

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 if you require alternative arrangements.



Inside...

Page 2: Community Wider Action

Page 3: What are Pineview's Vision, Mission and Values?

Page 4-5: Repairs and Maintenance update.

Page 6: Charter Report & Performance.

Page 7: Welfare Benefits Appointments

Page 8: Energy Efficiency – What's Next

Page 9: Staffing Update

Page 10: Get Involved

Page 11: Freedom of information

Clean up Drumchapel - Community Litter Pick

On Wednesday 17th May we participated in a community litter pick event with Glasgow City Council, other local Housing Associations and our tenants. We all came together to help clean the streets of Drumchapel. The turnout was very good and all the hard work made a real visible difference in the area for everyone to see.

Our aim was to help make Drumchapel a cleaner place for people to live, people to work, for children to play and for visitors to the area. We found this to be a very effective community links opportunity and something we hope to do again in the near future!

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



Contact Us

Pineview
Housing Association
5 Rozelle Avenue
Drumchapel, Glasgow
G15 7QR

T: 0141 944 3891

mail@pineview.org.uk

www.pineview.org.uk

Scheduled Office Closures

The staff team will be unavailable from 5:00pm on Thursday 13th July until 9:00am on Tuesday 18th July 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

Growchapel Community Allotments

(situated next to the football pitch between Halgreen Avenue and Abbotshall Avenue)



Following the transfer of Kendoon HA properties to Pineview, we pledged funding to improve environmental aspects and social opportunities within the Cairnsmore area. In 2022-2023 we selected Growchapel to receive funding to improve the physical and mental wellbeing of tenants in the area. We worked in partnership with Growchapel to identify their needs and purchased a pizza oven, a gazebo, a notice board and eleven sheds for the various groups that use the allotments.

Growchapel is a welcoming, inclusive site for the people of Drumchapel to enjoy, relax and grow within. It is a place where everyone is included, where diversity and creativity is valued, encouraged and always respected.

The community space is approximately 6000m² and consists of growing plots, raised beds, outdoor seating, learning spaces, wildflower patches and a range of creative sensory areas including a scented sitooterie - a place to relax and watch the world go by, or have a wee blether.



We would encourage tenants to get involved and have a look at what Growchapel can do for you and your wellbeing.



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

Green Green Grass.....

The summer season is now well underway and we would like to remind all residents of the importance of keeping your garden area well maintained. Pineview takes pride in maintaining the highest standards of care for our properties and surrounding areas. We will work with you where we can however garden care is primarily the responsibility of the tenant. Housing Services staff will be checking all gardens regularly as part of our estate management audit, and if your garden has been kept tidy and well-maintained you will be entered into a prize draw to win Love to Shop vouchers. Members of our Customer Forum will be selecting three lucky winners. We would like to thank everyone for their continued co-operation in ensuring that our estates remain a nice place to live, work and visit. Good luck and keep up the good work!

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

AGM Date for your Diary!

Date/Time: Thursday 20 July 2023 @ 6:00pm
Where: Drumchapel St Mark's Church

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.

Further details including the meeting agenda and nominations for election will be issued to all members and published on our website.

We look forward to seeing you!

What are Pineview's Vision, Mission and Values?

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



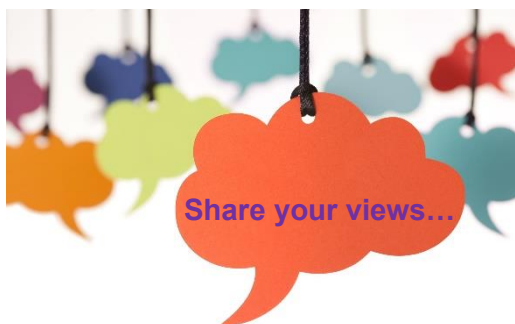
Putting People 1st

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](#) or contact our Director, Joyce, through our office 0141 944 3891, 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 **17th of August at 6pm at our offices.**

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

Repairs and Maintenance Update

Window Replacements

The window replacements in Kendoon Avenue have now been successfully completed.

Kitchen and Boiler Replacements

The kitchen and Boiler replacement contract is now in its second year and is progressing well with a high level of customer satisfaction being received.

Bathroom Replacements

We will be carrying out bathroom replacements in Pinewood Phase 1 this year. The contract is being tendered at present and we are aiming for a September start on site.

Compliance

Roof Anchor Testing: Tenant safety is at the forefront of everything we do. Please play your part in giving access to our contractors when requested. The annual roof anchor testing has commenced and this is being carried out by Paterson Safety Ltd.

Electrical Safety: Electrical safety testing is being carried out by Magnus Electrical Services Ltd. If your property is due a safety test the contractor will contact you directly to arrange access.

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 you 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.



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.

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.

If you notice any issues within your local environment, then please let us know so that we can take action to resolve any problems.

Please note if you see any items that are on pavements or common land and not in the gardens of a property this is classed as Fly Tipping and must be reported to Glasgow City Council.

[Report Environmental Issues](#)

GOT BULKY WASTE?









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

RECYCLE IT - Your local household waste recycling centres are:			
North West: Dawsholm Recycling Centre 75 Dawsholm Road G20 0TB	East: Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL	South: Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	South West: Shieldhall Recycling Centre Renfrew Road G51

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



Charter Report

The [Scottish Social Housing Charter](#) sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The charter was developed in consultation with tenants, residents, social landlords, homeless people, the Scottish Housing Regulator and other stakeholders. The charter was approved by the Scottish Government, and came into effect across Scotland on 1 April 2012. The latest version was published in November 2022.

Like all Registered Social Landlords, Pineview is required to report our performance in achieving Charter outcomes and standards to tenants and other service users by the end of October each year.

The Pineview Charter Reports produced to date are available on our website - [Annual Reports & Charter Reports](#) and we are currently working on our 2022/2023 Report.

Our Resident Forum review the format of the Report each year to ensure that we report annually on performance to tenants and other service users and include:

- ✓ Assessment of performance against each relevant Charter outcome
- ✓ Relevant comparisons including with previous years, other landlords and national performance
- ✓ Plans for delivering improvement
- ✓ Methods for tenants and service users to comment on the style of reporting



If you are interested in finding out more on this, please let us know – we would love to have you involved!

Performance

Below is a summary of 2022 – 2023 performance outcomes to 31 March 2023. The Scottish Average figures noted relate to the 2021 – 2022 year end performance as reported by the SHR.



2.84 Hrs
(Target 4 Hrs)

Average time to complete emergency repairs

Scottish Average: 4.2 hrs



2.76 Days
(Target 4 days)

Average time to complete non-emergency repairs

Scottish Average: 8.9 Days



91.71%
(Target >96%)

Satisfaction with the repairs and maintenance service

Scottish Average: 88.0%



16.43 Days
(Target 4 Days)

Average number of calendar days to re-let properties

Scottish Average: 51.6 Days



4.21 Days
(Target 5 Days)

Average time to resolve SPSO stage 1 complaints

Scottish Average: 5.8 days



98.17%
(Target 100%)

Anti-social behaviour cases resolved

Scottish Average: 94.7%



7.78%
(Target <7.00%)

Gross rent arrears as a % of rent due

Scottish Average: 6.3%



98.46%
(Target >96%)

Rent collected as a % of total rent due

Scottish Average: 99.3%



0.46%
(Target <0.10%)

Rent lost through properties being empty

Scottish Average: 1.4%

Transfer Promises Updates

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

Compliments and Complaints

We 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 2022 – 2023 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.

Everyone I have dealt with at Pineview have been brilliant.

Staff have been good and very prompt in dealing with any issues.

Really happy with the work carried out for the kitchen light and the contractor was so nice.

Welfare Benefit Appointments

Citizens Advice continue to help tenants with a variety of issues, including, to complete disability forms, claim benefits they are entitled to, notify benefit authorities of change in circumstances, challenge benefit decisions if awards were incorrect and have assisted tenants to engage with Glasgow City Council regarding their Council Tax Reduction.

Many tenants have been helped in several ways and have had several appointments to help them get their benefits and other matters resolved. In addition, tenants have been reminded about the Scottish Child Payment and Best Start grants and that the Drumchapel Citizens Advice Bureau can offer free debt advice.

Drumchapel Citizens Advice Bureau can offer advice and assistance for all manner of debt and or benefit advice. You can contact them directly on 0141 944 2612 or we can arrange Welfare Benefits appointment via telephone or face to face appointment on your behalf with one of our attending Welfare benefits advisors.

Appointments are available Tuesday and Friday. Please contact us on 0141 944 3891 or email mail@pineview.org.uk to arrange a phone or face to face appointment.

Energy Efficiency – What’s Next?

All Pineview properties meet the current energy efficiency standard in Scotland. This means that homes require an Energy Performance Certificate (EPC) of band C or higher. We require to meet this standard under the Energy Efficiency Standard for Social Housing (ESSH).

The ESSH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. A second milestone (ESSH2) was confirmed in June 2019, for social rented houses to meet by December 2032. The ESSH2 milestone is that:

All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.

In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions.

The Scottish Government is currently reviewing the ESSH2 in an attempt to realign the standard with the target for net zero heat in houses from 2040, as set out in the [Climate Change Update](#), the [Heat in Buildings Strategy](#), and the [Housing to 2040 Route Map](#).

The ESSH review is looking at progress towards ESSH2, elements of the standard, air quality, alignment with the net zero target, and how the standard fits with changes needed across other tenures

What does this mean for Pineview?

Many of Pineview’s homes have a Band C EPC, so we would like to see what else we can do to raise this. However, we do not want to start doing anything until we know the outcome of the current Scottish Government review - we don’t want to do one thing and then find out from the review that something else would have been better.

Once we have the outcome of the Scottish Government review we will start looking at options in more detail. We will look to achieve the best value for money outcomes for our tenants – everything we spend on properties comes from rents charged to tenants so we need to consider the implications of any spend on what tenants pay in rent in order to ensure our tenants still have affordable rent charges. We also want to make sure that the options we consider are affordable and convenient for our tenants to use, and do not have unintended consequences.

We will keep you updated on progress and what options we are considering as we develop these. Once we have some options we will be looking to consult with tenants before we make any decisions. It is unlikely we will have detail to consider until well into 2024.

Fuel and Food Vouchers

This year we were fortunate enough to be successful in our application for not just one, but two different funding awards. Thanks to the money received from the Scottish Housing Fuel Support Fund we were able to provide some much needed to help to 291 households with heating vouchers and a further three who required additional support to restore their power supply.

Thanks to the Winter Hardship fund, we were able to provide food vouchers to 195 of our households. Furthermore, thanks to this funding, we were able to provide some much-needed assistance to a couple of tenants who found themselves the recipients of some unfortunate circumstances. Both tenants had to leave their properties, through no fault of their own and were each provided with assistance to help them replacing household goods.

In consultation with our Customer Forum, we did not place any restrictions on which tenants could apply for the food and fuel vouchers and decided to make assistance available to any tenant who felt they were in need. This was in recognition of the fact that our work with tenants, including those in arrears, had indicated that the families struggling the most were often those where the tenants were in work.

If you missed out on this occasion, we will be applying for funding in the future and hope to be able to assist as many tenants as possible.

Staffing Update:

We have recently had some staffing changes including two internal promotions and two new permanent members of staff.

Ben Kennan – Promoted to Housing Officer



I am looking forward to the new challenge as I take up the role of Housing Officer at Pineview Housing Association.

Having initially joined the Association last August as Assistant Housing Officer, I have built up considerable experience engaging with tenants and handling all manners of day-to-day issues.

I will make it a priority to be visible and out and about within the community to meet as many of our residents as possible and be a recognisable face that people feel comfortable approaching.

If you see me about, just say hi!

Caitlin Gillespie – Promoted to Assistant Housing Officer

I am really excited to progress in my new role of Assistant Housing Officer.

Having joined Pineview Housing Association in February 2022 as a Housing Assistant and being front-line I think I have built a good relationship with lots of tenants and I am looking forward to being out and about on the estate more and seeing people in person.



Front office: Britney, Sinead, Jessica & Joanne

Joanne Dunnett – Housing Assistant



Hello, my name is Joanne and I joined Pineview Housing Association in April of this year as a Housing Assistant.

Prior to joining Pineview, I worked as a Housing Assistant for Blackwood Homes and Care who specialise in providing homes for elderly and disabled people. In another previous role, I also spent time working for a Local Authority as a Housing Options Officer dealing with homelessness and homelessness prevention. I am a very customer focused person and enjoy working directly with the public.

I am really enjoying my new role with Pineview as every day is different and I am continuously learning new things. I look forward to meeting you all.

Jessica Cunningham – Housing Assistant

Hi, my name is Jessica and I have recently joined Pineview as a Housing Assistant. I have worked in various customer service roles throughout my career and managed my own team who worked in front line customer service.



I have a real passion for helping and supporting others. In my most recent role I worked for the NHS, supporting patients in hospital to re-join their communities. I am new to housing, however I am really looking forward to gaining more knowledge of the housing sector and bringing my own skills in to the mix.

I look forward to meeting you all!

Many of you will have met these new team members and we hope you will agree that they are a great addition to the Association. Please feel free to pop into the office and say hello as they will be very pleased to meet as many of our customers as they can.

We are coming to see you!

Over the next two years, we will be carrying out home visits to all our properties. We are making these visits to inspect the condition of properties and to get to know our tenants better.

At the visits we will be checking for any issues such as damp and mould and making sure that your home is in good repair.

We will also take the chance to update your records to make sure that your family and next of kin details are up to date and ask you to share equality information which will help us to ensure that our services meet the needs of all our residents.

This is also a good chance for you to meet your Housing Officers and we will be happy to answer any questions you may have for us.

We will contact you prior to the visit to arrange a convenient time for us to visit you and all our team carry photo identification.

We are looking forward to seeing you!

Waiting for a Transfer?

We currently have a high number of tenants on our transfer list, and we recognise that many have been waiting for a larger property for some time.

During the period April 2022 to March 2023, we re-let a total of 46 properties, most of which were 1 and 2 bedroom properties. During the year we let only two 3 bedroom and one 4 bedroom properties.

This means it is very difficult for us to transfer many tenants to larger properties each year.

We do encourage all tenants looking to transfer to larger properties to consider all areas and as many property types as possible. This can increase your chance of being offered a transfer.

We also recommend registering with other landlords in the Drumchapel area and consider option further afield but near such as in Knightswood, Clydebank etc.

If you need assistance with this please just let us know.

How to Get Involved with Your Association

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

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

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

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

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

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

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Date for Your Diary – Summer Outing 2023 - Heads of Ayr Farm

Final arrangements are currently being made for this year's Summer outing which will take place on **Friday 4th August**. Last year's outing to Ayr Beach was a huge success and we received lots of positive feedback from the residents who attended. We look forward to seeing many of you this year for what we are sure will be another great day!. Further information and how you can register for the trip will be issued in the coming weeks.

How we respond to your request for information

Freedom of Information (FOI) gives you the right to request information about the housing services we deliver and the information we have provided to the Scottish Housing Regulator about our financial wellbeing and governance. You can also request environmental information we hold under the Environmental Information (Scotland) Regulations 2004 (EISRs).

We must respond to your request promptly and, in most cases, within 20 working days of receiving your request. Our response could be one of the following:

- Provide you with the information you have asked for, if we are able to provide it free of charge.
- Issue a fees notice, if there is a charge for providing you with the information you have asked for in accordance with our Access to Information Charging Statement.
- Provide you with some, but not all, of the information you have asked for.
- Refuse to disclose all of the information you have asked for.



Click for more about FOI on our website

The last two responses can apply in situations where:

- An FOI or EISRs exemption from disclosure applies and we choose to apply it to your request.
- We do not have the information you have asked for.
- You have not provided enough detail to allow us to find the information you have asked for, and we have tried to help you to clarify your request.
- It will cost us more than £600 to provide the information you have asked for, and we have tried to help you adjust your request to bring it within the £600 limit.
- Your request is vexatious because of how burdensome it will be to comply with.
- You have made a repeat request, either asking for information that we have already provided to someone else or yourself.
- You have asked for the information to be provided in a format that we cannot reasonably provide.

We aim to be an open and transparent organisation, and will always try our best to provide you with the information you have asked for without charging you a fee, where possible. In the very rare cases where we need to refuse all or part of your request and / or charge you a fee, we will clearly explain to you why we have done this. If you are unhappy with our response, you can always ask us to review our decision on your request. Beyond that, you can complain to the Scottish Information Commissioner.

If you wish to make a FOI or EISRs request or have any questions about a request you have made, please contact our Data Protection Officer: Daradjeet Jagpal; pineviewdpo@infolawsolutions.co.uk; telephone on 07852 905 779; or in writing at our office.

Did you know.....

Allpay have a payment app available which you can download on your smartphone from the [Apple App Store](#) or [Google Play Store](#).

This is becoming an increasingly popular and easy way to make payments to your rent account in just three clicks and it is free to Pineview tenants.

[Click Here](#) to see the different ways you can pay through allpay or contact us for more details.



Rent Payments – We are here to help

We appreciate the tough and challenging times that many of our tenants are going through.

If you are finding it hard or struggling to pay your rent, please do not ignore it. Be assured that Pineview staff will always work with our tenants to try to resolve the situation.

Please do not ignore any letters you get if you have failed to make the necessary rent payment. It is very important that you engage with us to ensure you do not put your home at risk.

We do not want tenants to lose their homes, but we can only help if you make contact with us – it is never too late in the rent arrears process to do so.

Remember at all times Pineview staff are here to help. More information on ways to pay your rent can be found on our [website](#) or contact the office to speak to our Housing Services staff.



Taking Care of Your Mental Health in Summer

For some of us the Summer can exacerbate our anxiety or even impact on our mood. Check out the useful links for some sites which can offer ideas to look after your mental health in summer.

[Cope Scotland](#)

Sites Links Which May be of Interest

- Age UK for tips for older adults to stay in the sun www.ageuk.org.uk
- Keeping children and babies safe in the sun www.nhs.uk
- Hot weather and pregnancy www.not.org.uk
- Looking after pets and wildlife in summer www.rspca.org.uk
- Looking after your heart in the heat www.bhf.org.uk/information-support
- Looking after your lungs in the hot weather www.asthmaandlung.org.uk
- Anxiety during the summer www.mentalhealth-uk.org
- Look after your mental health this summer www.youngminds.org.uk
- How to sleep when it's too hot www.sleepfoundation.org
- Skin at work. Outdoor workers in summer www.hse.gov.uk
- How to stay safe in your summer garden www.richardlacksonsgarden.co.uk
- How to stay safe in hot weather www.ready.scot/respond
- Water safety and wellbeing www.forestryandland.gov.scot
- Finding top up water taps in Scotland www.scottishwater.co.uk
- Healthy diet ideas www.eatwellyourway.scot
- Food safety and home storage www.foodstandards.gov.scot
- Scottish Outdoor Access Code www.outdooraccess-scotland.scot

