

Office Opening Hours

Our office is open without the need for an appointment on the hours noted below.

Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

We can arrange home visits, telephone or video appointments to meet customers' individual needs. Please contact us on 0141 944 3891 or mail@pineview.org.uk if you require alternative arrangements.

Pineview awarded £16,462 to help tackle fuel poverty

We understand the pressure that our tenants are under with increasing fuel bills and the cost of living crisis.

Pineview is committed to assisting our tenants and we are delighted, through this funding award, to be able to offer some practical support.

We have been successful in securing funding of £16,462 from the Social Housing Fuel Support Fund. This is funding from the Scottish Government and managed and administered by the Scottish Federation of Housing Associations (SFHA).

Pineview's Fuel Support Project will target and provide support, mainly in the form of fuel vouchers, for our tenants who are struggling with fuel costs especially low income and vulnerable households.

If you feel you are or may be vulnerable in respect of paying your fuel costs, have had your gas meter capped or are having difficulties due to fuel related debt please call us on 0141 944 3891, e-mail mail@pineview.org.uk or call into the office and we can discuss help with you.



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Our Working Hours

Monday to Thursday

9:00am to 5:00pm

Friday

9:00am to 4:00pm

Contact Us

Pineview

Housing Association

5 Rozelle Avenue

Drumchapel, Glasgow

G15 7QR

T: 0141 944 3891

mail@pineview.org.uk

www.pineview.org.uk

Scheduled Office Closures

The staff team will not be available from 1:00pm on Friday 23rd December 2022 until 9:00am on Thursday 5th January 2023.

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

Supporting our Community

Drumchapel Foodbank

Christmas is a joyous and happy occasion for most, however for some families, Christmas this year will be a struggle due to ongoing challenging circumstances with some families relying on foodbanks. In light of this, our Management Committee, Staff Team, Contractors and Suppliers held a collection for Drumchapel Foodbank.



The donations were delivered to the Foodbank on 13th December and we are delighted to announce that we donated £680 in Argos vouchers, a cheque for £630 along with essential food and household items totalling approximately £130. An amazing total of £1,440 in donations!

These donations will go a long way and will help to ensure that individuals and families within the local community are all able to have a Merry Christmas. Once again, a huge thank you to everyone who contributed to this year's appeal.

Christmas Vouchers

As you may be aware, each year at Christmas we deliver a £10 shopping voucher to each of our tenants or joint tenants who are over the age of 60. This year staff have been out chapping doors and speaking to residents while delivering the vouchers. A total of £2,900 in vouchers have been distributed.



Local Groups

We are delighted to be able to support local charities, events or local groups where our residents can gain some benefit. Through our Donations Policy we have a budget of £2,000 for this purpose. This year we have allocated £1,300 of the budget so far:

- ✳ Drumchapel D60, Winter Wonderland - £500
- ✳ G15 Youth Project, Christmas Vouchers to purchase winter essentials - £250
- ✳ Men Matter Scotland, Toy and Food Drive - £250
- ✳ Drumchapel Food Bank, Winter Appeal £250
- ✳ Antonine Court, Christmas Activities - £50

If you or anyone you know is involved in a local charitable group, please get in touch and let us know how we can help you.

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

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

Our Vision Strapline: Pineview Housing Association – Putting People First

Our Mission:

“Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening to and engaging with our customers”

Our Values and Behaviours:

The values that our staff and Committee members are expected to adhere to at all times:

Diligence – working conscientiously and to a high standard

Integrity – being open, honest, and fair

Resilience – continuously learning, developing, and adapting

Dignity – treating everyone with respect and compassion

Community – engaging, collaborating, and including.

We are 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.



Putting People 1st



Scottish Housing Regulator

National Panel of Tenants and Service Users

Share your views...

Help to improve social landlord services, become a Scottish Housing Regulator (SHR) National Panel member!

The panel is a way for tenants and people who use social landlord services to share their views via surveys and other feedback.

SHR are always open to members joining. **Join now and have your say.**

Ready to join?

By phone
0800 433 7212

Online
bit.ly/shr-panel

Scottish Social Housing Charter

The Scottish Social Housing Charter sets the outcomes and standards that social landlords should be achieving for their tenants and other customers. A revised Charter was approved by the Scottish Parliament on 5th October. A link to the Charter that was published 1st November is provided here -

[Revised Scottish Social Housing Charter - Nov 2022](#)

A summary of the main changes:

- Incorporating a reference to human rights and the ‘right to housing’ for all individuals into the Charter.
- In the equalities outcome adding the need for landlords to eliminate discrimination and advance equality of opportunity.
- Recognition of the benefits of using a range of non-digital and digital communications, in accessible formats that meet individual needs.
- Updating the reference to homes meeting the Scottish Housing Quality Standard (SHQS) and including meeting any other building quality standard and relevant Energy Efficiency and Zero Emission Heat Standard which is in place (recognising that this is a changing landscape in the context of decarbonisation).
- Reference to the range of actions that social landlords can take on their own and in partnership with others to cover support for victim/survivors of domestic abuse. Additional emphasis on the role of all social landlords to prevent homelessness (recognising forthcoming new Homelessness Prevention Duty and increasing emphasis on prevention).
- Value for Money outcome – changed from a standard to an outcome and highlighted the legal requirement to consult on rents and service charges in the supporting narrative.

Repairs and Maintenance Update

Planned Maintenance

Great news!

Due to the extremely challenging economic climate many other housing associations have had to cut back or stop their planned maintenance works for the foreseeable future. This is not the case at Pineview, and we are pleased to be able to deliver the following programme of investment works:

- ✓ 63 properties will have windows replaced in Kendoon Avenue - Numbers 1-19. Surveys have started and the installations will commence 23/01/2023.
- ✓ 108 Kitchens and 86 boilers will be replaced in Abbotshall Avenue, Peel Glen Gardens, Peel Glen Road, Kilcloy Avenue, Halgreen Avenue, Jedworth Avenue, Tallant Road, Drummore Road, Backmuir Road, Springside Road and Springside Gardens and some outstanding addresses from previous years. Surveys will begin 09/01/2023 and the installations will commence early February 2023.
- ✓ Full door entry systems will be replaced at 15, 17, and 19 Kendoon Avenue. The contract commencement date has yet to be confirmed with the contractor.

Common Closes Fire Risk Assessments

Part of our commitment to tenant safety is ensuring stairs and communal areas within closes are clear from all combustibile materials and no items are in the close area which may block someone's escape in an emergency.

The annual fire risk assessments were carried out in all our closes in November with only minor issues noted.

We would like to thank our tenants and ask that you all continue to play your part in keeping everyone safe by ensuring the closes and communal areas have no personal items within them.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



Gutter Cleaning

This year's gutter cleaning works will commence from December 2022. Works were initially scheduled to commence the end of November 2022 however there was a delay. Weather permitting works will be completed before the end of February 2023.

Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. The Association will let you know if your home is due an inspection.

It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.

Smoke, Heat and Carbon Monoxide (CO) Alarms

All smoke, heat and CO alarms installed in our properties are tested at the time of the annual gas service.

If any of the alarms are faulty, we will replace them. Please test your alarms weekly and let us know if there are any issues.



Smoke, Heat & CO Alarms Save Lives - help protect your family and home by testing weekly.

Dampness, Condensation and Mould – Useful Information

Sometimes you will hear people say a building (whether their home, office or other property) is damp – but what does this mean and how can it be addressed? There are essentially four situations that are commonly referred to as damp:

- * Rising Damp
- * Penetrating Damp
- * Defective Plumbing Damp
- * Condensation

If you have any concerns about damp in your home, please report it to us as soon as you are aware of it. How we deal with the matter depends on the type of damp.

There are four situations normally referred to as “damp”. A short summary of each of these is given below. Before we can determine what action needs taken, we need to determine what type of dampness it is and what are the root causes.

What is Rising Damp?

Rising damp is caused by water rising from the ground into the walls of a building through capillary suction of brick or stone. Water breaks through or around a broken damp proof course and rises into the wall through the porous mortar and masonry used.

What Does Rising Damp look like?



What is Penetrating Damp?

Penetrating damp occurs when water penetrates the walls of a property through an external defect like cracked rendering, missing pointing to the brickwork, a loose tile on the roof, a blocked gutter, leaking water pipe, seals around windows failing, old brickwork that has become porous, an existing cold bridge or perhaps spalled bricks/concrete.

What Does Penetrating Damp look like?



This type of damp is usually much more noticeable after it has rained, and you’ll normally see a damp patch on the wall or ceiling that looks and feels damp to the touch.

What is Defective Plumbing Damp?

Whether it’s a leak from the toilet, shower, sink or a pipe, defective plumbing can affect internal walls, and ceilings. It can also show on floors if the leak is from a water pipe under floor or a leak in a radiator pipe. Appearing as an obvious damp patch, it will appear no matter the weather outside. However, it may get worse after a certain utility is used, such as when the shower is turned on or when the toilet is flushed.

What Does Defective Plumbing Damp look like?



What is Condensation?

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can’t hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.

What Does Condensation look like



Please remember - If you have any concerns about damp in your home, please report it to us as soon as you are aware of it.

Reporting concerns will allow us to inspect and check what is causing the issue so it can be dealt with correctly. You will not be able to deal with rising, penetrating, or plumbing dampness on your own and we will need to deal with this with the correct building professionals. Most condensation issues can be dealt with by you directly. However, not all can, and it would still be best to report any concerns about condensation, and especially condensation mould, so we can offer assistance and advice on how best to deal with it.

Visit our [website](#) for more information about the most common types of dampness, examples of what they look like, and how they can be dealt with.

There is also some useful information on the Energy Trust website about the most common issue of condensation - <https://energysavingtrust.org.uk/advice/fixing-damp-and-condensation/>

Gas Servicing to Boilers

We are required by law to carry out an annual safety check and service to all gas pipework, boilers and appliances installed within our properties. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

We plan these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, City Building (Glasgow), will notify each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595, or Pineview on 0141 944 3891.

A QUICK REMINDER

As long as you have some credit in both your gas and electric meter the engineer will be able to do the service.

If the engineer calls at your property and you have no credit in either of your meters the required checks cannot be carried out.

The engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.

Legionella – Reduce Your risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella must be undertaken by people living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

- ✓ Use all your taps regularly
- ✓ Regularly clean showerheads
 - If showers are used regularly, the risks are reduced, however, you should still regularly clean and disinfect your shower head, ideally every 3 months
- ✓ Ensure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children.
- ✓ If you have been away from your home for 2 weeks or more, run your taps through for 5 minutes before using the water.



These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter, please contact a member of staff at our office to discuss.

Performance

We are committed to being open to our customers about our performance and sharing this with customers. We publish a range of information on our website including quarterly performance reports, Annual Charter Report, our Annual Financial Statements, our SHR Landlord Reports, our SHR Engagement Plan and our Business Plan - www.pineview.org.uk/performance/

Below is a summary of 2022 – 2023 performance outcomes to 30 September 2022. The Scottish Average figures noted relate to the 2021 – 2022 year end performance as reported by the SHR



3.04 Hrs
(Target 4 Hrs)

Average time to complete emergency repairs

Scottish Average: 4.2 hrs



3.5 Days
(Target 4 days)

Average time to complete non-emergency repairs

Scottish Average: 8.9 Days



90.30%
(Target >96%)

Satisfaction with the repairs and maintenance service

Scottish Average: 88.0%



17.7 Days
(Target 4 Days)

Average number of calendar days to re-let properties

Scottish Average: 51.6 Days



5 Days
(Target 5 Days)

Average time to resolve SPSO stage 1 complaints

Scottish Average: 5.8 days



90.48%
(Target 100%)

Anti-social behaviour cases resolved

Scottish Average: 94.7%



7.65%
(Target <7.00%)

Gross rent arrears as a % of rent due

Scottish Average: 6.3%



97.51%
(Target >96%)

Rent collected as a % of total rent due

Scottish Average: 99.3%



0.49%
(Target <0.10%)

Rent lost through properties being empty

Scottish Average: 1.4%

Transfer Promises Updates

Please remember that you can access our quarterly updates on the transfer promises by visiting our website - [Transfer Promises Outcomes](#). If you would like more information on this please contact us and ask to speak with Karen. Tel 0141 944 3891 or mail@pineview.org.uk

Compliments and Complaints

We take any complaint about our service delivery very seriously, and always want to improve on anything we have not got quite right.

If you have a complaint about our service delivery, or simply have a suggestion that you think would be good for us to consider so we can make our service better, please let us know. We record all our complaints and report on these anonymously to the Committee of Management every quarter.

We also take time to acknowledge when a customer wants to give us a compliment. 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, so thank you.

You can access information about our compliments and complaints on our website: [Compliments and Complaints](#).

Rent Proposals for 2023/2024

Pineview only makes charges to ensure there are funds to undertake our ongoing work. The only income the Association receives comes from the rents that tenants pay, and we always do our best to keep your rent as low as possible.

The Association is a non-profit making charity. Any surplus income from any year is put aside for future repairs and improvement works such as kitchens, windows, boiler replacements etc.

Without enough rental income to generate surpluses to set aside, we do not have any money to keep tenants homes up to standard. Likewise, the lower the rent increase, the lower the amount of money we have to spend. Our costs increase year on year, and this is why rents also have to increase.

We forecast into the future to make sure there will always be sufficient resources to provide services and maintain homes and areas.

In order to have a forecast we need to assume within our financial business plan about the amount our income will increase each year to allow us to meet our costs which increase each year. The base line assumption is the October CPI % increase. October 2022 CPI was 11.1%.

A key part of our rent setting process involves consultation with our tenants on what level of rent is set from April. The law requires us to do this every year.

You've probably heard that between now and the end of March 2023 all rents – for social housing and private tenants – have been frozen at their existing cost by the Scottish Government as a result of the cost of living crisis. This hasn't affected your rent as housing associations only review rents once a year, every April.

Ministers have said that they will consider what rent increases are being consulted on when they decide – no later than mid-January 2023 – on what the position is to be on social housing rents from April 2023.

However, both the Scottish Government and the Scottish Housing Regulator have said that housing associations should still carry out our normal consultations with tenants on rents for next year.

The rent charge affects what the Association can do. Our costs have increased considerably above CPI so any rent increase below CPI will mean reduced income and therefore reduced money to be able to be spent on tenant and property services.

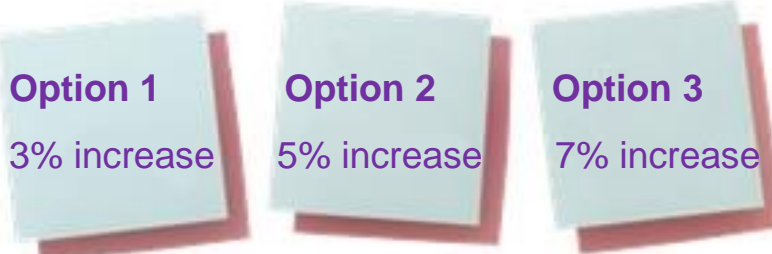
If the rent increase is less than inflation and the high inflation rate continues it means that the Association will inevitably experience a significant real terms drop in income

The Management Committee is acutely aware of the impact of the cost of living crisis on tenants, with most people struggling with higher prices for food, energy and general living costs and also the many inflationary pressures / increasingly challenging cost environment which the Association has been facing.

However, as a tenant focussed organisation and in recognition of how tight things are for everyone right now, we believe our priority is to take action to limit any increases and then deal with any shortfall in income in the future.

We are therefore proposing to increase rents by less than inflation despite the above inflation increase in our costs.

As such, the Management Committee have agreed to consult on three options:



Impact on the rent you pay

Property Size	Current Average Weekly Rents	Current Average Weekly Rents + 3%	Average Weekly Increase	Current Average Weekly Rents + 5%	Average Weekly Increase	Current Average Weekly Rents + 7%	Average Weekly Increase
2 apts	69.14	71.21	2.07	72.60	3.46	73.98	4.84
3 apts	79.28	81.66	2.38	83.24	3.96	84.83	5.55
4 apts	89.01	91.68	2.67	93.46	4.45	95.24	6.23
5+ apts	98.09	101.03	2.94	102.99	4.90	104.96	6.87
Total	81.76	84.21	2.45	85.85	4.09	87.48	5.72

Your opinion matters

Please can you take the time to consider this consultation and let us know your opinion by 4pm on Monday 16th January 2023. Following this, the Management Committee will consider the consultation responses (all responses will be reported anonymously) and decide for charges to apply from 1 April 2023. This outcome will be advised to everyone by letter by the end of February 2023.

To let us know your views:

- Complete an online survey at <https://www.pineview.org.uk/customer-consultation/>
- email: mail@pineview.org.uk stating: 2023 Charges option 1, 2023 Charges option 2 or 2023 Charges option 3
- Text: 0741 834 7038 stating: 2023 Charges option 1, 2023 Charges option 2 or 2023 Charges option 3
- Call the office on 0141 944 3891 and speak to a member of staff

**Prize Draw**

All responses will be entered into a prize draw with 4 chances to win £25 vouchers. Scan the QR code opposite to take part in the survey

Welfare Benefit Officer

We offer appointments on Tuesday afternoons and Friday mornings with a Welfare Benefits Officer from Citizen Advice Bureau. This is a free service we offer to all our customers. The Benefits Officer can assist with a variety of issues including Universal Credit, Housing Benefit or carry out a full Benefits Check to establish if you may be entitled to any other benefits assistance, as well as provide help with a variety of other financial matters.

We are pleased to let you know that in addition to telephone appointments the Citizens Advice Bureau (CAB) are now able to see you in our offices again from week commencing 9th January 2023.

If the days we offer are unsuitable, you can also contact Drumchapel Citizens Advice Bureau directly on 0141 944 2612 or visit their [website](#) for further information.

Alternatively, you can contact our office on 0141 944 3891 and a member of staff will pass your details onto Citizens Advice, and someone will call you back.

Call from NHS GGC - Don't Let Your Protection Fade – Get Vaccinated!

The uptake for flu and covid across the Greater Glasgow and Clyde (GGC) area is lower than the uptake for Scotland. The Drumchapel area has a very low uptake and many of the appointments made are not attended. This leaves the Drumchapel community more vulnerable to flu and covid infections.

The Drumchapel Vaccination Centre is in Drumchapel Community Centre. The GGC Centres now offer drop-ins, so people do not have to book an appointment.



Details of all the dates of the drop ins are updated on the NHS GGC public facing website and can be found here: [NHSGGC - Autumn Winter Vaccination Programme 2022](#)

The Importance of Paying your Rent

We appreciate that we are living in difficult times and many of our tenants are finding it harder to meet their rent payments.

It is important that you continue to make rent payments and to make payments towards any arrears you may have on your account.

We have recently had to evict some tenants who failed to make rent payments and left us with no other option but to take legal action. Pineview will always work with tenants who are finding it difficult to pay the rent and we can assist by making you an appointment with the Citizens Advice Bureau to discuss your benefit entitlement and provide advice on debt management.

We will always view eviction as a last resort – and there are several things you can do to avoid losing your home:

- ✓ Get in touch with us! – We can help you to arrange to pay your rent and make an agreement with you for an extra monthly sum to pay any arrears you have. We can also arrange for you to make payments directly from your Universal Credit each month.
- ✓ Make sure your rent is paid when it is due – we have various payment methods available to help you avoid getting into arrears.
- ✓ Agree a realistic and manageable repayment plan for your arrears – It is important to make an agreement that you can manage to pay every month as missed payments will lead to legal action being taken.
- ✓ Stick to your plan! – Make sure that you make your arrears payments every week / month as agreed.
- ✓ Keep in touch with us! – if you think you are not going to be able to pay your rent or meet your arrears payments, please get in touch with us as early as possible so that we can help you.



Please help us avoid any further evictions and keep a roof over your head!

How to Get Involved with Your Association

There are several ways for you to get involved in the work of the Association, the four main ways being:

- ✓ Joining the Management Committee.
- ✓ Joining the Resident and Customer Forum.
- ✓ Adding your details to our Consultation Register.
- ✓ Contacting us at the office when you want to know more.

We are always looking for ways to have more residents and customers involvement. If you have any suggestions for getting involved or for improving our services, please contact Isobel at our office to let us know.

We need your input to help us make sure our services meet the needs of our residents and customers.

We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

You can contact the Association or keep updated with our news in several ways:

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Equalities

As part of our duty as a landlord and to comply with our regulatory and legal requirements, we require to collect a range of equality information, including from our tenants, new tenants and the applicants on our waiting list.

This information will help us to plan and deliver effective services for all our tenants and help us make sure that no one is disadvantaged.

We will use this information to help us

- Protect and promote your rights and interests.
- Promote equality objectives across our services.
- Identify and address our customers' needs and improve our services.
- Identify and eliminate any form of discrimination.

By answering as many questions as possible, you will help us meet your needs better. It is your choice to provide the information (unless we need it for managing your tenancy or your application).

Unless it is essential information for managing your tenancy or your application, such as your date of birth, any of the information you provide will be kept anonymous and used for anonymous monitoring and reporting purposes. All information will be kept confidentially.

Any non-essential information you provide to us will only be associated with your tenancy or application record if you tell us, you want it to be.

We appreciate that some of the information we will be requesting is personal information, but we hope that you will provide as much information as possible to help us better understand our tenants' needs and improve our services.

We have now begun collecting equalities information for the purposes above.

If you would like more information about this, please contact Robert Reid, Senior Housing Officer to discuss further.

Sources of Help this Winter

We hope all our customer have a Merry Christmas and we wish you all the best for 2023.

However, we know times are difficult for many at this time of year. Please remember that you are not alone and there is help available.

Cost of Living Help – please see the following link on our website for sources of help with the cost of living –

[Cost of Living Help - Dec 2022](#)

Mental Health Help – there are lots of sources of help if you are struggling with your mental health, and you are not alone. SAMH have developed a range of information resources to help –

<https://www.samh.org.uk/about-mental-health>

Breathing Spaces also offer great resources to encourage us to open up when we are feeling down - <https://breathingspace.scot/>



All the best for the festive period and for the year ahead.