

## 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 also arrange home visits, telephone, or video appointments to meet customers' individual needs.

Please contact us on 0141 944 3891 or [mail@pineview.org.uk](mailto:mail@pineview.org.uk) if you require alternative arrangements.



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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)

## Pineview's Annual Summer Outing 2023.

Our Summer outing to Heads of Ayr Farm Park on 4th August 2023 was a great success. 154 residents and their families filled three coaches for a fantastic day full of exotic creatures, farmyard favourites, and amazing activities to suit all ages. Feedback from all who attended was very positive; many residents telling us how much they and their families had enjoyed the day and thanking Pineview for making it possible!



If you would like to get involved in future events, please keep an eye on our Facebook page for more details.



### Deborah Izzett (resident)

"Great wee day. Me and Millie had a great time. So much of our family got to go so it was a great family day out for us. There are so many of us and not everyone drives so getting a family day out where we can all attend can be very tricky but having the transport there meant that we could. We could have played the duck game all day, it was great."

### Lisa Wood (resident)

"We had a great day – the only problem was the wasps! It was a great way to meet neighbours and other people in the area and it makes me feel more comfortable knowing who my neighbours are. I'd be up for two trips a year!"

## Scheduled Office Closure

The staff team will be unavailable from 5:00pm on Thursday 21<sup>st</sup> September 2023 until 09.00am Tuesday 26<sup>th</sup> September 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.**

## Remember, Remember the 5th of November!

Bonfire Night is a time where we gather with friends and family to enjoy outdoor firework displays. If you are thinking of holding a private event, please ensure you are aware of the firework laws: [click here](#) for more information. As well as the firework laws, you should keep in mind the general safety tips if hosting an event:



- ✳ Children should be always supervised.
- ✳ Inform your neighbours if you are planning on hosting a firework display.
- ✳ Keep pets indoors – close doors, windows, and curtains to reduce the sounds of explosions and put on background noise, for example, the TV or Radio to distract them.
- ✳ Ensure there is only one person in charge of setting fireworks off to reduce the chance of a potential accident.

In previous years, some residents have experienced anti-social behaviour on the run up to and on the day of bonfire night. We put several steps in place last year to reduce this which had a positive impact. We would like to re-assure all residents that we will continue to take the required steps this year to ensure everyone can have an enjoyable and safe bonfire night.

There are several things everyone can do to keep you, your family, and the neighbourhood safe.

- ✓ If you have any information about planned incidents in the area, please contact the police on 101 or Crimestoppers on 0800 555 111. You can do this anonymously.
- ✓ Contact Pineview Housing on 0141 944 3891 and ask to speak to our Senior Housing Officer, Robert Reid, in confidence.
- ✓ Do not leave any items out which could be set on fire – such as bulk rubbish, mattresses, or other items.
- ✓ Report any dumped items to Pineview Housing.
- ✓ Do not take part in any anti-social behaviour and report those who do.

## Bulky Waste

Disposing of refuse can be an issue for some of us whether it is not being sure what goes in which bin, when bins are due to be emptied, disposing of bulky items, or having to endure the anti-social eyesore of fly tipping, dog fouling or littering.

Glasgow City Council have lots of information to assist you on their website: [Bins & Recycling](#) . If you cannot access this then please contact us and we will be happy to assist and advise you.

Glasgow City Council are now charging for removing bulky items from your property; however, this does not make it acceptable for residents to leave bulky items on the pavement or common land. This is fly tipping and is an environmental crime and will be reported and could result in fines or further action, including action against you in respect of your tenancy.

If you have bulky items for disposal these can be taken by you to Dawsholm Recycling Centre and disposed of for free. If you have any issues disposing of your bulky items, then please contact us for more help and advice.

# GOT BULKY WASTE?

  
ELECTRICAL

  
FURNITURE

  
WOOD

  
SCRAP METAL

  
MATTRESSES

  
CARDBOARD

  
CARPETS

## PLEASE DO NOT PLACE BULK ITEMS ON THE PAVEMENT OR LANE

**TO REQUEST A BULKY WASTE COLLECTION**  
use the **MyGlasgow App** or visit our web page  
[www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

**RECYCLE IT** – Your local household waste recycling centres are:

<b>North West:</b> Dawsholm Recycling Centre 75 Dawsholm Road G20 0FB	<b>East:</b> Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL	<b>South:</b> Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	<b>South West:</b> Shieldhall Recycling Centre Renfrew Road G51
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**OLD BULK INFORMATION** – Please disregard any bulk posters that may still be placed inside the close entrance of your property.

BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE  
DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION  
BEING TAKEN AGAINST THE OWNERS.

December 2020





## 2023 Annual General Meeting (AGM) Update

Our Annual General Meeting was held on Thursday 20 July 2023 at Drumchapel St Marks Church. Thank you to all our members who came along in person or submitted a proxy for the meeting.

As the number of members standing for election at the AGM was less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with Rule 40.1.

2023/2024 Committee of Management (as at 20 September 2023):

Name/Occupation	Position (last elected)	Position Held Since
Daniel Martyn Engineering professional	Chairperson (02/07/19)	01/01/2021
David Syme Legal professional	Vice Chairperson (02/07/19)	08/09/2020
John Brechany Legal professional	Vice Chairperson (16/09/21)	30/06/2022
Richard Bolton Community Development professional	Elected Member (16/09/21)	
Linda Devlin Community Planning professional	Elected Member (20/07/23)	
Jamie Graham Legal professional	Elected Member (20/07/23)	
Josephine McGinty Retired	Elected Member (20/07/23)	
Laura Nahar Marketplace Manager	Elected Member (20/07/23)	
Anna Welsh Retired	Elected Member (07/07/22)	

## 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)



## Calling all Customers – We Want you and We Need You!



The number of tenants and residents on our Committee of Management has fallen recently and the committee are keen to get numbers increased again. We are very fortunate to have a good mix of committee members with various skills, however, we only currently have three local residents. The Association exists because of, and for, our tenants and residents, and we need you involved in the strategic management of the Association, making the right decisions for current and future tenants and residents.

If our committee membership was to fall to seven or below, there are serious consequences for the Association should this happen.

### As per our Rules:

The Committee will continue to act while it has vacancies for Members. However, if at any time the number of Committee Members falls below seven, the Committee can continue to act only for another two months. If at the end of that period the Committee has not found new Members to bring the number of Committee Members up to seven, the only power it will have is to act to bring the number of Committee Members up to seven

### This means the Association could be prevented from:

- ✗ instructing any works including repairs, carrying out scheduled planned maintenance such as kitchen and bathroom replacements
- ✗ carrying out any operational work such as area maintenance, close cleaning etc

If we do not have enough committee members, the risks to you as tenants could mean another landlord may take over which could be another RSL or GHA and the service you receive at the moment could cease.

Being a committee member is a voluntary role where your commitment and enthusiasm are rewarded by seeing real transformation take place in peoples' lives and living conditions – we always want to do better. You will learn all about the Association's work and attend eight committee meetings in a year. This can be done in person or via MS Teams. You will also have the opportunity to attend training, seminars and conferences. Full training will be given, and these new skills and knowledge can enhance your CV.

**Remember the Association needs you and this is an ideal opportunity for you to make a real difference to housing and living conditions in your local area.**

If you are interested or want further information of what is involved, please contact Isobel Ferguson on: 0141 944 3891 or e-mail Isobel through: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) or pop into our office to chat.

The Association's strapline, mission, vision and values were reviewed at the committee and staff strategy day in March 2023. These summarise what the Association wants to achieve.

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

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

**Our 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



Putting People 1st

## What are Pineview's Strategic Objectives?

1. To help our tenants live in an affordable and sustainable way.
2. To deliver on the promises we make to our tenants.
3. To develop our response to climate change.
4. To engage effectively with our tenants and the wider community.
5. To explore opportunities for partnership and wider action.
6. To support our people to succeed.
7. To ensure the ongoing financial viability and sustainability of the organisation.

All our operational activities should contribute to one or more of the seven strategic objectives and it is the responsibility of the staff team to ensure that this is the case.

If you are interested in finding out more on this, you can access our Business Plan on our website - [Pineview Business Plan](#) or contact our Director, Joyce, through our office 0141 944 3891, [mail@pineview.org.uk](mailto:mail@pineview.org.uk)



## Customer Forum

At Pineview we are always looking at ways we can expand and explore tenant participation. We have a Customer Forum Group which meet once a month in our offices. This is a lively group who contribute greatly with feedback and suggestions on the services we provide. The forum also have input into things such as choosing the venue for the annual resident away day.

We are looking to expand the number of members and can recommend this as an enjoyable rewarding experience to anyone who can give up a couple of hours per month. The next meeting will be held on the **12<sup>th</sup> of October 2023 at 6pm at our offices.**

Please come along and join the fun! All are welcome!

## D In the Park

On Saturday, the 15<sup>th</sup> of July, we attended the D70 event in Drumchapel Park. The day marked a very special occasion as it celebrated 70 years of life and history in Drumchapel. Many local services and members of the community came together to celebrate the day and made it a day to remember!



There was an excellent turnout and great atmosphere which really showcased a strong sense of community spirit. There were also lots of fun filled activities for everyone to enjoy.

Some of our staff members joined the fun by setting up our very own stall and spent time chatting with families and members of the local community. We also organised competitions with great prizes; congratulations to the lucky winners. The younger children within the community took part in some colouring in which they really enjoyed.

We think everyone will agree it was a great day that brought the community together. We really enjoyed taking part and sharing in the fun! A huge thank you to everyone who helped to organise the event and came along on the day to celebrate. It was a very enjoyable and memorable day to mark Drumchapel's 70<sup>th</sup> birthday. Well done everyone!

## Wider Action

This year the wider action fund will concentrate on preventing Anti-Social Behaviour, Youth Projects, the social and community event, and environmental improvements in the Kendoon area.

The summer social and community event trip to Heads of Ayr benefits from the wider action fund as money was used to supply an extra bus to enable more tenants and their families to experience the outing which was a resounding success.

We will be working in partnership with G15 to deliver street outreach work, football coaching and providing funding for a youth club for one night per week for a year and supplying equipment for the youth club activities.

The remaining funding will focus on further environmental improvements in the Kendoon area.

## Charitable Donation – Men Matter Scotland

Men Matter Scotland exist to support men's mental health, improve men's quality of life, expand and enrich men's connections. They facilitate activities that support positive mental, physical and emotional health and wellbeing for men.

Following an appeal for funding, we made a charitable donation towards the costs of running their fishing trips. The fishing trips aim to take guys who are struggling with their mental health and addiction issues out of their day to day environment and into nature.

For more information about Men Matter Scotland, please visit their website:

[www.menmatterscotland.org](http://www.menmatterscotland.org)

## Food Train

Since 1995 Food Train has been making daily life easier for older people living at home. Kind and caring local volunteers bring friendship and joy to older people's lives whilst providing much needed practical help, such as delivering fresh food and groceries, sharing a portion of their own home cooked meal, arranging social events with transport solutions, collecting and renewing library books and helping with jobs around the house.

If you are living with ill health, disability, frailty or mobility problems you could benefit from the services offered by your local Food Train.

- ✓ All Food Train service provision is delivered by volunteers, who all undergo a PVG criminal record check.
- ✓ As a registered company and charity all of their customers become members and therefore pay a small annual membership fee, some of the services do incur an additional minimum charge which you will be notified about prior to commencement of any services or work that is undertaken.

The Glasgow Food Train operation also offers the following additional services:

- ✓ Shopping Delivery service- ensures that you have easy access to fresh and affordable groceries. Shopping can be unpacked and put away.
- ✓ EXTRA Home support- offers support with practical household tasks around the home.
- ✓ Mealmakers- a local neighbourhood food-sharing project that connects people who love cooking and want to share an extra portion.

This gives you a flavour of the services Food Train offers. If you would like to know more visit their website at [www.thefoodtrain.co.uk](http://www.thefoodtrain.co.uk).

We aim to identify residents who may benefit from the Food Train service and refer them for support. If you or someone you know could benefit from the Food Train service please contact us on: 0141 944 3891, e-mail: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) or pop into our office for a chat.

### Gas Service – Quick Reminder

#### 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.

### 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.**

## Our tenants can now access a free energy and advocacy service

We are delighted to have been awarded Scottish Government funding administered by the Scottish Federation of Housing Associations to provide this new service until March 2024.

This is a partnership project involving Pineview Housing Association and our neighbouring RSL, Kingsridge Cleddans Housing Association. The service will be provided by the Wise Group who will provide in depth individual support for our tenants in these challenging times.

The Wise Group is a leading social enterprise working across Scotland and Northern since 1983 to deliver customer led solutions to tackle inequality and societal challenges. They have extensive experience of successfully delivering similar projects. The support provided includes:



<b>Energy Crisis Support</b>	<ul style="list-style-type: none"> <li>• Resolving immediate issues where households have no access to energy / fuel supply and / or have self-disconnected.</li> <li>• Assistance to access emergency fuel top up payments.</li> <li>• Assistance to access energy supplier initiatives</li> </ul>
<b>Advocacy Support</b>	<ul style="list-style-type: none"> <li>• Engaging with energy supplier to reduce / write off energy debt and negotiate suitable repayment plan.</li> <li>• Addressing complex billing/account/metering issues.</li> <li>• Managed referrals to other support services e.g., mental health, foodbank, social inclusion.</li> </ul>
<b>Specific Energy Advice &amp; Information</b>	<ul style="list-style-type: none"> <li>• How to read meters, interpret bills and monitor usage.</li> <li>• Benefits of smart metering.</li> <li>• Advice on dealing with / preventing mould and dampness.</li> </ul>
<b>Energy Saving &amp; Efficiency Support</b>	<ul style="list-style-type: none"> <li>• Advice on how to reduce energy consumption and optimise usage.</li> <li>• Efficient operation of heating systems and electrical appliances.</li> <li>• Information and advice on low-cost measures available to improve energy efficiency.</li> <li>• Assistance to access eligible support to improve household efficiency and / or obtain energy efficient appliances.</li> </ul>
<b>Income Maximisation support</b>	<ul style="list-style-type: none"> <li>• Assistance to access eligible support to maximise household income.</li> <li>• Access to eligible energy industry schemes such as Warm Home Discount, Hardship Funding, other Energy Crisis Funding streams.</li> <li>• Referrals to partners for benefit entitlement checks to ensure households are accessing all available benefits.</li> </ul>

All referrals to this project must be made to the Wise Group by Pineview. Please do not hesitate to contact our Housing Services Team who will assist you to do so.



## Housing Services Update

**Voids** - The team's performance in turning around properties for letting has improved and the average time to turn around a property is now down to 10.39 days. The major stumbling block in lowering this time is still getting gas and electrical providers to reset meters to allow safety checks to be carried out. The team are looking to see if there are any ways to improve this and are hopeful of a resolution.

**Rent arrears**- There has been a gradual improvement in the arrears figures over the last quarter with current tenant arrears percentage dropping from 6.33% at the end of March to an improved figure of 6.01% at the end of July. It has been a long slog but by working with tenants to ensure they are receiving all the benefits they are entitled we are making inroads to the arrears. This is despite the cost of living crisis all our residents are going through.

It is important that anyone who feels they are struggling with their rents contact us at the earliest opportunity. The sooner we are able to work with you the sooner we can identify ways to try and resolve any issues. Burying your head in the sand and hoping it will go away will only make the situation worse. It is the Association's last wish to evict someone but if tenants can't work with us to resolve matters it can and will happen.

**Payment methods**- While we no longer take payments at the office there are a lot of options to pay your rent.

If you have a bank account you can set up a standing order or direct debit on a weekly monthly basis. You should have an Allpay card which you can use in any shop that that displays the Allpay Logo. If you do not have a card please contact the office and one will be ordered up for you.

You can also download the Allpay app to your phone and make payments through this.



Finally you can phone the office if you have a debit card and make a payment over the phone.

## Welfare Benefit Appointments

We offer appointments on Tuesday morning 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.

Please give us a ring to arrange this or alternatively 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.

Please remember to call and cancel your appointment with us if you can no longer attend so we can offer this to someone else.

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

## Close Cleaning

Everyone wants to live in a clean and tidy environment, and this is why we provide a weekly close cleaning service. However, we need you to work with us to make sure our closes and communal areas stay clean, tidy and safe. Each close will be cleaned weekly to the following standard weekly by our Estate Caretakers:

### Internal

- ✓ All communal closes, stairs, and common areas will be swept and then wet-mopped.
- ✓ All balustrades, ledges, sills, skirtings etc will be dusted and mopped, surfaces dried down to remove all excess water, leaving a dry surface.
- ✓ The walls in the common close, stairs and common areas will be spot cleaned during every visit to remove all marks (i.e. blood, general traffic marks, and graffiti).
- ✓ Light fittings will be cleaned, and cobwebs removed at wall and ceiling junctions and from any window at all levels every visit.
- ✓ Water used for mopping will be refreshed regularly.

### External:










- ✓ We will sweep and remove all debris from the entrance to the close and litter pick the surrounding area and back court.
- ✓ We will wipe down entrance doors and screens to keep them free from dirt and marks.
- ✓ All paths (hardstanding areas) will be hard brushed with all weeds removed.

### What we need you to do.

- ✓ We provide a weekly clean to every close – however it is the responsibility of all residents living in or visiting closes to make sure that the close is kept clean, tidy and free from obstructions at all times in between.

## Performance

Below is a summary of 2023 -24 performance outcomes to 30 June 2023. The Scottish Average figures noted relate to the 2022-23 year end performance as reported by the Scottish Housing Regulator.

 <p><b>2.27 Hrs</b> (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p><b>2.8 Days</b> (Target 4 days)</p> <p>Average time to complete non- emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p><b>93.18%</b> (Target &gt;96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p><b>12.33 Days</b> (Target 4 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 55.6 Days</p>	 <p><b>5 Days</b> (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.75 days</p>	 <p><b>100%</b> (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p><b>6.78%</b> (Target &lt;7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.86%</p>	 <p><b>101.27%</b> (Target &gt;96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p><b>0.17%</b> (Target &lt;0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

## Compliments and Complaints

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.

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.

You can read our latest complaints performance report on our [website](#)



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.

Summer 2023  
Newsletter looks great,  
well done and so good  
to see so much going  
on.

Very happy with  
new kitchen and  
workmanship.

Thank you for  
the food and  
fuel vouchers.

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

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

## Use Video Doorbells Responsibly

If you are considering installing or already use a video doorbell in your home, you must think about data protection and privacy.

If you configure your video doorbell so it only captures images within the boundary of your property and sound recording is disabled, then you are exempt from complying with data protection law. But if it captures images of individuals outside that boundary, such as your neighbours' homes or gardens, shared spaces or a public footpath or street, or records sound (even sounds inside the boundary) then your use of the video doorbell must comply with data protection law.

You will be regarded as a "controller" and will need to comply by data protection law when using your video doorbell. This means that individuals who are concerned about your use of the video doorbell could ask for access to images, footage containing their images and sound recordings and make a complaint to the Information Commissioner's Office (ICO) about you – and the ICO can issue fines against those who abuse individuals' rights. You would also need to put appropriate signage in place.

We recommend you use video doorbells responsibly in a way that respects the privacy of others. Think about what areas you feel you need to cover, how you can position the video doorbell to avoid intruding on your neighbours' property or any shared or public spaces and disable any sound recording facilities, where available.



If you feel you need to capture images beyond your property, you will then need to have clear and justifiable reasons for doing so, write them down and comply with data protection law by:

- ✓ Letting individuals know you are using a video doorbell by putting up signs saying that recording is taking place and why.
- ✓ Not capturing more footage than you need to achieve your purpose in using it.
- ✓ Ensuring the security of the footage you capture by holding it securely and making sure nobody else can watch it without good reason.
- ✓ Only keeping the footage for as long as you need it by deleting it regularly.
- ✓ Ensuring the video doorbell is not misused by other members of your household.
- ✓ Respecting the rights of the individuals whose images you capture. This includes not sharing footage with others and / or posting it to social media.

- enjoy a good blether
- your safety-net alert service
- community safety advice
- available 365 days
- available in Glasgow and South Ayrshire

A multi-award winning charity, Good Morning Service provides a unique daily telephone befriending and alert service whereby each day Telephone Befrienders call out to older people. Since 2000, Good Morning's **light touch support** has given older people confidence to live alone, or as a carer, retaining their independence to live in their own home and community.

**Donate** Please support our campaign because loneliness kills.

To donate £5, simply text **GMSC001 to 70970**

Your donation will be processed and administered by the National Funding Scheme, operating as DONATE. Texts will be charged at your standard network rate. For Terms & Conditions, see [www.easydonate.org](http://www.easydonate.org)

**Contact us**

**Good Morning Service**  
 G4 Flemington House,  
 110 Flemington Street, Glasgow, G21 4BF  
 T: **0141 336 7766** or **0333 101 0036** (local rate)  
 Email: [info@goodmorningservice.co.uk](mailto:info@goodmorningservice.co.uk)  
 Website: [www.goodmorningservice.co.uk](http://www.goodmorningservice.co.uk)  
 @Good\_Morning\_2U

**Opening hours**

Weekdays: **8am to 3.30pm** | Weekends & public holidays: **8am to 12 noon**

Recognised by the Scottish Parliament:

“Parliament congratulates the Good Morning Service on its continuing work;... believes that the service is both life-saving and life-enhancing and gives reassurance and peace of mind to many vulnerable people.” S4M-05633

“Parliament acknowledges the invaluable contribution Good Morning makes to individuals and the community as a whole.” S3M-3352



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**Good Morning Calls**  
 Connected | Safer | Valued

**Free telephone alert and befriending service**

- start your day with a blether
- light-touch well-being check
- alert a contact person or local police if you fail to answer your phone
- for people aged 65+

**Light-touch**

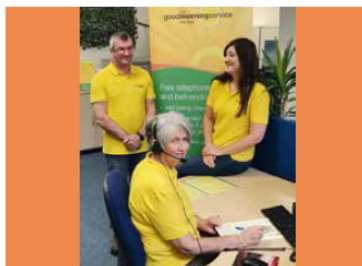
Telephone Befrienders will call you for a blether and to check all is well. Over time we hope to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support through a difficult time. If you need help we can refer you to health, social care and local services. You decide what we talk about and the level of service that suits you.

**Safety**

If you don't answer our repeated Good Morning Calls we can alert your emergency contact person, if you have one. If we can't speak to your contact person we will liaise with other services in an attempt to speak to you. If we can't speak to you or your emergency contact person then we will ask the police for a welfare check.

Our members feel safer and more confident to live as independently as possible.

**You'll have peace of mind.**



GMS team members

**Impact**

“I was starting to feel lost before I signed up to the service. I look forward to my call, and they structure my day and my week. It balances out my mind and I feel I can cope with whatever comes along.”  
*James*

“It's a great service because it's not intrusive. They're understanding and that means a lot to me.”  
*Client*

“As a Carer I find this service invaluable. It's reassuring and I can sleep easier at night. It means an awful lot to me to have friends on the other end of the phone that I can trust and rely on, the team are just great!”  
*June*

**Get Togethers**

You can also join in with our monthly social outings to interesting places.



**Safer Communities**

In partnership with Police Scotland and Trading Standards we provide info and advice on how to recognise scams and keep yourself safe from fraudsters.

**Community Directory**

We'll tell you about local and national services/events which could make a positive difference to you.

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**T: 0141 336 7766**  
 or **0333 101 0036** (local rate)

