

## G15 Pantry Cupboard Grand Opening

**Wednesday 2<sup>nd</sup> April at 12pm.  
Drumchapel Community Centre,  
320 Kinfauns Drive G15 7HA**



G15 Pantry Cupboard will be opening on Wednesday 2nd April at 12pm. Sign up for membership is available on the day or pop into G15 Thriving Places to sign up before the big day. £1.00 for yearly membership which you can then pay £3.50 per shop.

Contact G15 Thriving Places on 0141276 0560 ask for Tracy, Michelle or Ted to apply or ask for further information or send email to [hello@g15tp.scot](mailto:hello@g15tp.scot)



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### Contact Us

Pineview  
Housing Association  
5 Rozelle Avenue  
Drumchapel, Glasgow  
G15 7QR

T: 0141 944 3891

[mail@pineview.org.uk](mailto:mail@pineview.org.uk)

[www.pineview.org.uk](http://www.pineview.org.uk)

## Scheduled Office Closure

The staff team will be unavailable from  
17.00 on Thursday 17 April until 09.00 Tuesday 22 April - 17:00 on Tuesday 29 April until 09:00 Thursday 01 May - 16.00 on Friday 2 May until 09.00 Tuesday 6 May - 17.00 on Thursday 22 May until 09.00 Tuesday 27 May.

For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call **City Building on 0800 595 595.**

## Fancy a Cuppa and a Chat?

**Drop-in sessions on 2<sup>nd</sup> May and 15<sup>th</sup> May between 9.30am – 12.00noon**

**Why not come along and find out more about Pineview's Strategic Goals 2025-2028**

As we updated in previous [newsletters](#) and on the [Pineview website](#) the Association's Committee of Management and staff team have been reviewing the Association's strategy for the next three year period (2025/2026/2027). This review work has been ongoing over the last six months and has included the involvement of our customer forum; and requests for tenants and other stakeholders to give their input.

The new strategic goals replace the previous seven strategic objectives with the aim of developing a more concise and focused strategy.

The Strategic Goals for the next three years align well with our previous objectives in a more focused and easily identifiable way for all stakeholders. The strategic goals the Association wants to pursue and achieve over the period 2025-2028 are:

- **Satisfied people**
- **Sustainable Homes**
- **High Performance**
- **Connected Community**

As part of the review process the Committee determined that the Values of the Association were still current and should remain. Committee considered how the proposed four Goals would align with the Association's Values and found that they fitted well, which indicated that the approach was consistent with maintaining the Association's current values **CRIDD**:

**Community** – engaging, collaborating, and including

**Resilience** – continuously learning, developing, and adapting

**Integrity** – being open, honest, and fair

**Diligence** – working conscientiously and to a high standard

**Dignity** – treating everyone with respect and compassion

As updated in our Winter 2024 newsletter, the next stages of the review were to involve:

- Work to develop high priority and corporate wide projects to be explored and considered - complete.
- Stakeholder engagement on proposals - complete.
- Work to develop a strategic delivery plan, ready for April 2025 - complete.
- Updating of the Association's Business plan to reflect changes and for publication April 2025 – planned for April 2025.

We also advised that we would be arranging drop-in sessions at our office to discuss the strategy with anyone who would be interested in finding out more.

These are open sessions, and you can pop in at any time and for as long as you want.

Please come along and have a cuppa and a chat, find out more and share your thoughts.

If you are unable to make it along to either of the drop in sessions but are still interested in finding out more and/or sharing your views and ideas on the strategy, please contact our Director, Joyce, through our office 0141 944 3891 or [mail@pineview.org.uk](mailto:mail@pineview.org.uk).



The drop-in sessions will take place at our office,  
5 Rozelle Avenue, G15 7QR on:

**Friday 2<sup>nd</sup> May 2025 between 09.30 – 12.00**

**Thursday 15<sup>th</sup> May 2025 between 09.30 – 12.00**

### Easter Activities

At a recent community outreach meeting Glasgow City Council staff advised attendees that there will be specialist play sessions for families with children who have additional support needs.

Donald Dewar will be hosting other holiday activity sessions so make sure to get in touch.



**Glasgow life**

Additional Support Needs  
**Family Play Session**

Saturday 9.30-11.30  
Glasgow Club Donald Dewar

Sunday 10-12noon  
Tollcross International Swimming Centre

Sunday 2.00-4.00  
Glasgow Club Palace of Art

The Family Additional Support Needs Play sessions are perfect for children and families looking for a fun and safe way to explore being more active. With structured indoor activities such as circle games, story-telling and arts & crafts, there will also be a range of toys suitable for free play and role play!

**£2.50 Per Child - Booking via the Glasgow Club App or call your chosen venue directly**



**Glasgow life**

Additional Support Needs  
**Family Play Session**

Saturday 9.30-11.30am  
Glasgow Club Donald Dewar

Our new Family Additional Support Needs Play sessions are perfect for children and families looking for a fun and safe way to explore being more active.

As well as structured indoor activities such as circle games, story-telling and arts & crafts, there will also be a range of toys suitable for free play and role play!

Cost £2.50 per child (families and carers attend free of charge)

**Booking via the Glasgow Club App or call Glasgow Club Donald Dewar 276 0774**

## Pets at Home Free My Pet Pals Workshop

My Pet Pals workshops help to teach children how rewarding pets can be and how to care for them, making sure you and your children are all clued up on pet welfare and responsible pet ownership, you'll get a truly hands-on approach to pet care.

Kids will receive activity sheets, a My Pet Pals certificate, and there is a chance to meet some of our amazing animals...all for FREE!

Dates: Saturday 12<sup>th</sup> April till Saturday 19<sup>th</sup> April at 2pm, sessions will last 45 minutes and can be booked on their website: <https://community.petsathome.com/store/drumchapel/events/>

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## Wider action

### G15 Funding

Pineview has funded a recent project at G15 Youth Club to provide materials for their 'Girls Group' and to help tackle period poverty and education on self-presentation. We are looking forward to working with G15 again in the spring and summer to help fund more projects.

### Fortune Works

Fortune Works are currently building us some lovely planters to be put in the Cairnsmore area to help brighten up the streets and provide some bio-diversity.

### Energy Funding

The Association has facilitated the use of £118,462 of funding for our tenants over the past 2 years. That money has provided extra support in the form of various schemes – predominantly in the form of vouchers which have been used to help pay energy bills, clear outstanding debts and to purchase food during difficult times. We also decided, after consulting our Customer Forum, to open this support up to all tenants regardless of employment status. This decision was taken as we recognise that those in employment are often not included in support schemes despite often being a group who also struggle.

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## Repairs and Maintenance Services Update

### ➤ Bathroom Contract 2025/26

- Details of properties are being compiled for the bathroom renewal programme for the financial year 2025/2026. Once compiled all residents who are having their bathrooms replaced will be advised.

### ➤ Kitchen, Boiler and Radiators Replacements 2025/2026

- Details of all properties are being pulled together for the programme for 2025/2026. Once compiled all residents who are having any replacements will be advised.

### ➤ Roof Anchor Testing Contract

- This is due to take place in May 2025. This only affects properties with roof anchors and is to ensure these roofs can be worked on safely.

**➤ Gutter Cleaning**

- This is planned to start in October 2025, weather dependant.

## Electrical Inspections (EICRs)

<p>Pineview has an ongoing programme of carrying out legally required electrical inspections - Electrical Installation Condition Reports (EICR). The purpose of these inspections is to ensure all Pineview’s properties are compliant with electrical safety. These are carried out on a 5 year cycle. This can mean that items or practices that were deemed safe 5 years ago may no longer deemed safe and therefore require remedial work.</p>
<p>One area that we have become aware of over recent months has been the installation of downlighters, either by tenants or by someone they have employed. Any such alteration should not be carried out without receiving permission from Pineview beforehand. This is particularly important when it relates to the electrics in the property.</p>
<p>In recent cases our contractor has identified downlighters have been installed in a fashion that does not meet current standard of electrical safety. In these cases, the tenant has the option to either employ a qualified electrician to bring the downlighters up to the current standard or Pineview can arrange for our contractor to do the work and recharge the cost. Inappropriately installed downlighters are a serious fire risk in a home.</p>
<p>If you wish to discuss this matter further, please do not hesitate to contact the staff team at our office</p>

## Right to Repair, Alterations and Improvements

Pineview is committed to carrying out necessary repairs to ensure that your property remains wind and watertight and, in all aspects, reasonably fit for human habitation. During the full length of your tenancy with us, we will keep in repair the structure and exterior of the house. This includes any installations we have provided within the property or common areas.

Please be mindful, however, that Pineview does not take any responsibility for repairing damage caused by anyone living in or visiting your property. If Pineview decides to conduct a repair in any such circumstance on a discretionary

basis, the tenant will be recharged for the cost incurred.

If you are wanting to make any alterations to the house, fixtures or fittings you will need to complete an alteration and improvement form which you can request from the Association. This includes if you want to decorate the outside of the house or add an external structure such as a shed. We will respond within 28 days.

You must wait for permission to be granted before proceeding with any intended works. You will be responsible for any and all repairs and maintenance works relating to anything you as the tenant install. If you carry out any works

without our permission, we are entitled to restore the house to its original condition during or at the end of the tenancy. We are entitled to charge you for any such work.

If you have made any alterations or improvements with our permission, you may be entitled to a compensatory payment if the work you have done is a “qualifying improvement”.

This can be discussed when you come to end your tenancy.

If you would like further information, please see - [R:\Right to Compensation Leaflet.pdf](#) for the Scottish Government's leaflet “Right to Compensation for Improvements” which provides a general guide.

## Estates and Bulk

As part of our 2025-26 Estate Management Action Plan, we are keen to focus on the standard of close cleaning and the conditions of the estates overall, including improving the look of the estates by reducing litter, bulk items and cleanliness of the closes in general.

Going forward closes and estates will be inspected regularly each month and issues will be reported back and actioned, whether about the cleanliness of the close, estate repairs or uplifting of bulk items.

### Weekly Bulk Uplift Schedule:

Scheduled Uplift Day	Area
Monday	Cairnsmore and Broadholm
Tuesday	Pinewood
Friday	Waverley

We ask that you help us keep the estates clean by doing your part in keeping gardens tidy and any bulk items are reported to the office and put out for collecting the night before the designated day of collection. This will help maintain the condition of the estates and closes, reducing litter and generally improving the overall look and condition of the estates.

Pictures below of a recent new kitchen installation and some before and after pictures of our playpark areas:





## Performance

Below is a summary of 2024 -25 performance outcomes to 31 December 2024.

 <p><b>3.01 Hrs</b> (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 3.96 hrs</p>	 <p><b>3.43 Days</b> (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.95 Days</p>	 <p><b>94.36%</b> (Target &gt;96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 87.31%</p>
 <p><b>12.43 Days</b> (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 56.73 Days</p>	 <p><b>4 Days</b> (Target 5 Days)</p> <p>Average time to resolve <u>SPSO</u> stage 1 complaints</p> <p>Scottish Average: 5.11 Days</p>	 <p><b>100%</b> (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.29%</p>
 <p><b>5.66%</b> (Target &lt;6.50%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.74%</p>	 <p><b>100.37%</b> (Target &gt;96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.43%</p>	 <p><b>0.11%</b> (Target &lt;0.20%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.39%</p>

If you would like more information on our performance, please visit our website <https://www.pineview.org.uk/> or contact our staff team by telephone, email or visiting the office.

## Compliments and Complaints

It is encouraging when someone lets us know that they think we have done something well and it gives our team member(s) a nice boost.

Tenant said they are "very grateful for all the help of all the staff" with recent enquiries and specifically complimented Abby for always listening, and helping to find solutions to any repairs issue.

Tenant praised Andy and said he is a credit to Pineview and was a pleasure to have him in their house during a housing inspection.

Tenant complimented Gerry on his speed in dealing with an overgrown tree in their garden – They were "very happy with how quickly Gerry followed up with contractors to get it sorted".

We don't always get things right though! We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

We take any complaint about our service delivery very seriously, and always want to improve on anything we have not got quite right. Below is an example of how complaints help us develop and improve our service.

We record all our complaints and report on these anonymously to the Committee of Management every quarter. You can read our latest complaints performance report on our [website](#)

## Citizens Advice Bureau Advisor

Please remember that we offer Welfare Benefits Appointments on a Tuesday and Friday Morning at our office. Appointments can also be over the phone. Welfare Benefits Advisors can assist with a variety of issues from applying to Universal Credit for the first time, performing a benefit health check, assisting with moving on to Pension Credit and many more scenarios.

Please also note that you can contact Citizens Advice directly for an appointment if you are unable to attend our set times.

For the previous quarter (1.10.24 – 31.12.24) we had a total of 75 appointments available. 69 of these were booked which shows an uptake of 90%, however, only 60 appointments were attended. This still shows that 80% of available appointments were used, however, we would ask that you contact us if you are unable to make your appointment, even if it is on the day as we may be able to help someone else in need.

As an example, we recently had great success with one of our tenants who came in for some assistance moving on to Pension Credit. A benefit health check was performed, and it was discovered that this tenant has been paying a shortfall on her rent for several years when she was actually entitled to have her full rent covered by Universal Credit. She is now awaiting a backdated payment of this overpayment.

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Drumchapel Citizens Advice Bureau can provide free and confidential support to tenants who need assistance with their eVisa or other immigration-related issues.

What is an eVisa?

An eVisa is an online record of a person's immigration status and permission to stay in the UK. It allows individuals to:

- Travel to the UK and prove their status at the border
- Access their eVisa through a UKVI account

How Can CAB Help?

Our trained advisers can assist tenants with:

- Applying for Settled and Pre-Settled Status
- Visa support, including renewals and expiry advice
- British citizenship applications
- Claiming benefits (for those eligible)
- Employment rights and working in the UK
- Discrimination and legal aid referrals
- 

If you need eVisa or immigration support, Pineview can refer you directly to CAB or you can contact them on:

- Call: 0141 944 2612
- Email: [bureau@drumchapelcab.casonline.org.uk](mailto:bureau@drumchapelcab.casonline.org.uk)
- Visit: 195C Drumry Road East, Glasgow, G15 8NS



## Allocations - our latest property re-let trend for 2024/25

We have currently re-let a total of 28 properties during the period from April 2024. The most common property type we have re-let is 2-bedroom properties with 23 re-lets. The other most common property type to be re-let is 1 bedroom properties with 4 being re-let. During the same year, the biggest property we have re-let is a 3 bedroom with only one of this size re-let.



Relets have decreased in comparison to previous years. For example, in 2023/24 we re-let 36 properties and the biggest property we re-let during that time was also one 3-bedroom property. Despite the high demand we have for our properties, we have a very low turnover rate, with larger properties of 4 or 5 beds being very rarely available for re-let.

We will update on our annual relet figures (April 2024 – March 2025) in our next newsletter.

## Household details

### Termination of Tenancy

We would kindly remind tenants that if they wish to terminate their tenancy that they are required to complete a Termination of Tenancy form. This form gives us the 28 days' notice required in line with your tenancy agreement and allows us to liaise with you to end your tenancy well.

### Update of Household Members

We would also kindly like to ask tenants that you advise us of any proposed change of household members this could be someone leaving your home or moving in with you if these circumstances apply, please contact us and fill out a permission to reside form to allow us to update household details. Failure to update us will affect the ability of individuals who later may seek to succeed to the tenancy or take it over as an assignment. In order to grant such changes, we must have been notified and aware of the person living in the property on a full time basis for at least 1 full year previously.

### Contact Details

General contact details should be up to date and changes notified to Pineview – this can be done via our contact us form on our [website](#) or call us on 0141 944 3891 or visit our office to advise a member of staff.



## Customer Forum

The Customer Forum is looking to get more tenants, residents and service users involved in their essential work with Pineview. The Forum are instrumental in shaping customer services at Pineview Housing Association and they are keen to have the input of more people. The Forum has changed the night of their meetings to see if this could possibly suit more people and encourage more people to get involved. Meetings will now take place on the 2<sup>nd</sup> Tuesday of each month at 6pm. Meetings currently arranged: -

**Tuesday 8 April 2025,**

**Tuesday 13 May 2025,**

**Tuesday 10 June 2025**



If you are interested, why not come along to a meeting to try it out. The meetings are being held in Pineview's offices at 5 Rozelle Avenue, G15 7QR, and you can also join by Microsoft Teams if this is more convenient for you.

If you would like more information before attending, please contact Robert or Ben at the office by telephone 0141 944 3891 or by e-mail to [r.reid@pineview.org.uk](mailto:r.reid@pineview.org.uk) or [b.keenan@pineview.org.uk](mailto:b.keenan@pineview.org.uk)

## Chartered Institute of Housing Qualification Success for Jess!

Hi, my name is Jessica Cunningham, and I have worked at Pineview Housing Association as a housing assistant for almost two years come May 2025.

I am pleased to announce that I have passed my Chartered Institute of Housing Qualification Level 3 in Housing Practice. I started the 11-month online course in April 2024, which has helped me gain knowledge and understanding of a range of key areas in delivering Housing services. I had no previous experience of housing before joining Pineview, this course has really helped me to develop my skills in my role and enhance my learning experience in housing.

I have really enjoyed the course and hope this will develop my professional development in the future.



## Stay Safe Online

Here's five useful tips from the National Cyber Security Centre to protect your information and stay safe online.

### 1. Protect your e-mail using a strong and different password

If you use the same password for e.g. your e-mail account, online banking and social media, cyber criminals will only need the one password to access them all. E-mail accounts need to be protected because access to your e-mail account can allow all your other passwords to be reset through it. A cyber criminal can then get access to those other accounts. Try and use different passwords for all your important accounts.

### 2. Install the latest software and app updates

Updates can include protection from viruses and other online threats, not just new features. Do not ignore updates and install them to your device as soon as they are available. Try and turn on automatic updates in your device settings, which means you will not need to remember to apply updates.

### 3. Turn on two-step verification to access your important accounts

Two-step verification means that access to your account requires not just a password but a second "step" e.g. a code sent by text, your fingerprint or face scan. Even if a cyber criminal knows your password, they cannot complete the second step to get access to your account. It also means that if the second step is sent by text, you will know someone is trying to access your account because you will receive the code by text.

### 4. Back up your information

A back-up is a copy of your important information that's stored in a separate and safe location. Once you make a back-up, you can restore any lost information from the back-up. This can be useful if you lose or break your device containing the information. There are different back-up solutions available, from copying information to a memory stick to saving it to the cloud. The cloud can be set up in a way that your information is automatically saved, which means you will not need to remember to do it.

### 5. Use three random words as your password

Weak passwords can be cracked by cyber criminals in seconds. The longer and less easy to guess your password is, the harder it is to crack. A good way to make your password difficult to crack is to join three or more random words together that do not make sense e.g. "chocolate", "triangle" and "football". Avoid easy to guess passwords, like "password", your birthday or the names of your pets, favourite football team or loved ones.



## Repair Satisfaction – Your Feedback Matters

Have you recently had a repair carried out to your home? If so, we would love to hear from you.

At Pineview, we are committed to delivering an efficient and high-quality repairs and maintenance service, but in order for us to achieve this, we require feedback from our tenants.

By providing your feedback, it allows us to monitor our customer satisfaction levels and identify areas where we are performing well or areas that require improvement.

Upon completion of repairs, we send text messages to tenants containing a link to our repair satisfaction survey. We would very grateful if you could spare a few minutes to complete the survey.

Alternatively, if you would prefer to speak to us, you can telephone the office on 0141 944 3891 or pop in to the office to speak with a member of staff. We look forward to receiving your feedback.

## IMPORTANT UPDATE - Rent Consultation 25/26 Rent Increase

As you will be aware from our recent Rent Consultation, the Management Committee approved a rent increase of 4.5% for 2025/2026.

The rent increase will apply from the 1<sup>st</sup> of April and all tenants have been issued with Rent Increase Letters confirming their new rent amounts.

It's very important that our tenants take action to update payment methods to reflect the rent increase – see below for details:

### What do I need to do?

- If you receive Housing Benefit and this is paid directly to Pineview we have advised Glasgow City Council of this change.
- If you pay by Standing Order, you will need to inform your bank at the start of March to increase your payment which is due to be paid on or before 28th March 2025 and monthly thereafter.
- If you are in receipt of Universal Credit and this is paid directly to Pineview, you must ensure that you notify the Department of Work and Pensions (DWP) **on, or as soon as you can after 01 April 2025**. You can do this through your online journal or by contacting them directly. It is important that you do this as it will affect the amount of rent being paid to Pineview if you fail to action it on time.
- If your Housing Benefit or the housing element of Universal Credit is paid directly to you, then you must advise Glasgow City Council (for Housing Benefit) and the DWP (for the housing element of Universal Credit) of the change to your rent charge.
- If you have an existing Direct Debit in place to pay your rent, we have updated Allpay to amend your payments by the changed amount.

We understand this can be uncertain for some tenants, so please do not hesitate to contact us if you have any questions or require assistance.



## Rent Notice Queries with Scottish Government Update

You will remember from a previous news story in January 2024 that Pineview was querying with the Scottish Government about rent increase notice processes. Our website has these details for anyone wanting to refresh their memory:

[24 January 2024 news story](#)

[27 March 2025 news story](#)

We hoped that this issue would be resolved with the 2024 housing bill, but unfortunately it has not. We continued to pursue the Scottish Government and provided updates as things developed (as per copy correspondence on our website).

However, we now believe it is wasteful to simply continue a back and forth correspondence as it appears clear that the Scottish Government does not want to consider our suggestions to improve the provisions of the Housing Bill. It appears that the Scottish Government is content, and therefore complicit, in accepting that many landlords may not be serving rent increase notices validly and therefore not meeting their legislative requirement.

Please be assured that Pineview will continue to ensure that any rent increase notices we issue to our tenants will be validly served.

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## Strapline, Mission, Vision and Values

### What are Pineview's Vision, Mission and Values?

**Strapline:** Pineview Housing Association – Putting People 1<sup>st</sup>.

**Vision:** To be a leading social landlord in Scotland.

**Mission:** To provide quality affordable homes and deliver excellent service through listening to and engaging with our customers.

**Our Values – CRIDD:** The values that our staff and Committee members are expected to adhere to at all times:

**Community** – engaging, collaborating, and including.

**Resilience** – continuously learning, developing, and adapting.

**Integrity** – being open, honest, and fair.

**Diligence** – working conscientiously and to a high standard.

**Dignity** – treating everyone with respect and compassion.

The Association is committed to our vision, mission and values. If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve. Please contact Joyce through our office on 0141 944 3891 or send an email to [mail@pineview.org.uk](mailto:mail@pineview.org.uk).

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## Committee of Management

We keep our website updated so customers can see who makes up our Committee of Management.

The Agendas and Minutes of committee meetings are also uploaded to our website - [Committee of Management information](#) .

If you would like to know more, consider getting involved, or give us some feedback about our committee meeting minutes please contact us and ask to speak with Joyce. Tel 0141 944 3891 or [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

## Business Plan

Our business plan is made publicly available on our website for all our customers.

The update planner details when each section of the business plan is scheduled to be updated - [Business Plan](#).

If you would like more information on this, please contact us and ask to speak with Joyce. Tel 0141 944 3891 or [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

## You can contact us or keep updated with our news in several ways:

Telephone: 0141 944 3891

E-mail: [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

Website: [www.pineview.org.uk](http://www.pineview.org.uk)

**Our standard working hours are:**

**Monday – Thursday 9.00am until 5.00pm**

**Friday 9.00am – 4.00pm**



## Useful Contacts

National Gas Emergency Service	0800 111 999
Police Scotland	101
Emergency Services	999
Women's Aid	0800 027 1234 <a href="https://womensaid.scot/contact/">https://womensaid.scot/contact/</a>
NHS 24	111 <a href="https://www.nhs24.scot/">https://www.nhs24.scot/</a>
Samaritans	116 123 <a href="https://www.samaritans.org/samaritans-in-scotland/">https://www.samaritans.org/samaritans-in-scotland/</a>

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