



Pineview
Housing Association Ltd



PINEVIEW HOUSING ASSOCIATION

Annual Report 2015-2016

Chairperson's Report For 2015/16

Welcome to our 2015/16 annual report.

The report gives a summary of our work and achievements during 2015/16 and details our performance against achieving the outcomes of the Scottish Social Housing Charter. This year we took the decision to delay the production of our annual report and report on the Charter so that we could include Scottish wide comparison results which the Scottish Housing Regulator (SHR) produces and publishes by September each year. We have also worked with the Scottish Housing Network (SHN)¹ and with the other local Drumchapel housing providers (Drumcog)² to provide further comparable benchmarking data. The performance figures given in this report are those submitted to the SHR in the annual ARC returns and relate to performance for the year 2015/16. To provide a comparison over time we have also included results from last year. This information should allow you to see any change in our performance in comparison to last year, as well as in comparison to other landlords. I would once again like to thank our Resident and Customer Forum for their continued work with the Association and their invaluable involvement in the development, design and format of this report.

Whilst our results are good, it is important to remember that when considering a landlords performance it is not enough to just look at benchmarking results. Doing so could in fact be counterproductive and may result in misunderstanding and misinterpretation. Benchmarking is important but needs to be seen in context and not simply viewed in isolation. As such, I would

encourage anyone who is interested in knowing more about this to come along and join our Resident and Customer Forum and look at what lies behind our performance.

Alongside our standard work, 2015/16 saw the Association undertake a lot of planning for our 25th anniversary celebration events for 2016. The events planned for and undertaken during 2016 included a monthly anniversary draw of £25 Love to Shop vouchers; our anniversary Gala Day on 21st July 2016; our anniversary Annual General Meeting (AGM) on 28th July; and a special away day trip for residents to Blair Drummond Safari and Adventure Park on 4th August 2016. Whilst these events took place during 2016/17 I could not ignore them in my report as everyone has had such a good time. Only 5 more years until we reach 30!

Over the past 25 years a lot has been achieved, but we can't stop. We need to continue our work to ensure homes are kept improved and updated for both current tenants and for those of the future. We have faced many challenges over the past 25 years and will no doubt continue to face more of these in the years ahead. 2015/16 saw us having to deal with a number of changes from government regulation, welfare reform, regulation and accounting changes. The Association has responded to these challenges constructively and worked to ensure that we are in control of the risks facing the Association. Despite these challenges I am pleased to be able to report on what has been another successful year for the Association.

¹ The peer group we have used for comparison is SHN members which are urban RSLs with stock between 500 – 1000 properties

² Cernach HA, Drumchapel HC, Kendoon HA, Kingsridge Cleddans HA.



The main highlights and achievements for last year are:

Achievements:

- Tenant satisfaction with overall service – 93.81%;
- % of stock meeting the SHQS – 100%;
- Average time to complete a non-emergency repair – 2.5 days;
- Average time to complete an emergency repair – 1.95 hours;
- Repairs appointments kept – 97.95 %;
- Non-emergency repairs complete right first time – 93.62%;
- Gas safety compliance – 100%;
- Average time to relet a property – 3.25 days;
- Rent loss through properties being empty – 0.05%;
- Rent collected as % of rent due – 99.46%;
- Current & Former tenant arrears – 2.33%;
- All financial and statutory returns on time;
- All loan covenants complied with;
- Resident & Customer Forum Group monthly meetings and scrutiny work;
- Continued wider action work with Northmuir Community Garden and the ongoing development of the allotments; another successful Challenge Team project with Action For Children

helping young people gain invaluable employment skills; ongoing support to Wheel Fix It.

- Continued successful partnership working with DRUMCOG.

During the year we spent nearly £724,000 on maintaining the housing stock. This included nearly £388,000 on reactive and cyclical work and £336,000 on component replacements such as boilers and kitchens, with great satisfaction levels from tenants.

The Association also continued with internal audit during 2015/16 with independent auditors Wylie & Bisset reviewing our practices, procedures and performance in various areas of work. I am pleased to report to you that the Auditors found the Association to be strong in the areas of governance and risk management. The audit, however, found some room for improvement in our IT systems and the administration of our maintenance systems and our staff team are working on improvement plans to deal with these matters and the Auditors will return to check on progress during 2016/17.

Future service developments and improvements:

Whilst the above achievements are good news, there are areas of our service that we would like to continue to develop further. Some of these areas include:

- Tenant satisfaction with our services and their homes;
- Maintaining tenants' homes and our local area;
- Resident & Customer Forum continued development;
- Committee membership levels;
- Continuing to provide assistance to Wheel Fix It and Northmuir Community Garden to assist them to become self-supporting groups;
- Simplifying the process to apply for rehousing.

We are also undertaking a tenant satisfaction survey during 2016/17 and will use the result of this to help shape our future priorities.

Challenges ahead:

Alongside the challenges we set ourselves, Pineview is affected by national changes and challenges in the housing sector. These involve Pineview having to react to and address challenges presented to us as a result of changes by others, including:

- Ongoing welfare reform changes from the UK Government;
- Devolved powers to the Scottish Government in some areas that affect our work;
- Implementation of the Housing (Scotland) Act 2014, once implementation orders and guidance are finally produced by the Scottish Government;
- European referendum vote outcome and the associated impending and unknown changes (Brexit);
- Changes to procurement legislation and requirements.

If you would like to become involved in any way with Pineview we would love to hear from you. Please contact Joyce Orr at our office for more details.

Jean Black,
Chairperson

Introduction

This report aims to outline the progress and achievements made by Pineview Housing Association in meeting the requirements of the Scottish Social Housing Charter which was introduced in April 2012. A copy of the Scottish Social Housing Charter is available from our website or at our office.

What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter was developed in consultation with the Scottish Housing Regulator, tenants, representative bodies, homeless people, other stakeholders and social landlords. It requires Registered Social Landlords to demonstrate how they perform against a number of outcomes. It is a way of measuring how social landlords are performing and how they are meeting the needs of their customers.

The Charter has five main headings/sections that apply to Pineview Housing Association. Each section describes what you should expect us to achieve.

These achievements are called outcomes and there are 14 outcomes and standards listed below that we aim to achieve and report on annually. Outcomes 12 & 16 do not apply to Pineview Housing Association.



Performance Information Available From the Scottish Housing Regulator (SHR)

There is a volume of performance information about all Scottish registered social landlords (RSLs) available from the SHR on their website (www.scottishhousingregulator.gov.uk), including:

- Annual Return on the Charter (ARC) – All social landlords must report their results every May to the SHR. The Charter data submitted by all Scottish RSLs is available to everyone from the SHR’s website.
- Landlord Report – The SHR produces an annual report, known as a Landlord Report, from the information it receives from the ARC returns. You can get copies of the Landlord Report for all Scottish RSLs at the SHR’s website. The SHR Landlord Report for Pineview has been issued to all tenants and residents during September 2016.
- Regulation plans and engagement information.

The SHR also has an online tool which can be used to compare one landlord’s performance against the national average and against other landlords. If you need some assistance to access this information, please contact Isobel at our office who will be happy to help you.

Throughout this report we will use the following legends to illustrate our comparative performance:

| | | | |
|--|---|---|---|
| <p>We will use the following symbols to demonstrate how we rate in comparison to other similar landlords</p> | <p>Better than Average: A+</p> <p>Average: A</p> <p>Below Average: A-</p> | <p>We will use the following symbols to demonstrate how we rate in comparison with our internal targets</p> | <p>Better than Target: T+</p> <p>Average: T</p> <p>Below Target: T-</p> |
|--|---|---|---|

Where there is no symbol, there are no internal targets set.

If you would like to be involved in setting Pineview’s targets please contact Joyce or Isobel at our office to discuss how you can get involved.

The customer/landlord relationship

What the Charter says:

1: Equalities

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

The information given opposite is from the results of our 2013 tenant satisfaction survey (TSS). We will be undertaking another TSS during 2016/17 and these results will be included in our report for 2016/17 which will be produced in 2017.

Our Service Results:

| Percentage of tenants satisfied with the overall service provided by their landlord | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I1 | Pineview HA | 93.81% A+ | 93.81% A |
| | SHN Average | 90.08% | 90.88% |
| | DRUMCOG Average | 92.91% | 94.37% |
| | Scottish Average | 88.10% | 89.00% |

| Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I3 | Pineview HA | 96.02% A | 96.02% A |
| | SHN Average | 94.54% | 94.56% |
| | DRUMCOG Average | 97.08% | 97.45% |
| | Scottish Average | 89.33% | 90.63% |

| Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I6 | Pineview HA | 83.19% A- | 83.19% A |
| | SHN Average | 84.48% | 85.65% |
| | DRUMCOG Average | 91.50% | 92.45% |
| | Scottish Average | 79.60% | 81.34% |

Scottish Public Service Ombudsman (SPSO) Model Complaints Handling

We appreciate our customers taking the time to let us know when things go wrong as it helps us to improve our service. Our Complaints Procedure is based on the model published by the Scottish Public Services Ombudsman.

Not all service complaints are responded to in full (i.e. resolved) within the timescale of the SPSO model due to some complaints requiring more detailed investigation before conclusion. The 2015/16 Scottish average for 1st stage complaints was 87.31%, while Pineview achieved 87.50%.

| 1st and 2nd stage complaints, including those related to equalities issues, received, responded to in full, upheld and responded to within SPSO timescales | | | | |
|--|----------------|-----------|----------------|-----------|
| I5 Pineview Results | 2014/15 | | 2015/16 | |
| | 1st Stage | 2nd Stage | 1st Stage | 2nd Stage |
| Number received | 37 | 2 | 31 | 0 |
| Carried forward from previous year | 0 | 0 | 1 | 0 |
| Number responded to in full | 36 | 2 | 32 | 0 |
| Number upheld | 28 | 1 | 16 | 0 |
| Responded to within SPSO timescale | 100.00% | 0.00% | 87.50% | N/A |
| Carried forward to next year | 1 | 0 | 0 | 0 |

We aim to resolve all complaints as quickly as possible but would rather take longer with some to allow a full and proper investigation of the issues raised, and to achieve an appropriate outcome.

Service complaints is a standard agenda item at staff meetings where staff

The customer/landlord relationship...

are reminded of the importance of recording any expression of dissatisfaction. There is regular discussion on the understanding of what constitutes a complaint and the process of recording, resolving and learning from complaints.

While the number of complaints were down during 2015/16 we still reviewed the nature of the complaints so that we could learn from them and improve our service. The key theme to learning from complaints during 2015/16 was that customers were expressing dissatisfaction with how staff members/contractors had dealt with them and felt that we were not fully meeting their needs or expectations. We have taken a number of steps to address the concerns raised this year and to learn from the complaints we received, including:

- Training, learning and development through one to

one coaching with relevant staff and contractors regarding procedures to be followed and standards to be adhered to;

- Training on a range of operational subjects has been undertaken, e.g. gas/electrical safety, repairs, welfare reform, tenancy law.

There were no complaints relating to equalities issues during 2015/16. All staff attended Equality & Diversity training in October 2015 and our Equality & Diversity Policy was reviewed in December 2015.

When anyone complains we aim to:

- Identify quickly when they are unhappy with our service;
- Find a solution;
- Resolve it as quickly as possible;
- Encourage our staff to take responsibility for resolving complaints at first point of contact.

What else we do and areas of service we would like to improve:

Pineview is committed to ensuring equality of access to all our services and as part of this commitment we subscribe to Happy to Translate which is an award-winning not-for-profit initiative which uses an easily recognised logo and specialist tools and training to help people to overcome communication barriers. It enables people to receive information and services on an equal basis, in keeping with legislative requirements on equality issues.

We aim to provide information about the services we provide in a variety of formats – our policies,

newsletters, guidance/ information leaflets etc, are all available on request in alternative formats to meet individual needs. We also have a hearing loop system in our office, and a portable system for home visits, to help those with a hearing impairment.

If you feel that any of these services would assist you or you have any other suggestions which would make your communications with us easier, please do not hesitate to let us know. Pineview is committed to providing good quality, non-discriminatory services to all.

We conducted our last tenant satisfaction survey during 2013 (226 tenants agreed to take part in the survey, carried out by an independent company – BMG Research). As part of this survey tenants were asked to identify their top 3 priorities. The resultant priorities and the associated satisfaction levels with Pineview's performance in these priority areas were identified as below:

1. Repairs & maintenance service – 88% of tenants satisfied with the service. For 2015/16 this figure was 100.00%.
2. Keeping residents informed – over 96% of tenants stated that they thought Pineview was good at keeping them informed about services and decisions, with only 2% being dissatisfied and the other 2% having a neutral opinion.
3. Listening to residents' views and acting upon them – over 85% of tenants were satisfied that Pineview listens to tenants' views and acts upon them, with only 6% being dissatisfied in this area and the other 9% being neither satisfied nor dissatisfied.

In addition to the three areas of priority identified by tenants, over 83% of our tenants surveyed were satisfied with the opportunities given to them to participate in our decision making process. Only 4% of those questioned were dissatisfied with a further 13% stating they were neither satisfied nor dissatisfied. Our next satisfaction survey is taking place during 2016/17 and we will use the outcomes of this to help us develop our future priorities for customer services.

The residents and customer forum continued to work closely with the Association during the year. The forum helped the Association undertake policy reviews and we very much welcome and appreciate their input. The forum have also been busy doing some of the testing work on the proposed Glasgow Common Housing Register and advising where improvements could be made. We would like to thank the forum members who give their time to keep the Association

aware of what is important to our customers and for helping us to try to continually improve local services for tenants and residents. The forum is a great way to encourage communication between the Association and our customers and we would encourage anyone with an interest in Pineview and/or the services we provide, to get involved. The forum is always looking to welcome new members – please let us know if you would like to become involved.

Housing Quality and Maintenance

What the Charter says:

4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

5: Repairs, maintenance and improvements

Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

We continue to achieve very good results in our repairs and maintenance performance however, we will monitor our service closely and take any necessary steps to achieve continuous improvement for the benefit of our tenants.



ECT Team

Our Service Results:

| Percentage of stock meeting the SHQS at the end of the reporting year | | 2014/15 Results | 2015/16 Pineview HA Target: 100% |
|---|------------------|-----------------|---|
| I7 | Pineview HA | 97.01% A- | 100.00% A+ T |
| | SHN Average | 98.17% | 97.76% |
| | DRUMCOG Average | 97.19% | 97.79% |
| | Scottish Average | 90.96% | 92.76% |

| Average length of time taken to complete emergency repairs | | 2014/15 Pineview HA Target: 4 Hrs | 2015/16 Pineview HA Target: 4 Hrs |
|--|------------------|--|--|
| I11 | Pineview HA | 2.31 hrs A T+ | 1.95 hrs A+ T+ |
| | SHN Average | 2.21 hrs | 2.07 hrs |
| | DRUMCOG Average | 4.09 hrs | 2.49 hrs |
| | Scottish Average | 5.85 hrs | 5.14 hrs |

| Average length of time taken to complete non emergency repairs | | 2014/15 Pineview HA Target: 4 Days | 2015/16 Pineview HA Target: 4 Days |
|--|------------------|---|---|
| I12 | Pineview HA | 1.98 Days A+ T+ | 2.54 Days A+ T+ |
| | SHN Average | 4.16 Days | 4.21 Days |
| | DRUMCOG Average | 2.39 Days | 2.62 Days |
| | Scottish Average | 7.88 Days | 7.52 Days |

| Percentage of reactive repairs carried out in the last year completed right first time | | 2014/15 Results | 2015/16 Pineview HA Target: >95% |
|--|------------------|-----------------|--|
| I13 | Pineview HA | 95.47% A+ | 93.62% A T- |
| | SHN Average | 94.12% | 94.48% |
| | DRUMCOG Average | 93.20% | 96.01% |
| | Scottish Average | 90.24% | 91.31% |

| Percentage of repairs appointments kept | | 2014/15 Results | 2015/16 Pineview HA Target: >95% |
|---|------------------|-----------------|--|
| I14 | Pineview HA | 97.20% A+ | 97.95% A+ T+ |
| | SHN Average | 87.36% | 97.35% |
| | DRUMCOG Average | N/A | N/A |
| | Scottish Average | 92.42% | 94.40% |

Housing Quality and Maintenance...

| Percentage of tenants who have had repairs or maintenance carried out in last 12 Months satisfied with the repairs and maintenance service | 2014/15 Results | 2015/16 Pineview HA Target: >98% |
|--|-----------------|----------------------------------|
| I16 Pineview HA | 98.85% A+ | 100.00% A+ T+ |
| SHN Average | 89.91% | 91.81% |
| DRUMCOG Average | 97.79% | 95.99% |
| Scottish Average | 89.31% | 89.87% |

| Percentage of tenants satisfied with the standard of their home when moving in | 2014/15 Results | 2015/16 Pineview HA Target: >96% |
|--|-----------------|----------------------------------|
| I9 Pineview HA | 93.55% A | 96.67% A+ T+ |
| SHN Average | 87.19% | 89.47% |
| DRUMCOG Average | 94.30% | 94.64% |
| Scottish Average | 86.05% | 87.68% |

What else we do and areas of service we would like to improve:

During 2015/16 the Association carried out works to ensure that all our properties were compliant with the Scottish Housing Quality Standard (SHQS). We also carried out a full stock condition survey to review what work needs done to ensure our properties meet the requirements of the Energy Efficiency Standard for Social Housing by the deadline of 2020. This stock condition survey also gives us up to date independent information on the condition of our stock which will shape future cyclical maintenance and planned renewal work programmes.

We want to know what our tenants and customers think of our repairs and maintenance service and as such we give all customers the opportunity to complete a repair satisfaction survey every time we carry out a repair at their home. As required for the ARC we ask tenants "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided". During 2015/16 satisfaction in this indicator was 100%.

96.67% of tenants (32/33) who moved into their home during 2015/16 were satisfied with the condition of their home when they moved in. This is both an improvement of our previous results and is much greater than the Scottish average. If you can think of ways that we can further improve in this area, please let us know. Of all the tenants asked during the 2013 tenant satisfaction survey about their satisfaction with the quality of their home, only twelve tenants (8%) advised that they were dissatisfied. If you are a tenant in one of our properties and you are not satisfied with the quality of your home, please let us know so we can review this with you.



Neighbourhood and community

What the Charter says:

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

We have tried to encourage customers to let us know about any anti-social behaviour and neighbour issues/concerns they are experiencing. This has resulted in an increased number of cases reported during 2015/16. Thank you to everyone who took the time to report these matters to us, as we are unable to do anything if we are not made aware.

During the year we received 58 complaints and we resolved 57 of these within the year and 54 within target timescales. This meant that 93.10% of anti-social behaviour cases reported in the last year were resolved within locally agreed targets. Whilst this performance is better than local and national averages, it is a drop from our previous year result and we will be working to improve on this.

Our staff carry out regular inspections of closes and communal areas to ensure that they are kept clean and tidy. This generates a considerable number of issues ranging from monitoring of stair cleaning, liaising over bulk items removal as well as identifying and reporting repairs in and around the Association's properties. We will continue to work with residents and outside agencies in order to achieve positive outcomes/results on behalf of our residents and to improve the Pineview Housing Association neighbourhood/environment.

Our Service Results:

| The number of cases of anti-social behaviour reported in the reporting year | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I19 | Pineview HA | 36.00 A- | 58.00 A |
| | SHN Average | 63.36 | 71.45 |
| | DRUMCOG Average | 38.60 | 35.20 |
| | Scottish Average | | N/A |

| Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets | | 2014/15 Results | 2015/16 Pineview HA Target: 100% |
|---|------------------|-----------------|---|
| I19 | Pineview HA | 97.22% A | 93.10% A+ T- |
| | SHN Average | 90.16% | 91.54% |
| | DRUMCOG Average | 97.93% | 92.05% |
| | Scottish Average | 83.16% | 86.63% |

We continue to work with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour problems reported to us.

Please continue to let us know if you are experiencing any anti-social behaviour problems and we will do our very best to assist where we can or to advise on the help / assistance available from other agencies etc.



...Neighbourhood and community

| Percentage of tenants satisfied with the management of the neighbourhood they live in | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I17 | Pineview HA | 87.17% A- | 87.17% A |
| | SHN Average | 88.65% | 89.84% |
| | DRUMCOG Average | 93.31% | 91.20% |
| | Scottish Average | 84.91% | 85.98% |

What else we do and areas of service we would like to improve:

Additional work and achievements we secured in this area of our work includes:



- a further successful Pineview Challenge project with Action for Children to help young people to secure essential employment skills and training and help increase respect for our local neighbourhoods;
- ongoing support to local wider action projects including Wheel Fix It and the Northmuir Community Gardens;
- winners for the annual garden competitions – well done to everyone who won a prize.

Due to some staff absences during the year, our estate caretaking service has not been working at its full capacity. We aim to get the service back up to full strength during 2016/17 and continue with the ongoing development of the service.

The Association takes the management of our properties and tenancies seriously and will take action against those not adhering to the terms of their tenancy. During 2015/16 we had to serve 43 tenants with notices of proceedings for court action and unfortunately 3 evictions were required to be enforced. We provide advice and/or support to tenants who experience financial and other problems and putting someone out of their home is the last thing we ever want to do but regrettably there are occasions when we have no alternative but to proceed with eviction action.



Action for Children presentation

Access to housing and support

What the Charter says:

7, 8 and 9: Housing options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

11: Tenancy sustainment Pineview

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Our Service Results:

| Self-Contained Stock Profile 2015-16 | | | | | |
|--------------------------------------|-------|-----------------|----------|---------------|---------------------|
| Property Type Property Size | House | 4 in a block | Tenement | Other Flat | Total Properties |
| 2 Apt | | 42 | 59 | 4 | 105 |
| 3 Apt | 129 | 19 | 89 | 5 | 242 |
| 4 Apt | 130 | 1 | | 2 | 133 |
| 5 Apt+ | 54 | | | | 54 |
| Grand Total | 313 | 62 | 148 | 11 | 534 |

| Percentage of lettable houses that became vacant in the last year | 2014/15 Results | 2015/16 Pineview HA Target: <6% |
|---|-----------------|---------------------------------|
| I21 Pineview HA | 5.61% | 5.99% T+ |
| SHN Average | 6.65% | 7.10% |
| DRUMCOG Average | 7.12% | 7.77% |
| Scottish Average | 8.85% | 8.64% |

| Percentage of new tenancies sustained for more than a year | 2014/15 Results | 2015/16 Pineview HA Target: >90% |
|--|-----------------|----------------------------------|
| I20 Pineview HA | 86.67% A- | 93.55% A+ T+ |
| SHN Average | 91.78% | 91.20% |
| DRUMCOG Average | 88.94% | 91.30% |
| Scottish Average | 88.82% | 88.35% |

| Percentage of approved applications for medical adaptations completed during the reporting year | 2014/15 Results | 2015/16 Pineview HA Target: 100% |
|---|-----------------|----------------------------------|
| I22 Pineview HA | 100.00% A+ | 89.47% A+ T- |
| SHN Average | 79.75% | 84.49% |
| DRUMCOG Average | 91.55% | 95.51% |
| Scottish Average | 84.29% | 83.25% |

During the year the Association carried out 18 adaptations (through 17 applications) to tenants homes to enable them to remain in their home. The grant funding for these adaptations comes from Glasgow City Council and the Association can only complete those which have been approved and requested by an occupational therapist and for which there is grant funding available. Due to a restriction on funding, the Association could only complete 89.47% of applications. The average time to complete applications was 21.35 days.

...Access to housing and support

| Average days to complete approved applications for medical adaptations | 2014/15 Results | 2015/16 Pineview HA Target: 37 days |
|--|-----------------|--|
| I23 Pineview HA | 37.60 Days | 21.35 Days A+ T+ |
| SHN Average | 72.52 Days | 81.23 Days |
| DRUMCOG Average | 39.22 Days | 26.40 Days |
| Scottish Average | 54.78 Days | 49.93 Days |

| Average length of time taken to re-let properties in the last year | 2014/15 Pineview HA Target: 4 days | 2015/16 Pineview HA Target: 4 days |
|--|---|---|
| I35 Pineview HA | 3.03 Days A+ T+ | 3.25 Days A+ T+ |
| SHN Average | 12.05 Days | 11.87 Days |
| DRUMCOG Average | 12.89 Days | 7.66 Days |
| Scottish Average | 36.85 Days | 35.37 Days |



What else we do and areas of service we would like to improve:

Pineview works with the other local Drumcog members and GHA to ensure a wide choice of housing options are available for those seeking housing opportunities. We take part in the Glasgow Housing Options service and undertake housing options interviews and follow up work with all applicants who wish to take part. We have been working with other local landlords and Glasgow City Council (GCC) on the GCC proposed Glasgow Common Housing Register, the aim of which is to make it easier for anyone to apply for and increase their rehousing options. Our resident and customer forum members have been working with us doing testing work on this. In addition, as part of Drumcog, we are working to develop a local common housing allocation policy to further simplify rehousing matters for applicants. Anyone is free to apply to our housing register at any time – this does not guarantee rehousing but if we do not know about your needs we cannot help – please contact a member of our staff if you would like to submit a housing application form or would simply like some advice and assistance. Applicants can review their housing options with us at any time.

From time to time people get into difficulties with managing their tenancy and we are here to help at such times. Unfortunately not everyone takes this offered help and this can result in their tenancy not lasting. If you are experiencing difficulties and/or are concerned that you may need to give up your home, please contact us first for some assistance – we will try to help you to enable you to remain in your home. If you do not want support direct from Pineview, we can find alternative sources of help for you.



Getting good value from rents and service charges

What the Charter says:

13: Value for money

Social landlords manage all aspects of their businesses so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charge they pay.

14 and 15: Rent and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.



Our Service Results:

| Average Rent Increase applied | | 2014/15 Results | 2015/16 Results |
|-------------------------------|------------------|-----------------|-----------------|
| CI21 | Pineview HA | 1.23% A+ | 1.19% A+ |
| | SHN Average | 2.08% | 1.77% |
| | DRUMCOG Average | 2.03% | 1.26% |
| | Scottish Average | 2.66% | 1.88% |

| Percentage of tenants who feel that the rent for their property represents good value for money | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I29 | Pineview HA | 77.88% A | 77.88% A |
| | SHN Average | 71.58% | 72.61% |
| | DRUMCOG Average | 81.06% | 83.95% |
| | Scottish Average | 76.79% | 78.99% |

| Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year | | 2014/15 Pineview HA Target: <3.08% | 2015/16 Pineview HA Target: <2.18% |
|--|------------------|------------------------------------|------------------------------------|
| I31 | Pineview HA | 2.64% A+ T+ | 2.33% A+ T- |
| | SHN Average | 3.77% | 3.60% |
| | DRUMCOG Average | 4.49% | 4.21% |
| | Scottish Average | 5.29% | 5.26% |

| Percentage of rent due lost through properties being empty during the last year | | 2014/15 Pineview HA Target: <0.10% | 2015/16 Pineview HA Target: <0.10% |
|---|------------------|------------------------------------|------------------------------------|
| I34 | Pineview HA | 0.04% A+ T+ | 0.05% A+ T+ |
| | SHN Average | 0.23% | 0.22% |
| | DRUMCOG Average | 0.43% | 0.26% |
| | Scottish Average | 1.14% | 0.99% |

| Percentage of factored owners satisfied with the factoring service they receive | | 2014/15 Results | 2015/16 Results |
|---|------------------|-----------------|-----------------|
| I33 | Pineview HA | 71.43% A | 71.43% A |
| | SHN Average | 72.02% | 71.74% |
| | DRUMCOG Average | 71.67% | 80.82% |
| | Scottish Average | 62.98% | 65.09% |

....Getting good value from rents and service charges

| Average Weekly Rents by apartment size | 2014-2015 Results | | | | 2015-2016 Results | | | |
|--|-------------------|---------|---------|------------------|-------------------|---------|---------|------------------|
| | Pineview HA | SHN | DRUMCOG | Scottish Average | Pineview HA | SHN | DRUMCOG | Scottish Average |
| CI17 1 Apt | | | | £ 64.03 | N/A | £ 41.23 | £ 41.02 | £ 65.94 |
| 2 Apt | £ 60.22 | £ 62.48 | £ 65.40 | £ 68.54 | £ 60.96 | £ 64.35 | £ 66.35 | £ 70.39 |
| 3 Apt | £ 69.69 | £ 69.09 | £ 73.67 | £ 69.60 | £ 70.53 | £ 70.85 | £ 73.06 | £ 71.55 |
| 4 Apt | £ 78.49 | £ 77.18 | £ 82.03 | £ 75.69 | £ 79.45 | £ 79.47 | £ 85.90 | £ 77.60 |
| 5 Apt | £ 86.37 | £ 86.79 | £ 87.08 | £ 84.04 | £ 87.41 | £ 89.23 | £ 89.45 | £ 85.98 |
| Total Average | £ 71.72 | £ 70.49 | £ 77.05 | £ 71.00 | £ 72.58 | £ 72.39 | £ 75.74 | £ 72.90 |

The Association is keen to ensure that the rents we charge represent value for money to our tenants. Our staff have been attending value for money practice exchange forums held by SHN and will continue to build on the good practice achieved from these.

Pineview rents compare well with those of other landlords as the rent charges table illustrates. Where Pineview looks not to be as good is in relation to average weekly rent charges for 4 and 5 apartment sized homes. However, comparing rents charges alone can be largely misleading as it is not clear what services are provided or what property types make up the average rents.

For example, Pineview has a lot of modern houses and these tend to have more amenities than unimproved or older modernised tenement flats, and as such have higher rent charges. Many other landlords have much more older, less improved tenemental stock with lower rents which can reduce the average rent charge. As such, it is very difficult to compare rent charges as the averages can be so diverse that they give little meaningful information for comparison purposes.



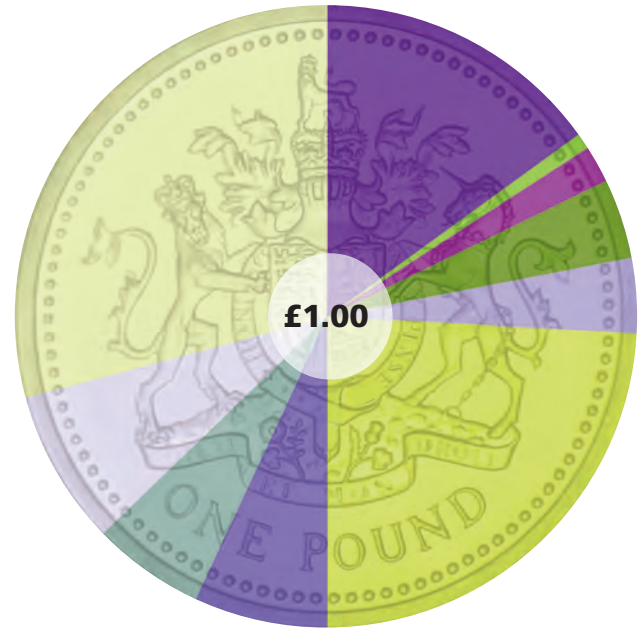
We are planning to carry out a full review of our rents and service charges and want as many customers as possible to get involved. We had hoped to do this work during 2016/17 but we have now delayed it until 2017/18 to allow a more thorough process to be undertaken. Please get involved and let us know your views.

Pineview also strives to achieve good performance by minimising void rent loss to the Association. By working to keep void times low we maximises the amount of rental income we have to invest in the housing stock, and a quick turnaround also allows us to help individuals and families in need secure good quality housing quickly.

Our Finances

The Association prepares short, medium and long term budgets, reflecting its planned activities. Actual performance against budget is then measured on an ongoing quarterly basis to monitor performance. The majority of the income that the Association receives comes for the rents and service charges that we charge on the properties we let and manage. The accounting format for RSLs changed this year and some of the way in which we have to show income and expenditure has changed from previous years. A full copy of our audited annual accounts is available on our website or from our office on request.

As a non-profit making charity, any surplus in a year is set aside to be used to fund future cyclical maintenance and planned replacement work. In the year ended 31 March 2016 the Association made a surplus of £740,578. Alongside the reactive and cyclical expenditure noted below, the Association invested £336,000 in kitchen, heating and bathroom component replacements. The following information has been extracted from the Association's audited financial statements.



During 2015/16 for every £1 of income received we spent:

| | |
|---------------------|--|
| Staffing Costs 15p | Surplus Retained for Future Investment 24p |
| Wider Roll 1p | Reactive Maintenance 7p |
| Other Costs 2p | Planned Maintenance 6p |
| Interest Payable 4p | Overheads 8p |
| Service Costs 4p | Depreciation 29p |

Expenditure

| | | |
|---------------------------------|-------------------|---------------|
| Staffing costs | £456,308 | 15.1% |
| Other costs | £66,571 | 2.2% |
| Service costs | £114,529 | 3.8% |
| Reactive maintenance | £198,282 | 6.6% |
| Planned maintenance | £189,368 | 6.3% |
| Depreciation | £893,159 | 29.5% |
| Overheads | £244,058 | 8.0% |
| Wider Role & Others | £15,375 | 0.5% |
| Interest Payable | £114,263 | 3.8% |
| Surplus transferred to Reserves | £740,578 | 24.2% |
| Total | £3,032,491 | 100.0% |

Income

| | | |
|------------------------------|-------------------|---------------|
| Rents | £2,042,140 | 67.4% |
| Services | £119,105 | 3.9% |
| Amortised housing grants | £704,104 | 23.2% |
| Factoring | £18,137 | 0.6% |
| Revenue grants - adaptations | £44,837 | 1.5% |
| Interest received | £30,508 | 1.0% |
| Miscellaneous | £73,660 | 2.4% |
| Total | £3,032,491 | 100.0% |

Over the last 25 years the Association has borrowed money as loans from banks to allow us to improve the housing stock and build new homes. At 31/03/16 the Association had outstanding loan balances to the value of £4,347,872. There are a number of financial and information requirements, known as loan covenants, that the Association need to comply with under the terms of these loans. The Association is pleased to report that it continued to meet all the requirements of the loan covenants during 2015/16.

Pineview People 2015/16

Committee

The Management Committee of the Association volunteer their time, commitment and experience to collectively and strategically manage the Association and its business, and ensure ongoing success and viability.

Being a Committee member now is much different to what it was 25 years ago. Meetings and responsibilities are much more formalised and regulated but the priority of providing good services to customers is still the same, and as long as you have this commitment anyone can be a good committee member, so please do not be afraid to get involved. The Association is always looking to get more people involved in the Management Committee, if this is of interest to you please speak with any of the current Committee or staff who will be very pleased to give you more information on how to get involved.

Committee meeting attendance for current members as at 26 July 2016 (prior to AGM) was 79.29% which is above our target of 70%.

There were a number of Committee changes during the year. Our Vice Chair, Pat Sinclair who

had been a member of the Pineview Committee since 2010 (and the LHO committee from 2005) suddenly passed away in September 2015. Pat was a great supporter of the Association and she is sadly missed by all committee and staff.

We would like to thank committee who have retired, for personal reasons, during the past year for their hard work and commitment to the Association:

- **Gail Boyle**
- **Wendy Hughes**
- **Caitlyn Rosenshine**
- **Rose West**

With Committee member numbers reduced during 2015/16, the Association undertook a recruitment campaign. This has resulted in a Committee of 11 members, of whom 5 are Association tenants (July 2016). Our rules allow us to have a Committee of up to 15 members. Being involved only requires a few hours commitment each month and you can make a real difference for our local community. If you would like more information on what committee membership involves, please contact us as we would love to hear from you.

Our current Committee, following our July 2016 AGM, are as follows:

| | | | |
|--------------------------|-------------------------|---------------------|-------------------|
| Jean Black | Chairperson | | |
| Kenny McGinty | Vice Chairperson | | |
| Myra Frater | Treasurer | | |
| Josephine McGinty | Secretary | | |
| Sharon Kane | Winifred McPhail | Jim O'Connor | |
| Melanie Paterson | Amanda Smith | Anna Welsh | Aziz Yasin |



During 2015/16 the Committee completed another successful year of training with the other local housing associations (Drumcog). This helps to ensure that Committee have access to external experience and information. This has proven very useful and the Committee have plenty more future training booked in.

To comply with our rules, and the Scottish Housing Regulator's regulatory framework, the Committee underwent their second independent annual appraisal review during 2015/16. Linda Ewart, a specialist in housing association governance and a member of Governance Alliance Scotland, undertook this independent review and found that the Pineview Committee take governance very seriously and are committed to achieving and maintaining high standards.

Staffing

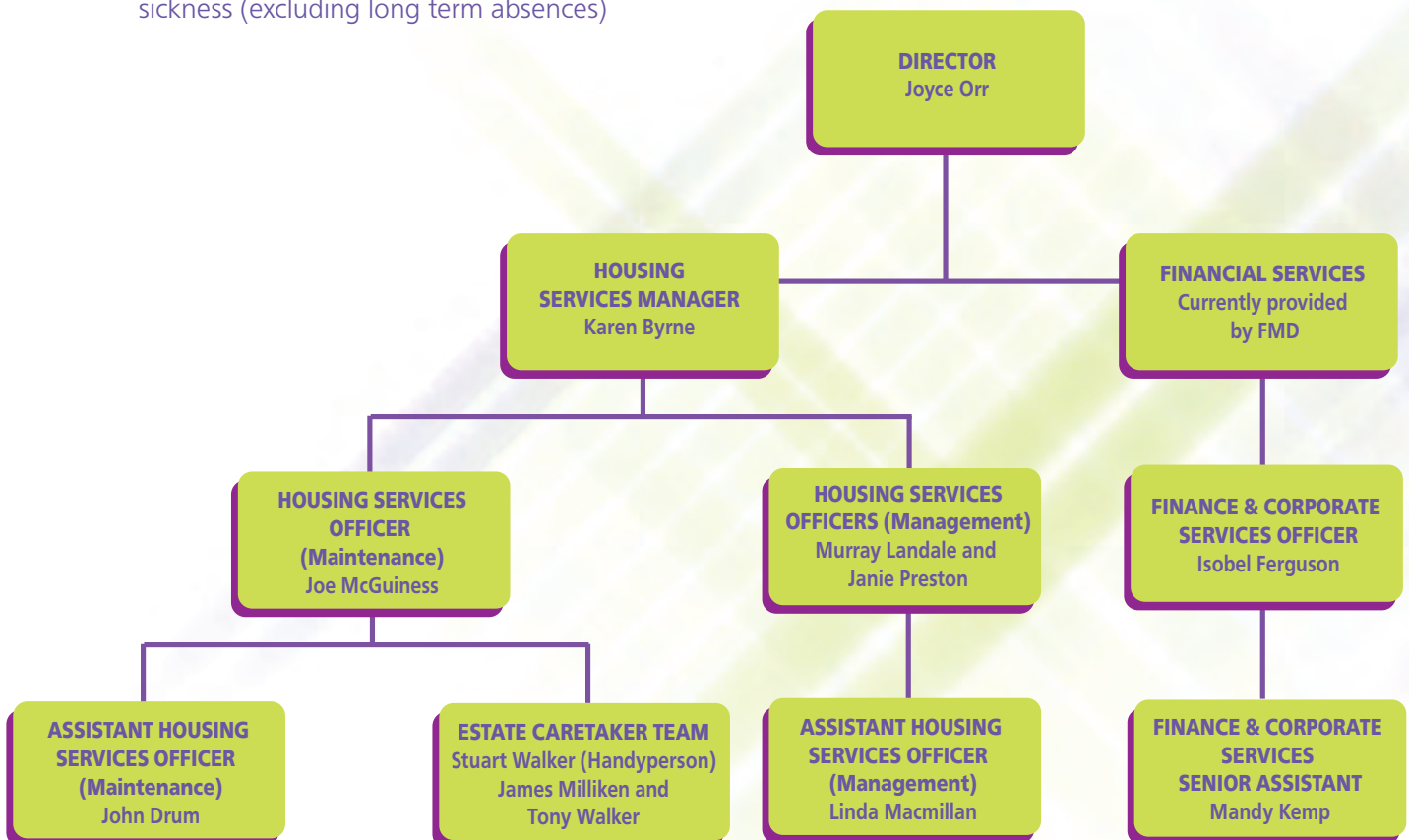
Our staffing turnover was quite stable last year with only two changes. Morag Chalmers, Housing Services Manager, retired and was replaced with Karen Byrne following a recruitment exercise; and Rachel Osprey, Finance & Corporate Services Manager moved on to a promoted post with another RSL. Following a review of the finance post, FMD Financial Services were appointed to carry out the finance functions of the Association.

Our target for sickness absence is 4.00%, while our actual sickness absence rate of 10.95% was significantly higher than this and higher in comparison to the 2014/15 rate of 5.06%. However, this year's overall sickness absence rate relates primarily to a few occurrences of long term sickness absence. Long term absences account for 61.92% of all absences during 2015/16.

2015/16 Staffing Summary

■ As at the 31 March 2016 we had 12 members of staff.

- Senior Staff: 2
- Finance & Corporate Services: 2
- Housing Management & Maintenance: 5
- Estate Caretaker Service: 3
- 10.95% of working days were lost due to staff sickness (all absences)
- 4.17% of working days were lost due to staff sickness (excluding long term absences)



Conclusion

We hope you have found this report informative and useful, and that it easily lets you see the performance of the Association in comparison to last year and other providers. The Association has consulted with our Resident & Customer Forum and with tenants through our newsletter on the content of the Annual Report. We would be keen for more tenants, residents and customers to be actively involved in deciding the focus and scope of the report as well as the design. To do this we need you to get involved or at least let us know what you think – please!

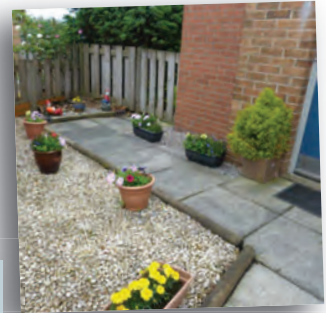
We would like you to tell us your views on the report so that we know what we are getting right and what you would like us to change. Please could you take the time to let us know your thoughts? Enclosed is a survey form that we would really appreciate if you could take the time to complete and return to us, answering the following questions:

- **Did you like the design of the report?**
- **Did you get the information you needed from the report?**
- **Have we missed anything – what else would you like to see in the report?**
- **What are we getting right and what would you like us to change about the report?**

You can return the survey to us by:

- **Returning your completed paper survey to our office**
- **Completing the survey online in our latest news section of our website - www.pineview.org.uk**
- **Phoning Isobel at the office on 0141 944 3891**
- **Texting us with your name and a suitable time for us to call you back to complete the survey – please text 0795 147 2472**

Our Management Committee, Resident and Customer Forum and staff will continue to assess how we present information to our residents and customers. If you would like to be involved or simply want to give your views, please just contact Joyce or Isobel at our office.








Pineview
 Housing Association Ltd

...putting people first



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Pineview Housing Association Ltd,
 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR
T: 0141 944 3891 **E:** mail@pineview.org.uk **W:** www.pineview.org.uk

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