

# WE'RE STILL HERE FOR YOU!



As you will be aware, we took the decision to close our offices to the public following government guidance in light of the Coronavirus Pandemic. We realise this will have caused some inconvenience, however our priority is to ensure the health, safety and wellbeing of all our staff, tenants and other customers.

We hope this newsletter will provide you with helpful information and advice during this difficult time.

We have provided details inside on the following:

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# STAFF CONTACTS

The majority of our staff are now working from home and are connected up to our office phones and computer networks. They can be contacted in the following ways:

**\*Please note - as the below direct dial numbers are being diverted to mobile phones, there will be a slight pause before the call is answered. Please continue to hold on the line.**

## Repairs Staff

**Please be aware that only emergency/priority repairs are being actioned during this time.**

- |  |  |                 |
|--|--|-----------------|
|  <b>Diane Bridges</b><br>Property Services Assistant                        | ✉ <a href="mailto:diane@hillheadhousing.org">diane@hillheadhousing.org</a>     | ☎ 0141 776 8625 |
|  <b>Malcolm Macdonald</b><br>Property Services Officer                      | ✉ <a href="mailto:malcolm@hillheadhousing.org">malcolm@hillheadhousing.org</a> | ☎ 0141 776 8627 |
|  <b>Marie Savage</b><br>Property Services Officer<br><b>*Tuesday-Friday</b> | ✉ <a href="mailto:marie@hillheadhousing.org">marie@hillheadhousing.org</a>     | ☎ 0141 776 8620 |

## Welfare Rights and Tenancy Support Staff

- |  |  |                 |
|--|--|-----------------|
|  <b>Moira Escreet</b><br>Welfare Rights Officer<br><b>*Tuesday-Friday</b> | ✉ <a href="mailto:moira@hillheadhousing.org">moira@hillheadhousing.org</a>                       | ☎ 0141 776 8630 |
|  <b>Morag Bisset</b><br>Welfare Rights Officer                            | ✉ <a href="mailto:morag@hillheadhousing.org">morag@hillheadhousing.org</a>                       | ☎ 0141 776 8631 |
|  <b>Heather Montgomery</b><br>Tenancy Support Officer                     | ✉ <a href="mailto:Heather.montgomery@simonscotland.org">Heather.montgomery@simonscotland.org</a> | ☎ 0141 776 8628 |

## Housing Staff

**Please note all lettings and allocations are currently suspended.**

- |  |  |                 |
|--|--|-----------------|
|  <b>Elaine Scullion</b><br>Housing Officer                            | ✉ <a href="mailto:elaine@hillheadhousing.org">elaine@hillheadhousing.org</a>   | ☎ 0141 776 8635 |
|  <b>Sharon Singer</b><br>Housing Officer<br><b>*Monday-Wednesday</b>  | ✉ <a href="mailto:sharon@hillheadhousing.org">sharon@hillheadhousing.org</a>   | ☎ 0141 776 8634 |
|  <b>Suzanne McGraw</b><br>Housing Officer<br><b>*Wednesday-Friday</b> | ✉ <a href="mailto:suzanne@hillheadhousing.org">suzanne@hillheadhousing.org</a> | ☎ 0141 776 8632 |
|  <b>Betty Borland</b><br>Housing Officer<br><b>*Wednesday-Friday</b>  | ✉ <a href="mailto:betty@hillheadhousing.org">betty@hillheadhousing.org</a>     | ☎ 0141 776 8633 |

## Housing Staff (continued)



**Heather Robertson**

Housing Officer (Monday-Tuesday)  
Housing Assistant (Wednesday-Friday)

✉ [heather@hillheadhousing.org](mailto:heather@hillheadhousing.org)

☎ 0141 776 8636



**Kelly Wallace**

Housing Assistant  
**\*Monday-Thursday**

✉ [kelly@hillheadhousing.org](mailto:kelly@hillheadhousing.org)

☎ 0141 776 8629

If you are unsure who your housing officer is, please email [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

## For general enquiries you can contact one of our corporate services staff:



**Tracy McGrath**

Admin Assistant

✉ [tracy@hillheadhousing.org](mailto:tracy@hillheadhousing.org)

☎ 07437 847708



**Gail Fitzpatrick**

Corporate Services Assistant

✉ [gailf@hillheadhousing.org](mailto:gailf@hillheadhousing.org)

☎ 0141 776 8622



**Kieran Tait**

Corporate Services Assistant

✉ [kieran@hillheadhousing.org](mailto:kieran@hillheadhousing.org)

☎ 0141 776 8626



SMS

Remember you  
can also text  
enquiries to  
**07491 163429**

And you can continue  
to make debit card  
payments by phoning  
our main office number  
– **0141 578 0200.**



Please note  
this line is  
open Monday  
to Friday,  
10am – 3pm.

# Our Check-in Calls

Many of you will have already received a phone call from Tracy or Gail. The purpose of these calls are to check how our tenants are coping during these difficult times. They will also make sure you have all the contact information you need, and can help with any general enquiries you may have.



# Priority Repairs

**We are working to keep essential services running, including repairs. You can contact us by phone or email. Visits to tenants' homes will be limited, with our repairs service focused on emergency/priority repairs.**

When you call to schedule an appointment, we will ask you some extra questions. This is to make sure we can take

any extra steps needed to carry out visits to your home safely. We will let you know what we expect from you when visiting your home. It is important that you advise us if you, or a member of your household, is self-isolating or have been diagnosed with Covid-19.

**Please note that only emergency/priority repairs will be actioned at this time.**

## Emergency repairs

Repairs that are considered an emergency include:

- fire
- flood
- serious storm damage
- extensive electrical power failure
- serious water/rain penetration
- If you suspect a gas leak, please call the National Gas Emergency number 0800 111 999.

## Other priority repairs

- blocked flue
- blocked drain/toilet
- loss of power
- partial loss of power
- insecure external window, door or lock
- significant leak
- loss of heat
- loss of hot water
- toilet not flushing
- unsafe electrical fitting
- loss of water supply

**If you are unsure if your repair qualifies as a priority repair, please contact us either by emailing [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org) or by contacting one of the Repairs Team as detailed on page 2.**

# GAS SERVICING

**We as a Housing Association, have a legal obligation to carry out an Annual Gas Service within your property. We are working with our contractors Gas Sure to ensure any gas services which are due for renewal are completed on time and any that are missed due to self isolation will be caught up**

**with as soon as safe to do so.**

If your gas service is due in the near future you will receive prior notice with the appointment date. Gas Sure will allow the service to happen safely and in accordance with the Government Guidelines. Our main priority is to make sure you as our tenant and our contractors remain safe.

Please be aware that if you do not grant access at this current time, we

will be in regular contact with you to determine when access will be available.

**If you have any concerns about a gas appliance, a smoke, heat or carbon monoxide detector please contact us as soon as possible on 0141 578 0200 or by contacting one of the repairs team as detailed on Page 2.**

# Grass Cutting/Fencing Works

Grass Cutting and landscape works are still ongoing and our contractor Nurture Landscapes are working on our open spaces and in our properties included in our grass cutting programme.

Nurture Landscapes will be adopting the social distancing requirements as outlined by the Scottish Government to ensure staff and residents safety. As a result we would ask all tenants to adopt this approach as well and remain in their homes whilst the works are undertaken

Information has previously been issued informing tenants what day of the week their

garden is likely to be cut. Our contractor is continuing to try to maintain this arrangement to ensure each fortnightly visit remains consistent, however factors such as weather conditions and availability of work force may mean this arrangement is altered.

Due to the covid-19 pandemic our fencing contractor P1 Solutions have stopped operating on all its sites. They are currently working on risk assessments and method statements to allow their staff and their clients to be safe when work resumes. Hillhead Housing Association will notify you of when works will resume and what methods have been put in place to ensure the safety of our tenants and our contractors.



# Refuse Collection

Council kerbside collections of waste have now returned to normal for grey bins (general waste), blue bins (paper and cardboard) and brown bins (glass, plastic, tins) – you should present these bins on the usual day. There is currently no separate food waste collection, food waste should be placed in your grey bin. There is also currently no garden waste (green bin) collection, you will need to store any garden waste neatly at your property for the time being.

The EDC recycling centre and dump at Mavis Valley remains closed at the time of writing. Furthermore there is no special uplift service at present. Any excess bulky items that you have will need to be stored neatly at your property for now, please be mindful of your neighbours when storing such items. All perishable waste must be placed in your grey bin.

You can find the latest information on East Dunbartonshire Council's refuse services on their website at the link below.

<https://www.eastdunbarton.gov.uk/residents/council-democracy/covid-19-waste-update>

# Allocations and Lettings

We are living in unprecedented times and we are looking at new ways we can allocate and let our empty properties during the current lockdown.

At present we are working from home and using Zoom, Whatsapp and Messenger to keep in touch so we could maybe use this medium. Carrying out home visits which are required when allocating a property are not feasible so any necessary paperwork we would require could be posted or scanned to us at [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org) who would in turn pass the details onto the relevant housing officers. The same method would be used when we need any paperwork which included paperwork requiring signatures.

If a decision was made that we were going to carry out viewings to our empty properties for potential tenants' we would have to be mindful of social distancing which would have to be strictly adhered to.

Please do not hesitate to contact us with any of your queries by emailing us at [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org).



# Paying your rent in difficult times

**Although times are very different for us all just now, we still need to pay our bills and your rent is a priority. We want to let all our tenants know that rent payments can still be paid as normal apart from you being able to visit us in the office.**

Here are the various ways you can still make a rent payment;

- You can phone the office between 10am -3pm Monday – Friday and make a payment with your debit card over the phone, just call **0141 578 0200**.
- You can pay on-line at [www.allpay.net](http://www.allpay.net), you just need your tenants rent payment card. There is also a quick link on our website <https://hillheadhousing.org> just go into the 'Pay your rent' screen and click the big blue allpay button.
- You can visit a Paypoint outlet near you and pay by cash or debit card at any shop displaying the Paypoint sign again you just need your tenants rent payment card.

- If you need a new rent payment card or need to replace one, just e-mail [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org) including your name and address and we will order one for you.
- If you wish to set up a Direct Debit or Standing Order please e-mail [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org) including your name and address and your Housing Officer will be in touch.
- If your rent is paid by Universal Credit or Housing Benefit it is your responsibility to keep all your details updated and if any information is requested you should supply this as quickly as possible.
- Many people are having to claim benefits for the first time and it can be a daunting process. If you need any advice or help with this, our Welfare Rights Officers Moira and Morag can help guide you through the process.
- If you need to contact any member of staff about paying your rent or have concerns about your benefits please refer to the Staff Contact Details Page.

The Scottish Government has announced that no one should face eviction for any arrears accrued during the coronavirus outbreak and we support this position.

You may have heard that those with mortgages can apply for a payment holiday for up to three months. It is important to remember that they will still owe the amounts that they do not pay and interest will be charged on the amount owed. So missed payments will have to be made up at the end of the payment holiday.

As an Association we are not being offered 'payment holidays' from our lenders and we need to continue to collect rent so we can provide and pay for services to our tenants as usual.

As a Landlord we need to be flexible when our tenants are struggling financially and there are various ways we can do this. We want to encourage you to talk to us, we cannot stop charging you rent but we can come up with the best way forward and help to ease some of the stress and anxiety you may be feeling about paying your rent.

Please contact us and we will provide you with advice or sign post you to any other agencies that can support you.



**PayPoint**





# Welfare Rights News

**As you may have heard Hillhead Housing Association managed to secure some funding to help out residents in the area who are suffering hardship due to the current crisis. Some of this money is being distributed to local organisations who are providing direct help to people, such as the local foodbank, and we are also working in partnership with East Dunbartonshire Voluntary Action (EDVA) to support the work they are doing with local volunteers.**

If you are suffering financial hardship at this difficult time please speak to our housing or welfare rights staff as we may be able to provide some assistance to help you over a particularly difficult period.

Maybe you have never had to use our welfare rights service before as you've not had to claim benefits until now. Perhaps you have been furloughed with 80% of your wages, or your self-employed income has stopped completely. Have you had the virus and therefore been off work sick and need some advice? We'd love to hear from you to make sure you are getting your correct entitlement, or even just to help you navigate through the system.

You can contact the welfare rights officers by email at [moira@hillheadhousing.org](mailto:moira@hillheadhousing.org) or [Morag@hillheadhousing.org](mailto:Morag@hillheadhousing.org) or call us on direct dial numbers 0141 776 8630 or 0141 776 8631.

We have a useful guide on our website about benefits and the coronavirus situation You can access it here <https://www.hillheadhousing.org/coronavirus-information/>

Click on the document called "Coronavirus- latest benefit advice". We are trying to update this as often as possible with changes as we hear about them, so check it out on a regular basis.

Remember, we are working from home but are still 'open for business' for all benefit matters that you might need help with, not just coronavirus related issues.



## Extra Support for Hillhead Tenants!

We have just secured grant from The Scottish Government and from Cash for Kids to support vulnerable families and individuals in Hillhead.

The funding will also allow us to support other local groups and charities who are working directly with local residents to provide food parcels, powercards and other living essentials

For more information contact our Welfare Rights Team  
0141 578 0200





## Not quite a week in the life of Moira Escreet, Welfare Rights Officer Hillhead Housing Association.

Tuesday 28th April

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Since the beginning of April, Tuesdays have been the new Mondays for me. I have gone part-time in an attempt at a better work-life balance. I could have timed that better, but that bad forward planning is nothing compared to the full tank of petrol I purchased before lockdown and before the prices plummeted.

First thing Tuesday mornings are now spent responding to emails which have arrived in my absence. Today I've had the fortunate task of sending off an acceptance to the offer of grant funding from the Scottish Government's Supporting Communities Fund. This will allow us to provide some financial assistance to local people and local community groups who are dealing with the effects of the coronavirus crisis.

Much of the morning was then spent liaising with colleagues in Hillhead Housing Association and East Dunbartonshire Voluntary Action (EDVA), our partners in this

joint venture, to make practical plans for the distribution of the funds.

After this it was back to my more regular duties of helping tenants with benefit claims and problems. Working from home means this all has to be done via phone and emails which is more difficult than seeing people in the office or at their homes. Phoning the DWP helplines is never an easy task, but at the moment it is even more time-consuming given the large volume of claims they are dealing with. After this it is time to write up the case notes and record outcomes of the various issues of the day.

I end the day with another Covid 19 related issue - sorting out some possible applications to the 'Cash for Kids' charity for a small grant for some families who are suffering financially from the current crisis. Every little bit helps at the moment and we are doing our best to reach as many people in the local area as possible.



## Wednesday 29th April

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The first part of the morning was spent with more emails and phone calls, following up some cases to check the tenants are ok and to see if their problems were resolved. This leads on to further issues to be dealt with and, together with updating case notes, takes up a few hours before I then take part in a telephone meeting with EDVA about our grant. We have identified some local groups who are helping local people and could benefit from a small cash boost. We are supporting the local foodbank, who have seen a huge increase in demand, and also Women's Aid. Some time was spent establishing contact with these groups and others to discuss the way forward and it is surprising how fast the day marches on.

I later spend some time back on the famous Universal Credit (UC), advising people about new claims, how it works, when to expect payment and also helping them negotiate the online system and managing journals – not an easy task from my home. (In normal times, we would see them in the office and provide face to face practical help.) Every little task seems to take much longer and be more complicated than it needs to be.

A much welcomed tea-break is called for when I have some IT issues to contend with. Perhaps my laptop just needs a break too. On my return the system is rebooted and all is well again. I end this day with a bit of research, catching up on the copious amounts of information coming our way from various quarters.

## Thursday 30th April

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The day starts again with some minor IT problems which slow me down. More emails arrive from colleagues and tenants and these lead to follow up actions. Same old stuff. Phone calls to the local council, this time about housing benefit but where problems are relatively easier to get resolved thanks to the good working relationship we have with the local council.

More talks about the grant funding and how we disseminate support, by way of vouchers,

to local people take place by email and by video calls with colleagues.

I follow up more client cases and fight an uphill battle to get through to DWP helplines, which I have recently realised are now closing at 3.30pm. The end of the day is spent trying to find out how I can buy some food vouchers from the local Lidl, only to eventually be told you can only get these in Northern Ireland! Back to the drawing board on this.

## Friday 1st May

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I can't believe it's May. I've been home working since 17th March and it all still feels weird. I miss seeing my colleagues and the tenants in person. We have a team zoom meeting planned for the afternoon and so that is something to look forward to. This was a difficult day to get motivated for some reason. I think the crisis is taking its toll on everyone.

My day involved more of the same casework, including lodging appeals online and helping someone complete a first claim for UC. That

took over an hour to talk her through the whole process.

A walk with my dog at lunchtime helped lift my spirits before I then had to deal with a self-employed person who has no work and is falling through the cracks of all the schemes set up to support such people. My penultimate act was to submit that application to Cash for Kids and this was followed by that zoom meeting which was a real tonic at the end of another week on lockdown.

# Energy Saving Tips

Many of us will now be spending more time at home – and while your top priority will be keeping yourself and your family safe, you might be worried about the effect this will have on your energy bills. Follow these tips help keep your energy bills low:

- 🍃 **Layer up.** Although it's officially spring, choosing a cosy jumper and slippers instead of shorts and a t-shirt can stop you needing to turn up the heating.
- 🍃 **Get your timing right.** If you've got your heating set around being out of the house for most of the day, think about what suits your new routine. If not commuting to work means you're getting an extra half hour in bed (lucky you!), set your heating to come on half an hour later.
- 🍃 **Keep the heat in.** Do a draught check and make sure your doors and windows aren't letting in the chill. DIY projects, such as making draught excluders out of old clothes or rags, can be a good way to entertain the kids, as well as help keep you warm! If you find any severe problem areas, contact Property Services for further advice.
- 🍃 **Switch off standby.** You might be in the habit of turning appliances off at the wall before you go to bed, but doing this throughout the day helps to cut energy waste even further. If you're catching the news at breakfast, switch the TV off at the wall until you'll be using it again.
- 🍃 **Unplug Chargers once you've finished.** If you're having to charge phones or tablets more often due to the kids being at home, or if you're working from home, this is something to bear in mind. If a charger is still plugged in to the wall and not turned off, it will continue to use electricity, even if your device is no longer attached to it. It is also a fire hazard, so take extra care to turn off chargers at the wall, or unplug them.

## For Utilita Customers who have a SMART meter

There is a built in Friendly-Credit feature, meaning that you won't be disconnected between 2pm & 10am on Weekdays, and not at all on weekends. There is an option to access £15 emergency credit on your meter as well, should you not be able to top-up.

Through the Utilita smartphone APP, you can access the POWER UP! Feature to top-up even if you have no money for credit. This is only available to customers who do not have existing debt on their meters.

If you're experiencing financial hardship, or struggling with your fuel costs, please contact the Welfare Rights or Tenancy Support Officers for further assistance.

## What to do if you're working from home

Working from home brings its own challenges, and not just remembering to change out of your pyjamas for that Zoom meeting! Here are a few things you can try to keep your energy use down.

- 🍃 **Make the most of natural light.** Set up your workstation near a window and you might not need to put the lamp on – plus, natural light is better for your wellbeing.
- 🍃 **Unplug your laptop.** Remember your laptop has a battery, so you don't need to have it running off the mains all day.
- 🍃 **Take a screen break.** Your body temperature can drop when you sit still for too long, so get up from your desk regularly to stretch, move around and warm up with a cuppa. This is also good for productivity.
- 🍃 **Coordinate coffee breaks with your new 'co-workers'.** Speaking of cuppas, check if your partner wants a tea or your kids are after a hot chocolate so you'll only need to boil the kettle once. Remember to only boil the water you need so you're not wasting energy. Alternatively, make yourself a flask of hot water, so you don't have to repeatedly keep boiling the kettle.

## Support for people on prepayment meters

Gas and electricity suppliers have agreed emergency measures to make sure vulnerable people and those with prepayment meters don't get cut off during the coronavirus outbreak. Get in touch with your energy supplier to find out what support they can give you – but remember, phone lines are busier than usual, so use email and web chat for non-urgent issues if you can.

Going out to top up your energy is classed as an 'essential purpose' under the current lockdown rules. And most Post Offices and other Payzone outlets are staying open. If you can, it's a good idea to top up your meter with a bit more than you usually would so you don't need to go out again for a while.

If you're self-isolating and can't go out yourself, please check if a friend or family member can do the top-up for you. This is likely to be your quickest option and it's also allowed under current government guidance. If you don't have friends or family nearby, then you can contact East Dunbartonshire Council's COVID-19 Community Support Team through their helpline organised by East Dunbartonshire Voluntary Action (EDVA): **0141 438 2347**



# CYBER SECURITY

**Scammers and fraudsters are trying to exploit us. Cyber security is how we reduce the risk of becoming a victim.**

We do this by protecting the devices we use and by protecting our personal information.

- 📄 The National Cyber Security Centre (NCSC) provides advice and guidance on cyber security Home page - <https://www.ncsc.gov.uk/cyberaware/home>
- 📄 Guidance for individuals and families can be found at <https://www.ncsc.gov.uk/section/information-for/individuals-families>
- 📄 Guidance for staying safe whilst shopping online can be found at <https://www.ncsc.gov.uk/guidance/shopping-online-securely>

- 📄 You can report dodgy emails to the NCSC Suspicious Email Reporting Service (SERS). Further reading <https://www.ncsc.gov.uk/information/report-suspicious-emails> or report by email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- 📄 If you think you may have been the victim of a fraud or cyber crime, you can report this to Action Fraud at <https://www.actionfraud.police.uk/> or by calling **0300 123 2040**.
- 📄 **Action Fraud** is the UK's National Fraud and Cyber Crime Reporting Centre.
- 📄 Trading Standards have a weekly newsletter which will inform you of the latest scams including how to avoid email, phone and text scams. Sign-up at <https://www.tsscot.co.uk/campaigns-news/latest-scams/>



**STAY  
INFORMED**



**BE  
ALERT**



**KEEP  
SAFE**

# OUR FIRST YEAR AT HILLHEAD



April and May saw 3 members of our staff reaching their first anniversary of working with the Association – Catherine McKiernan, Malcolm Macdonald and Laura Tait. We are fairly sure they didn't expect their working days to be like this a year on when they first started, but here is what they had to say about their first year with us!

*Catherine:*

"It's been a quick first year for me at Hillhead. Never in a million years did I think that we would all be working from home a year later. I can't wait to get back to the office as the best bit of my job is meeting and working with tenants and the Committee. I have really enjoyed running the Customer Care group and working with people involved in the Welfare Rights Tenants group. Hillhead is an incredibly friendly community in which to work, and it is a joy to work alongside a staff team who care deeply about the people and the area."



*Malcolm:*

"Having been with Hillhead Housing a year now, I have settled in well. Coming from another housing organisation has helped as I was aware of some of the challenges that lay ahead. All the staff at Hillhead have been very welcoming and they have a good team spirit of doing things together, like the cycle to work day and the secret santa. Property Services is a good team to work in as everyone helps each other with their tasks and my manager Stephen has been very supportive over the year and always there if I need any assistance.. Although I must say he has aged an awful lot since I have started..."



*Laura:*

"I can't believe I have worked at Hillhead Housing for a whole year, it has went by so fast! I have enjoyed working with everyone at the office and feel excited to see what the future holds. Hillhead has always been my home and I feel proud knowing I am working to make it a better place"



# LOCKDOWN

# ENTERTAINMENT

It can be difficult to keep yourself and other family members active and entertained during lockdown. We've collected some great online resources that are available for free.

## Keep Active

### The Body Coach

- 📺 **P.E. with Joe:** kids of all ages can get their daily exercise with Jo Wicks. New episodes on Youtube every weekday at 9am. <https://youtu.be/Rz0go1pTda8>
- 📺 There are lots of other workouts for kids on Joe's youtube channel too. <https://youtu.be/d3LPrhl0v-w>
- 📺 **Home Workouts for Seniors:** older people can get in on the action too! Joe Wicks has specialised at home workouts for older people, including chair-based workouts. <https://youtu.be/ybVMu31DLQU>
- 📺 **Latest workouts for adults:** Gym bunny? Joe has you sorted. Everything from Ab Blasters to 7 Days of Sweat workouts to be found at <https://youtu.be/uWaTXQwJWCs>

### General Fitness

- 📺 **NHS:** The NHS has some great 10 minute workouts available for you to try at home. Using them together, they give a complete body workout over the course of a week. [www.nhs.uk/live-well/exercise/10-minute-workouts/](http://www.nhs.uk/live-well/exercise/10-minute-workouts/)
- 📺 **Glasgow Life:** Glasgow Life Goes On! Check out this excellent resource that Glasgow Sport has put together. Tons of different workouts and classes are available, and it's totally free. <https://www.glasgowlife.org.uk/Glasgow-life-goes-on>

### Dance

- 📺 **Learn to dance with Oti Mabuse from Strictly Come Dancing every day on Facebook:** [www.facebook.com/OtiMabuse](http://www.facebook.com/OtiMabuse)

### Yoga and Pilates

Looking to work on strength and flexibility, or introduce a sense of calm? These may be for you.

- 📺 **Cosmic Kids Yoga:** Yoga for primary school children. Learn yoga moves based on your favourite comic book and TV shows like this Pokemon and Minecraft: [www.youtube.com/user/CosmicKidsYoga](http://www.youtube.com/user/CosmicKidsYoga)
- 📺 **Yoga with Adriene:** Adriene has a huge back catalogue of free yoga classes for all abilities, plus some videos dedicated to meditation. The 30 Days of Yoga classes are great! [www.youtube.com/user/yogawithadriene](http://www.youtube.com/user/yogawithadriene)
- 📺 **Pilates Goes Online:** This Facebook group gives you access to free pilates classes. There's something for everyone, including people who have limited mobility. [www.facebook.com/groups/299254957379213/](http://www.facebook.com/groups/299254957379213/)

### Meditation and Mindfulness

- 📺 **R.E.A.L.:** Local Health and Wellbeing Practitioner Lisa Gillen invites you to join her Facebook group to help keep you connected with your community and focus on your mental and emotional wellbeing. [www.facebook.com/groups/864651140580918/](http://www.facebook.com/groups/864651140580918/)
- 📺 **Smiling Mind:** This free programme is specially designed to help you cope with the current lockdown measures. [www.smilingmind.com.au/thrive-inside](http://www.smilingmind.com.au/thrive-inside)
- 📺 **Meditation Oasis:** Their app and podcasts have been made free for the duration of the pandemic. Their content includes guided meditation and stress relief for traumatic times. [www.meditationoasis.com/podcast](http://www.meditationoasis.com/podcast)

# LOCKDOWN

# ENTERTAINMENT

## Virtual Visits

Almost as good as being there:

### Edinburgh Zoo

Visit the animals at Edinburgh Zoo! You can check in with penguins, tigers, koalas, and even the pandas from your own home with these dedicated camera feeds. <https://www.edinburghzoo.org.uk/webcams/panda-cam/>

### Blair Drummond Safari Park

Like Edinburgh Zoo, Blair Drummond Safari Park is making sure you can see their animals without having to be there. Check in with the parks lions and rhinos at <https://www.blairdrummond.com/animals/webcams>

### Longleat Safari Park

You might recognise Longleat from BBC's Animal Park. You can now take a guided tour with presenter Kate Humble. A great half hour of fun! <https://www.longleat.co.uk/news/longleat-launches-virtual-safari>

### The British Museum, London

Explore over 60 free virtual galleries at The British Museum <https://www.britishmuseum.org/collection/galleries#virtual-galleries>

### Stonehenge, Salisbury

Take a trip back in time by visiting Stonehenge! <https://www.english-heritage.org.uk/visit/places/stonehenge/history-and-stories>

### The Natural History Museum, London

Take a guided tour with David Attenborough himself <https://artsandculture.google.com/partner/natural-history-museum>

### Central Park, New York

Take a guided stroll around one of the world's most famous parks. <https://www.youvisit.com/tour/centralpark>

### Yellowstone National Park, USA

Look around the natural wonders of Yellowstone National Park. <https://www.nps.gov/yell/learn/photosmultimedia/virtualtours.htm>

### Vatican Museums, Vatican City

The Vatican Museums have gone virtual! These tours are great for art and history lovers alike. <http://www.museivaticani.va/content/museivaticani/en/collezioni/musei/tour-virtuali-elenco.html>

### Louvre Museum, Paris

Take a look around the home of the Mona Lisa. <https://www.louvre.fr/en/visites-en-ligne>

### Cliffs of Moher, Ireland

Look out at the stunning views of the west coast of Ireland. <https://www.cliffsofmoher.ie/virtual-visit-tour/>

### Northern Lights, Lapland

See the Aurora Borealis in its full glory on youtube <https://www.youtube.com/channel/UCx6-8cW9rHGNGhELh83fcCg>

# LOCKDOWN

## ENTERTAINMENT

### Family Fun

There's something for everyone, whether you want to settle down with a good book or get everyone involved in game night.

#### Glasgow Libraries:

The buildings may be closed, but Glasgow Libraries are very much open for business online. Browse their fantastic collections of ebooks, emagazines, and audiobooks that you can download straight to your own device. Not library card? They've made it easier than ever to sign up online. [www.glasgowlife.org.uk/Glasgow-life-goes-on](http://www.glasgowlife.org.uk/Glasgow-life-goes-on)

#### Giggle'n'Grow:

You and your little ones don't have to miss out on your shared time for stories, songs and dance. Giggle'n'Grow are bringing their services online. Follow them on Facebook [www.facebook.com/gogigglengrow/](http://www.facebook.com/gogigglengrow/)

#### Storynory:

Storynory is an American website that has lovely story-telling podcasts for children of all ages. [www.storynory.com](http://www.storynory.com)

#### David Walliams' Elevenses:

Comedian and author David Walliams is reading stories every day at 11am. We have it on good authority that they're hilarious! [www.worldofdavidwalliams.com/elevenses/](http://www.worldofdavidwalliams.com/elevenses/)

#### TATE Kids:

Art activities to keep kids of all ages entertained. Our favourite gives you hints and tips to paint your own Pop Art, Andy Warhol style! Have a go at: [www.tate.org.uk/kids/make/paint-draw/make-pop-art-warhol](http://www.tate.org.uk/kids/make/paint-draw/make-pop-art-warhol)

#### The Barn youth sessions:

The Barn are delivering online youth sessions for junior and senior groups, using Discord and Zoom. To find out more visit [www.facebook.com/pg/BarnYouthCentre](https://www.facebook.com/pg/BarnYouthCentre)

#### Nae Pub Quiz:

Miss testing your knowledge each week at your local? Join the Stayin Inn for a free weekly quiz. [www.facebook.com/thestayininn/](http://www.facebook.com/thestayininn/) Can't get enough of quizzes? There's one for every night of the week, check this article from Money Saving Expert [bit.ly/3bBRQr8](http://bit.ly/3bBRQr8)

#### Free music and gigs:

Some of your favourite musicians and bands are live streaming new videos or uploading old concerts. The easiest way to find something for your taste is going straight to [www.youtube.com](http://www.youtube.com) and typing in your favourite artists.

#### Puffin books:

The children's publisher has lots of free resources on their website, including a daily story time, quizzes, and help drawing your favourite characters [www.penguin.co.uk/puffin](http://www.penguin.co.uk/puffin)

#### Comedy:

Join in with The Stay At Home Festival at <http://cosmicshambles.com/stayathome>. Shows feature different comedians daily, and are free (but you can leave a tip if you like)

## COVID 19

Due to social distancing and community safety we have turned to technology to support each other

Lets Support Each Other



1-2-1 & Group Support Sessions Available

For more info email [gracesmailis@gmail.com](mailto:gracesmailis@gmail.com)

WE ARE OPEN



GRACE GROUP RECOVERY AFTERCARE COMMUNITY ENTERPRISE IS A SCOTTISH CHARITABLE INCORPORATED ORGANISATION NO SC043551



Do you want to learn a new skill while at home? Find free, high quality digital and numeracy courses visit: <https://theskillstoolkit.campaign.gov.uk>



## Scottish autism

We want to make sure we are providing you & your family with the support you need during Covid19. For resources on how to educate your child at home or how to look after you and your child's wellbeing, visit: [www.scottishautism.org/covid19](http://www.scottishautism.org/covid19)

## KIRKINTILLOCH FOODBANK

Visit Kirkintilloch Baptist Church on a Monday, Wednesday or Friday between 2pm and 4pm with a referral voucher you have issued. If that is not possible for you to do then please phone 07425 134131 for further advice



## East Dunbartonshire Council Covid19 Information

For more information visit: <https://www.eastdunbarton.gov.uk/residents/council-democracy>

- \* Waste/Recycling
- \* Business Support
- \* School/Early Years Updates
- \* Scam Awareness
- \* Food Vouchers
- \* Community Support



Get advice for older people and their families. Call the number above or visit: <https://www.ageuk.org.uk/scotland/>

## POWER COMPANIES EMERGENCY CONTACT NUMBERS

Scottish Gas	0333 202 9802	SCOTTISHPOWER	0800 027 0072
EDF	0333 200 5100	npower	0800 073 3000
utilita	0345 207 2000	SSE	0345 026 2658



## It's Still Everyone's Job to protect East Dunbartonshire's Children

At this time, when schools are no longer able to play a central role in protecting children and young people, the role of communities is even more important.

If you have a concern for a child, it's much better to say something than do nothing.

If you are worried please do not hesitate to contact the Social Work Department on 0141 777 3000 (Mon-Fri 9am-5pm), Glasgow and Partners Emergency Social Work Service on 0300 343 1505 (Out of Hours) or Police Scotland on 101.



## G66 COVID RESPONSE

Do You Need Assistance?

Are you self isolating due to health, age or showing symptoms and have **NO-ONE** to assist you?

CALL US **0141 438 2347**  
OPAL East Dunbartonshire Information Line

We can help you with:-

**SHOPPING**  
**PRESCRIPTION COLLECTION**  
**A FRIENDLY PHONE CALL**

**YOU ARE NOT ALONE**

If you would like to join our volunteer team please get in touch

[g66covidresponse@gmail.com](mailto:g66covidresponse@gmail.com)



WE ARE HERE TO HELP **YOUR** KIRKY



East Dunbartonshire Women's Aid

Women's Aid

Tel: 0141 776 0864

Visit: [www.edwa.org.uk](http://www.edwa.org.uk)

Email: [edwomensaid@aol.com](mailto:edwomensaid@aol.com)

## OTHER USEFUL WEBSITES:

[www.gov.uk](http://www.gov.uk)  
[www.gov.scot](http://www.gov.scot)  
[www.scotland.police.uk](http://www.scotland.police.uk)  
[www.nhsinform.scot](http://www.nhsinform.scot)  
[www.moneysavingexpert.com](http://www.moneysavingexpert.com)  
[www.breathingspace.scot](http://www.breathingspace.scot)  
[www.children1st.org.uk](http://www.children1st.org.uk)