This will be a 2 year project with key outcomes for each year as follows:

Year 1

1. Re-engage tenants in identifying priorities for tenant participation and produce a baseline report of how tenants and staff rate current tenant participation effectiveness
2. Facilitate and produce a collaborative tenant engagement strategy for 2018-2020

3. Establish a plan of education and awareness for staff to embed Tenant Participation as a corporate responsibility
4. Carry out at least one Tenant Scrutiny Panel, as identified from the priorities in point 1 above

Year 2

1. Oversee implementation of first year of Tenant Engagement Strategy, with a phased handing over of responsibilities solely to Viewpoint
2. Provide a report that presents the following:
 - a. Examination the lessons learned; how issues arose and were resolved etc
 - b. Evaluation of staff engagement with Tenant Participation as a core principle
 - c. The distance travelled from the baseline report at the beginning of the project
 - d. Key recommendations for future ongoing review and development of tenant participation activities with a view to having an effective customer engagement strategy that covers our care home business activities too

If you would like some information regarding this, please contact your onsite staff or Housing Officer.

Rent and Service Charge Review Update

Howard Vaughan, Director of Finance and Assets

Thanks to all of you who returned the recent consultation questionnaire. Arneil Johnston informed us that it was one of the highest response rates they have received in over 30 of these exercises they have carried out over the years for other housing associations.

Likewise the four subsequent Tenant Workshops in September were well attended providing Viewpoint with extremely valuable feedback on your opinions as to what a good rent and service methodology should look like. Again the number of participants and the level of dialogue at these sessions was evidence of how engaged our customers are in this process and will contribute to a more robust and sustainable solution which can be adopted for future years.

Arneil Johnston are now currently in the process of collating all this data and finalising their proposal.

The new proposal will form part of the regular annual rent and service charge tenant consultation which we will circulate to you early in the new year.



Progress so far

We recently completed a procurement exercise to engage an expert organisation to provide us with support over the next two years to reinvigorate our participation work and to ensure that our work in this area is embedded as a corporate wide approach – not just something that the housing

@HOME with Viewpoint

Anne McCarry, Housing Services Manager

Our new @HOME service is now up and running at Croft-an-Righ and we are delighted to be supporting 7 tenants with the @HOME package. This is made up of some customers referred via the Council and some privately funding the service. We also have another 6 tenants waiting to be transferred over to Viewpoint's @HOME service, and this will be happening over the course of the next few months.

The @HOME Team Leaders are continuing to recruit for Support Workers to enable us to provide an increasing capacity for all who wish to benefit from this service. Those already receiving the service are enjoying the visits from their Support Workers. Here are just some of the quotes given to us:

"I am so happy that Viewpoint has been able to pick up the cleaning I require assistance with, as they are reliable and are always on time."

"I feel more secure now that there are onsite Support Workers at Croft-an-Righ, as my illness is progressing and I will require more assistance as time goes on."

"I was really nervous, but it all went much better than I thought, and I now look forward to my weekly visit from the Support Workers."

"It's been talked about for a long time, and now that the service is in operation it is better than I could have ever expected."



Our Croft an Righ @HOME Team

Tenants visit CR Smith window factory



Terry Martini-Yates – Planned Maintenance Officer

As part of Viewpoint's investment plans for this year, Saughton Road North and Lade Court along with St Raphael's Care home are having new windows fitted.

We were therefore delighted when the opportunity arose for a visit to the CR Smith window factory in Dunfermline to see how they are made. We were made very welcome by Colin Eadie, one of the directors of CR Smith, who explained

the history of the company over a welcoming cuppa before taking us on a fascinating tour of the factory floor. We were able to see many of precision processes involved in the assembly of a double glazed window, from start to finish.

In the picture (suitably attired with safety glasses) is Terry Martini-Yates, Planned Maintenance Officer, along with Isobel Cassie from Saughton Road North and Kate Herbert & Isabel Mitchell from Lade Court. Colin Eadie from CR Smith is holding one of the

Viewpoint windows just completed from the production line and due to be delivered for fitting at Saughton Road North. Our thanks to Colin and all the staff at CR Smith for a fascinating and interesting morning and for answering our many questions.

Congratulations to our staff

Elizabeth Douglas, Learning and Development Manager

Following on from our successful qualifications party in September 2016 a further celebration is being organised for January to recognise additional qualification success for a large number of employees across the organisation.

The event will be held during the afternoon of 18 January 2018 in St Raphael's and employees who have completed any qualification since October 2016 will be invited to attend. Courses provided include:

- Scottish Vocational Qualifications (SVQ)
- The Royal Environmental Health Institute of Scotland (REHIS)
- National Consortium of Colleges (NCC)
- Chartered Institute of Housing (CIH)
- Institute of Occupational Safety and Health (IOSH)
- National Colleges of Further Education (NCFE)

This reflects the ongoing investment made in learning and training within Viewpoint. We recognise and are committed to helping develop our staff in their chosen profession in order to deliver an informed and professional service to all our customers.

Asset Management Team Update

Jake Irvine, Head of Asset Management

We have now completed our restructure of the team and in doing so we have two new staff to introduce to you:

David Stewart is our new Compliance Officer for both Edinburgh and Fife. David joins us from Link Group and has brought a wealth of experience in relation to managing repairs and maintenance work streams including empty homes management and compliance. David has hit the ground running by getting around our properties to meet tenants and our Coordinators. As part of his role he will be implementing system and process updates for future years' maintenance and repairs including servicing on our properties.

Jim Notman is our new Maintenance officer for North and East Edinburgh and Fife areas, coincidentally Jim also used to work with Link Group. Jim has an all round trade background with over 30 years' experience in repairs and maintenance works including empty homes management. He is already making great inroads into the areas he is managing in such a short time. Jim will be visiting the properties in his area every 2 weeks and meeting with site Coordinators so please let him know if you'd like to chat with him and anything you wish to discuss.



David Stewart and Jim Notman

Current tender process

We are at the moment going through a retendering of some of our contracts as they are nearing their expiry date. We are currently progressing the re-tendering process for the Stock Condition Survey, our landscaping maintenance, white goods servicing and stage 3 adaptations. We have just concluded our Asbestos survey tender, along with an Asbestos repairs and

removal contract. The Asbestos survey contract will commence early January 2018 and last approx. 4 or 5 months. In conjunction with these surveys we will be compiling and updating our Asbestos register and management plan. We also have upcoming contracts still to tender including Water and Fire risk assessments, as well as the fixed electrical wiring contract.

Disability Confident



Elizabeth Douglas, Learning and Development Manager

There has been much debate in the media recently in relation to employing disabled people and the government has set a target to get one million more disabled people in work over the next 10 years.

The pledge comes after the office for National Statistics suggested that disabled people were twice as likely to be unemployed as non-disabled people. About 80% of non-disabled people are in work compared with just under 50% of disabled people. The government says in the past four years 600,000 disabled people have found work. However, the disability charity Scope says progress is too slow. This article sets out to explain what the Disability Confident logo means and Viewpoint's role in this.

Until 2016, employers who wished to demonstrate their commitment to recruiting and retaining disabled employees were required to undergo an annual assessment process with a member of the Job Centre. Employers were required to show evidence of 5 commitments and if successful were

then entitled to use the "Positive About Disabled People" logo.

During 2016 this Disability scheme was replaced by the Disability Confident Scheme. This has 3 levels:

- Level 1 Disability Confident Committed
- Level 2 Disability Confident Employer
- Level 3 Disability Confident Leader

Viewpoint is at Level 1 of this new scheme and is currently working towards Level 2 with the aim of ultimately achieving Level 3.

Disability Confident Level 1 is similar to the previous Positive About Disabled People scheme but has more requirements for employers to fulfil. It demonstrates that we are committed to focusing on how to increase numbers of disabled employees. It also demonstrates that we will aim to help any employee who develops a disability. However we can demonstrate several examples where this has already happened.

During the next year to two years, Viewpoint will commit to working towards Level 2 – Disability Confident Employer and thereafter Level 3 – Disability Confident Leader.

Introducing New Contractor Saltire



attention to giving you the best service possible. A one stop shop, we are committed to providing a high quality, comprehensive service to all our customers.

We currently manage over 80,000 properties on behalf of Housing Associations and Councils - as well as the private sector, throughout the United Kingdom, providing you with peace of mind, safe in the knowledge that if anything goes wrong with your heating, we will have one of our 150 expert engineers with you the same day. We are based in Bellshill, where we operate a 24/7/365 contact centre, which means someone will always be there to answer your calls and assist you."

Viewpoint is working in partnership with Saltire as our new boiler service, repair and maintenance contractor. Established in 2000, the company is one of Scotland's fastest growing facilities management companies, providing both reactive and planned maintenance as well as ensuring that our properties are meeting ever changing legal obligations. Natalie Milne, Director of Operations Service Delivery says "We dedicate our full



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 Johnston from Northwood House is our winner this quarter. He received a £50 voucher from David Stewart, Compliance Officer. Keep your repairs feedback forms coming and you too could win!

Condensation and damp this winter

Every day activities like cooking, bathing and breathing cause moisture to be released into the air as water vapour. This moisture can cause condensation, which may build up and develop into black mould on walls, furniture, and soft furnishings. As winter approaches, it is very important that you ventilate your property to ensure that condensation does not build up in your home.

How is condensation caused?

The air only holds a certain amount of water vapour. The warmer the air is, the more it can hold. If the air touches a cold surface such as a mirror, a window or a wall, the air is cooled quickly and the water vapour turns into droplets of water – condensation. Every home gets condensation, but in winter it can be worse as our homes are warmer and the outside air colder.

What does condensation look like? Typical signs:

- Mould growth on wall surfaces
- Misty wall surfaces
- Water staining and streaking on walls
- Patches of damp with no obvious edge

TOP TIPS on how you can help prevent condensation in your home:

- Keep your home warm by maintaining a low level of heating throughout the day, rather than turning heating off then putting it on at high level. Cold rooms are more susceptible to condensation.
- Wipe down windows, and other areas which have mist settling on them.
- When cooking and bathing use extractor fans where provided and open windows to allow steam to escape. Open vents at the top of windows to allow a steady, draught free flow of fresh, dry air. Do not allow pans to boil without lids on.
- Vent tumble driers (if you own one) to the outside via an open window and ensure adequate ventilation to rooms where condensing driers are used. You will need permission from Viewpoint to put a permanent vent through a wall to the outside if you do not already have one.
- Treat and remove any mould growth with a fungicide available from DIY stores, carefully following manufacturer's instructions for use.
- Dry clean mildewed clothes and shampoo mouldy carpets.
- After treating mould affected areas, redecorate using a fungicidal paint. We can help advise on what to do - just give us a call.

Winter preparation advice



The Scottish winter weather can catch us all out so we've put below some of our top winter tips to beat the cold weather.

TIPS TO PREVENT FROST DAMAGE

There are some simple steps to take to help prevent your pipes from freezing:

- Leave the central heating on for short periods of time throughout the day.
- Keep the cupboard door under the sink open, this will let warm air move around the pipes.
- Keep room doors slightly open to allow warm air to move around the house

IMPORTANT THINGS TO KNOW

Most frozen pipes occur in the roof space and below sink units and can cause considerable damage if they burst.

- Ensure that you have insurance for your contents and personal belongings.

- Know where your stopcock is so that you can switch off your water if there is a burst.

IF YOU HAVE A BURST PIPE

Turn off the mains water supply immediately by turning the stopcock clockwise. This will stop any more water getting into the water pipes. If the burst pipe is on the main water system the rush of water will stop after a short while. If the rush of water does not stop or

there is still a constant run of water, the problem is probably in the cold water storage system. You will need to drain down the cold water storage tank which is usually located in the roof space. You should immediately contact the Repairs Team in the event of a burst pipe within office hours only, or call our out of hours number in an emergency. If you have a frozen pipe thaw it out slowly by using hot water bottles or towels soaked in warm water. Do not use direct heat such as blowtorches as this may cause permanent damage to the pipes. It could also lead to a fire. If in any doubt please contact the Repairs Team to report the fault.

GOING AWAY FROM YOUR HOME WHILE THE WEATHER IS COLD

- If you are likely to be away for a short period please leave your heating on.
- If you are likely to be away for a long period, your house will be safer if you drain down the water pipes and switch off your heating and water. Please contact our repairs team if you require advice about this.
- Ask a friend or neighbour to check the house and leave a spare key. We have also made arrangements for our grit bins to be topped up across all areas and have purchased additional stocks of grit should we need to refill the bins over the coming months.

Golden Wedding Anniversary

Big congratulations to Freda and Malcolm Jenkins, tenants at Haugh Park, who celebrated their Golden Wedding Anniversary on the 28th September.

Freda and Malcolm met at a work dance for City Hospital staff. Freda worked there as a domestic and a porter friend of Malcolm had invited him along. The romance blossomed when Malcolm saw her to her front door after the dance.

They were married in the Registry Office that was in Hunter Square on the 28th September 1967

and this was followed by a meal in the "Wee Windows" in the Grassmarket before they set off for their honeymoon in Perth.

They set up their first home together in Dykes Road in Penicuik where Malcolm worked for Remploy, and Freda continued working at the City Hospital before getting a job at Greenlea Nursing Home.

They moved from Penicuik to Livingston for a short period before moving to Wester Hailes. They have been living at Haugh Park since August 2006.



Inspections by the Care Inspectorate

The Care Inspectorate carried out an inspection at Lennox House in September. The inspection focused on 2 Themes - Care and Support and Staffing and both themes were graded "Good". The other 2 Themes, Environment and Management and Leadership are graded "Very Good".

St Raphael's and Cunningham House also received a visit from care inspectors in November and have been graded "Very Good" overall.



St Raphael's Care Home

You can view the latest inspection reports for our services at careinspectorate.com



Lennox House Care Home

Attention Fife Tenants

Get your bin calendar online

Check your bin collection dates for 2017/19 by visiting:
www.fifedirect.org.uk/bincalendar

Rather than delivering a paper copy of bin calendars to all households across Fife, we are keeping costs down and reducing the impact on the environment by hosting them online.

Fife Council

From our Fife correspondent

Halloween Celebrations in Buckhaven

Great to see what our Fife tenants have been up to – another fantastic effort by the Buchan Gardens Tenants Group.

Tenant Danny Rankin says: *"We had a Halloween Night at Buchan Gardens in October. There was a good turnout with most getting dressed*

up in Halloween costumes. A film was shown beforehand,

'Haunted Mansion' with Eddie Murphy. Afterwards we had a buffet with snacks

later. A great night was had by all."



A Fond Farewell

The Tenants Group was also happy to organise a farewell event for April Astill, who stood in while Coordinator Jane Brown was on maternity leave.

Danny says: *"April was liked by everyone at Buchan Gardens and she carried out her job*

very efficiently. We gave her a surprise send off and asked the residents not to mention the presentation to her. I think April was very surprised at the turn out and how everyone felt about her. She was presented with a bouquet of flowers and a Marks & Spencers



gift voucher in appreciation of her help at Buchan Gardens. The

photograph shows the residents who turned out to wish her a fond farewell."

You Said We Listened

- Tenants at Woodthorpe recently asked for assisted doors to be fitted to the main entrance at block 24 and the entrance to the 3 storey building at 26. We were very happy to assist with this request, having carried out similar work to the main door at 26 a couple of years back. We have been able to fully fund this new work from our accommodations standards budget.
- Haugh Park tenants have recently benefited from the installation of patio doors, a new patio area and a new pathway to the common room; this will allow tenants to extend their activities outside in the summer months and also provide better access into the common room for our disabled tenants.
- At Marian House we have a couple of residents who wished to keep up coffee mornings with old school friends, so we arrange taxis for them so they can go by themselves generally on a weekly basis. One of our residents was missing the time she used to spend at 'The Open Door' so now once a week a small bus comes for her so she can keep up with her friends there.

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