

VIEWPOINT

Autumn 2023

newspoint



New Customer Service Standards

PAGE 8

Improvement Programme

PAGE 16

Highlights

Page 12

Complaints and Compliments

A summary for 2022-2023

Page 20

Come and Tap Into IT

Learn or improve your IT skill but more importantly just come along for the tea and a chat

Page 22

Be Scam Aware

Highlighting the issues and where to report scams, fraud, suspicious email and text messages

Page 26-36

News from Around Our Houses

including Coronation celebrations

High Days and Holidays at Haugh Park, birthdays, coffee mornings and a spotlight on what is going on at Old Farm Court

Page 34

Coronation Quiz

Testing your knowledge of Royalty past and present and your chance to win a £25 shopping voucher

Important Information

Telephone

0131 668 4247

Freephone Repair Number

0800 345 7347

Out of Hours Emergency Number

0345 604 4686

admin@viewpoint.org.uk

www.viewpoint.org.uk

Opening Hours

Monday, Tuesday &

Thursday

9am - 5pm

Wednesday

10am - 5pm

Friday

9am - 4.30pm



/ViewpointHA

Welcome to your Autumn Edition of Newspoint



This year has flown by and autumn is just around the corner. Edinburgh is a very green city with many trees, and autumn will see the leaves turn to red, gold or brown as they fall to the ground. It is a truly marvellous thing to see, although the fallen leaves can be a bit of a nightmare.

This issue of Newspoint is jam packed with information about Viewpoint, including our new customer service standards, the three-year investment programme and information on the Executive team and Assets team restructures.

As always we have some fabulous stories and photographs of what is going on in your area and a big thank you to all those who sent the photos in for Newspoint. Our front cover shows Heather and Jim from Haugh Park at their Easter photoshoot.

Have a look at page 28 to see the rest of the photos.

We hope that you find the autumn edition of Newspoint both informative and entertaining.

Best Wishes and Happy Reading
From

Yvonne, Grace, Melody, Sharri and Heather
The Editorial Team

If you have any comments on this edition of Newspoint or any suggestions for our next issue (winter) then please let us know.

You can speak to your coordinator or housing officer or contact Heather Jeffrie, Tenant Participation and Communications Coordinator, on 0131 662 5142 or email newspoint@viewpoint.org.uk

KNIT 'N' NATTER

Is anyone interested in being part of a Knit 'n' Natter group over the winter months?

And you don't even have to knit – you could crochet or sew or just come along for the chat.

Let me know if you are interested by phoning Heather on 0131 662 5142 or 07554 389 180 or you can email newspoint@viewpoint.org.uk.

Once I know what interest there is we can look at the logistics of making this happen.



Have you changed your telephone number or email address?

Please remember to let us know if there are any changes so that we can update your records and makes it easier for us to contact you.

If you need to update your details telephone 0131 668 4247 (option 2) or speak to your onsite coordinator.

Jackie retires after 14 years service

Jackie Anderson-Tighe retired from Viewpoint in March 2023 to go and start a new life abroad.

Jackie had been with Viewpoint for 14 years and had worked for many years at Woodthorpe before taking on the role of senior sheltered housing coordinator.

Staff and tenants gathered together to give Jackie a good send off. Here is a photo of Jackie (*centre*) with Esther Wilson (Director) (*left*) and Jean Gray (Chief Executive) (*right*).

We wish Jackie a long and happy retirement.



MEET

Daniel Moore

New Housing Officer

Hi, my name is Daniel Moore and I am the new Housing Officer for the North of Edinburgh and Fife.

I started working in social housing as a housing assistant before moving over to working in temporary accommodation. I then worked as Housing Officer with Midlothian Council and felt I was making a difference. This is when I saw the advert for a housing officer at Viewpoint and that Viewpoint values matched my own. Now I am looking forward to working with you all.

I live in Edinburgh with my Cat, India, & my German Shepherd, Charlie. They keep me busy when I am not working.

CRAFT CAFÉ

Tuesday, Wednesday, and Thursday
10am - 12pm & 1:30pm - 4pm

Come and join us for a cup of tea or coffee and creative social sessions in a relaxing and welcoming space. Craft Café is open to all Viewpoint residents and tenants, and no previous experience in art or crafts is necessary.

Viewpoint tenants can access workshops via the Craft Café entrance at 7 Oswald Road, Edinburgh, EH9 2HE. Continue down the path from the Marian House entrance and ring the bell for Craft Café.

If you have any questions, please feel free to contact Sarah Derron at sarah.derron@impactarts.co.uk or 07585 130 068.



VIEWPOINT
joy in later years



Why it is sometimes difficult to give you information about your neighbour

By Naomi Anderson

Onsite staff, frequently get enquiries from tenants concerned about their neighbours, whether they are in hospital or they have not seen them at the coffee morning.

Whilst it's lovely that you all show such concern for each other it does put us in a difficult situation. We do have a duty to maintain confidentiality and are not always able to let you know what is happening with another tenant. We can of course let them know that you have been asking for them and offer to pass on any message. But if you do ask about a neighbour and we appear to be a bit vague, that's the reason.

We are sure you will all understand.





Assets Update



We are excited to announce that over the next few months, the Assets Team will be finalising its changes to the team and will be organised into three core service areas moving forward.

Our Technical Officers will now be called Assets Officers. Fraser McIntosh has just joined the team as Assets Officer, as Willie Wood was only in the post on a temporary basis to allow us to complete the restructure of the team. We will be moving away from a 'single officer per geographic patch' covering all the functions to having a dedicated void property officer, two repairs officers and an officer dedicated to health and safety related works. Further details will be provided once we have welcomed our new recruit to the team and assigned the Assets Officers the work streams for which they will be responsible.

Our handyperson service is taking shape and we are aiming to recruit further posts to compliment the team over the next few months. We currently have two Maintenance Technician/Handypersons in the team who are currently based in our Care Homes until further recruitment takes place. Once the recruitment has been completed, the team will have a wider scope of providing handyperson support in both our Housing complexes and the Care Homes. Again, a further update will be provided once further recruitment has taken place later this year.

Procurement and Compliance will provide

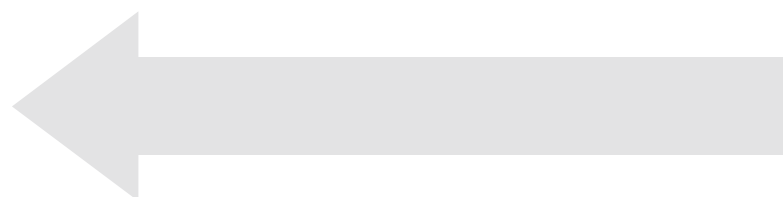
- Customer contact point
- Systems management
- Performance reporting
- Repairs, compliance and contract administration

Repairs and Maintenance will focus on

- Void properties
- Stock condition surveys
- Contract management
- Handyperson service
- Response repairs and general maintenance

Procurement and Compliance will manage

- Contractor procurement
- Health and safety risk assessments
- Service and testing
- Management of health and safety remedial works



Energy Advice

Viewpoint has a new Energy Advice Officer

Hi, I'm Kenny, the new Energy Advice Officer, working with West Granton and six others.

I have been a qualified energy advisor for many years and I am ready to help with any energy issues or energy advice you might need.

Many people are going through very tough times at present, with the cost of living and large energy rates rises. Now more than ever good advice is needed on energy savings or help with energy debts that have crept up and are a worry.

I look forward to helping you soon.

- Struggling with energy debt?
- Prepayment topping up?
- Have a complaint?
- Fixed tariff ending?
- Large direct debit increase?
- Want energy advice?
- Help with Warm Home Discount?
- Received Warrant of Entry Letter?

Contact details:

Email: kenny.mckaig@harbour.scot

Mobile: 07436 329 801

Or ask your housing officer to refer you

.....

This service is initially being provided for tenants who do not pay a heating, or a heating and hot water charge directly to Viewpoint, as these costs have been kept low through a contract with the supplier.

If you do pay a heating or heating and hot water charge to Viewpoint and need some energy advice please contact either your housing officer or Viewpoints Welfare Benefits Officer, Eleanor Eccles. You can contact Eleanor by emailing eleanor.eccles@viewpoint.org.uk or telephone our office on 0131 668 4247 and choose option 2.

Open for Business

Guest Room at City Park, St Andrews Re-opens

After being closed for an extended period due to major works in the development, City Park guest room is once again open for business. Whether you're interested in golf, picturesque harbours, famous beaches, or historic buildings there's something for everyone.

Situated a few hundred yards from the bus station, City Park is in the centre of the town. Whilst many town centres have become diminished over the years, St Andrews has a thriving town centre.

There's no shortage of restaurants and cafes to suit every budget and taste.

If you prefer a takeaway there is a dining area in the warm and spacious guest room. The guest room is well appointed with twin beds, an en suite wet room and small kitchen area with fridge, microwave, toaster and kettle.

A warm welcome awaits Viewpoint tenants, and Naomi, the coordinator, is looking forward to a busy summer. Bookings are already in the diary so if you do fancy a wee break by the seaside give Naomi a call on 01334 475 655





Tenants Have Their Say!

Our New Customer Service Standards

Viewpoint tenants reviewed and updated our customer service standards, which the Board of Management agreed on the 9 May 2023.

The review was carried out by a working group made up of tenant volunteers and staff from across Viewpoint.

Why did we review our customer service standards?

Viewpoint's customer service standards were last reviewed in 2013. After discussion with our tenant volunteers, it was agreed that they would carry out a review of these standards and update or propose a new set of standards for the Board to consider.

How did we do it?

The tenant volunteers carried out the review over a period of eight months and worked with the staff group to ensure that these were achievable for the organisation. The group carried out the following tasks:

- Considered current legislation and in particular the Scottish Housing Charter
- Reviewed information within Viewpoint's Tenant Satisfaction Survey Report from 2022
- Considered the existing customer service standards and how they were working

- Had discussions with senior staff from Housing Services and Assets Services
- Discussion with the staff working group
- Carried out a mystery shopping exercise
- Spoke to tenants from another housing association who had carried out a similar exercise

What are the new standards?

The revised customer service standards for Viewpoint are shown on the next page.

In our recommendations, the working group suggested that all staff need to have an awareness of the standards and the skills and resources in order to achieve these. There will be a six month period of implementation to allow for training etc., however where possible the standards will be implemented immediately.

There will be an information leaflet with the standards so that existing and new tenants know what standards they can expect from Viewpoint. This leaflet will also be part of job application packs so that prospective staff know what is expected of them, should they work with Viewpoint. In addition, it will be part of induction for all new staff and part of team meetings so that the standards are kept 'live' and consistently practised.

A system will be put in place to ensure out of office messages for emails are sent when staff are on holiday, with alternative contacts if the matter cannot wait until they return, and a system will be put in place for emails that come in when staff are unexpectedly off.

The review group will continue to work closely with Viewpoint and will undertake to review the implementation in approximately 12 month's time.

Can I see the report that was submitted to the Board by the Review Group?

If you would like to see the full report, it can be found on our website at www.viewpoint.org.uk/news.

Alternatively, you can ask any member of staff for a paper copy to be sent to you.

Would you like to be involved in future reviews of services?

The customer service standards were reviewed by tenants for tenants. This is tenant participation in action. Would you like to be involved in future projects and have your say and influence the services provided for you? If so then please contact any member of staff or contact Heather Jeffrie, Tenant Participation and Communications Coordinator on 0131 662 5142 or email tp@viewpoint.org.uk

Customer Service Standards



Answer all calls promptly with our standard greeting in a polite and friendly manner



Acknowledge emails, texts, website enquiries and letters within two working days



Respond to letters, phone calls, email and website enquiries within five working days



Staff to wear ID when on site and contractors should either wear ID or have ID available to show tenants



Offer private interview facilities to tenants when they wish to speak to staff



Make appointments that are convenient to customers and inform them as soon as possible if the appointment cannot be kept.



Contact tenant to provide advice and support within 28 working days of arrears showing on the rent account



Send out rent statement to all tenants at least once per year



Carry out quarterly meetings and walkabouts as per procedures at each development and produce an action plan following each meeting.



Give clear information at the point of service requests from customers. This should include:

- Timescales
- Process
- Other relevant information



Publish plans for major works on an annual basis showing proposed work for at least the next three years.



Where specific plans or actions have been communicated to tenants and these cannot be met, tenants should be informed of the delay, reasons for the delay and, if possible, the revised timescale.



Ensure that all tenants' individual needs are met in relation to communication e.g., interpreters, large print written etc.

Executive Team Structure from 1 April 2023

By Jean Gray

Since 2019 we have embarked on an **Organisational Design** programme which has assisted each team to restructure our people resources with the aim to deliver the strategic aims and objectives.

The Executive Team is one of the final areas of the business to be reviewed albeit Assets have revisited their structure again to ensure they have the necessary posts to deliver the challenging legislative and statutory requirements.

Undoubtedly we are amidst some difficult and challenging times within the sector. It is therefore essential that we put in place the leadership to drive forward delivery of not only the current Business Plan but also ensure we have the strategic vision to consider our future direction.

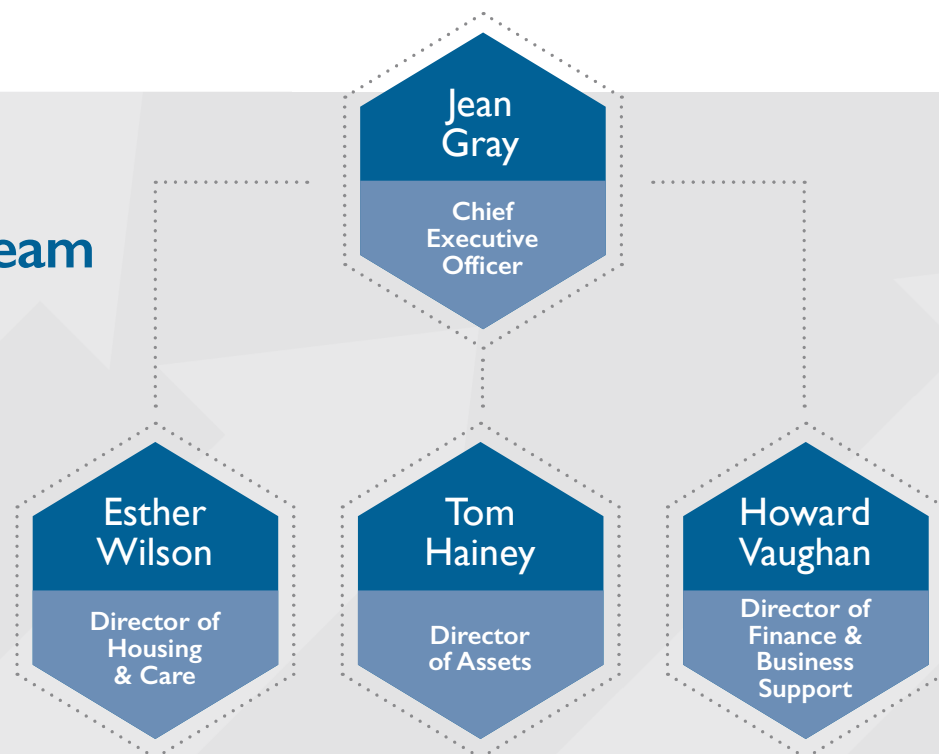
The current Executive structure has been in place since 2021 and included myself and 5 Directors. As a result of the significant focus on developing the Business Plan and continuing to deliver services amidst the ongoing pandemic the CEO and Executive team have largely had an internal focus. The launch of the Business Plan and the strategic planning for the future requires a necessary shift as we build our knowledge and relationships with external partners allowing creativity, innovation and opportunities to further the aims of the business.

The launch of the Business Plan and the strategic planning for the future requires a necessary shift as we build our knowledge and relationships...

“”

NEW

Executive Team Structure





We therefore require the leadership of the organisation to have time to become proactive in the external environment, raising Viewpoint's profile and aligning the organisation with the relevant national agendas as well as being prepared to take the opportunities that will exist for a provider of both Housing and Care.

As a housing association with a turnover of circa £18 million, of which approximately half relates to Housing and the other to the Care business, Viewpoint's business development focus is not as linear as most other housing associations. Our housing and care businesses are inextricably linked; currently we have approximately 1340 tenants with approximately 100 residents in our care homes. However these numbers could change as we plan to develop new homes and a new care facility in the future. We therefore require to put in place business development and improvement plans that address the needs of our current range of customers and potentially new customers and to build on our expertise as a provider of both housing and care.

As you will see we have created a combined post of Director of Housing and Care and also Director of Finance and Business Support. The Director of Assets post will remain as this has responsibility for a significant range of response, planned and cyclical activities across all our existing properties as well as development of new build projects. This restructure has identified savings that can be utilised in other areas of the business.

The structure of our business, dominated by Housing and Care, means our development and improvement agenda is varied and we must ensure that Viewpoint has within the strategic leadership of the organisation skills, knowledge and experience to drive forward such an agenda. As CEO I truly believe that this new Executive Team have these qualities and I am delighted that I will be continuing to work with Esther, Tom and Howard in their new roles as we continue to build on the success of Viewpoint.

SUMMARY OF

Complaints & Compliments

2022/2023

By Lynne Feeney
Corporate Support Administrator

Complaints

Viewpoint is committed to providing high quality customer services, and as such, we hope you never need to make a complaint. However, if you do, we value complaints as we use this information to help us improve our services. If anything goes wrong or you are dissatisfied with our services, please tell us.

If you wish to make a complaint, you can do this in a number of ways:-

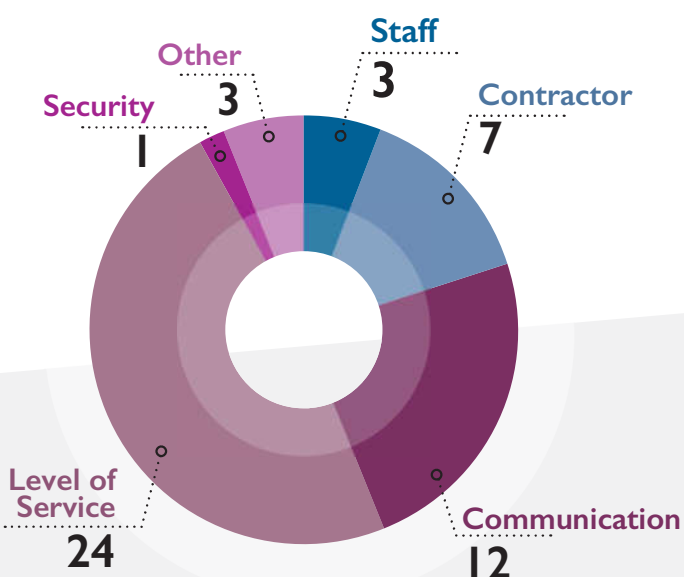
- **Email us** – this is the most direct and quickest way to make us aware of your complaint – the email address is feedback@viewpoint.org.uk;

- **Phone us** – no need to know who you want to speak to, tell our Receptionist and they will ensure you are either put through to the correct person, or that a message is passed to that person to call you back;
- **Speak to your housing coordinator**, or housing officer, or technical officer to let them know;
- **Write to us** – again, no need to address it to anyone in particular; our Receptionist will ensure it gets to the right person.

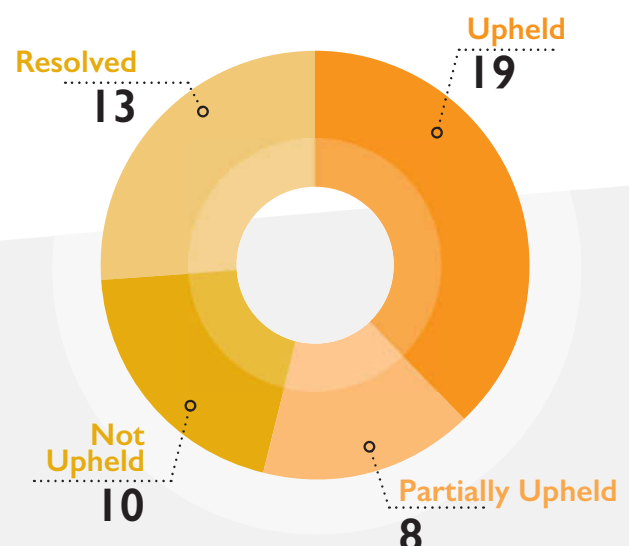
You can find our Complaints Policy and Procedure on our website, or ask any member of staff to provide you with a copy.

From 1 April 2022 to 31 March 2023, we received 50 Stage 1 complaints and 7 Stage 2 complaints. A summary of these and the outcomes are below.

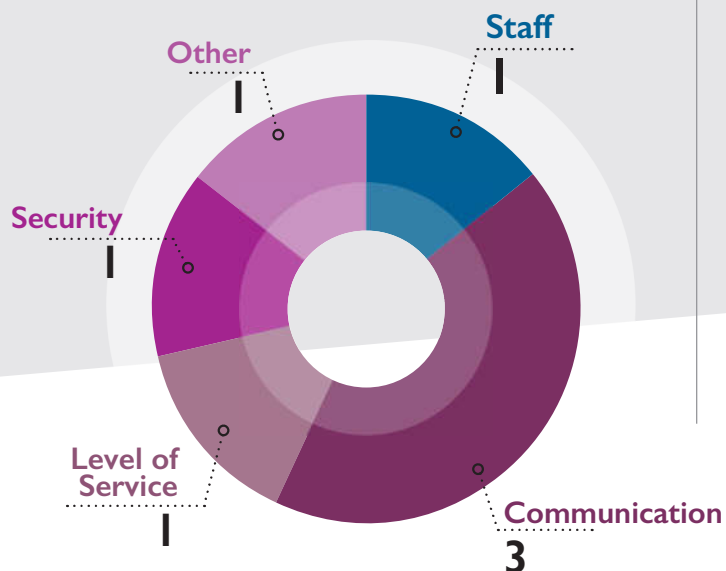
Stage One CATEGORIES



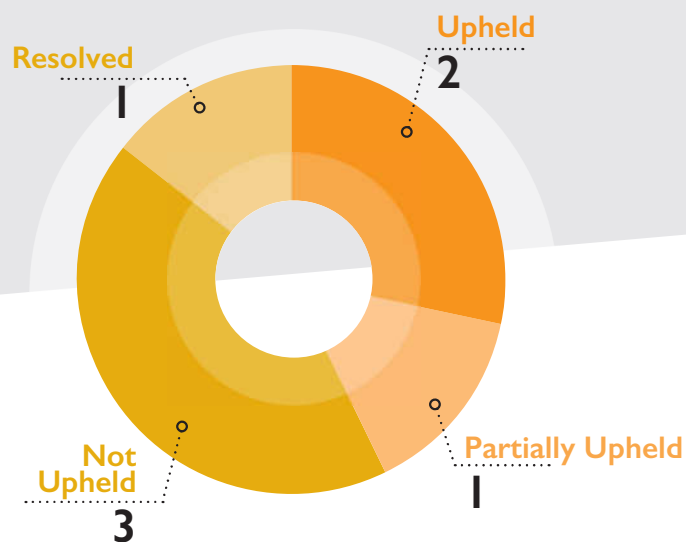
Stage One OUTCOMES



Stage Two CATEGORIES



Stage Two OUTCOMES

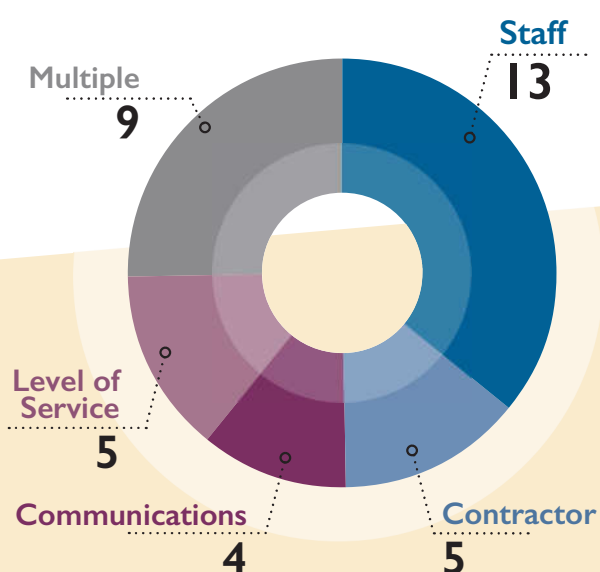


Compliments

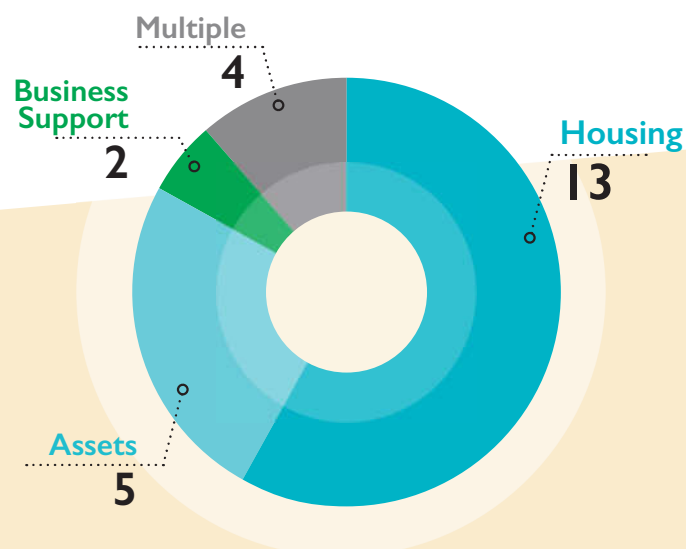
We feel it is just as important for us to know when we do something well and compliments allow us to look at that.

You can provide us with a compliment in any of the ways above – these are recorded and always passed on to the member of staff or contractor involved. In the year 2022/23, we received 36 compliments.

CATEGORIES



DEPARTMENT





What is the 'RIGHT TO REPAIR' at Viewpoint?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short secure tenants have the right to have small, qualifying urgent repairs up to the value of £350 carried out by their landlord within a given timescale.

The costs of these repairs is covered by Viewpoint (unless they are tenant responsibility i.e. a repair that would normally be rechargeable to the tenant or an item that you have installed in the house and is your responsibility).

Repair times are set by law and vary depending upon the type of repair. If works are not completed within the given timescale by the contractor that Viewpoint has instructed, the tenant can instruct another

Viewpoint approved contractor to carry out the works. The contractor will need to inform Viewpoint that they are doing this work and the tenant will be paid £15 for their inconvenience. If the contractor Viewpoint originally appointed starts the work but does not complete it within the timescale set, the tenant is also entitled to the £15 compensation.

Any approved contractor the tenant appoints has the same timescale to carry out the works as the initial contractor. If this timescale is not met, the tenant will be awarded £3 per day until the maximum compensation limit of £100 is reached. If the contractor cannot get into your home at the time you have agreed, your right to repair will be cancelled. You will then have to report the repair again and the timescale will be re-started.

What is a qualifying repair?

- unsafe power or lighting sockets or electrical fittings;
- loss or part loss of electric power;
- loss or part loss of gas supply;
- a blocked flue to an open fire or boiler; external windows, doors or locks which are not secure;
- loss or part loss of space or water heating if no alternative heating is available;
- toilets which do not flush (if there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- a blocked sink, bath or basin;
- loss or part loss of water supply;
- significant leaking or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- unsafe access to a path or step;
- loose or detached bannisters or handrails; and
- a broken mechanical extractor fan in a kitchen or bathroom, which has no external window or door.

How do Viewpoint apply this?

When we receive a repair request, we log it into our repairs system. The system generates an automatic pop-up on screen to inform us the job is subject to the Right to Repair scheme and, sets the target date for that repair in line with legislation. Viewpoint will be notified of any Right to Repair jobs that have been completed late through a system report and will then contact the tenant to advise on applicable compensation. You will be told that the repair is a right to repair and the target date for completion.

If that repair is not completed within the given timescale, you should contact us on **0131 668 4247** (option 1) and speak to someone in repairs. They will be able to confirm the situation and advise you of an alternative approved contractor that you can then instruct to carry out the work. They will also arrange for any compensation due, to be paid to you.

Further information can be found here - <https://www.gov.scot/publications/right-repair/>



Major works

Three Year Investment Programme

As you will be aware, Viewpoint made a decision to cease all non-urgent internal investment works in your homes during the Covid pandemic.














































This has led to an inevitable backlog of investment works in some areas which we are looking to address over the coming years.

The Assets Team are continually updating and refreshing our stock condition data and naturally, as we do this the data becomes more accurate so we gain a greater sense of confidence that we are programming the right works, in the right properties, at the right time. Of course, the pandemic ceased all internal stock condition inspections

too so the data we are using is as accurate as can be at this time.

Below is a guide of where Viewpoint plans to undertake major investment works over the next three years. This does not guarantee that specific works will proceed in accordance with the below programme however, it does present the shape of our intentions and will remain the subject of amendment depending on circumstances e.g. procurement or budgetary issues or other unforeseen emergencies.

You will notice in the first year of the programme there is a large number of complexes listed, particularly for bathroom upgrades.

LOCATION/ WORKS	18 Laurier Road	45 Gillespie Crescent	Argyle Park Terrace	Avenue Road	Bakers Place	Bavelaw Gardens	Cameron Crescent	Cameron Park	Chalmers Crescent	City Park	Cluny Gardens	Croft-an-Righ	Deanery Close	Dell Court	Ettrick Road	Falcon Road West	Glenesk House
2023/24																	
																	
																	
																	
																	
2024/25																	
																	
																	
																	
																	
2025/26																	
																	
																	
																	



Electrical Safety

We all rely on electricity every day – for cooking, heating, cleaning and entertainment. It is easy to forget that electricity is a powerful energy source and that it can be dangerous.

The aim of this article is to offer some simple tips for electrical safety in your home. Further guidance can be found within your tenant handbook.

Electrical wiring and sockets

Make sure you report any electrical faults to Viewpoint immediately – if you see sparks, burn marks or your sockets feel hot.

Check your plug sockets are not overloaded - Never plug too many appliances into one socket.



Electrical Safety Check carried out by Viewpoint

Every five years Viewpoint will carry out a full electrical safety check in your home. Our competent electrical contractors will come round and make sure your wiring, fuse board and electrical system are all in safe, working condition.

We keep records of the electrical safety checks we have carried out and the next due date. We will get in touch when your home is due the electrical safety check and will arrange a suitable time to complete the check. Please help us to keep you safe by allowing timely access to your home. An electrical check is also carried out before a property is relet.

Electrical Appliances



Don't leave electrical appliances like your washing machine running unattended – make sure you are home and awake when using these appliances and turn them off when you've finished using them



Fridges and freezers are designed to be left on 24 hours a day – ensure they are safe by registering them and your other white goods at www.registermyappliance.org.uk. If you do this, you will be contacted if there are any safety issues.



Check the cables of your electrical appliances - if anything looks worn or loose, don't use the item. Get it repaired by a competent person.



Check that your microwaves, fridges and freezers have enough space around them- try not to store anything on top of the microwave as this can block ventilation.



Don't let the leads from your kettle, toaster or other kitchen appliances trail across your cooker.



Defrost your fridge and freezer at least once a year



Don't wrap flexible cables around any equipment when it is still warm.



Never use mains-powered portable appliances such as hairdryers, heaters or radios into a bathroom. You could be severely injured or killed.



Never use a bulb with a higher wattage than the light fitting says is safe.



Don't run the cables from your appliances under carpets or rugs



Never try to get toast that is stuck out of a toaster while it is plugged in.

Come & Tap into IT

“

It's great having somebody who I can ask daft questions.

I felt forced into it *(using tech/the internet).* **I didn't understand the jargon. I'm terrified of the thing.**

I find it stressful to get someone to talk to now *(contacting companies by phone).* **That's why I felt I had to learn how to go online.**



This is what some of the Viewpoint tenants who come along to one of our Tap into IT groups told us. Does that ring bells for you too?

There is a Tap into IT group running every day of the week at various locations (see box below). They run for 10 week terms then usually have a break for 1-4 weeks.

See on the right for the list of venues and times starting Monday 31st July. You can drop in at any time - you're not committed to coming every week and there's no charge for Viewpoint tenants. It doesn't matter if you're a complete beginner when it comes to using an iPad/mobile phone/laptop or whatever; you'll be welcome. We're also here for you if you're not really interested in 'tech' but find that you have to go online for some reason.

More often than not, it's the only way to get things done now without having to wait forever on the phone and be sent around in circles once you do get through. We can help you with practical things like:

- Putting in an online shopping order
- Checking your utility or other bills/statements online
- Saving money e.g. by cancelling unwanted services, seeing where you can get the best deal or where you can get hold of a product or service you need
- Contacting your insurance/ utility/ broadband other providers when you've got a problem and can't get through to them on the phone.
- Booking travel, renewing your passport, applying for a travel visa

- Accessing health information and arranging appointments.
- Finding out what's on and about people and groups that share your interests
- Email, text, WhatsApp messaging/calls with family, friends, book group etc.
- Booking a repair via the Viewpoint website

We enjoy each other's company and have a lot of fun at the groups. From time to time we'll do quizzes (where you're allowed to 'cheat' by looking up the answers online!) and other activities together and share interests. There's no pressure to join in if that's not your thing. Come on, it's time to Tap into IT!

Monday

Inverard House

46 Inverleith Gardens, EH3 5QF
(Fortnightly) 2 - 4 PM
31/7, 14/8, 28/8, 11/9, 25/9

Tuesday

Lynedoch House

23 Lynedoch Place, EH3 7PY
(Weekly) 1:30 - 3:30 PM
1/8, 8/8, 15/8, 22/8, 29/8, 5/9, 12/9,
19/9, 26/9, 3/10

Wednesday

Croft-An-Righ

Abbeyhill, Holyrood, EH8 8EH

Ingham Court

25 Salisbury Road, EH16 5AA
(Weekly) 2 - 4 PM
2/8, 9/8, 16/8, 23/8, 30/8, 6/9, 13/9,
20/9, 27/9, 4/10

Cockburn Court

45 Maidencraig Crescent, EH4 2UU
(Fortnightly) 2 - 4 PM
9/8, 23/8, 6/9, 20/9, 4/10

Thursday

Old Farm Court

303 Colinton Road, EH13 0NT
(Weekly) 2 - 4 PM
3/8, 10/8, 17/8, 24/8, 31/8, 7/9, 14/9,
21/9, 28/9, 5/10

Friday

Gillespie Lodge

47 Gillespie Crescent, EH10 4HY
(Weekly) 10:30 AM - 12:30 PM
4/8, 11/8, 18/8, 25/8, 1/9, 8/9, 15/9,
22/9, 29/9, 6/10



Connecting People Encouraging Community





Be Scam Aware

Scams are horrible! If you have ever been a victim of a scam, you will know what I mean.

It leaves you feeling a little silly and a wee bit vulnerable as well as leaving you out of pocket.

By taking care of your personal data on and off line, not jumping at offers made to you on the doorstep and remembering if an offer is really too good to be true then it is probably not a real

offer, is all sound advice and helps protect you from scammers.

Neighbourhood Watch has a scam alert that you can sign up to, to receive information by email. In addition, you can sign up for crime alerts and security alerts. Go to their website at www.neighbourhoodwatchscotland.co.uk/sign-up-for-alerts/

Here is a scam that Neighbourhood Watch recently advised of:

'Housing Repairs' Phone Scams

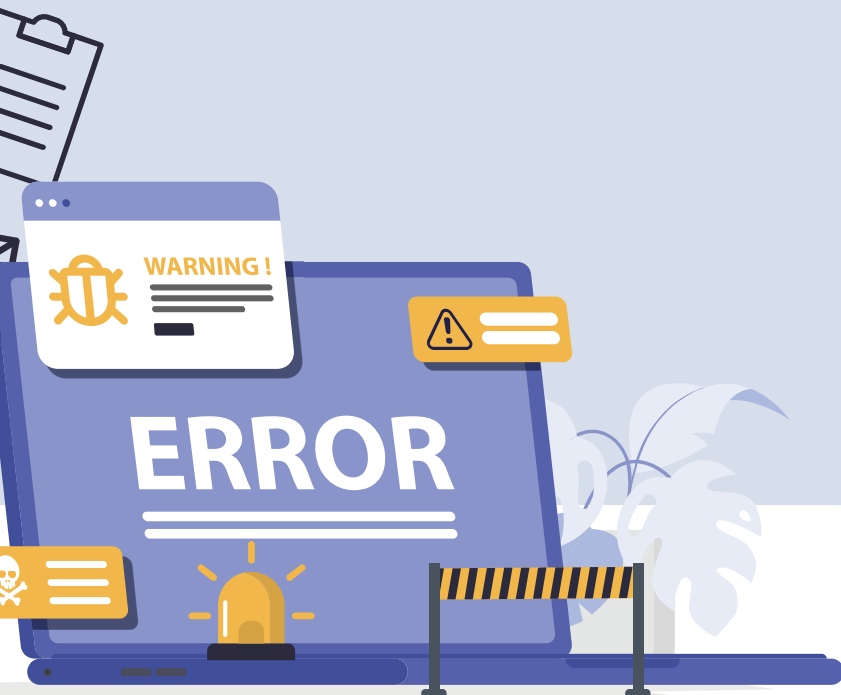
The Scam

There have been recent reports of scam phone calls where the caller says they work for a 'social housing repairs forum'.

They say they are offering free housing repairs and that they have obtained the resident's details from the social housing repairs portal.

There have also been scam calls purportedly from a housing maintenance department, where the caller asks if there are any outstanding repairs on the resident's property and says they can arrange for a surveyor to visit their house.

The aim of these calls is to obtain householders' personal details and ultimately to gain access to their homes.



How to Avoid

Do not deal with cold callers. If you receive an unexpected phone call purportedly from your local council or housing association, **hang up, clear the line and call the council or housing association using a publicly listed number** to verify that the call was genuine.

Do not give any details to a cold caller and do not agree to make any payments over the phone or to transfer money.

You can sign up to the Telephone Preference Service for free, by calling **034 070 0707** or online at www.tpsonline.org.uk.

Many home phone providers offer services (some of which are free) to block unwanted calls.

There is also a range of standalone devices that can be used to block/ monitor calls such as [trueCall Secure call blockers](#).

Find out More

ScamShare PDF on phone scams:
www.tsscot.co.uk/Phone-Scam-Information.pdf

Where to Report Scams

Scams

In Scotland, report all scams to Advice Direct Scotland by calling **0808 1640 6000** (Mon-Fri 9am-5pm) or online at www.consumeradvice.scot

Fraud

If you have been a victim of fraud, report it to Police Scotland on **101** or **999** in an emergency.

Suspicious Emails

You can forward suspicious emails to report@phishing.gov.uk and send links from websites which you think are trying to scam the public to the National Cyber Security Centre's scam website reporting service at www.ncse.gov/section/about-this-website/report-scam-website

Suspicious Text Messages

If you receive a suspicious text message you can forward it to **7726**. The free-of-charge '7726' service enable your provider to investigate and take action if malicious content is found.

Have you been a victim of a scam or know about a current scam that you would like to let other people know about? If so contact Heather at Viewpoint and let her know and it can be included in the next newsletter.

Any personal stories will be anonymised. Contact Heather on **0131 662 5142. 07554 389 180** or email newspoint@veiwpoint.org.uk

Tales from the Gym



The First Visit

By Heather Jeffrie

For those of you who read the last edition of Newpoint you will know that I had decided to take action about my health and fitness and found a personal trainer (called Chris Anderson who works from Pure Gym at Exchange Crescent) to help me.

The night before I started, I took cold feet and decided I couldn't go. After all, people like me did not belong in a gym – I was very overweight, my fitness levels were dreadful and everyone would think I was a bit of a joke. So, that was it, decision made and I would cancel. Now all I had to do was email Chris.

Whilst I was pondering on this, a WhatsApp message pinged in to my phone and it was from Chris. It said:

Hope you've had a lovely weekend Heather. Looking forward to your first proper session tomorrow morning. I'll meet you at the wee doors that open to get you in the gym.

I had not banked on this and I wimped out of wimping out and decided I had to go – after all, it was a nice message and I didn't want to let Chris down. My parents taught me not to let people down.

The next morning I parked the car and then could not find the doors to Pure Gym in Exchange Crescent – really I couldn't. 'Aha!' I thought, 'it wasn't meant to be' and decided I

would go home. My phone rang and it was Chris, who guided me to the gym. Was this man a witch that he could read my mind – this was the second time I was going to throw in the towel and the second time he contacted me.

Then I was, literally, shown the door and in we went. Firstly, the tour – and it looked just as scary as I thought it would. All those machines – stationary bikes, treadmills, rowing machines and others that I did not know the name of. Worse was to come as I looked at the section where the weights were – this was terrifying and there were people using them!

However, Chris seemed nice, friendly, and very reassuring, and he took me into the weights section, and said we would start with a gentle warm up. First exercise was Cat Camel – wow I knew that one as I used to do yoga.

Then we did 'other stuff' like the Squats with the support (figure 1), Dumbbell floor press (figure 2) and the cable row (figure 3).

Chris was easy to talk to and took time to explain everything to me before asking me to do something. I felt myself relaxing a tiny bit but was waiting for Chris to tell me

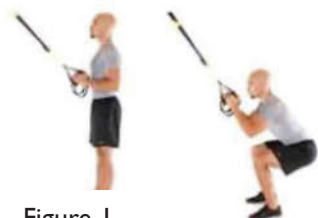


Figure 1



Figure 2



Figure 3



I was 'beyond help' - but it didn't happen. He was positive and I began to feel that he was really on my side, and that just maybe I could do this.

And when the hour was up I realised I had actually enjoyed it and felt quite energised – could this be the

first time that exercise was actually going to be fun? Would love to say I skipped out the gym but there were 24 stairs to climb and I was exhausted, but I felt good and was extremely proud of what I had achieved and I wanted to go back!

The PT Perspective



By Chris Anderson - Personal Trainer
www.chrisandersonpt.co.uk

Getting Started, and why you should do it!

Getting started with any new skill can be daunting, especially when you aren't sure where to start. And the gym is no different!

It's easy to see why so many people don't make massive changes fitness wise. Most people's idea of fitness is putting yourself through gruelling workouts or going to a loud, sweaty gym. But it doesn't need to be that intense. This idea of exercise being a horrible, exhausting punishment is what puts so many people off starting. Once you get started and take that first step, you'll see it's much more manageable than you'd think!

For a lot of people I've worked with (you may know Heather!) it's really about making small changes over time. And this could be something as small as drinking a couple more glasses of water a day, or walking for an extra 15 minutes or so. It doesn't need to be a massive chore or something that feels like an uphill battle.

Now, while many of my clients go to train at the gym with me, they don't need to do so every single day of the week. For most of them, two or three times is enough! And even if the gym isn't your cup of tea or you don't have access to one, it's still important to make time for something, even if it is a few minutes of some form of

movement a day. It's always great to do what you can, when you can.

Now you might be thinking "why should I bother?" Which is exactly what most people think when they first start. But after they start to make those wee changes, they suddenly feel miles better. People who start their workouts or even just their walks in an exhausted state suddenly find themselves more relaxed and energised than they were before after they've finished. And especially in later life, people who are more active tend to really reap the benefits.

Exercise is not just about changing your weight or your body, it's really about longevity and the mental benefits you can get from taking care of yourself. You won't see an immediate change overnight, as you wouldn't from any habit. But eventually you will start to feel a huge difference.

But you do need to start. You have to find something that's manageable and fits into your life! So why not have a wee think just now and see how you could fit some daily movement or exercise into your life. Could be an hour or even a quick 15 mins, see what feels realistic and doable for you!



The King's Coronation



Glenesk Celebrate the Coronation

And over at Glenesk House there was much celebrating the coronation of King Charles III followed by a lovely coronation tea and then it was party time.

Looks like there was a lot of fun by all the happy faces. And music and dancing too.



Coronation Celebrations at Buchan Gardens

By Danny Rankin

Buchan Gardens had an excellent day for King Charles III Coronation.

Our group came together in our hall to watch the Coronation live on our big screen. The hall was decorated by our group committee and looked very festive with bunting and flags. A buffet with sandwiches and cakes were on hand along with tea and coffee. Everyone enjoyed the once in a lifetime spectacle (for some twice). The photograph shows everyone enjoying themselves and waving our flags.

Celebrating the New King at Croft-an-Righ

Croft-an-Righ held their coronation celebration on 7 May 2023. Some tenants attended from other complexes to join the celebrations.

One of the tenants, Jackie Baillie, took the lead in organising the event and had a great team of volunteers around her to make the day a big success. Jackie has asked that we give thanks to those who helped:



- Grace Machirant who designed the table mats and coasters and made the wall decorations
- Betty Yeoman and Madge Hunter who helped set up the room.
- Tim (a volunteer) who gave up his time to help in the kitchen and made the amazing sandwiches.
- Cheryl Trigg and Marlene Miller, both volunteers, who made the amazing cake and came along on the day to help serve food and drink. Marlene also danced along with residents.
- Shannon Johnston and Nikki Haynes (Coordinators) along with Ruth Johnston who danced their socks off as well as helping to serve and to clear up at the end.
- Walter Foss and his daughter Victoria, who always help in whatever way they can,
- Lastly Walter (volunteer), who does the bingo on a Thursday (Bingo at 2pm with a 2.30pm start – everyone welcome).

It looks like they had a great day and special thanks to all who helped.

Lynedoch Summer Fun

By Graham Smith

Tenants at Lynedoch House raised a glass to celebrate the Coronation Day. Sandwiches, cake, strawberries and great chat made for a lovely afternoon.

A group of tenants at Lynedoch regularly organise their own events. A fortnightly coffee morning and a monthly carpet bowls night have become regular features. Other events have included a Sherlock Holmes Board Game Night, a quiz night, dominoes evening, darts and recently a Summer Strawberry Tea Party.



Around THE Houses

High Days & Holidays at Haugh Park

By Kasia Murthy

Easter Photoshoot at Haugh Park

The Easter coffee morning at Haugh Park gave tenants the chance to show off their modelling skills as it was followed by a photoshoot.

Hope you love the photos as much as I do.



Charlie and Barbara



Evelyn, Diane and Leah



Heather and Jim



Anabel



Helen



Gail

Hello Spring

Tenants and staff had a get together at Haugh Park in February. The weather was lovely so this was our chance to say 'Hello Spring – we are ready for you!'

Some reminiscing about the past and chatting about the future, fabulous food and then a wee boogie to some 60's songs and, of course, lots of laughter.

All in all, the day was described as being 'good for the body and soul'.



Barge Trip

Tenants from Haugh Park recently enjoyed their annual barge trip. The tenants were picked up from Haugh Park by the bus arranged for them and went to Seagull Trust Cruises Ratho.

They enjoyed the cruise from the Ratho Boathouse to the spectacular Almondell Aqueduct, where they stopped for a cup of tea and cake before returning to the Ratho Basin. The weather was lovely so the tenants enjoyed the sun on the foredeck as they cruised along admiring mother nature and the swans and cygnets, which were out on the water exploring their new surroundings.



Bus Trip to Peebles

In June we had a bus trip to Peebles for Haugh Park tenants.

Peebles is a town located in the Scottish Borders on the banks of the River Tweed and is about 40 – 60 minute drive from Haugh Park. The bus picked us up in the morning and off to Peebles we went and had a little wander around the town, admired spectacular scenery, did some shopping and then had a delicious lunch at the County Hotel before returning home in the afternoon.

Croft-an-Righ Craft Group

By Jackie Baillie

Jane Matthew has been leading a craft group at Croft-an-Righ for several months. Jane is a volunteer and provides her crafting knowledge and skills free of charge to the tenants.

The craft group made the coasters and place mats for their coronation celebrations, which took place on the 7 May, and very regal they look too.

They have also been busy with other creations.

The main photo shows Jane with the craft group, with the other showing some of their work.



Dambusters 80th Anniversary

By Danny Rankin

Buchan Gardens held a special night for the 80th Anniversary of the Dambusters.

Danny Rankin set up a small exhibition of models, posters, photographs and other memorabilia. Danny dressed up in period pilot uniform to add to the display.

Many residents, friends and family came to see the exhibition. A friend of Danny's brought an original radio that came from a Lancaster bomber. The same would have been used on the actual raid.

After everyone had had a look at the exhibits, and asked many questions, a brand new, remastered DVD was shown of the 1950's 'The Dam Busters' film featuring Richard Todd and Michael Redgrave. After the film, we all retired to have some snacks and some 'refreshments'. A great night was had by all.

A word from the Editorial Team:

This looked a really interesting exhibition and a lot of thought and hard work put in to make this interesting and entertaining. What Danny did not mention was that he built the model Lancaster aircraft. He also told me that the uniforms (not the one that he is wearing in the photo) were actually his when he was in the RAF.



Coffee and Cakes at Buchan Gardens

By Danny Rankin

After the Covid lockdown was lifted, we decided to have a coffee morning at Buchan Gardens to welcome back our residents into the fold again.

The idea was to give everyone a chance to get back together and make friends all over again.

The coffee morning turned out to be a great success and the numbers attending have grown over the following weeks and months. We regularly have 14 - 15 attending starting at 10:00 and going on until after lunchtime.

There can be 3 - 4 different discussions going on at one time. It must be said, we always put the world to rights each week. We all have a great time and look forward to it every week.



Coffee Mornings with Etta at Croft-an-Righ

Tenants at Croft-an-Righ love when they get a visit from Etta to their coffee mornings.

Etta is the church elder from Canongate Church and visits Croft-an-Righ on a regular basis, as well as attending the church service at Croft-an-Righ on a monthly basis.

She comes along to some of the regular coffee mornings organised by Jackie Baillie. Madge, Betty and Pat help Jackie organise things on the day.

Etta sometimes brings along her amazing homemade pancakes and homemade jam and the tenants have a lovely feast along with a good chance to meet up with their neighbours, old and new.



Hilda Celebrates Her 99th Birthday By Hilda Millar

My 99th birthday was in June. I have lived at Croft-An-Righ for the past 32 years and initially lived in a 1 bedroom flat in block 10 and then 11 years later moved to a 2 bedroom 2nd floor flat overlooking Malus Court. Malus Court is looked upon as the heart of the complex, through which neighbours walk to reach their flats, each flat over-looking one of six gardens within Croft-An-Righ. Many summer afternoons and early evenings have been spent there with neighbours.

Since retiring, I have continued to exercise every day, mainly by walking. Neighbours remark on my daily walks next door to the Abbey Strand Garden and the Parliament Ponds. Bella, a neighbour's dog (a beagle), often comes with me on my daily walk where I can watch Bella run after her ball and usually catch it in mid-air.

I was the social club secretary at Croft-An-Righ for 15 years and during that time I probably got to know neighbours readily, especially by running a 'Bonus Ball' and this benefited our social activities.

I find a smile goes a long way in breaking the ice with new people, and have been very happy living with neighbours who become friends.



Spotlight On Old Farm Court

Old Farm Court in Colinton is one of our bigger sheltered complexes. During a recent visit, I discovered there was lots going on and thought I would share it with you.

You may see something that you would like to try in your area and if you do speak to your coordinator, if you are on a staffed site, or your housing officer, if you are on an unstaffed site, and they will be happy to help you.

Eating your greens is never a chore for some tenants of Old Farm Court.

In quiet corners of the beautiful grounds, vegetable gardeners carefully sprout seeds in their early stages. Once established, every kind of healthy vegetable can be found doing well, including onions, leeks, kale, carrots, cauliflowers, cabbages, peas, lettuce and beetroot.

In several greenhouses of different sizes, tomatoes reach for the light, (bright red 'Moneymakers' are the best) and in low outdoor beds strawberries nestle in straw under netting that keeps hungry birds at bay. Soft fruit like gooseberries and blueberries do well in tubs. The hard work of weeding has to be done, but taking home bunches of greens for the soup pot seems to make it all worthwhile. The happy gardeners don't see it as work at all, and are very grateful for the opportunity to pursue one of their favourite retirement activities.

Here are some photos of that lovely produce growing in the grounds at Old Farm Court.



Brunch Time is Every Saturday

The breakfast club has been in existence for several years at Old Farm Court (except during COVID of course).

Between 10am and 12 noon on a Saturday you can get a full breakfast of sausage, black pudding, bacon and an egg, with either a roll or toast and tea or coffee for just £3.50 – great value for money I would say. If you prefer you can just have a filled roll.

The tenants do a great job of cooking everyone breakfast and regardless of your choice you will get good company and a laugh.



The Magic Tree

CHILDREN love to say that there's a magic tree at Old Farm Court, a secret place where wonderful things happen if you are very quiet and good.

Dotted around the base of the tree, and climbing up its sides, are sparkly jewels, painted stones, tiny brooms and bird boxes, woven things, fairies, gnomes and painted smiles. Things just appear, and people of all ages follow. They gather on the seat nearby. They share stories, memories, poems and songs, and they remember past visitors who have since passed on.

"I love this quiet part of the garden" she says. "It's where I relax, chill, become inspired and rejuvenate. Before we came back to Scotland I felt the Pentlands calling me. Sitting in this spot that has become important to so many residents, children and others, we all feel that sense of

magic that comes with a feeling of home, of sharing, being helpful and peaceful towards people."



Central to this lovely place is Lisa Khodjet-Kesba, from Leicester. A clever girl of many talents, Lisa moved to the complex three years ago with her Algerian husband, Mustapha and two sons, Ibraheem and Moussa. The family came to show support for Lisa's family and act as primary carer for her father.

Poetess, guitarist, singer and songwriter, Lisa sums up the specialness of the children's magic tree. We include her poem about the Pentlands below.

And there is more...

There is lots more going on at Old Farm Court including bingo, bowls, a monthly coffee morning organised by the Coordinator, knitting and crochet club and they even had a garden party in July.

The Pentlands

By Lisa Khodjet-Kesba

Oh the Pentlands the Pentlands are calling me home
To the place o' ma birth.
Tae the sight o' Old Reekie, where my mum and dad lived
And the wild flowing Firth

It's time tae go home now, no need to stay awa,
When yer hert's startin' tae flaw.
Oh, the Pentlands, the Pentlands, are callin' me home
To the place where I belong.

I remember the days when my dad took us strollin'
In the tunnel through the Dell.
I was feart for ma life, thought a train wid come thru.
But they wernae runnin' anymore.

Didnae stop me from worryin' as I was a wee lass,
Wi' a mind as big as Glencoe Pass
It's time tae go home now, no need to stay awa,
When yer hert's startin' tae flaw.

Oh, the Pentlands, the Pentlands, are callin' me home
To the place where I belong.
Oh the spark in ma hert when we reached Spylaw Park
And the flour mill right over near it.
On our way to the hills and the peace that lay ahead,
Through the valleys and peaks were led.

For those memories will stay in my hert forever more
'Cause my home will never show me the door.

It's time tae go home now, no need to stay awa,
When yer hert's startin' tae flaw.
Oh, the Penlands, the Pentlands, are callin' me home
To the place where I belong.



A Right Royal Quiz

Your Chance to win a £25 shopping voucher

Hazel Massie from Kilravock has provided a challenging quiz based around past Kings and Queens. Just enter your answers on the next page and send to us no later than 30th September. The winner will be person with highest score or if there is a tie the winner will be pulled from the hat.

- | | |
|---|--|
| 1. Name the six wives of Henry VIII
(1 point for each correct answer) | 9. Where did Victoria spend the majority of her time after Albert died and where she herself died? (1 point) |
| 2. Name the two wives of Henry VIII who were beheaded
(1 point for each correct answer) | 10. Which breed of dog did Victoria keep during her reign? (1 point) |
| 3. What was the order of rule of Henry's three children?
(1 point for each correct answer) | 11. What year was Queen Elizabeth II born? (1 point) |
| 4. What year did Henry die? (1 point) | 12. What are the names of her children and the years they were born?
(1 point for each correct answer) |
| 5. Which of Henry's wives outlived the others? (1 point) | 13. When is thought to be the only time the Queen cried in public? (1 point) |
| 6. What year was Queen Victoria crowned?
(1 point) | 14. Where do the royal family attend church on Christmas Day? (1 point) |
| 7. What year did Queen Victoria get married? (1 point) | 15. How many grandchildren did Queen Elizabeth and Prince Philip have? (1 point) |
| 8. How many children did Victoria and Albert have? (1 point) | |

A Right Royal Quiz

Send your answers to

Heather Jeffrie,
4 South Oswald Road,
Edinburgh
EH9 2HG

or email **newspoint@viewpoint.org.uk**

Name: _____

Telephone: _____

Address: _____

1. (1 point for each correct answer)

2. (1 point for each correct answer)

3. (1 point for each correct answer)

4. (1 point)

5. (1 point)

6. (1 point)

7. (1 point)

8. (1 point)

9. (1 point)

10. (1 point)

11. (1 point)

12. (1 point for each correct answer)

Name

Year of Birth

13. (1 point)

14. (1 point)

15. (1 point)

