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Win a £25 shopping voucher in our quiz

## **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

#### **Easter Opening Hours**

Our offices at 4 South Oswald Road will be closed on 29th March 2024 and 1st April 2024. Our on-site staff will be available on both of these days.

Our offices are closed on Thursday 28th March for our staff conference. There will be no on-site staff on that day and if you have an emergency please contact by using your pull cord or by phoning the number on the right.

If you have an emergency during this time tenants in sheltered and alarmed housing are still able to contact Telecare by using their pull cords.

Our out of hours emergency service can be contacted by all tenants on 0345 604 4686

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# Spring Edition of Newspoint



Spring is finally here, bringing with it a burst of energy that we all love. It is like a breath of fresh air after the wet and dark winter months. We love to see everything start to come alive again – flowers blooming, birds chirping and lighter brighter nights – it is like hitting the reset button.

And spring also sees a new issue of our Newsletter, and in this edition we have tried to provide information on issues that matter to you.

Tap Into IT launch their new timetable and is well worth considering attending some sessions to brush up on your IT skills or just get some confidence in doing 'stuff' online.

Scams remain a sad, but prominent, feature in our society and in this issue we look at postal scams and how to avoid them.

Domestic Abuse is something that not many of us

We love to see everything start to come alive again – flowers blooming, birds chirping and lighter brighter nights – it is like hitting the reset button

talk openly about and in this issue we have highlighted the main telephone numbers (and websites) where you can get help and advice on this if you need it. As always, we have information on what you have been up to around our houses.

We do hope you enjoy this issue and if you have any comments on this, or suggestions for future issues then please do get in touch. Telephone Heather on 0131662 5142 or email newspoint@viewpoint.org.uk

Best Wishes,

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

## You said we did

#### Lift Chairs

Tenants at Maidencraig asked for a seat to be put in the lift as it was not always easy for some tenants to stand for any length of time.



We could not put in an ordinary chair as this was a fire hazard and we were considering a small metal stool. However we managed to get proper lift chairs installed in the lift at Maidencraig and in other properties that needed this.

#### **New Signs**

For those of you who have visitied Gillespie Crescent you will know that there are three blocks.

Tenants felt that the signage was not clear about which block was which and asked for new signs to make this easier for visitors, contractors, delivery drivers etc. to know where they are going.

We have installed new signage at Gillespie making the numbering of the blocks clearer.



#### Some of Our Plans for 2024/25

By Heather Jeffrie, Tenant Participation and Communications Coordinator

know I rabble on about tenant participation a lot – maybe it is because it is my job but mostly because I think it's important that you, our tenants, have an opportunity to be involved in the services that affect you, in a way that you wish to be involved.

Not everyone wants to actively take part and that is perfectly fine, but for those of you that do there are plenty of opportunities for you.

Below are some of the tenant participation activities that we already have planned for the coming year. If you would like to be involved in any of these please get in touch with me by phoning 0131 662 5142 or by emailing tp@viewpoint.org.uk.



Topic	Dates	
Rent Consultation	December 2024 – January 2025	
Performance Report for Tenants	By 31 October 2024	
Local Meetings	You will get an invite for the meetings being held in your complex	
Tenant Review of Guest Rooms	Starting April/May 2024 and will take place over the year	
Tenant Involvement in Recruitment Policy Review	June 2024	

## **Fitness Classes**

#### An opportunity for your complex

I often get asked about exercise classes at our sheltered housing complexes.

FIT Scotland are an organisation that may be able to help. The staff who work there were previously personal trainers, physiotherapists or health care staff. They can come to your complex and host classes in the lounge.

John, from FIT Scotland, told me that classes are fun and suitable for everyone as each exercise is adapted to your needs e.g. seated versions if that is what you need.

Each class costs £50, regardless of how many people attend – if five people attend then you would have to pay £10 each but if there were 10 of you then you would only have to pay £5 each.

FIT Scotland can come and do a free taster session, and give you more information, at your complex. If you are interested contact Heather on 0131 662 5142 or email newspoint@viewpoint.org. uk.

Please note that if you decide to book classes at your complex then you would need to pay FIT Scotland directly as Viewpoint are not able to take the financial responsibility for this as we are not entering into a contract on your behalf.



# Craft Café Spring Exhibition

2024

Come and join us at Craft Café (at the Old Chapel) for a celebration of creativity and art from the past year. There will be music, refreshments, and greeting cards for sale.

#### **Opening Week Dates and Times:**

Tuesday, 9th April to Thursday, 11th April 2024 10am-12pm & 1:30pm-4pm (Craft Café will be running as usual)

**Saturday, 13th April 2024** 9:30am — 4:30pm

#### Visiting the Exhibition:

Regular visitors can sign into the care homes as usual. New visitors can access the exhibition via the Craft Café entrance at 7 Oswald Road, Edinburgh, EH9 2HE.

#### **Contact:**

Any questions please contact Sarah Derron at sarah.derron@impactarts.co.uk or call 07585 130 068





## Rent & Service Changes **Agreed for 2024/2025**

Thanks to all of you who provided feedback as part of our rent and service charge consultation at the end of last year and earlier this year.

At Viewpoint's Board Meeting on the 21 February 2024, consideration was given by the Board to the responses provided to the questions asked and all other feedback received, plus other financial information provided by the Association.

The proposal was to apply a:

- 6.7% increase to rent charges
- 6.7% increase to laundry facilities, common area expenses and landscaping charges
- 5% increase to housing support charges
- 9.25% increase to central heating or central heating and hot water charges

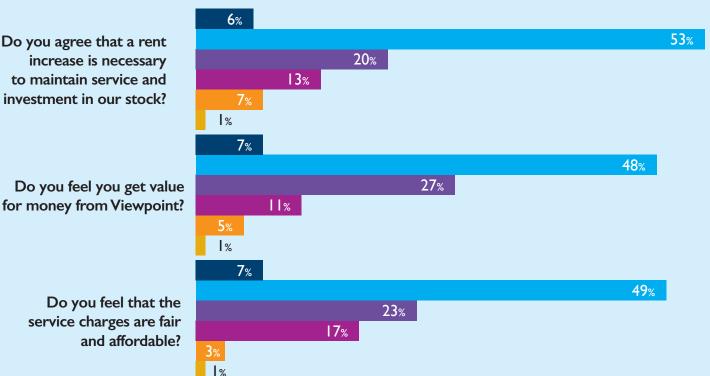
The Board approved the proposal and the changes will take effect from I April 2024. By the time you read this, you will have received your letter advising what your rent and service charges will be for the coming year.

215 surveys were completed (16.94% return) and a full report provided to Viewpoint's Board in February. The report is available on our website and if you wish a printed copy please contact us and we will send one to you.

Below is the feedback from the questions we asked



Do you agree that a rent increase is necessary to maintain service and investment in our stock?



Do you feel that the service charges are fair and affordable?

#### Do you need any help, advice or assistance?

We fully appreciate that the cost of living crisis is of a great concern to you all. We want to make sure that you know where to ask for help and advice. Listed below are some services and contact details, however if this does not meet your needs then please ask and we will see if we can help you. That may mean making you aware of, or assisting you, to contact other services

#### Your Rent Increase Letter

If you have any queries regarding your rent increase letter then please do not hesitate to call us on 0131 668 4247 (Option 2) for advice.

#### Welfare Benefits Service

If you would like any help to see if you are entitled to any welfare benefits, or if you would like help to apply for benefits you can contact our Welfare Benefits Officer, Eleanor Eccles by

- Telephone: 0131 662 5144;
- Email: eleanor.eccles@viewpoint.org.uk; or
- Speak to any member of staff and they will ask Eleanor to contact you.

#### **Debt Advice Service**

We also work in partnership with other housing associations to access the services of a debt advisor. Referrals can be made through your Housing Officer or by contacting Eleanor Eccles (Welfare Benefits Officer).

#### **Energy Advice Service**

Viewpoint, in partnership with other housing associations, have access to energy advice services and you can either

- Email energy@harbour.scot; or
- Speak to any member of staff who will help you to refer to the service for advice.

#### **Foodbanks**

If you are struggling financially then you can get some help with food from foodbanks.

Some foodbanks have a referral system and others you can self-refer. You can find out more details about your nearest foodbank you can find the information online. If you are unable to access this information on line or would like more information about referrals you can either speak to your coordinator or telephone our main office on 0131 668 4247 (option2) where one of our housing advisors will be happy to help you.

#### Edinburgh

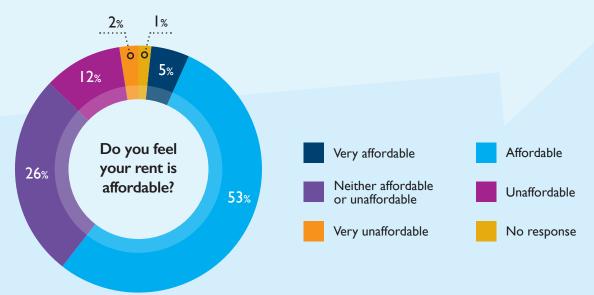
www.edinburgh.gov.uk/cost-living/food-bank-information

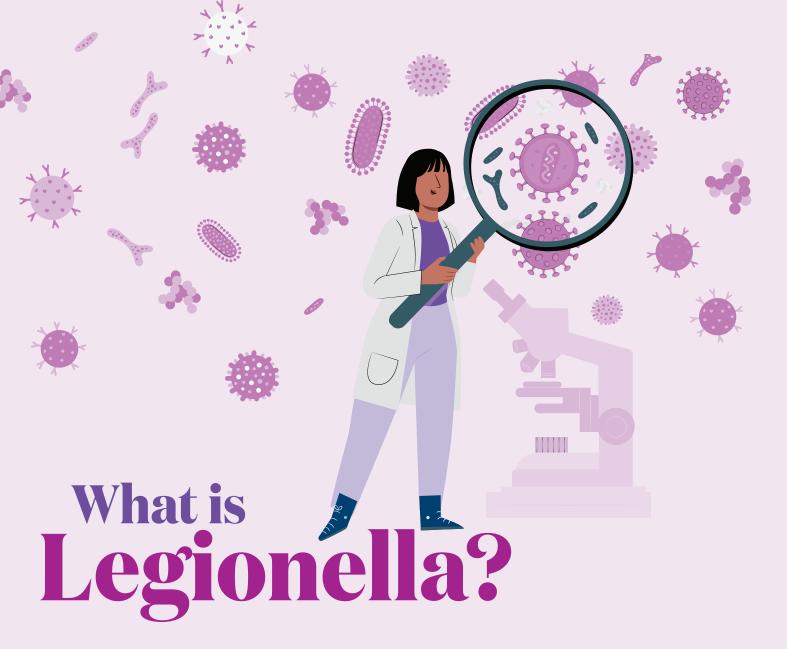
#### Fife

www.fife.gov.uk/kb/docs/articles/benefits-and-money-advice/food-banks/access-to-food-locations
Midlothian

www.midlothian.gov.uk/info/200301/cost\_of\_living East Lothian

www.eastlothian.gov.uk/info/210634/covid-19/12506/food\_resources\_in\_east\_lothian





egionella is a type of bacteria commonly found in water. This bacteria is therefore also present in the artificial water systems in our homes, such as showerheads, taps, hot water tanks and heaters.

It can become a health issue when it grows and spreads within these man-made systems. Legionnaires' disease is a lung infection you can get from breathing in small droplets of water containing the legionella bacteria.

#### What is the risk of catching legionnaires disease?

Catching Legionnaires disease in your home is rare. Most incidents of the disease are caught from systems such as air conditioning, cooling towers or spa pools.

However, there is a possibility that when certain conditions exist in the home it can increase the risk. Lukewarm water between 20 - 45°C is a suitable breeding ground for bacteria to grow. Water that is still for long periods of time - stagnant water – also increases the chances of the legionella bacteria multiplying.

Legionnaires' disease is not infectious – this means it cannot be passed from person to person. Those more susceptible to the disease include those in the age range of 45 and above.

#### What actions reduce the risk?

Simply put - it is important to make sure that the hot water in the system remains hot; the cold water is kept cold; and the water is kept circulated.

#### What can you do?



Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.



Clean the showerhead periodically, descale and disinfect it. This should be done at least every six months. Legionella can grow and multiply on grime, scale, algae and rust.



If you are not using showers or taps regularly, or if your home has been lying empty for at least a week, for example, if you have been on holiday, you should make sure you flush the water from the system. Flush the shower and taps by running them for at least two minutes, beginning with the sink taps. You must do both hot and cold taps. Keep as far out of the way as possible whilst this is being done.



When turning taps on, turn them on slowly so that you do not splash water, as this might release water droplets into the air.



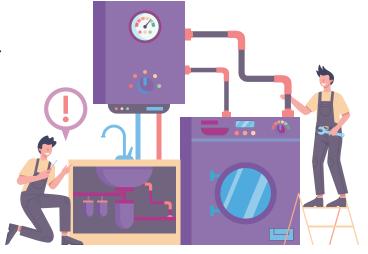
When flushing showers, remove the shower head and lower the hose into the bath. If you are unable to remove the head, wrap it in a towel or facecloth to make sure there is no spray that you could inhale.

#### Please let us know if:

- The cold water is still running warm after you have initially run off any water, which may have accumulated in the pipes. It should not be above 20°C.
- There are any problems, debris or discolouration in the water.
- The boiler or hot water tanks are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has been run for one minute.

#### What is Viewpoint doing?

Viewpoint regularly monitor and inspect the communal parts of certain buildings to make sure water systems are clean and the water is safe to use. We do not check the water within your home; please follow this advice to keep the water in your home safe.





#### ...but maybe you should - read on.

Whether you like it or not being online is now a big part of everyone's life. We really need to be able to use our smart phones, tablets or laptops to their full advantage. If we don't then we risk getting left behind.

We want you to be able to do what you need and want to do.

#### Living in Edinburgh and the Lothians

Over the coming year we will continue to work with Tap Into IT, a social enterprise offering support to our tenants to get online and do what they need and want to do. This service is free to all our tenants and those that live with them.

From April to June 2024 Tap Into IT will be at the locations shown in the table on the oposite page.

#### Get to grips with online tasks

It's getting harder to contact organisations by phone.

Find out how to expertly navigate websites of companies which provide essential services or leisure activities, and how to contact them when you need to.

Such services might include banks, mobile and broadband providers, gas and electricity suppliers, health and housing services, shopping or entertainment.

You'll discover how to:

- recognise the benefits of using company portals (websites) and how to find them
- register your accounts and create strong passwords
- navigate the portals to update your information and check billing
- contact providers to ask questions or make a complaint
- identify and avoid online risks

If you live in Edinburgh or the Lothians and in sheltered or an alarmed property, or if you are over 60 years old and live in one of our general needs properties you can attend any of these sessions as often as you wish.

If you need some additional assistance you can get some help on a one to one basis – just ask one of the Tap Into IT team or one of our staff.

Watch this space for where they will be from October to December 2024 and January to March 2025.

## Fife or are under 60 and live in Edinburgh or the Lothians

If you live in Fife or are under 60 and living in Edinburgh in one of our general needs properties and would like some support to help you online then contact Heather on 0131 662 5142 or email tp@viewpoint.org.uk.

#### No devide or WiFi

No smart phone, tablet or laptop but would love to give it a go? No worries - we have a few tablets and mobile WIFI connections that we can lend you for a few weeks and get you support you to get started. Contact Heather on 0131 662 5142 or 07554 389 180 or speak to one of the Tap Into IT team or any member of Viewpoint staff.



#### Weekly April to June 2024

Croft-an-Righ Abbeyhill 2pm - 4pm	Gillespie Crescent 47 Gillespie Crescent 10:30am - 12:30pm	Woodthorpe 26 Redford Road 2pm - 4pm	Inverard House 46 Inverleith Gardens 2pm - 4pm
Tuesday 9 April	Friday 12 April	Monday 13 May	Thursday 16 May
Tuesday 16 April	Friday 19 April	Monday 20 May	Thursday 23 May
Tuesday 23 April	Friday 26 April	Monday 27 May	Thursday 30 May
Tuesday 30 April	Friday 3May	Monday 3 June	Thursday 6 June
Tuesday 7 May	Friday 10 May	Monday 10 June	Thursday 13 June

Attendance is free to Viewpoint tenants and you can attend any date at any location. Please call or email if you would like more information.

Phone: 0131 228 5716

Mobile: 07762 982 509

Email: info@tapintoit.org.uk

www.tapintoit.org.uk





## **Be Postal Scam Aware**

We have talked about scams in Newspoint before, and have tended to focus on telephone scams, online scams and doorstep scams.

Did you know there are also people out there who do postal scams and the letters may actually have your address and your name on them? They make offers, or make fake claims to try to get you to pay money and/ or give your bank details.

AgeUK highlight some of these mail scams that you need to be aware of on their website at www.ageuk. org.uk/information-advice/money-legal/scams-fraud/postal-scams/ and these are listed below.

#### Lotteries or prize draws

These sometimes tell you that you have won a prize and you have not even entered a competition. The letter may look real and may ask you to pay an administration fee, buy a product or call a premium rate number to claim your winnings. Remember a genuine lottery will never ask you to pay a fee to collect your winnings.

#### Bills from companies you do not use

If you get a bill from a company and you are not sure if you have an account with them take steps to find out more. Find the company's contact details in the phone book or online and ask them directly. Do not use the contact numbers, email or web address on the letter.

#### How do I protect myself from postal scams?

- Do not respond to the letter. National Trading Standards Scams Team (NTSST) are asking that you send the letter with the envelope it came in (if possible) to FREEPOST. NTSST, MAIL MARSHALLS. This will help the team be aware of, and investigate, scams.
- Do not call any premium-rate phone lines.
   These numbers start with 09 and can cost you up to £4 per minute!

#### **Psychics and clairvoyants**

Who send you a letter claiming to have seen something in your future and asking for money to disclose this.

#### **Pyramid schemes**

You have all heard about them, they ask you to pay a fee or buy products and recruit family and friends to take part before you get a return on your investment.

#### Strangers who need help

Someone claiming that some hard luck has fallen on them e.g. needing money for an operation or have lost all their money through no fault of their own. These stories are fake.

#### **Unclaimed inheritance**

The letter will possibly be addressed to you saying someone has left you money in their will and asking for bank details and they may even mention genuine law firms with email, postal or web addresses that look genuine.

#### Advance fee fraud

The letter ask you to help transfer money out of another country in return for financial reward and may look official but they are not genuine.

#### Fake job offers

Usually an offer of work to do at home but you have to pay a registration fee – legitimate employment agencies will not charge a registration fee.

- If you are unsure, find the organisations details from an independent source – phone book or official website. Do not sure the contact details on the letter as they may have been set up by the scammer.
- Register with the Mailing Preference Service to reduce the amount of junk mail coming to your home. It will not stop them altogether so you still have to be careful. www.mpsonline.org.uk/consumer/ register
- If you are unsure and feeling a bit intimidated speak to your family or a friend before you do anything.

## **Understanding Domestic Abuse & Where to Get Help**

Domestic abuse is a serious issue that affects people everywhere, regardless of where they live or their background. Men as well as women can be victims of domestic abuse. It is a complex problem that goes beyond physical harm and includes emotional, psychological, sexual and financial abuse.

Physical Abuse: This is when one person hurts another physically, like hitting, burning, slapping, biting, punching etc. The impact is not just on the person physically but also on the persons emotions and mental well-being.

Emotional and Psychological Abuse: This involves the behaviour of one person making another feel worthless or controlled, such as constant criticism, isolation from friends and family, unreasonable demands for your attention etc.

Sexual Abuse: Non-consensual sexual activities, coercion, pressure to have unsafe sex of making unwanted sexual demands are examples of sexual abuse within intimate relationships.

Financial Abuse: Controlling money and resources is a tactic used to maintain power, including restricting access to money or sabotaging economic independence.

One big challenge with domestic abuse is the silence that surrounds it. Victims often feel afraid to speak out due to fear or shame.

We have laws and support systems in place to protect those affected by domestic abuse. Things like restraining orders, and emergency shelters offer immediate relief. There are public awareness campaigns that spread information about resourcing trying to ensure that victims of domestic abuse are aware of where to go for help. Families, friends, and community organisations also play a crucial role in helping to provide emotional support or resources or guidance.

#### Where To Get Help

You can go online to access information on websites, find out about local organisations that may be able to help, however you may not have internet access or want anyone to see your browsing history or even just prefer to talk to someone in person. You can:

- Contact Women's Aid on 0800 027 1234
   24 hours per day, 7 days per week.
- Freephone National Domestic abuse Helpline (run by Refuge) on 0808 2000 247. The line is free to call and is available 24 hours per day.
- Men can call the Men's Advice Line on 0808 8010 327, which is open Monday to Friday 10am to 8pm.
- Men can also call ManKind on 01823 334 244 (Monday to Friday 10am – 4pm)
- If you identify as LGBT+ you can call Galop on 0800 999 5428
- If you are being forced into marriage or to honour crimes you can call Karma Nirvana on 0800 5999 247 (Monday – Friday 9am – 5pm) or call the GOV.UK.Forced Marriage Unit on 0207 008 0151.
- Talk to you GP or other health professional.
- But remember in an emergency you can call 999



## Around Houses

### Christmas Decorations Competition; The Winners

Viewpoint's Christmas decoration competition for the common areas or lounges had not taken place since COVID, so it was great to hold our first competition in four years.

We had nine entries from different sites across Edinburgh and Fife.

We asked some of our care home residents to judge the competition and I understand that they really enjoyed looking at all the photographs and in making the final decision for the winners.









Clockwise from top left: Woodthorpe(I), Woodthorpe (2), Old Farm Court and Kilrayock

First prize went to Woodthorpe, with their stunning Christmas tree and winter display, as well as decorating the walls and tables for their Christmas party.

We had two runners up and they were:

Kilravock, who created this lovely decoration at the main entrance and decorated their lounge and the entrance at their front door.

Old Farm Court had two beautiful trees and a lovely jolly snowman to greet everyone.

### Buchan Gardens Enjoy Christmas Lunch at the Old Manor Hotel

By Danny Rankin

Buchan Gardens Tenants' Group held their annual Christmas Lunch on Saturday 16th December. This year we stepped up a gear and went to the Old Manor Hotel in Lundin Links. We were not disappointed. The venue was fantastic with a room dedicated to us. The seating was set out as one long table with enough room for everyone. The food was delicious and served by very professional staff. We agreed that this could be a contender for future Christmas Lunches. After the meal, we returned to our communal hall to watch the live final of Strictly Come Dancing. Most thought the best dancer won. Afterwards, we stayed until late with some 'beverages' and a good old natter. A great day was had by all.





### **Celebrations at Maidencraig**

Christmas got off to an early start at Maidencraig with their 'pre-Christmas coffee afternoon'.

One of the tenants had decided to resurrect the regular weekly social afternoons and tenants went along had tea, coffee and some delicious food and a chance to chat with neighbours.

Food looks great although by the time someone remembered to take a photo it was disappearing fast.

### Woodlands Nursery Sing for Tenants at Buchan Gardens

By Danny Rankin

On the 14 December, Buchan Gardens had some very special visitors. The children from our local Woodlands Nursery sang some Christmas songs for us. This is the first time since Covid and it was a welcome return of the children.

They sung quite a few Christmas songs and were excellent. We mentioned that Santa Claus might be in the area so they were asked to sing 'Jingle Bells'. They were told that maybe he couldn't hear them singing and asked them to sing louder. Boy, did they sing louder! John Muir, one of our residents, dressed up for the occasion. It was great to see the expression on their little faces when Santa walked in. Santa sat in his chair and had a wee word with the children asking what they wanted for Christmas. After a few requests, every child received a parcel and then they all sat down for some juice and crisps. As ever, a wonderful time was had by all. (Including the children.) Roll on next year.

## Kilravock Christmas Party

In advance of our party Billy, Steve and David, with the help of Fiona our Co-ordinator, decorated our common room and entrance hall and happily it led to us winning second prize in the Viewpoint competition.

Hazel, Pam and Yvonne organised the buffet which was enjoyed by our residents who included some of our newer residents, giving them the opportunity to meet up socially. As our common room is a funny shape it is difficult to get angles for good photographs. However, here are a few showing all those present.





Remembering the Heroes:

## Celebrating 80 years since 'Operation Jericho'

n Buchan Gardens on Saturday 17 February residents gathered to remember the brave people of 'Operation Jericho'. It was the 80 year anniversay of their courageous mission, and we wanted to take time to remember this.

We started the evening by looking at models of Mosquito planes and pictures from the mission. Then, we watched a short movie about the mission, which told us about the challenges the brave people faced and paid specific tribute to Flt. Lt. Alan "Bill" Broadley DSO DFC DFM and his pilot, Grp. Cpt. Percy Charles Pickard DSO\*\* DFC who lost their lives during the mission.

The music of Glenn Miller was played during the exhibition and after the films were shown, which created the music of that time.

We had a great turnout and everyone enjoyed themselves, chatting into the wee small hours. The photos show the exhibition and the model planes were made by Danny Rankin, one of the tenants. Danny also dressed up in Flt. Lt. Pilot uniform and sheepskin jacket of the period.

The young pilots who volunteered for this mission were the best Britain had to offer.

## Want to Knit and Natter?

## Don't Knit? Don't matter\*



#### Just come along for the chatter

If you would like to meet up with tenants from other areas and have a natter then contact Heather by telephone or text on 07554 389 180 or email tp@viewpoint.org.uk.

We have a wee bit of grant funding that we can assist with transport if required.

\*You can just bring along yourself or you can crochet, sew or do any crafting of your choice.

## The Page Turners Join our Online Book Club

A change to meet up with other tenants each month online (via Zoom) and discuss the book we read, but, more importantly, to have a laugh and a chat.

If you don't know how to use Zoom then we can get you some assistance so you can join in.

If you would like to join our online book club please contact Heather by telephone or text on 07554 389 180 or email tp@viewpoint.org.uk.



# Your chance to win a £25 shopping voucher

Just answer the following questions and send to Viewpoint by **Monday 29 April 2024**. The winner will be picked from a hat after the closing date.

I. Name the 7 dwarfs

7. How many members of the "brat pack" were there?

2. Name Santa's 9 reindeer

Name the members of the "brat pack"?

3. Name the 4 musketeers

- 9. How many furlongs are there in a mile?
- 4. How many Munroe's are there is Scotland?
- How many coins are there in legal British tender, and what are they?
- What are the 7 dog groups in Cruft's?
- 6. Name a dog breed starting with the letter Z?

Send your answers to
Heather Jeffrie,
4 South Oswald Road,
Edinburgh
EH9 2HG
or email newspoint@viewpoint.org.uk



## Please write your answers below

1.	Name the 7 dwarfs	6.	Name a dog breed starting with the letter Z?
2.	Name Santa's 9 reindeer	7.	How many members of the "brat pack" were there?
3.	Name the 4 musketeers	8.	Name the members of the "brat pack"?
4.	How many Munroe's are there is Scotland?	9.	How many furlongs are there in a mile?
<b>5.</b>	What are the 7 dog groups in Cruft's?	10.	How many coins are there in legal British tender, and what are they?
Nam Telep	e: ohone:	Addr	ress:



Spring 2024