

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 Successful In Funding Bids for Tenants

We are very much aware that many of our residents are struggling to make fuel payments and buy food for themselves and their families.

We have recently been successful in bidding for funding from the Scottish Government's Social Housing Fuel Poverty Fund and from the Scottish Government's Winter Hardship Fund.

We have managed to obtain funding of £16,462 from the Fuel Poverty Fund and we have been able to distribute this funding via

- **Fuel Vouchers for families with pre-payment meters**
- **Direct payments to families with dry meters**
- **Fuel Vouchers or direct payments to single tenants**
- **Support for tenants who have had their gas supply capped**

We obtained a further £7,000 from the Winter Hardship Fund to provide our tenants with

- **Food and shopping vouchers**
- **Emergency Assistance**

We will be continuing to distribute this funding until 31st March 2023

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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

Scheduled Office Closures

The staff team will not be available from 5.00pm on Thursday 6th April 2023 until 9:00am on Tuesday 11th April 2023 the office will also be closed for the public holidays on Monday 1st May 2023, Monday 8th May 2023 Friday 26th May 2023 and Monday 29th May 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.**

Community Wider Action

Drumchapel Foodbank

We take an active role in supporting the wider community in Drumchapel.

After a plea from the Drumchapel Food Bank for donations via the Drumchapel community groups, Pineview staff collectively decided to help by arranging a collection of essential items.

The staff team donated over £300 worth of essential items requested by Drumchapel Food Bank in January 2023 which included tinned food (meats and fruit), pet food and toiletries amongst other required items.

This highlights our commitment and support wider community action within the community.

Growchapel Community Allotments



Following the transfer of Kendoon HA properties to Pineview, we made a commitment to former Kendoon HA tenants to improve the area through environmental and social development.

In addition to the planters at Kendoon Avenue, Growchapel Community Allotment Gardens have received funding from Pineview to improve their facilities to promote the physical and mental health of residents in the area.

We have purchased 11 sheds, a pizza oven, a gazebo and will provide a notice board to promote future events at the allotments. This also ties in with Glasgow City Council's plans to extend the biodiversity corridor through the City of Glasgow.



Scan the QR Code to find Growchapel on Facebook or read the [Growchapel handbook](#) on our website.

“My mental health is bad recently, I am going to go to the allotments over the next few days, it usually helps.”

Pineview Tenant

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

Share your views ...

The National Panel is one of the ways that the Scottish Housing Regulator (SHR) includes the views of tenants and users of social landlord services in their work.

The Panel is an important part of how SHR [involves tenants and service users in their work](#), alongside other mechanisms such as Tenant Advisors and feedback from RTOs. Over the last 9 years the Panel has provided rich feedback about tenant and service user views and has helped to shape the focus of the Regulator's work. The SHR is keen to build on this with a broad Panel membership.

National Panel membership is open to all tenants and users of social landlord services, and the SHR want to include as diverse a mix of tenants and service users as possible.

Around three quarters of the current membership are not involved in RTOs or other formal tenant participation structures, and the Regulator is keen that the Panel continues to reach individuals who may not have otherwise engaged with tenant participation opportunities.

You can also have the chance of winning £50 by taking part!

Scottish Housing Regulator
National Panel of Tenants and Service Users

Share your views...

Want to help improve social landlord services in Scotland? The latest National Panel survey is now available!

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive surveys, information and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Take the survey and join...

By phone

0800 433 7212

Online

bit.ly/shr-panel

On your smartphone:



Take part for a chance
to win £50!

Repairs and Maintenance Update

Window Replacements

We recently appointed MSi Scotland as contractor for the window replacements at Phases 1 and 2 in Kendoon Avenue (1-19 Kendoon Ave). These works are expected to be completed by end of April 2023 access permitting.

Kitchen and Boiler Replacements

MCN (Scotland) Ltd have been appointed as contractor for the Kitchen and Boiler replacements at Cairnsmore Phases 7-9, (10-28 Halgreen Avenue and 5-69 Abbotshall Avenue). These works are expected to be completed by end of May 2023 access permitting.

Door Entry Replacements

We appointed Sound Service to carryout Door Entry Replacements for 15, 17 and 19 Kendoon Avenue. Works started 16 March 2023 and are expected to be completed 24 March 2023 access permitting.



Before window replacement



After window replacement

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.

Bulk Uplift Service

Our Estate Caretaker Team have been carrying out a bulk uplift service since Glasgow City Council withdrew the service during the Covid outbreak.

This service has been very popular, our caretakers are filling two large waste containers per week. The amounts of waste being reported to us by residents has seen backlogs in bulk being uplifted. This is also having an impact on the other duties that the Estate Caretakers carry out such as common stair cleaning, maintenance of common area and works within void properties.

We are reviewing the bulk uplift service to ensure that we provide all our Estate Caretaker services to all residents. We do not intend to withdraw the service just to look to see if we can carry it out in a more efficient way. As soon as we have completed this review, we will advise all residents.

In the meantime, can I remind all residents of alternatives to our bulk services or exceptions: -

1. Cardboard boxes even if bulky should be flattened and put in your blue recycle bin.
2. General waste is not bulk waste and should be put out with your green general waste bin.
3. Take advantage of retailer's removal services when you are getting white goods delivered. They will fit your new fridge/washing machine and take the old one away for a small fee. This also applies to a lot of furniture retailers.
4. If you have access to a vehicle you can dispose of bulk at Dawsholm. All you require to have is a utility bill or similar that shows you live in Glasgow.
5. Consider contacting charities such as the Salvation Army who will uplift items such as furniture.
6. The Council still operates an uplift service further details can be found at www.glasgow.gov.uk

If you have any thoughts on how we could improve our service, please contact the office on 0141 944 3891 or email to mail@pineview.org.uk

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.

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.

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 31 December 2022. The Scottish Average figures noted relate to the 2021 – 2022 year end performance as reported by the SHR

 <p>2.51 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.9 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.9 Days</p>	 <p>88.74% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>15.78 Days (Target 4 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 51.6 Days</p>	 <p>4 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.8 days</p>	 <p>89.87% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.7%</p>
 <p>7.99% (Target <7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.3%</p>	 <p>98.16% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.3%</p>	 <p>0.47% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

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](#).

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.

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.

Evictions and Arrears

Over recent months we have had to carry out several evictions due to the level of the tenant's arrears and their failure to engage with us to try to resolve the situation. Pineview regard eviction as being the last step to carry out and try to prevent this.

There have however been a few success stories amongst our arrears cases.



Case 1.- A single man who had been in high arrears for 6 years. The case eventually had to be booked into court in early 2022 where the tenant offered the court an unrealistic payment arrangement which staff knew could not be sustained but staff had to accept as it had been made in court.

Almost immediately afterwards this arrangement was broken, and the case was called back to court.

Due to the Covid restrictions the case could not be heard until late 2022 where the court granted decree for eviction. This was arranged to be carried out and the tenant advised. At the very last moment the tenant realised that he would lose his house and contacted the office.

Staff worked through his income and expenditure and benefits to work out a repayment arrangement that was acceptable to the Association and affordable by the tenant.

Case 2.- A single mother with 3 children in the who had been in high arrears for most of her tenancy. She had been taken to court on several occasions in the past but never taken to point of eviction. Once Pineview became her landlord her arrears continued to increase and she failed to work with us to try to resolve it.

Because of the Covid restrictions she could not be booked into court until late 2022. When the case called at court it was continued and a final court date set for March 2023.

The tenant still failed to engage with staff to resolve the arrears. A few days before the case called at court, she contacted the office. She had heard about evictions of other tenants having been carried out recently and realised that she could well be next. She worked with staff to work out an acceptable arrangement and made a large lump sum payment which reduced her arrears by about one third. She admitted that she had buried her head in the sand in the belief that it would never happen to her.

If you are struggling with your rent, please do not ignore it. Staff will always try to work with our tenants to try to resolve the situation. We can arrange welfare benefits appointments to ensure you are getting all the benefits you qualify for.

We can arrange debt managements to resolve issues with utility providers. All you need to do is talk to us. Phone the office on 0141 944 3891 if you wish to discuss your case with staff

Don't Abandon Us!

Over recent months we have had an increase in the number of properties being abandoned. The reasons why this is happening is not clear as the tenants who are abandoning their properties are not talking to us about any concerns. It may be the cost-of-living crisis or other personal issues. Often the first time we discover a house has been abandoned is when the rent stops being paid.

Pineview ask if anyone who is thinking about abandoning their tenancies to contact staff at the office on 0141 944 3891 and ask for advice. If you feel you need to give up your tenancy, please contact us and we can advise on the steps to take and offer any assistance.

Abandoning your tenancy can occur additional costs to you and prevent you from securing a future tenancy, we want to help.

Useful wellbeing contacts

USEFUL CONTACT AND WEBSITES FOR WELLBEING

Please note some numbers require you to leave a message and someone will call back

Alcoholics anonymous **0800 9177 650**
 Anxiety UK **03444 775 774**
 Autism helpline www.autism.org.uk
 Blue cross. Support on the death of a pet **0800 096 6606**
 Breathing Space **0800 83 85 87**
 Brothers in arms App www.brothersinarmsscotland.co.uk
 Carers Scotland **0808 808 7777**
 Childline **0800 1111**
 Citizen's advice Scotland **0800 028 1456**
 Dementia Helpline **0800 888 6678**
 Endometriosis UK helpline **0808 808 2227**
 Get support | Endometriosis UK (endometriosis-uk.org)
 Families affected by imprisonment **0800 254 0088**
 Gambling with Lives. Families affected by gambling related suicide info@gamblingwithlives.org
 Gambling helpline **0808 8020 133**
 Gamblers anonymous **0370 050 8881**
 McMillan support line **0808 808 0000**
 Men Matter Scotland www.menmatterscotland.org
 Mobile App to manage Gambling addiction www.recovermeapp.co.uk
 NAPAC (the National Association for People Abused in Childhood) **0808 801 0331**
 Narcotics anonymous **0300 999 1212**
 National domestic abuse helpline **0808 2000 247**
 One parent families Scotland **0808 801 0323**
 Pain association Scotland **0800 783 6059**
 ParentLine **08000 28 22 33**
 Perennial – helping people in horticulture **0800 093 8543**

Samaritans **116 123**
 Silver line **0800 4 70 80 90**
 For services local to you check out www.aliss.org
 For resources to support wellbeing www.cope-scotland.org

Stroke helpline **0303 3033 100**
 (Please note, if you are concerned you may be having a stroke dial 999 and ask for an ambulance)

NHS 24 111 (NHS Language line. When you phone 111)
Tell the call handler that you need an interpreter
Tell the call handler the name of your preferred language)

Scotland's National British Sign Language User relay service <https://contactscotland-bsl.org/>

If you are deaf & experiencing a crisis text deaf to **85258**

The Living Life service offers guided self-help and cognitive behavioural therapy. For more information call **0800 328 9655 (Monday to Friday: 1pm - 9pm)**

"Place your hand over your heart, can you feel it?
 That is called purpose. You're alive for a reason
 so don't ever give up." - Unknown



[@COPEscotland](https://twitter.com/COPEscotland)

www.cope-scotland.org

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 us or keep updated with our news in several ways:

Telephone: 0141 944 3891
 E-mail: mail@pineview.org.uk
 Website: www.pineview.org.uk

Accessibility

Q. How can I contact staff?

A. There are a range of contact methods available to our customers including:

- ✓ Telephone: 0141 944 3891
- ✓ Email: mail@pineview.org.uk
- ✓ [Video Call](#) from our website
- ✓ Use the [Contact Us](#) form on our website
- ✓ Request a call back via Text Message: 0741 834 7038
- ✓ Facebook: @pineviewhousing
- ✓ Make an appointment for a team member either in the office or to visit you at home

Data Protection Rules Coming Soon!

The UK General Data Protection Regulation (UK GDPR) has applied to us since May 2018. We have ensured that the UK GDPR is embedded into everything we do, from collecting personal information from housing applicants through to handling queries from our customers and requests for access to their personal information.

The UK Government has recently introduced the Data Protection and Digital Information (No.2) Bill to make some changes to the UK GDPR following Brexit. The changes are designed to make the UK GDPR more business-friendly and to cut the "red tape" sometimes associated with data protection compliance

Further information on data protection and your rights is available from our Data Protection Officer (DPO), Daradjeet Jagpal by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07575 838 625; or writing to: The Data Protection Officer, Pineview Housing Association Limited, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR.

For further information visit our website click [here](#)