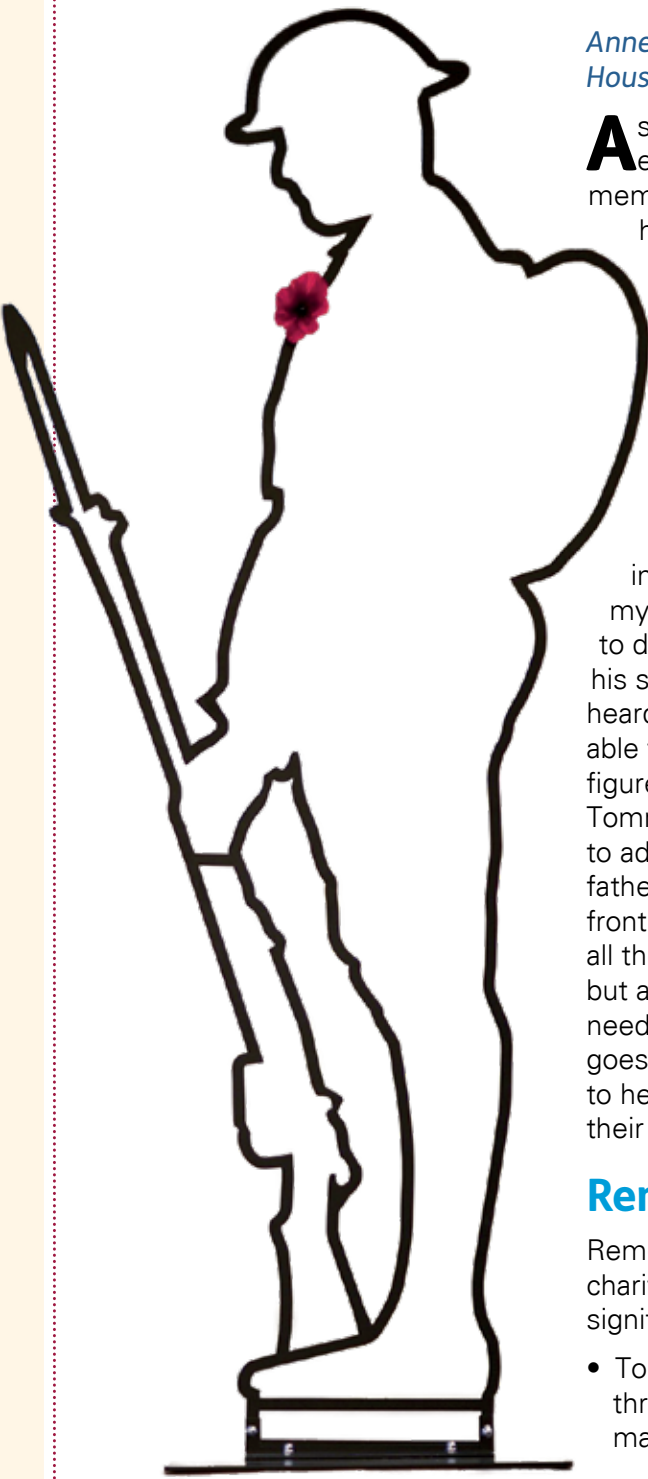


In remembrance



Anne McCarry, Head of @HOME and Housing Support

As 2018 is the Centenary of the end of World War I, it raises memories of being brought up hearing the story of my father's Uncle Eck who signed up, under age, to fight in this war. As many of the men and women involved in this horrific battle, he was killed in the trenches on his first ever day in the front line; his body like many others has never been found. His photo in his uniform sits proudly in my parents' house and I wanted to do something to acknowledge his sacrifice to his country. When I heard about "Remembered", I was able to purchase a clear silhouette figure of the now well recognised Tommy, which comes with a plaque to add the name and rank of my father's uncle. It now sits proudly in front of his photo, and reminds us of all the men and women who died, but also survived and are now in need of this charity. This charity now goes on to look after all war veterans to help support them in whatever their difficulties are.

Remembered

Remembered is a dynamic new charity with three simple but significant aims:

- To Commemorate the Fallen through highlighting the sacrifices made. The 2018 Armistice Project,

There But Not There, will be the Centenary Commemoration for the end of the First World War.

- To Educate all generations, particularly today's younger generation, born nearly 100 years after the outbreak of WW1, to understand what led to the slaughter of 888,246 British and Commonwealth men.
- To help Heal those suffering from the hidden wounds of post-traumatic stress disorder and other lasting legacies of combat, by raising funds for our beneficiary charities.

Remembered's logo and the commemorative Perspex Tommy were partly inspired by a photograph taken in WWI by Horace Nicholls (1867-1941). In 1917, Horace was appointed as the Home Front Official Photographer and subsequently the Imperial War Museum's first official photographer. He specialised in capturing the human impact of the war including numerous photographs of women's contributions to the war effort.

Nicholls' early work – some 1268 photographs – is held in The Royal Photographic Society's Collection at the National Media Museum, Bradford. His First World War photography, comprising some 1,500 photographs, is held by Imperial War Museums, London. Other work is retained by members of his family.

therebutnotthere.org.uk

A message from Dorry McLaughlin, Chief Executive



After 8 years, I have decided to move on to take up the CEO position with Scottish Autism and leave Viewpoint at the end of November. I am proud and privileged to have worked with such a great bunch of tenants, residents, staff and Board members - every one of you has had a positive impact on Viewpoint and made my job worthwhile and fulfilling. A huge amount has been achieved and I know Viewpoint will go on to achieve even greater things.

We have all worked hard together but we have also had fun and laughed and I will miss that most when I leave Viewpoint.

VIEWPOINT
joy in later years

4 South Oswald Road
Edinburgh
EH9 2HG
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: 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

Rent and Service Charge Proposal 2019/20

From 1 April 2019 we are proposing a 2.3% increase in your rent and no increase in service charges.

The proposed increase will enable us to continue investing in your homes,

including:

- + Heating systems
- + Electrical wiring
- + Roofworks
- + Kitchens
- + Bathrooms
- + Windows

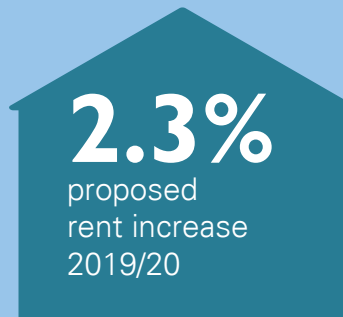
The rent consultation period runs from 19 November until 24 December 2018.

Please have your say and let us know what you think about this proposal - this will help inform our Board's decision in early 2019.

You can:

- Post your questionnaire in the freepost envelope provided;
- Use one of the feedback boxes in our staffed complexes;

- Go to [surveymonkey.co.uk/r/viewpointrent](https://www.surveymonkey.co.uk/r/viewpointrent)



Goodbye and good luck to Angela Kennedy, Housing Officer



After 15 years with Viewpoint, working in a number of different roles, Angela has decided to leave.

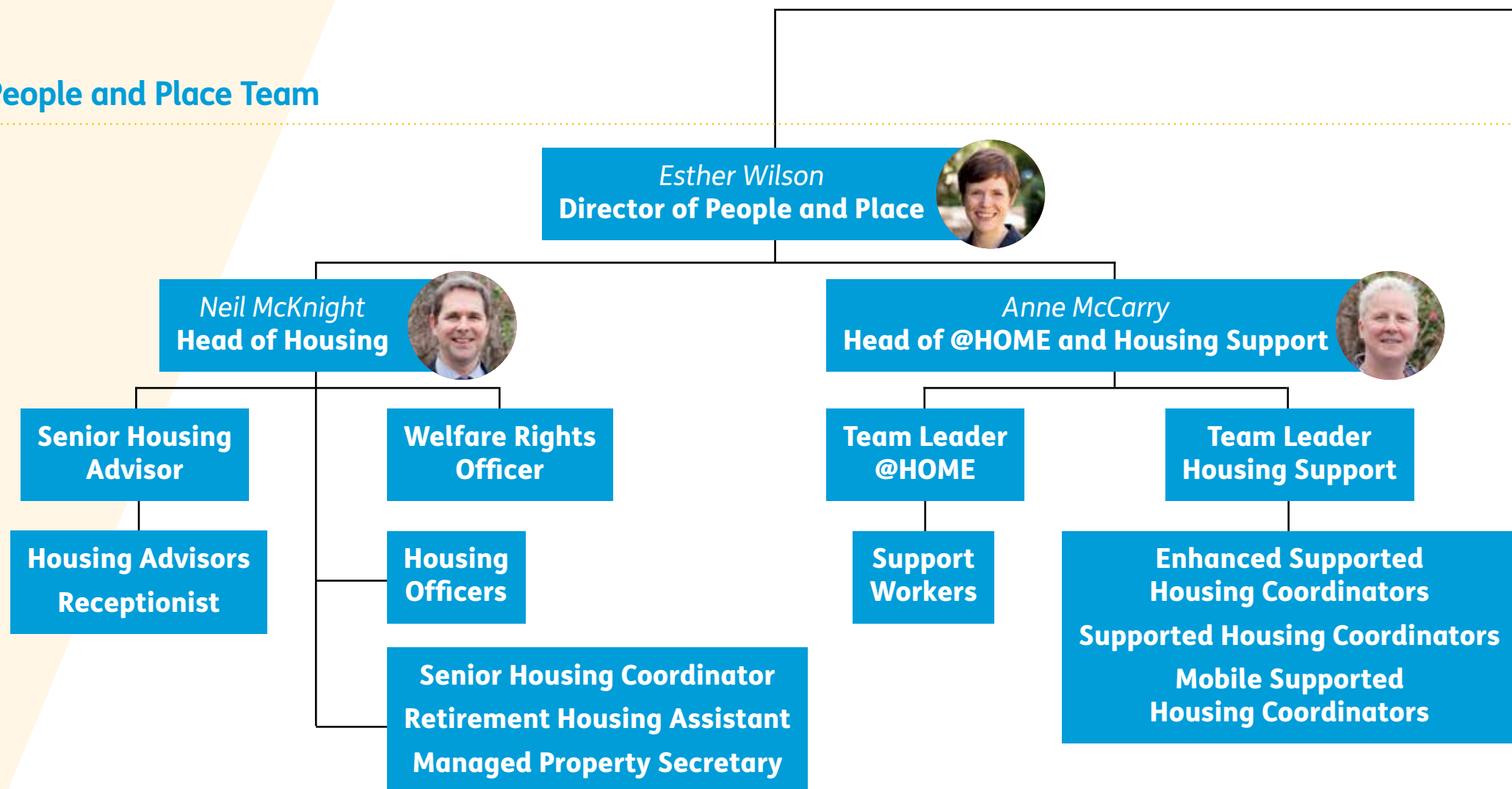
We will be recruiting to Angela's position over the coming weeks, and expect tenants to be involved in the recruitment process. We wish her all the best.

Viewpoint Staff Structure

In response to tenants' requests at our recent AGM, we are including a staff structure which details the roles in our People and Place and Asset teams.

You'll notice some changes to the People and Place structure- we have appointed Anne McCarry as our Head of @HOME and Housing Support and Neil McKnight as Head of Housing. Anne and Neil oversee delivery of our housing, housing support and care at home services on a day to day basis. They will also shape and lead change across operational functions and ensure delivery of our strategic objectives.

People and Place Team



Developing Viewpoint's Tenant Participation Strategy

A big thank you to everyone who has taken the time to contribute towards the development of our next Tenant Participation Strategy. Your input has been invaluable.

It is clear from the feedback that a good majority of tenants prefer engagement and consultation at a local level. Tenants also made it clear that in order for this and all tenant engagement to be successful

Viewpoint needs to regain the trust and confidence of tenants by improving:

- How services are delivered – (by being more joined up and tenant focussed)
- How tenants are listened to and communicated with – (by replying and responding to tenants promptly)

- How tenants' views are taken into account – (by demonstrating how tenant input has improved/changed services)

The Tenant Participation Strategy will provide a framework for staff and tenants to start to make these improvements and will be launched at our forthcoming Tenants' Conference on Tuesday the 27th of November 2018 at the COSLA Conference Centre Haymarket, Edinburgh.

Jackie Macdonald
Chair of The Board



The Board

<i>Carol Lumsden</i>	<i>Nicki Donaldson</i>
<i>Ian Mackay</i>	<i>Pam Russell</i>
<i>Iain Thompson</i>	<i>Robert McNeill</i>
<i>Jean Simpson</i>	<i>Robin Barnes</i>
<i>Kate Kennedy</i>	<i>Tom Roehricht</i>

Vacant
Chief Executive

Asset Team

Howard Vaughan
Director of Finance and Assets



Jake Irvine
Head of Asset Management



Asset Admin Team Leader

Senior Maintenance Officer

Admin Assistants
Asset Management Assistant

Compliance Officer

Maintenance Officers

Other Departments

Director of Care

Director of Business Support

Head of Innovation and Development

Celebrate Christmas with Ferns

It's been a busy few months for Ferns Kitchen with new volunteers and outside catering keeping us on our toes!

Now that the nights are drawing in we are keen to make the café a welcoming and safe space for all. We will still be home-baking and making most of our food from scratch here in Balfour House.

The ready meals service is taking off and we are now weekly delivering to Moredun and Craigmillar. We have a basic range of ready meals but we also do meals of your choosing. So far this month we have been asked for chicken casserole, mild curry and lamb chops which we were delighted to make.

With the autumn arriving we will be serving warming stews and soups in the café. Again we welcome suggestions of what you, the customers, enjoy eating.

From Monday 15th October we are starting our new weekly MOVIE MONDAYS! We have a new dvd/tv player which will play an older movie every week from 1pm. Why not come along for lunch or take advantage of our hot drink/cake deal for £2.50?

Of course there will be popcorn as well and lots of other people to chat to.

The next event will be Christmas and we are planning a 3 course lunch on Thursday the 20th of December at £10 per head. It will be from 12-3pm

so please book a space by calling us or emailing before 14th Dec. Its sure to be a fun afternoon

Ferns is run with funding from various sources and volunteers so we need to be as busy as we can to keep going. Please give us a try if you have never been in before. It's on the 33 bus route with a stop right outside! We keep our prices low to make sure the café is accessible to all. Come and sample some baking or a breakfast roll. You won't be disappointed.

Hope to see some new faces soon

Sarah from Ferns Kitchen

Balfour House, 10 Cameron Crescent, EH16 5LB

07565651031 www.fernskitchen.org.uk fernskitchencatering@gmail.com



FERNS KITCHEN CATERING CIC
Cordially Invites You to Our

CHRISTMAS LUNCH

20/12/18
12PM-3PM
BALFOUR HOUSE
10 CAMERON CRESCENT
EH16 5LB

3 COURSES AND COFFEE £10

RSVP BEFORE 14/12/18
HOPE TO SEE YOU ALL THERE FOR SOME FESTIVE CHEER!

Congratulations to Anne McCarry



Many congratulations to our Head of @HOME and Housing Support, Anne McCarry. Unbeknown to many readers is the fact that Anne has been studying constantly for the last three years.

She has completed an impressive list of qualifications and this reflects her commitment to both her role as manager as well as her status as registered manager for the housing department within Viewpoint.

Her recent qualifications gained (in addition to those she already has!) are listed below:

Well Done Anne – a well - deserved break from study is now compulsory!

- CIH Level 4 in Housing
- Diploma in Housing
- SVQ 4 Level 10 in Care Services Leadership & Management
- SVQ4 Level 9 in Social Services and Health Care

The return of the Dementia Bus Experience

Some readers may remember our exciting news about the Dementia Bus Experience back in 2016. Viewpoint was the first employer in Scotland to welcome the bus and almost two years later it returned to Viewpoint for a period of two days on 17 and 18 October.

There are four buses in the UK and their trainers take the experience around the country educating employees about dementia from a wide range of sectors.

So what is the 'experience'?

Delegates are asked to commit two and a half hours of their time. An integral part of this is for pre and post briefings.

They are then taken to the bus and asked to wear goggles, earphones and items on their hands and feet. Following this delegates are taken to a room on the bus with flashing lights, and noise is fed into the ear phones. They are asked to complete tasks by the trainer who periodically just speaks into their ears. However due to the noise already in existence, it is difficult to hear what is being asked of them. Add to this the lack of feeling in the feet and the difficulty trying to pick up objects, and the time is spent

mostly feeling out of control, frightened and alone. The experience is designed to simulate the lack of feeling and control which those living with dementia experience.

Feedback from those who participated was positive and all said they would recommend this as an effective and thought provoking way to learn more about dementia.

Some quotes are below:

"An excellent way to show staff in care homes about dementia – highly recommended."

"Great training although I do not want to face it again – scary."

Over 60 participants attended during the two days in October. This included employees, Board members and contractors.

Viewpoint's Dementia Strategy 2018 commits to continuing to raise awareness and understanding of dementia. We look forward to welcoming the bus in 2019 and offering the experience to even more people.



Cold weather precautions... Be prepared

There are some precautions you can take in the event of cold weather, but, despite insulation, in very cold spells, pipes can freeze and burst.

- Keep your home as warm as you can – warmth offers the best protection against frozen pipes in severe weather, or if severe weather is forecast, you should leave your heating on day and night at your usual temperature setting, especially if you are going to be away from home for any length of time.

- if you are going away, please let someone know that you trust (a family member or friend). Ask them to check your home regularly and in doing so, they can manage weather events and avoid any emergencies arising. This will mean that if you do suffer for example a burst or leaking pipe, it will be detected as soon as possible and any damage caused will be minimised. Alternatively, if you are going to be away for longer periods you should arrange

to have your water turned off and the system drained down, please contact Viewpoint on 08003 457 347 for more information.

- Keep furniture away from radiators and other heat sources so they do not block heat from circulating freely. Thick lined curtains are effective in slowing down heat loss.
- Be a good neighbour when cold weather hits and keep an eye out for your neighbours



From Around the Complexes

Many of our tenants have been receiving good news these past few weeks with our investment plans for this year's planned programme now tendered and ready to go at a number of our developments.

New Kitchens and Bathrooms

We have recently appointed DCL Joinery to undertake a number of kitchen replacements. Our investment plans this year include Melgund Terrace, East Claremont Street, Drummond Place, Falcon Road West and Mansionhouse Road. At the time of writing, tenants will have received a visit from Magnet Kitchens who have measured up and provided choices from a range of finishes.

We are also very pleased to have appointed D&M to survey and fit new bathrooms for our tenants at Melgund Terrace, East Claremont Street and Mansionhouse Road. In a similar vein to the kitchens, the choices are tenant led. We'll be in touch with our tenants at these developments shortly as work is expected to get underway in early 2019.

Major Communal Heating Investments

Tenants at our Ingham Court, Salisbury Road development recently received a major heating investment. ECG Facilities fitted brand new energy efficient communal boilers and controls and also upgraded the gas main. We are also delivering a major heating investment to our St Raphael's and Marion House care homes. This will also see the communal boilers, hot water tanks and control systems fully renewed as part of this programmed work.



Window Renewals and refurbishments

Our tenants at Dick Place will shortly see specialist work being carried out to the timber sash and case windows fitted at this building, by Corstorphine Roofing and Building. This work will involve full overhauls along with the fitting of a revolutionary type of double glazed pane known as "solar glass" specially designed for this type of traditional window, being fitted throughout the old building as part of the refurbishment work.

We are hoping to be able to carry out similar work at our Mansionhouse Road and Chalmers Crescent sites and planning applications have been submitted for both for future planned works.

We also recently appointed Anglian windows to install new double glazing to our developments at Ogilvie Terrace and Mill House. We expect the new windows at Ogilvie Terrace to be completed before Christmas and the ones at Mill House to be completed early in the New Year.

Major Roofing Work



Corstorphine Roofing and building have recently started on the roofing work at our Woodthorpe development at Redford Road. This significant investment will see all three major roofs stripped, reinsulated and recovered with modern, long lasting roofing materials, along with slate repairs to the old building.

Glenesk Kitchen

Our tenants at our Glenesk House enhanced sheltered development recently benefited from an improvement to the existing kitchen facilities.

Energy Efficiency work - Combi Boiler renewals & Loft insulation

A number of our tenants have been benefiting from full heating renewals this year. This has involved renewing the heating boiler with a new energy efficient condensing combi boiler along with fitting new pipework and radiators throughout.

We have also been topping up loft insulation in a number of areas.

Changes to your tenancy under the Housing (Scotland) Act 2014

Through changes introduced by the Housing (Scotland) Act 2014, which come into effect in November 2019, you must notify us in certain circumstances when there is a change in the composition in your household.

We must receive notification 12 months before we grant permission in the following circumstances:

- Subletting- If you

wish to sublet your home the applicant must have been the tenant or resident at the address during the previous 12 months

- Assigantion (when you wish to pass the tenancy to someone else) – Both the tenant and the person being assigned the tenancy must have lived in the property for 12 months and Viewpoint must have been notified when they moved in;

- Joint Tenancy- The proposed joint tenant must have lived at the property for 12 months and Viewpoint must have been notified when they moved in;

- Succession (when a tenant dies and the tenancy passes to another person)- The tenancy can only pass to an unmarried partner, or family member or carer if they have been resident in the

property for 12 months and we were notified when they moved in.

If you are unsure whether you have notified Viewpoint previously about a change please contact us on 0131 668 4247

Failure to notify us a person has moved in to your property may result in Viewpoint refusing subsequent request in one of the circumstances above.



Have you got your direct debit yet?

Mike Gibson, Head of Finance

As we said in the last edition of Newspoint, we have started offering Direct Debit as a payment option to our tenants. We have now had a chance to offer these to all complexes throughout Viewpoint, and currently around

175 of our tenants are paying their monthly rent and service charge in this way.

There is no compulsion to move to paying your rent by Direct Debit, but we think it is an easier way to pay, as there is no need to contact your bank to change the amount you pay each year, as you have to do

with standing orders.

Paying by Direct Debit comes with a Guarantee; we will always give you 10 working days notice of any change to your Direct Debit, and we will refund immediately if any error is made in the collection of your Direct Debit. You can also cancel your Direct Debit at any time.

It's easy to start paying by Direct Debit; please just ask your Housing Coordinator/Housing Officer for a Direct Debit Instruction form. There are only a few details for you to fill in, such as sort code, account number and account name, and our staff can help complete all other details.

Once we receive

the form, we will process your details and write back to you to tell you when your first payment will be deducted – you will have at least 2 weeks notice from this letter before any payment will be taken. You should cancel any standing order you currently have to pay your rent, once you receive our letter,



to avoid having two payments taken.

Reporting a repair by freephone number

When reporting a repair by phone we are finding most tenants dial 0131 668 4247 and select option 1.

We would like to highlight to all tenants that we have a Freephone number which takes you directly through to the Asset Management Repair Team.

The Freephone number is 0800 345 7347

For most telephones this number is free of charge to the person using it. If you use a mobile phone you may wish to check with your provider if calls to this number are free.

Be Prepared for the Unexpected ... Be Insured

What would you do if your home were to be damaged by a fire or a flood related incident, and all your household possessions were damaged?

How would you have them repaired or replaced?

It is important that all tenants have adequate

contents insurance in place for such eventualities. Your household belongings are your responsibility.

Insuring the contents of your home is a necessity, it will give you peace of mind that if the worst were to happen financial assistance would be on hand to help you with any damage.

There are lots of insurance companies you can choose from - you will probably have seen them advertised on the television, in newspapers and online. Basic household contents insurance cover is probably not as expensive as you may think and peace of mind is priceless.

Proposed winter maintenance works 2018-19

Viewpoint has again considered our customers' requests and taken advice from our maintenance officers in relation to open space landscaping and we have put in place plans for this year's winter maintenance works programme

The grass cutting season finished at the end of October 2018 and our landscaping teams J O Conner and Countrywide will thereafter be focusing

over the coming months on leaf and litter picking, pruning of trees (and hedges), and in some cases removal of diseased or overgrown trees (if permitted by the local council).

Our landscaping teams will be carrying out winter gritting and snow clearing when required, within our complexes, and this will be monitored and actioned by local weather reports for a proactive response to dealing with any snow or frost conditions.

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. Miss Montgomery from Kilravock is our winner this quarter.

Keep your repairs feedback forms coming and you too could win!



Craft Café

In the past few months at Craft Café we have been exploring various themes, from 'Creating a Universe' with Mandalas to 'Art and Movement' through Kinetic Art to most recently 'Celebrating Autumn' with new techniques and art mediums. As we approach winter and the festive season, here is a peak at some of the activities and events that will be taking place at Craft Café in the run-up to Christmas:



Craft Café Workshop Opening hours

The St Raphael's Café is open 3 days a week (Tues - Thurs).

The Lennox House Café is open on a Friday.

Workshops run from 10am - 4pm

Winter and Festive Inspiration

Come to Craft Café for some creative inspiration for the Christmas season! Whether you're looking to do some winter-themed paintings, create some hand-made presents of your own design, or knit yourself a warm hat for the frosty days ahead, Craft Café is a great place to find ideas and encouragement with a nice cup of coffee or tea.

Crafting for Charity Afternoons

To get involved in the Season of Giving, until Christmas we will be holding Crafting for Charity Afternoons during Craft Café afternoon sessions (open Tuesday to Thursday from 1:30pm to 4pm). The goal will be to create knitted or crocheted items to be donated to support different charities. Don't fancy knitting or crochet? Don't worry – regular Craft Café activities will be running as usual at the same time. As always, everyone is welcome at Craft Cafe, including family and friends!

Craft Café Christmas Parties

The Craft Café Christmas parties will be taking place on Thursday, 20th December (St. Raphael's Craft Cafe) and Friday, 21st December (Lennox House Craft Cafe). Come and join us for some festive fun and treats! This year, we would like to introduce a musical element to our Christmas parties, so if you have an instrument and some music you would like to share, please bring it along. Everyone is welcome!

Finally, Craft Café will be closed from Tuesday, 25th December 2018 until Wednesday, 2nd January 2019 for the Christmas and New Year's break. We will reopen at 10am on Thursday, 3rd January 2019 with fresh and exciting artistic inspiration for the new year!

We look forward to welcoming you at Craft Café over the coming months!

Computer Clubs open to all

How do the clubs work?

Our team of volunteers led by a trained facilitator will help you with your tech questions/ frustrations and build your confidence e.g. how to view/save a photo, forward an email, get the hang of using a tablet or mobile phone, make sense of Facebook, look up bus or train info etc. Please bring your own device if you can and we'll try to give you at least 20 minutes help on a 1:1 basis. Drop in to one or a few sessions or come every week, it's up to you.

We finish up each session with a tea/coffee and chat. Our experience at the clubs is that as people get to know each other, they look forward

as much to 'social' time as the informal 'tech support'!

Computer Clubs operate at the following locations:

61 St Albans Court, 61B St Albans Rd EH9 2LS on Thurs mornings 10.30-12.15

Old Farm Court, 303 Colinton Rd, EH13 0NS on Thurs afternoons 2.30-4

Gillespie Lodge, 47 Gillespie Crescent EH10 4JB on Fri mornings 10-11.45

ALL WELCOME, especially beginners!

Classes are free for Viewpoint tenants

Contact Mike Ellis for more information on 0131 228 5716 or 07505555011

mike.ellis@tap-into-it.co.uk

A very Happy 40th Birthday Old Farm Court!

Delighted to see tenants celebrating Old Farm Court's 40th birthday in style!



Introducing Bimal Giri, Viewpoint's first trainee



Viewpoint is delighted to partner with PATH Scotland and welcome our first trainee, Bimal Giri. PATH addresses the under-representation of black and minority ethnic communities working in housing and other professions in Scotland by providing high quality training and opportunities which are tailored to the needs of individuals. Their traineeship provides participants with a structured work programme alongside a professional qualification on a day release basis.

Q: Bimal, tell us a bit about your background.

I was born in Bhutan and brought up in Nepal. Both the countries have Himalayas and wilderness so I grew up with nature. I am a naturally calm and focused person with the ability to understand community due to strong communication skills. I love art, music and outdoor activities i.e. white water rafting and also trekked up to height of 19000 ft. in Nepal.

Q: How did you come to work for Viewpoint? Why social housing?

I always enjoyed working with people. In Edinburgh I was involved in charitable works, for example I am the co-founder of the Nepal Scotland Association and in the board of directors of the Himalayan Art Centre, Edinburgh. I have also worked with a voluntary organisation in Edinburgh as a community development officer (working with Black and Minority Ethnic communities) for 11 years. Unfortunately, I had to leave due to funding issues. Since then I was working as self-employed till 2017. I always wanted to go back to work with communities. So when a community friend of mine recommended the 3 year housing training with PATH, I was very happy to pursue the opportunity to develop and widen my understanding

of social housing. My placement at Viewpoint is an opportunity for me to refresh my skills and knowledge.

Q: What have you been doing at Viewpoint since you started?

My first 8 weeks focused on getting around the organisation, understanding each individual's role. I am also involved in a number of consultations, new initiatives, home visits and observing how Housing Officers and Maintenance Officer work directly with tenants

Q: And what have you learnt so far?

Every day I am learning! I have learnt how to work with and support tenants with day to day tasks with respect and dignity. It's a pleasure to have met so many tenants and I want to continue learning more on the job.

A day in the life...of Compliance Officer David Stewart



I began working with Viewpoint in September 2017 so I have been in the Asset Management Team for the past 14 months. Previously to Viewpoint I worked for Link Housing in Edinburgh and Aberdeen City Council as a maintenance officer in the homelessness housing sector for 6 years.

The Compliance Officer role was completely new to Viewpoint when I joined the team. I am responsible for ensuring tenants are safe in our properties, with asbestos, electrical, fire, gas and water inspections a central part of my role. I also look after contracts for lifts, hoists, door entry & warden call systems and domestic and commercial white goods for Viewpoint. The role is vast and varied which is something I always look for in a job role. I enjoy what I do and it brings me satisfaction at the end of each day.

A typical day involves the management of contractors across my remit and working with our internal teams to ensure that planned projects are undertaken successfully and tenants notified of works before they begin. I spend the majority of my time at Head Office but I try to get out to inspect sites and meet with tenants before works begin and in doing so explain clearly what we are looking for in terms of our contractors' performance.

Since I started at Viewpoint we have undertaken asbestos, fire, mechanical and engineering and stock condition surveys, as well as tendered for a number of new contractors, so it has been busy! In the Asset Team we are now updating our asset database across all of our housing and care home stock so that we can create planned maintenance schedules and upgrade our stock at the appropriate interval periods.

I really enjoy working with the Asset Team in continuing to improve our working practices and stock condition information, especially looking at how we improve our IT systems so we can share more information with our tenants and our internal and external stakeholders.

You Said We Listened

Mill House

When tenants from Mill House got in touch with us last year to ask if we would consider renewing their windows, we said yes and then added them to our investment plans for this year. As a result, the windows are now getting renewed.

St Albans Court

Nearly 20% of tenants at St Albans Court have concerns about the security of the buildings, after a survey was carried out in September. One of the biggest concerns is about communal windows on the ground floor left open at night, which could be an easy target for burglars. Because of this, a few tenants walk around the building to ensure all windows are closed every evening. They understand it's the responsibility to all tenants to keep the building secured. With their concerns and frustration, we fitted key-operated window restrictors to all communal windows on ground floor so that no one can get into the building through windows. Tenants appreciated the works done and the sense of security at their home.

City Park

Tenants at City Park, St Andrews asked for a gazebo for outdoor events, this was purchased last month.

Maidencraig Crescent

Maidencraig Crescent tenants asked Viewpoint for CCTV in the complex. It will be installed in the next month.

Croft-an-Righ

Croft-an-Righ tenants asked for a replacement hose for their garden space. In response, a new hose has been delivered. Tenants also asked for new chairs and sofa for the common lounge. This has been ordered and will be delivered in November.