

Pineview

Spring 2021 news

Pineview...
Housing Association Ltd

WELCOME !



We are absolutely delighted to confirm that on Monday 1 February 2021 the tenants of Kendoon Housing Association transferred to become tenants of Pineview Housing Association Ltd – welcome aboard ☺

This transfer follows a robust period of tenant consultation, positive tenant voting and shareholder approval. Tenant voting took place in November 2020 with 88.5% of tenants voting choosing Yes to transfer.

With the transfer of engagements Kendoon tenants have transferred to Pineview with their existing rights protected and all homes have transferred into the ownership of Pineview. By becoming part of Pineview over 80% of tenants from the Kendoon area will have reduced rent charges from April 2021 and all homes will benefit from increased investment (when Covid19 restrictions allow). The transfer allows the ownership and management of homes and services to remain local in Drumchapel, and to deliver for the local community.

Victoria Phelps, Chair of Pineview said "We are delighted to welcome the Kendoon community to the Pineview family. When Kendoon reviewed its business and came to the decision that it could not remain independent and deliver to tenants, Pineview offered to help and has worked tirelessly towards a transfer that will keep services local. We have kept Pineview tenants updated throughout and our Resident and Customer Forum are pleased that the

transfer will deliver improved services for local people. We have made a number of promises to tenants and we will deliver these and will be held accountable by all our tenants and customers."

Josie McGinty, Pineview Committee Member and Tenant said "It is great that the tenants from Kendoon are joining Pineview, we will have a stronger future together. I have family and friends who live in Kendoon and they have felt very let down over the years, but now things can change and the future will be much more positive."

Linda Devlin, Chair of Kendoon, will join the Pineview Management Committee and as a committee member, and local resident, will work with her committee colleagues to ensure that promises to tenants are met, and that the Pineview business is robustly managed to deliver for tenants both now and into the future. Linda said "the Management Committee at Kendoon are delighted that tenants voted overwhelmingly for the transfer, as we believe this is in the best interests of our tenants, and that they will benefit from a brighter and better future joining the Pineview family. My thanks go to the staff team at Kendoon for all their hard work delivering service improvements, and in supporting tenants through the transfer process during COVID-19. Personally, this is a very exciting time, and I am looking forward to joining the Pineview committee and seeing the positive changes to tenants homes and community"

Thank You

Pineview Housing Association would again like to say a huge THANK YOU to all the key workers in our local and wider community. We know that there are many, many key workers who are working to help the rest of us stay safe at home and safe when we need to go out. Every single one of our key workers are very much appreciated, whether you be NHS staff, care workers, shop staff, transport workers, bin-collectors, cleaners, post office workers or emergency services THANK YOU.



Scheduled Office Closures

Our office is currently closed to the public due to the Covid-19 Scottish Government guidance. This is regularly updated in line with government guidance. We will keep our website updated with office closure information.

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

In this issue:

Getting involved with the Association
Pages 2-3

Rent Review Outcome
Page 7

Meet the Team
Page 10

Performance Summary
Pages 12-13

Our Working Hours

Our standard working hours are:
Monday – Thursday
9.00am until 5.00pm
Friday 9.00am – 4.00pm

We can arrange telephone or video appointments to speak with customers out with these times if required. Please contact us on 0141 944 3891 or mail@pineview.org.uk if you require alternative arrangements.

Scheduled Business Closures

Due to upcoming public holidays we will be closed for business on the following days:
Friday 2 April
Monday 5 April
Monday 3 May
Friday 28 May
Monday 31 May

Pineview
Housing Association Ltd

Our Mission:

“Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening and engaging with our customers”.

Our Values:

Pineview Core Values, Objective and Behaviours are agreed as being intrinsic to everything we do: We will be:

- **Honest and transparent**
- **Fair and adaptable**
- **Polite and approachable**
- **Positive and considerate**
- **Knowledgeable and listening**

Our Objectives:

1. To provide good quality affordable housing for rent and home ownership and maintain quality through appropriate long term investment.
2. To assist tenants and where appropriate owners and sharing owners to sustain their tenancies/ownership through the provision of adaptations, advice and support, housing options service and any other initiatives which the Association can reasonably enter into.
3. To provide efficient, responsive and cost effective housing services for customers.
4. To ensure that the work of the Association is supported by effective governance, financial and administration systems and that staff and Committee are accountable for the work of the Association.
5. To ensure that the Association is an employer of choice.
6. To consolidate our business within our existing neighbourhoods and take advantage of development opportunities should they be financially viable and appropriate to undertake.
7. To support wider role activities that help to support the investment and regeneration that has already taken place and which introduce measures to help sustain our business and develop our community.

Our Behaviours:

1. Communicating in an honest, open and transparent way - Imparts accurate information (both verbal and written) and is receptive to other peoples' opinions. Shares information with colleagues, tenants and stakeholders.
2. Embracing Change - Being open to and engaging with new ideas and ways of working. Responding positively and creatively to changing demands.
3. Building great relationships - Working co-operatively with colleagues, tenants and the communities that we serve.
4. Acting with courtesy and consideration - Promotes equality and a culture of inclusiveness. Does not discriminate against others.
5. Valuing Everyone's Contribution - Building collaborative teams that focus on collective aims. Developing individual capability through effective learning and development.
6. Delivering excellent service - Delivering excellent
7. Engaging with customers - Willing and able to understand and meet the needs of all our customers and stakeholders and provide the best quality service to them.

The Association is committed to the above mission, values and behaviours. If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve.

Consultation Corner

How to Get Involved With YOUR Association:

There are a number of 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 a number of ways:

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

Business Plan

The Association's business plan is continually updated and is available on our website. The business plan is a "live" document and is the focus of the Association's work. Various elements of performance against the business plan is reported to and considered by the Management Committee each month. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, which are detailed within the reporting calendar of the business plan.

If you would like to know more about our business plan and/or our planning a reporting systems, please contact our Director, Joyce for more details.

Resident & Customer Forum

The Association has an active Resident & Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office, however, these meetings are currently taking place virtually via MS Teams due to Covid19 gathering restrictions.

Our customer forum play an essential role in the work of the Association and in ensuring that tenants' and customers' interests are kept at the heart of what we do. The Association is very grateful for the work undertaken by the forum and would like to thank them for everything they do. The forum are a great group of local people who would welcome anyone wanting to get involved.

The Forum is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions it has are then notified to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

If you are interested in getting involved please do not hesitate to contact our Housing Services Manager, Karen for more details.

Also, if you have any suggestions for other ways in which you would like to become involved or any topics / service areas you would like the Forum to look at please let us know.

The risk of Legionella – Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually 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:

- 1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.**
- 2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.**
- 3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.**
- 4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.**
- 5. Temperatures above 60°C will kill Legionella bacteria so make sure 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. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.**

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.



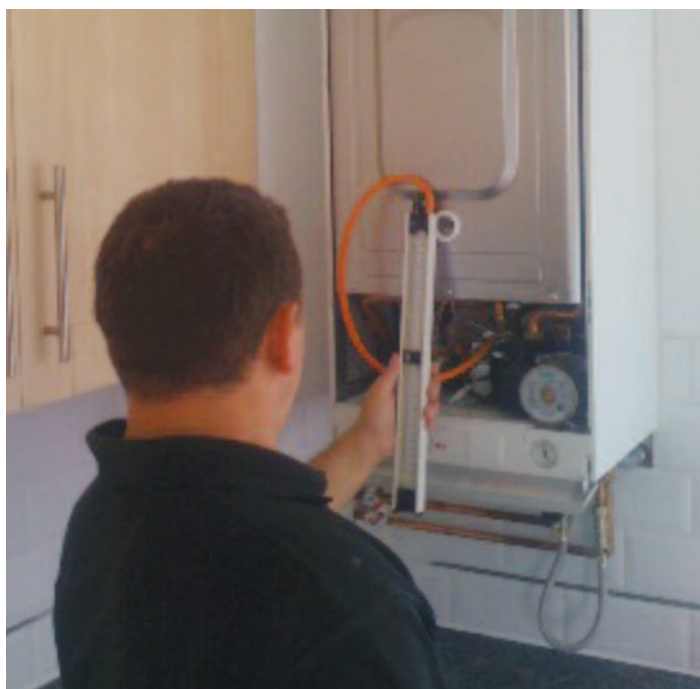
Gas Servicing and Boilers

The Association is required by law to carry out an annual safety/service check to all gas pipework, boilers and appliances installed within Association 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.

The Association carries out 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 postcard 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.

PLEASE NOTE – 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 and 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 Alarms

Smoke Alarms & CO Alarms (Carbon Monoxide) – All smoke & CO alarms installed in Association properties should be tested at the time of the annual gas service. If any of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues. SMOKE ALARMS & CO ALARMS SAVE LIVES– please 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.

Universal Credit Review

If you are in receipt of Universal Credit you will need to advise the Department for Works and Pensions of the change in your rent that will take effect from the 1st April 2021. You will already have received a rent review letter informing you of this change. You can update your rent details either by updating your online journal or by advising DWP by telephone. <https://www.gov.uk/sign-in-universal-credit>. General help: 0800 328 5644

You cannot update DWP before the date of the rent change as it will not be updated on your Universal Credit profile and the old Housing Allowance will continue to be paid to you. If you advise before 1st April DWP have advised they will not backdate any claim unless there is an error on their part.

If you need any assistance with this please contact us for assistance. We can also arrange a Welfare Benefits Adviser appointment if it is required.

Scottish Fire and Rescue Service

The fire risk in common areas is the same as inside your home. Key recommendations for common areas are:

- Keep common areas clear – escape routes must be free of combustible material and anything that could prevent escape or hinder firefighter access.
- Do not leave any items or rubbish on the landings or under stairwells.
- Move unwanted items out of the building and arrange for an uplift.
- If a fire breaks out in the close, stay in your home, your flat is a safe refuge area.
- Close all windows and doors.
- Call the fire and rescue service.
- Only leave your flat if you are directly affected by the fire or on instruction of a fire and rescue/police officer.

Strathclyde Fire & Rescue Department offer a FREE Home Fire Safety visit, or for additional advice, please contact: www.firescotland.gov.uk or 0800 0731 999 to arrange a free visit.

Help us to ensure that any potential incidents are prevented by not storing anything in the common areas.

If you see anyone leaving items or rubbish on the landings or stairwells please inform your Assistant Housing Officer (Lauren McLaren or Linda Macmillan) immediately so that it can be dealt with promptly.
Tel: 0141 944 3891

Our Estate Caretakers also report any issues identified in the area during their routine duties or estate checks to the Association to follow up with tenants.

Items left in common areas can be removed by staff.

Thank you for your co-operation.



2021 Rent Review Outcome

Thank you to everyone who took the time to respond to our rent review consultation. Below is some background; details on the decision made; and the outcomes for 2021.

Background

In April 2020 Pineview implemented our revised rent structure, agreed after two years consultation with tenants. This structure totals the amenity points for each individual property and then multiplies this by a charge factor, to reach a monthly rent charge. This means that rent charges reflect the property type, size and relevant attributes of each individual property. The charge factor is reviewed each year, following consultation.

Consultation

The tenant consultation took place throughout December and January and the Management Committee considered the responses at the January committee meeting. The response from the tenant consultation was as follows:

| Increase option | % of respondents who chose option |
|-------------------------------|-----------------------------------|
| 2% (business plan assumption) | 50% |
| 1% (average of CPI over year) | 21% |
| 0.7% (CPI as at Oct 2020) | 29% |

Management Committee Decision

The Management Committee are extremely grateful to everyone who took part in the rent consultation and provided feedback. Although the majority of responses chose a higher increase, the Management Committee decided on the lower increase of 0.7%. The Committee considered the exceptional circumstances everyone is experiencing, as well as pursuing value for money savings that will not affect tenant services, and decided

that the lower increase was the best option for everyone. As such the charge factor within the rent setting structure will increase from £19.42 per point to £19.56 per point.

What Does this mean for 2021 Rent Charges?

As the rent restructure is still being implemented, this will mean different things for different properties. Some properties will have their rent charge reduced and some will have their rent charge increased.

In April 2021, 305 properties will have their rent charges reduced. Reductions will range from £0.46 to £76.85 per month, with an average of £27.90. This is a saving of £8,509 per month for tenants living in these properties. The remaining 547 properties will see rent increases from £0.06 to a maximum of £10 per month, with the average being £3.28. This is an increase on 2020 rent charges of £1,794 per month. Overall, the Associations rental income will reduce by just over £6,714 per month.

As part of the transfer promises made by Pineview to the tenants of the then Kendoon Housing Association, Pineview made three promises in respect of rent charges:

- Rents would be charged in line with the Pineview rent structure.
- Rent increases would be limited to CPI for the first 3 years.
- Where rents were lower than those calculated through the rent structure, rent increases would be capped at £10 per month in the first year and £10 + CPI per month, cumulatively over the years until rents were in line with the rent structure.

We are pleased to confirm that Pineview is meeting these three promises as follows:

- The Pineview rent structure is being implemented with effect from 1 April 2021, as promised.

2021 Rent Review Outcome (cont.)

- The rent charge factor has been changed by only 0.7%, the rate of CPI as at October 2020, as promised.
- Any increases on individual rents are being capped at a maximum of £10 per month during 2021/22, as promised.

As a result of this, over 84.3% of ex Kendoon homes will have reduced rent charges from April 2021.

In accordance with our Value for Money statement we will continue to review our costs to identify any future possible efficiencies, without reducing services to tenants.



Do you claim Housing Benefit?

If you receive Housing Benefit and this is paid directly to Pineview we have advised Glasgow City Council of this change.

Do you claim Universal Credit?

If you are in receipt of the housing element of Universal Credit and this is paid directly to Pineview, you must ensure that you notify the Department of Work and Pensions (DWP) **on, or as soon as you can after 01 April 2021**. You can do this through your online journal or by contacting them directly. It is important that you do this as it will affect the amount of rent being paid to Pineview if you fail to action it on time, which will result in you accruing arrears. **You must also tell them if your rent charge reduces so they can reduce your payment, otherwise you would be viewed as committing fraud and would end up with an overpayment debt and could also be fined.**

If your Housing Benefit or the housing element of Universal Credit is paid directly to you, then you must advise Glasgow City Council (for Housing Benefit) and the DWP (for the housing element of Universal Credit) of the change to your rent charge. **You must also tell them if your rent charge reduces so they can reduce your payment, otherwise you would be viewed as committing fraud and would end up with an overpayment debt and could also be fined.**

What do I need to do?

Do you pay by Standing Order?

If you pay by Standing Order, you will need to inform your bank at the start of March to increase your payment which is due to be paid on or before 28th March and monthly thereafter.

Do you pay by Direct Debit?

If you pay by Direct Debit through Allpay, we will ask Allpay to alter your payments by the changed amount.

Please contact us if you require assistance with this.

If you are in arrears of rent please contact us on receipt of this letter to discuss your proposal for payment to clear these arrears.

If you have any queries or wish more information, please do not hesitate to contact us by telephoning 0141 944 3891 or e-mailing mail@pineview.org.uk and a member of staff will be pleased to assist you.

Frequently Asked Questions for Tenants

1. Who do I contact for any queries about my tenancy, my home or my community?

Pineview Housing Association – by telephone on 0141 944 3891; by email on mail@pineview.org.uk; or by using our website contact form: <https://www.pineview.org.uk/contact-us/>. Whilst our office is closed, to meet our Covid19 obligations, the staff team at Pineview are all still working and can be contacted Monday – Thursday 9am to 5pm and Friday 9am to 4pm.

2. How do I report a repair?

Please use the contact details as given at point 1. above during the standard working hours given. If you have a repair outwith these times and it is an emergency, please contact the emergency contractor City Building on 0800 595 595, otherwise please contact us on the next working day.

3. How do I pay my rent?

You have a number of options about how to pay your rent, as detailed below:

Allpay – this is the easiest method to pay your rent. With Allpay you can pay your rent by direct debit; pay online; use the Allpay App; pay by telephone or text or by visiting a payment outlet. There is more information about these methods on our website, under Tenancy & Rents. If you need help to set up any of these methods please just contact us for assistance.

Standing Order/Bank Payment – you are also able to pay through your bank either by Standing Order; or by phoning your bank to make a payment; or by using a bank to set up a payment for you. We have a standing order form that you can use, please just contact us for a copy.

Housing Benefit – if your rent is paid through the Glasgow City Council Housing Benefit (HB) system then you need to make sure that you keep the GCC Housing Benefit Department updated with any changes to your personal circumstances (wages, hours worked, people living in your home and their income etc.) and any changes in your rent charge. If you need help with your HB claim please just contact us for assistance.

Universal Credit – if your rent gets paid through your Universal Credit claim you will need to keep your Universal Credit account updated. This can be done by signing into your Universal Credit account at - <https://www.gov.uk/sign-in-universal-credit>. If you need help with your UC claim please just contact us for advice and assistance.

4. Will my rent charge change?

The Association reviews rent charges every year and consults with tenants on this. Any changes to rent

charges are implemented from the 1st April each year. You will be given at least 28 days notice of any change to your rent charge, and this will only happen once per year.

5. How can I meet a staff team member at Pineview?

Due to the current Covid19 restrictions we are not able to have face to face physical meetings with customers at present. However, we have alternative methods including, for example, having online meetings using Microsoft Teams. If you would like to have an online meeting, rather than telephone or e-mail communication, please just let us know and we will set this up with you.

6. How can I get involved with Pineview?

There are a number of ways to get involved including individual contact; joining our consultation register; joining our Resident and Customer Forum; or joining the Committee of Management – whichever method suits you best. Please just let us know and we will make arrangements – we would love to have you involved.

7. What work will be getting carried out to my home and the area I live in?

The current Covid19 restrictions have put a hold on various aspects of the work that housing associations can do – across the nation we are all having to follow the legal requirement to stay at home unless essential, and we are only permitted to do emergency work or work to protect health and safety. However, we want to prepare for when these restrictions are lifted and we are preparing for this and would welcome your input on what are the improvement priorities for when restrictions are lifted – we need your involvement in this as these decisions need to be driven by tenants. In the meantime, we will ensure that all essential safety work continues.

8. Can I apply to move house?

Of course. Pineview have an open housing register and the easiest way to apply for rehousing is to complete our online application form -

<https://www.pineview.org.uk/apply-for-rehousing/> Please just contact us if you would like more information or assistance with this.

9. How can I find out more about Pineview?

The best way to do this is to visit our website - <https://www.pineview.org.uk/>. Here you will find a whole range of useful information, including our Tenant Handbook which will be a good introduction - <https://www.pineview.org.uk/tenant-handbook/>. Or simply get in touch as explained at point 1.

Your rights to information



Your right to information about yourself

The General Data Protection Regulation (GDPR) gives you the following rights in relation to the personal information we hold about you (in certain circumstances):

- The right to be informed about how we hold and use your personal information.
- The right to request a copy of your personal information.
- The right to request correction of any incomplete or inaccurate personal information.
- The right to request deletion of your personal information where there is no valid reason for us continuing to hold and use it or where you object to us holding and using it.
- The right to have our use of your personal information restricted.
- The right to stop us from using your personal information if we have committed a breach of the GDPR.
- The right to have your personal information transferred to another organisation.

Your right to information about the work we do

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). Your request does not need to refer to FOI or the EISRs or explain why you want access to the information.

Before making a request, please check our website and the Scottish Housing Regulator's website, as a lot of information is available there. A useful starting point is our publication scheme, which can be viewed at: <https://www.pineview.org.uk/freedom-of-information/>. This sets out the information we publish in different classes and links will take you directly to the information.

If you wish to make a GDPR rights request, a FOI or EISRs request or have any questions, please contact our Data Protection Officer, Daradjeet Jagpal by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07575 838 625; or in writing at our office.

Housing Services - Meet the Team

Following on from our transfer on 1st February, we would now like to introduce our new customers to our Housing Officers and the Staff Team that are help and support you to in your home.

Please contact your housing officer if you have trouble paying your rent or have any issues that impact your tenancy Please call our main line number 0141 944 3891 for all general enquiries or you wish to leave a message for you to speak to your officer.

Patch A



Housing Officer – Murray Landale
m.landale@pineview.org.uk

Jedworth Avenue and Road, Rozelle Ave
Tallant Road, Pineview Court, Stonedyke Grove
Abbotshall Ave and Halgreen Ave

Patch B



Housing Officer - Janie Preston
j.preston@pineview.org.uk

Dewar Dr and Gate, Summerhill Rd
Drummore Road, Kilcloy Ave
Ladyloan ave, Peel Glen Rd and gardens
Drummore Road, Springside Pl and gardens
Backmuir Road, Grogarry Rd and Kendoon Avenue



Lauren McLaren and Linda MacMillan are our Assistant Housing Officers. Linda and Lauren support Janie and Murray in their areas but also helps out with other duties within the office.



Catherine McAnerney is our Housing Assistant and Cathie supports the team with a range of housing administration skills.

We are also in the process of recruiting three new members of the team, so watch this space for an update in our next newsletter.

Complaints and Compliments

Complaints Handling

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. We have fully implemented the Model Complaint Handling Policy and Procedure of the Scottish Public Services Ombudsman (SPSO).

The tables below relate to complaints handling performance in line with the SPSO model policy for the period 01 April – 31 December 2020.

| SPSO Complaints | | 1st Stage Complaints | | 2nd Stage Complaints | | SPSO Timescales: 1st Stage: 5 days 2nd Stage: 20 days |
|----------------------------------|--|----------------------|------------|----------------------|------------|--|
| 01 April – 31 December 2020 | | Number | Percentage | Number | Percentage | |
| b/f 01 April 2020 | | 0 | 0% | | | PHA Average time to resolve complaints: 1st Stage: 2 days 2nd Stage: N/A It should be noted that not all cases will be able to meet the timescales. For example, some complaints are more complex and therefore require careful consideration and detailed investigation beyond the prescribed timescales |
| Complaints Received | | | | | | |
| Equalities Related Issues | | 0 | 0% | 0 | 0% | |
| Other Issues | | 22 | 100.00% | 0 | 0% | |
| Total Number of Complaints | | 22 | | 0 | | |
| Progress | | | | | | |
| Ongoing | | 0 | 0% | 0 | 0% | |
| Responded to in Full | | 22 | 100.00% | 0 | 0% | |
| Responded within SPSO Timescales | | 22 | 100.00% | 0 | 0% | |
| Outcomes: | | | | | | |
| Upheld | | 7 | 30.77% | 0 | 0% | |
| Partial Upheld | | 6 | 23.08% | 0 | 0% | |
| Not Upheld | | 9 | 46.15% | 0 | 0% | |

Learning From Complaints

The summary below compares the number of complaints resolved within the reporting period, the number of complaints upheld and learning outcomes.

| Complaint Category | Resolved | Upheld ¹ | Learning From Complaints |
|-----------------------|-----------|---------------------|--|
| Contractor | 3 | 2 | Contractor Follow up |
| Repairs & Maintenance | 8 | 5 | Contractor Follow up/staff training |
| Housing Management | 8 | 4 | Staff Training |
| Allocations | 1 | 1 | Staff Training |
| Staff | 2 | 1 | Staff Training |
| Grand Total | 22 | 13 | ¹ Relates to complaints upheld and partial upheld |

Complaints Case Study

Complaint: 856

The tenant had complained that they were unhappy with the repairs service as despite several visits by the same contractor the repairs issues had not been remedied.

Investigation

The same contractor had been used in order to give them an opportunity to remedy the repairs issues.

Housing Services Manager advised that this action was correct in the first instance however, as the contractor was not remedying the issues then either an alternative contractor should have been used or in these particular circumstances specialist advice sought.

The Housing Services Manager arranged for a Quality Surveyor Consultant to inspect and follow up remedial works were identified to be carried out by other contractors.

The tenant advised they were happy with the Quality Surveyor consultant visit and proposed follow up action plan.

Learning Outcome

The importance of seeking a second opinion / specialist advice if a customer is not happy with service provision.

Customer Compliments 01 October – 31 December 2020

In order to capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. Some recent comments include:

| Ref | Date | Comment | Source |
|-----|------------|--|--------|
| 860 | 30/10/2020 | Tenant pleased with assistance provided to get UC | Tenant |
| 861 | 03/11/2020 | Owner very happy with standard of work carried out | Owner |
| 862 | 05/11/2020 | Appreciative of our work during this Covid situation | Tenant |
| 863 | 06/11/2020 | Tenant called in to advise she was delighted with new walk in shower and wished to thank all staff and contractor for the excellent job we are all doing. | Tenant |
| 866 | 13/11/2020 | Tenant request repair to leak in bathroom carried out within tight timescale to allow her to go to work. Emailed to confirm completed and excellent service. | Tenant |
| 869 | 30/11/2020 | workman who came out to fix heating and hot water on 1/11/2020 was fantastic | Tenant |
| 870 | 03/12/2020 | Tenant delighted with being provided with new shower cannot thank staff member enough for their assistance. | Tenant |
| 872 | 08/12/2020 | Thank Pineview as new handrails were fitted today. Contractors were lovely and did fantastic job | Tenant |
| 874 | 14/12/2020 | Thanking the association for their Christmas gift voucher | Tenant |
| 875 | 17/12/2020 | Wishing to thank Association for Pensioner voucher received | Tenant |
| 880 | 23/12/2020 | Thank you Merry Christmas to all | Tenant |
| 881 | 24/12/2020 | Thanking Pineview HA for Christmas voucher | Tenant |
| 882 | 24/12/2020 | Thanking Pineview for Christmas voucher | Tenant |

Complaints and Compliments (cont.)

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas. We would be delighted to hear your feedback on all areas of services delivery.

Phone: 0141 944 3891. Email: mail@pineview.org.uk. Text: 0741 834 7038

Complaints Handling Review

The Scottish Public Services Ombudsman (SPSO) publishes the Model Complaints Handling Procedure for bodies under its jurisdiction which includes Registered Social Landlords like Pineview Housing Association.

The purpose of the Model Complaints Handling Procedure is to provide a standardised approach to dealing with customer complaints across the housing sector in Scotland.

In particular, the aim is to implement a standardised and consistent process for customers to follow which makes it simpler to complain, ensures staff and customer confidence in complaints handling and encourages RSLs to make best use of lessons from complaints.

The SPSO has carried out a review and an updated version of the Model Complaints Handling Procedure will be effective from April 2021. Please see our website from 1st April 2021 for more details.

Super prize draw!!

We have extended our Go Paperless prize draw to win £200.00 of love to shop vouchers!

If you would like to enter our amazing prize draw, all you have to do is request to go paper free. You can do this by contacting the office and providing an up to date email address and confirming you would like to go paper free. We will update our records and enter you into the prize draw. The winner will be drawn at random from the list of participants. We will notify you and let you know when your paper free communication has been put in place.

The draw will take place in July 2021, however you can still request to go paper free anytime.

Good luck!

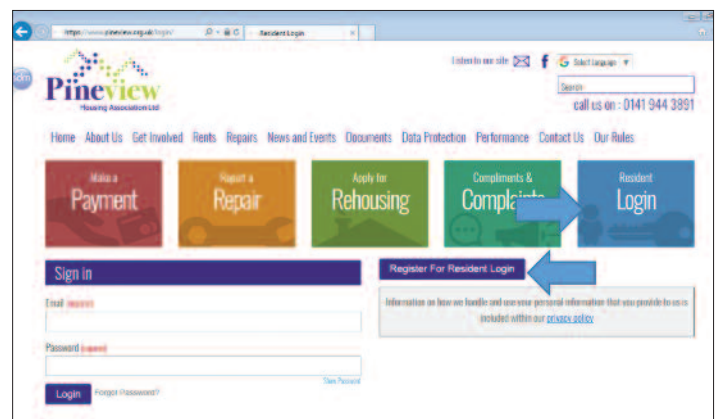


Residents Log-in

Residents can have access to check their rent account, repair history and other information by visiting Pineview's website –

<https://pineview.org.uk/login/> Residents can register their details online and obtain a password to allow them access to their account once registered and activated by Pineview.

A staff member from Pineview will contact you to confirm some details, once this has been done you should then have access within 24 hours of activation.



Social Security Scotland
Sòbharasachd Shìobhantha Alba

apply now

For children under 6 on 15 Feb

Scottish Child Payment

£40 every four weeks for each child under 6 for families on tax credits and certain benefits.

0800 182 2222 **mygov.scot**

CrimeStoppers. 0800 555 111

100% anonymous. Always.

If you are concerned about drug dealing within your community, you can contact crimestoppers anonymously on the Freephone number below or log onto <https://crimestoppers-uk.org/>

Other useful contacts Useful websites and numbers:

| | |
|---|---------------|
| Breathingspace | 0800 83 85 87 |
| Samaritans | 116123 |
| https://www.nhs.uk | 111 |
| https://www.lifeline.org.uk | 0141 554 4434 |

SFAD Scottish Families Affected Alcohol & Drugs 08080 101011

Scottish Community Recovery Network
0141 429 8181 <http://scrn-recovery.co.uk/>

KNOW THE SCORE -
<https://knowthescore.info/> 0333 230 9468

Alternatively, you can contact your housing officer who will also be able to signpost and refer you to any individual agencies who can support you. All information & discussions will remain completely confidential.

Citizens Advice Bureau Update

citizens advice bureau

ADVICE POINT NOW OPEN

(free access to Citizens Advice and other services)

LOCATION: outside Drumchapel CAB,
195c Drumry Road East, Drumchapel, G15 8NS.

OPEN 9am-5pm, Monday to Friday
Christmas holiday times:

Closes 12.30pm Thurs 24th Dec

Re-opens 9am 5th Jan 2021

The outdoor Advice Point is an additional feature to Drumchapel CAB's current service, and both will remain open beyond the pandemic. It has been entirely funded by the Scottish Government to meet the needs of the community during the pandemic.

The outdoor Advice Point is an additional feature to Drumchapel CAB's current service, and both will remain open beyond the pandemic. It has been entirely funded by the Scottish Government's Wellbeing Fund to meet the needs of the community during the pandemic.

Members of the public will be able to see and speak to an advisor inside the Advice Point (pictured), via an audio visual touch screen. They simply press a code into the key pad on the wall to activate the service. The Advice Point is fully sound and weather proof, with ventilation and an automatic door locking system, hand- sanitiser and comfortable seating. CCTV is also in operation.

As well as direct access to our citizens advice service, the Advice Point will also offer a free telephone service to other support agencies: The Scottish Welfare Fund- Crisis Grant, Universal Credit Help to claim helpline, Citizens Advice Scotland national helpline, Drumchapel Foodbank, The Homeless Team, Consumer Advice Scotland, Jobseekers Allowance, Jobcentre Plus, Maternity, and ESA benefit claims helpline.

The Advice Point is safe to use, within government guidelines with a regular cleaning rota in operation after use. All interior surfaces will be coated with a bio-fogging product that kills all airborne viruses including the COVID-19 coronavirus.

Tel: 0141 944 2612

Email: bureau@drumchapelcab.casonline.org.uk

www.drumchapelcab.org.uk



Scottish Government
Riaghaltas na h-Alba

citizens advice bureau

Scottish Charity No. SC015207

Essential Works

You will all be aware of the challenges being faced at this time however we must continue to meet our landlord obligations to ensure that you and your neighbours remain safe in your homes. We are therefore continuing to carry out repairs throughout our stock including major repair programmes and especially health and safety related works.

This includes.

Gas Servicing • Electrical Inspections • Heating repairs • Smoke alarm installations

We will be in touch with those who are due to have non-emergency repairs and improvement works done like Kitchen and Bathrooms as soon as we have date from the Government that these works are safe to do so. Thank you all for your patience.



Christmas Vouchers

The Association delivers a **£10.00**

Christmas gift voucher to all our residents who are 60 years + here are some feedback we received from our residents:

"Just to say thank you for my voucher that came through my door, I used it to buy a few wee luxuries that I normally wouldn't buy, it was really good to spoil myself so thank you again and merry Xmas to all the staff X"

"Thank you so much for the gift merry Christmas to all and a prosperous new year!!"

"Hi guys thank you so much for the gift vouchers for myself and my husband really appreciate it."

