

Pineview Secures £95,359 of Social Housing Energy Support Funding for Tenants!

Energy Advice Services: £74,359

Following our last update in the Winter 2023 newsletter, Pineview were awarded £74,359 funding to collaborate with The Wise Group's Home Energy Advice Team (HEAT) to support tenants with energy related issues.



The support available through the HEAT scheme ranges from providing energy advice to tenants to reduce bills, assisting tenants to clear debts on their meters and access emergency top-up vouchers, as well as helping tenants to resolve complex billing issues by working in conjunction with utility suppliers.

In December 2023, we were successful in referring 218 households to the scheme for help and support.

We hope those who were referred found the scheme useful and were able to benefit from the support and advice given.

If you have any feedback regarding your experience, we would love to hear from you – feedback can be provided by telephoning the office on 0141 944 3891 or emailing us at mail@pineview.org.uk.

Energy Vouchers: £21,000

Following last year's successful roll out, we were again successful in obtaining funding to provide energy vouchers to tenants. We recently contacted tenants to advise that the scheme was open and we had a great response.

Each voucher was worth £49 to put towards the cost of energy bills.

We hope this has gone some way towards helping alleviate some of the strain of the rising cost of living for our tenants.

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Scheduled Office Closures: The staff team will be unavailable from

5.00pm on Thursday 28 March 2024 until 9:00am on Tuesday 02 April 2024.

4:00pm on Friday 3 May 2024 until 9:00am Tuesday 7 May 2024

5.00pm Thursday 23 May 2024 until 9:00am Tuesday 28 May 2024.

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

2024 Annual General Meeting (AGM): Date for your Diary

Date/Time: **Tuesday 23rd July 2024 @ 6:00pm**

Where: **Drumchapel St Mark's Church
281 Kinfauns Drive, G15 7BD**

The agenda:

- Approval of Minutes of the Thirty Second Annual General Meeting held on 20th July 2023.
- Chairperson's Report.
- Annual Accounts.
- Approval for Re-Appointment of Auditors.
- Election of Committee of Management.

To Do ✓
Pineview AGM
Tuesday
23rd July 2024
6:00pm

Drumchapel
St Mark's Church
281 Kinfauns Drive
G15 7BD



2023 AGM at St Mark's Church 1

Anyone interested in the work of the Association can attend, however only members have the right to stand for election and vote at the meeting.

We hope as many of our members as possible will be able to join us for this annual event. More details, including Committee Member nomination forms and AGM papers, will be issued during June and July. We look forward to seeing you!

Free Easter 2024 Activities

Looking for something to do during the easter holiday? We have identified some free events that might interest you:

Event (including hyperlink for more details)	Date & Time	Location
Come and play Hide & Sheep	25 March – 14 April 2024	Buchanan Galleries
Spring Eggstravaganza at The Forge Market	28 March – 07 April 2024	Forge Market
Family Cycling Extravaganza	29 March 2024	Victoria Park
Citizen Science In Yoker	29 March 2024	Yoker Halo Garden by Esk Street
R-CADE Family Friendly Easter Boardgames Swap	29 March – 14 April 2024	R-Cade 121 Saltmarket
Spring Fling at Clyde Shopping Centre	29-31 March 2024	Clyde Shopping Centre
Stained Glass Egg Making	30-31 March 2024	Peoples Palace and Winter Gardens

Some other useful groups that offer activities and events and support are: G15 Youth Project, 3D Drumchapel and PEEK Project.

FREE museums to visit in Glasgow: Riverside Museum, Kelvingrove Art Gallery and Museum, The Burrell Collection, Hunterian Art Gallery, Gallery of Modern Art.

How Do I Apply for a Property with Pineview?

Step 1 - Application Form

We operate an online application system in partnership with Cernach HA and Kingsridge Cleddans HA. The system is designed to simplify the application process; complete one application form, submit your form to one, two or all three partners simultaneously.

You can apply at www.drumcog.org.uk

Step 2 - What happens after you submit your application form.

We Will ...

- assess your application and award points based on your individual needs and circumstances (we will contact you if we require more information).
- add your application to our housing register; and
- send you a letter confirming the points you have been awarded and your unique reference number (please have this handy if you contact the Association regarding your application).

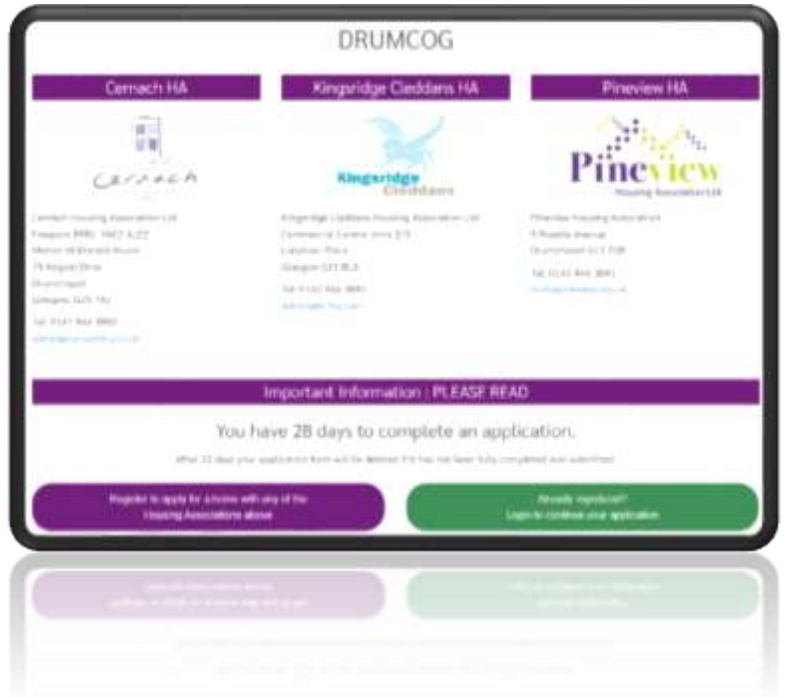
Step 3 – Contact

We will only contact you if:

- we are considering you for an offer of housing; or
- we are carrying out an annual review of the housing register.

Until you are allocated a property, or your application is withdrawn or cancelled, you must inform us immediately of any change of circumstances, for example:

- a change in your health, which is affected by your current housing.
- someone in the household becoming pregnant.
- a member of your family or friend leaving or joining the household



Become a Member of the Association

Membership is open to people with an interest in the Association whether or not they are tenants. Subject to the Association's Rules, the following may be eligible to become members:

Tenants of the Association; Service Users of the Association; Other persons who support the objects of the Association; Organisations sympathetic to the objects of the Association.

Applicants for membership must be 16 years or over. However, members may not become Management Committee members until they reach the age of 18. Membership costs £1 and will remain in place unless the membership is ended in line with the Association's Rules.

We invest in people, gold accreditation.

Investors in People is delighted to award Pineview Housing Association Ltd “We invest in people, gold accreditation”.



Gold accreditation means that Pineview has got the policies in place but more than that, it means everyone within the Association takes ownership for making them come to life.

Pineview Housing Association was established in 1991. Core to the work of the Association since its creation is tenant satisfaction with customer care and the services the Association provides. The Association is committed to continually enhancing service delivery. The Association's most recent independent Tenant Satisfaction Survey revealed over 91% of respondents were satisfied with the services of the Association (Scottish average is 87%). Additionally, there was a fantastic 98% satisfaction with customer care. The Association continues to work to deliver excellent services to tenants and other customers.

Paul Devoy, CEO of Investors in People, said:

“We’d like to congratulate Pineview. Gold accreditation on We invest in people is a fantastic effort for any organisation, and places Pineview in fine company with a host of organisations that understand the value of people.”

Commenting on the award, Daniel Martyn, Chairperson said:

“The Association is delighted to have retained our We invest in people, gold accreditation. We are very proud of our achievements and I would like to recognise the efforts of our staff team to achieve this fantastic outcome. We agree with Investors in People that the success of our organisation begins and ends with people. If we make work better for everyone, we can contribute to making society stronger, healthier and happier.”

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 **6:00PM Thursday 11 April 2024 at our offices**. Please come along and join the fun! All are welcome!

Being a Pineview Committee Member By David Syme (March 2024)

I've been on the Pineview management committee for just over five years and have been a Vice Chair for most of that time. Sadly, I'm stepping down at the AGM, mainly so that I can spend more time with my son, who is at an age where he needs me around on many Wednesday nights. I'm really sad to be leaving, as volunteering on the management committee has been one of the most fulfilling and rewarding experiences of my life. The people are lovely and really genuinely care about making Pineview the best housing association it can be and delivering a good service for our tenants. I know there are times when things aren't as good as they could be (if only life was perfect, eh!) but I promise you that we all do our best to make sure that our homes are of a good quality and that our staff are supported to deliver for our tenants and other customers. We have a really positive working relationship with the staff but one of our roles is to provide constructive challenge and we do that regularly, to promote the interests of the tenants.

The committee generally meets once a month, either for a normal committee meeting or for another necessary meeting (which might be committee evaluation, strategy planning or something else). We have a mix of in-person and online meetings. There is always an online option, which I find handy but I also like to meet up in person when I can. In advance of the meeting, we need to read some paperwork so that we are prepared for the meeting. Although the paperwork is available for everyone to read, we recognise that committee members have a range of skills and so it is often the case that people will focus on the things they know about most and are able to contribute most on. So if you don't understand accounts too well, we don't force you to go through them with a fine toothcomb, although there is training for committee members and we try to deal with things in a way that everyone can understand, while still doing what the housing regulator needs us to do. There can be other meetings and events to attend but attendance is not forced on you. In my time on the committee, I took the opportunity to gain a SQA qualification in housing governance, that Pineview put me through to help with my role. Although I had some skills that I brought with me when I joined the committee, I have definitely gained and developed further skills in the last five years. That's not what I'm volunteering for but it's a nice bonus.

We are really fortunate to have some tenant members on the management committee and they play a vital role in guiding the work we do. In my view, they are the most important people on the committee because I really believe that Pineview should be led by its tenants. That is the real beauty of organisations like this. They exist to build and foster a sense of community. They are local organisations providing local services to local people. They listen. They care. They might not get things right 100% all of the time but they do their damndest. Large national housing associations have a place but I truly believe that smaller community-led organisations like ours have the ability to be head and shoulders above the rest. I would really encourage you to consider joining the committee. If your experience is anything like mine, you will be welcomed, supported and encouraged.

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

Rent Consultation Survey Feedback

We were delighted to receive 126 responses to our recent rent consultation survey. This represents one of our highest response rates over the last 3 years; up from 102 replies last year and 82 the previous year. This is perhaps unsurprising given how important the subject is to tenants in the current economic climate and the impact this has on tenants' incomes.

The majority of those who respond to the consultation preferred Option 1 – 5% Increase for 2024/2025.

Consultation Question:

The Management Committee are considering increases of 5%, 5.85% and 6.7%. Please indicate your preferred option.

Option 1 – 5% increase	81	64.29%
Option 2 – 5.85% increase	33	26.19%
Option 3 – 6.7% increase	12	9.52%
	126	100.00%

We received some great comments from the consultation which gave some context to the options selected and the views of our customers:

- ✓ With rents being so low, it wouldn't be too difficult to pay a bit more which can go towards improving the quality of the housing stock or give means to expand the number of properties provided to help more people being charged more than double Pinewood rental fees for a worse and less secure private tenancy.
- ✓ 5% is a fair increase under the current cost of living situation.
- ✓ Option 2 is the compromise for the charity as much as the tenants.
- ✓ 5% as inflation has gone up and pensioners are struggling.



The consultation feedback was presented to the Management Committee for consideration in January 2024. With a focus on our tenants, and in recognition of how tight things are for everyone right now, the Management Committee believe our priority is to minimise increases without creating service concerns for tenants or stocking up problems for the future that could result in high rent increases. As a result, a rent increase of 5% was agreed by the Management Committee for 2024/2025

All consultation responses were entered into a prize draw. Congratulations to our lucky winners listed below, who each received a £20 Love to Shop voucher, and thank you to all who responded.

Cairnsmore Area - Miss Kinnon, Mr & Mrs Lyttle, Ms Grear, Miss Hally, Miss Wallace, and Mrs Gillan.

Pinewood Area - Mr Walker, and Mr Carracher

Broadholm - Mrs Halliday, and Mr & Mrs Richford

2024/2025 Rent Charges Notifications

Following consultation with tenants and considering the short, medium and long term income needs of the Association, the rental charges for 2024/2025 have been determined. All tenants received a notification letter, before the end of February 2024, detailing the rent charge that applies to their home. All rents are charged in line with the [rent structure](#) of the Association.

Members of our staff team were out and about hand delivering your rent notification letter. You might ask “why are you wasting resources with hand delivering letters rather than posting them?”. Hand delivery is currently required due to an anomaly within the Housing (Scotland) Act 2001, that the Scottish Government has not resolved. We have been writing to the Scottish Government since mid-2023 about this matter but they have not resolved it yet and have given no timeline of when it will be resolved.

When the Scottish Government introduced emergency rent legislation in 2022/2023 it became clear that there was an issue with how tenants throughout Scotland are advised of any changes to their rent charge. It became apparent that rent change notifications should only be issued to tenants by recorded delivery, serving it on the tenant or hand delivery, rather than standard post. This appears to have been the result of an error in the original legislation on rent notifications covered by the Housing (Scotland) Act 2001.

Recorded delivery is problematic for several reasons. Firstly, if tenants are not at home when the recorded delivery is attempted then they need to go to the local sorting office to collect the recorded delivery letter. This is inconvenient, time consuming and costly for tenants, especially if the sorting office is not near their home. Secondly, if a tenant is not home to receive the recorded delivery and does not go to collect it, they are not aware of the change to their rent charge and can end up in arrears by paying the wrong amount.

There is a further technical legal complication here regarding whether or not the increase notification has been served if the tenant does not collect the recorded delivery, and therefore a further letter would be required to be sent, at additional cost.

Thirdly, recorded delivery is much more expensive than normal post (£1.50 extra per letter), which is wasteful of resources.

Pineview took legal advice from our various legal advisors and it was determined that until the Scottish Government resolve this matter, rent notifications should either be sent by recorded delivery or by hand delivery. Given the issues with recorded delivery, Pineview took the decision to use hand delivery. We delivered rent increase notification letters by hand delivery in 2023, and 2024, and will continue with this form of delivery for rent increase notification letters until the Scottish Government and/or Scottish Parliament resolve to allow standard post. We will continue to pursue the Scottish Government to have this matter resolved.

On 24/01/2024 we wrote to advise the Minister for Housing:

“We are commencing the process of advising our tenants of the rent charges for 2024/2025. As part of this we will provide information regarding why we are having to waste resources with hand delivery. We will advise that we have been liaising with the Scottish Government to try and have this resolved but to no avail. We will advise tenants that we will continue to pursue this matter and suggest that if they would like more detail meantime that they directly contact yourself and/or the SHR, who are tasked with protecting tenant’s interests.”

If any tenant would like to raise the matter with either the Minister for Housing and/or the Scottish Housing Regulator (SHR), their contact e-mail details are as given below:

- Mr Paul McLennan, Minister for Housing, Directorate for Local Government and Housing, Scottish Government
Email - ministerhousing@gov.scot
- [Scottish Housing Regulator \(SHR\)](#)
shr@shr.gov.scot;

We will keep tenants updated on this matter as and when/if matters progress. In the meantime, if you would like more information, please contact Joyce at our office to discuss – 0141 944 3891, mail@pineview.org.uk .

Repairs and Maintenance Service Update

Pineview Bulk Uplift Service

We have rolled out our new bulk uplift schedule and it is working well.

Weekly Bulk Uplift Schedule:

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

How can I help to Reduce, Reuse or Donate my bulk items?

If you have bulk items that are in good condition, could be re-used, haven't been left outside and still have the necessary fire labels (for sofas and armchairs), simply visit the [Zero Waste Scotland website](#). There you can search for the re-use organisations that can collect items from your area. You will need to contact a suitable re-use organisation from the directory and arrange for your items to be collected.

How do I arrange an uplift with Pineview?

Bulk should be left out the night before or the morning of the scheduled uplift day for your area. Any bulk left out at times other than scheduled will result in estate management procedures being followed. All bulk must be placed at the front of your property – we will not collect from back gardens. We ask tenants to be mindful when using the bulk service and keep to items that genuinely qualify as bulk.

Bulk is:

Beds, Mattresses, Wardrobes, Chairs, Sofas, Tables, TV units, TV's, broken down sheds, old decking, old fencing, large old toys (please consider charity shops though). We will also collect washing machines and cookers but would suggest trying a local metal collector first.

Bulk is Not:

Household recycling including large cardboard (this should be broken down and put in your recycle bin) clothes – (consider charity shops or clothes bins), black bags – if it fits in a bag, it fits in a bin, grass cuttings/ garden waste.

Planned and Cyclical Maintenance

Bathroom contract 2023/24: Works have recently completed for this contract and all tenants delighted with works completed.

Kitchen and Boiler/Radiators Replacements 2024/2025: Kitchen, boiler and radiator contract tender returned and contractor to be appointed imminently and confirmed to tenants.

New Electrical Testing Contract: This has been awarded to Magnus Electrical and they will contact tenants as required over the next few months.

Ground Maintenance: The tender for these works is being progressed and we will confirm when new contract has been awarded.

Paint Works: The tender for these works is being progressed and we will confirm when the new contract has been awarded.



New Bathroom Works

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.



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.



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. The Association will let you know if your home is due an inspection. It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.

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.

Citizens Advice Advisor

Do you know that we have an advisor from Citizens Advice Bureau (CAB) in the office twice a week to assist our tenants with benefit help and advice?

Citizens Advice is an independent organisation specialising in confidential information and advice to assist people with legal, debt, consumer, housing, and other problems in the United Kingdom.

In general we have a CAB adviser at our offices on a Tuesday and Friday morning to assist our tenants with benefit help and advice. The sorts of things that they can help with are:

- ✓ Benefit check to ensure you are getting all the benefits you are entitled to.
- ✓ Liaising with DWP, UC and Housing Benefits to resolve any benefit issues you may have.
- ✓ Advice and assistance with cost of living and budgeting.

If you would like an appointment with the CAB adviser at the office, then please contact us on 0141 922 3891 or email mail@pineview.org.uk and we can arrange this for you.

Recently our CAB advisors have assisted tenants with benefit related issues which resulted in very positive outcomes for our tenants.










We had a tenant whose housing benefit entitlement was wrongly ended. The CAB advisor pursued the issue, which did take some time, and have finally had a commitment from Housing Benefit that benefit would be backdated which resulted in the tenant getting over £2,000 Housing Benefit.

Another tenant was not receiving the benefits they were entitled to. CAB has claimed for a backdate for several months for housing benefit and pension credit and we are confident that the tenant will get this.

Performance

Below is a summary of 2023 -24 performance outcomes to 31 December 2023.

The Scottish Average figures noted relate to the 2022-23 year end performance as reported by the Scottish Housing Regulator.

 <p>2.18 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.56 Days (Target 4 days)</p> <p>Average time to complete non- emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>89.08% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>12.13 Days (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 55.6 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>97.48% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>7.19% (Target <7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.9%</p>	 <p>99.49% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.14% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

Our Housing Services team have been working hard to improve performance across all service areas.

Repairs satisfaction is an area for improvement. Although still below target the survey numbers and satisfaction % have increased. We aim to continue this trend and improve the performance outcome by the year end.

Reduction in the level of gross rent arrears remains a priority. Our focus going forward is to ensure all arrears cases are at the correct stage including court action to reduce the debt level. Senior management involvement in the control of repayment agreements and case management will take place order to maximise income and improve performance results.

Relet timescales and rent loss have increased. We have a strategy in place to enable voids to be re-let as soon as possible. Staff responsibilities have recently been reviewed to assist void processing improvements moving forward.

Compliments and Complaints

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

Tenant: "I have to thank you on your pro-active response and have to say I really appreciate you accommodating to my needs with contractors".

Tenant: "Thanks so much for pensioner vouchers".

Tenant: "Very happy with service from Pineview staff"

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

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

You Said...	We Did...
<p>Dissatisfaction with delays and communication (inadequate communication, information, and advice) throughout the complaints process.</p>	<p>In response to customer feedback we have:</p> <ul style="list-style-type: none"> ✓ Implemented daily monitoring of complaints by our Senior Housing Officer and Senior Maintenance Officer to ensure complaints are actioned promptly and followed up. ✓ Carried out an individual review of staff development and performance in relation to SPSO resolution times and customer satisfaction. ✓ A plan to implement CX feedback satisfaction surveys on how the SPSO complaint was handled (from April 2024).

When identifying the main theme or category of a complaint, it is important to note that complaints rarely fit into one category and often have several themes. One key issue that has been identified in most complaints is communication. Speaking to our customers and keeping them informed is key to customer satisfaction, regardless of whether we are sharing good news or explaining why we can't do something.

Improvements in complaint monitoring by senior staff and making sure contact is maintained with the customer throughout the complaint process, will have a positive impact on customer experience and levels of satisfaction.

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](#)

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 1st.

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](#)



Alternatively, contact our Director, Joyce, at the office 0141 944 3891, mail@pineview.org.uk

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 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.



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



Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

Useful Contacts

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

Pineview Housing Association Ltd
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