

# Section 1: Welcome to Pineview Housing Association Ltd



## Putting People 1<sup>st</sup>

**This document outlines the content of our resident handbook, gives you information on our history, our mission, values and behaviours and details of our committee of management, staffing structure and registration information.**

## Welcome

Our resident handbook is made up of a range of information leaflets designed to:

- ✓ give you information about PHA and the services we provide;
- ✓ explain your rights and responsibilities as a tenant;
- ✓ outline what you can expect of us as your landlord;
- ✓ summarise the key points of our policies;
- ✓ highlight opportunities for you to get involved with your local community.

The handbook is designed to be a guide to PHA and your tenancy. We hope this will help you make the most of your tenancy and enjoy your home. You can find out more about PHA on our website [www.pineview.org.uk](http://www.pineview.org.uk), including a range of service delivery policies and documents that we think will be of most interest to our customers.

Please note, the resident handbook is not a legally binding document. Nothing in our handbook changes the legal rights and duties of the landlord and tenant as set out in your tenancy agreement. If you need further information or clarification about your tenancy or our services, please contact us.

## About Us

Pineview Housing Association was established in 1991 as Pineview Housing Co-operative following a stock transfer of properties in the Pinewood area from the then Glasgow District Council. Since that time the Association has completed seven phases of improvement and new build housing in the Pinewood area, a shared ownership project in the Stonedyke Area, a new build project in the Broadholm area and six projects in the Waverley area (as part of and following a transfer of engagements from Glengarry Housing Co-operative in 2000). In February 2021 the Association complete a further transfer of engagements. Kendoon Housing Association was wound up and all tenants and properties were transferred into the ownership of Pineview, following robust tenant consultation and voting.

We are managed by a voluntary Management Committee of up to 15 members. The committee are supported by our staff team, and external services that we buy in. Together we work to provide excellent service to our tenants and other customers by providing a wide range of housing services embracing a stock of 853 homes. We also provide management services to 22 sharing owners and factoring services to 30 residential and commercial owners.

During 2020 we carried out an independent Tenant Satisfaction Survey, in which 87.11% of respondents stated that they were either very satisfied or fairly satisfied with the services of the Association.

Tenant Satisfaction from Annual Charter Return:

Ind	Scottish Social Housing Charter Measure	Pineview HA - % tenants very and fairly satisfied for 2020 ARC	2019/20 ARC Scottish Average
1	Satisfaction with Housing Association's overall service	87.11%	89.19%
3	Satisfaction with being kept informed about services and decision	97.33%	91.98%
6	Satisfaction with opportunities to participate in decision making	94.67%	87.21%
9	Satisfaction with quality of home	90.22%	87.15%
16	Satisfaction with repairs service	98.21%	90.83%
17	Satisfaction with Housing Association's contribution to the management of the neighbourhood	92.89%	87.40%
29	Rating of rent as very good or fairly good value for money	89.33%	83.56%

## Our Mission, Values and Behaviours

### Mission

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

### Values and Behaviours

In everything we do, we will be:

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



## Objectives

- ✓ To provide good quality affordable housing for rent and home ownership and maintain quality through appropriate long term investment
- ✓ 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
- ✓ To provide efficient, responsive and cost effective housing services for customers
- ✓ 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
- ✓ To ensure that the Association is an employer of choice
- ✓ To consolidate our business within our existing neighbourhoods and take advantage of development opportunities should they be financially viable and appropriate to undertake
- ✓ 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

## Registration Details

The Association is a Scottish Registered Social Landlord and a registered Scottish Charity. As such, we are regulated by the Scottish Housing Regulator (SHR) and The Scottish Charity Regulator (OSCR).

We are also a Registered Society under the Co-operative and Community Benefits Societies Act 2014 and details of this registration are held by the Financial Conduct Authority on the Mutuals Public Register.

Due to the nature of our business we are also registered with the Scottish Government Property Factor Register.

We also require to register for a House in Multiple Occupation (HMO) licence with Glasgow City Council for our 1 HMO unit.

## Committee of Management

Committee membership is open to people with an interest in the Association whether or not they are residents of Pineview.

The following groups of people may be eligible to become committee members:

- ✓ tenants of the Association;
- ✓ service users of the Association;
- ✓ other persons who support the objects of the Association;
- ✓ organisations sympathetic to the objects of the Association.

If you are interested in finding out more about becoming a member or joining the committee of management, our handbook section “Getting Involved” for more information.

## Our Staff

### Staff Structure (June 2021)

Committee	<b>Committee of Management - <a href="https://www.pineview.org.uk/management-committee/">https://www.pineview.org.uk/management-committee/</a></b>					
Executive Officer	<b>Director</b> Joyce Orr					
Senior Management Team	<b><u>Housing Services</u></b>			<b><u>Finance and Corporate Services</u></b>		
	<b>Housing Services Manager</b> Karen Byrne			<b>Finance Manager/ Agent</b> Lucy Neilson (FMD)		
Management Team	<b>Senior Maintenance Officer</b> Alan Skimins		<b>Senior Housing Officer</b> Robert Reid			
	<b>Housing Officer</b> Janie Preston	<b>Housing Officer</b> Murray Landale	<b>Maintenance Officer</b> Gerry Will		<b>Finance &amp; Corporate Services Officer</b> Isobel Ferguson	
Assistant Officers	<b>Assistant Housing Officer (P/T)</b> Linda Macmillan	<b>Assistant Housing Officer (P/T)</b> Cathy McAnerney	<b>Assistant Housing Officer</b> Lauren McLaren			
Assistants	<b>Housing Assistant</b> Zubeida Yusuf	<b>Housing Assistant</b> Derek Mayer	<b>Housing Assistant</b> Kirsty Dickson	<b>Housing Assistant</b> Caitlin Mills	<b>Finance &amp; Corporate Assistant</b> Mandy Kemp	<b>Finance &amp; Corporate Assistant</b> Jane Craig
Estate Caretaking Team	<b>Caretaker</b> James Milliken		<b>Senior Caretaker</b> Stuart Walker		<b>Caretaker</b> Jamie McAlinden	

Our staff team are employed by Pineview to run the operational business of the Association. Staff report to the Committee of Management and ensure that our tenants, owners, applicants and other service users receive the care and service as determined by the Committee.

Our staff are our main resource in providing quality service to our customers and we endeavour at all stages to support and develop our staff members to ensure they have the required skills and expertise to provide this service.

All staff are trained, and expected to carry out their duties, in line with all our policies and procedures.

The staff team are also expected to positively implement our Behaviours Framework. The Behaviours Framework is a way of explaining how we, as individuals live the Pineview values.

You can read more about our [Behaviours Framework on our website](#).

### Please let us know what you think

We always welcome feedback from our customers. If you would like any further information about us, or any other matter, please simply contact us by:

- ✓ telephoning 0141 944 3891 to speak to a member of our team.
- ✓ texting us on 0741 834 7038 and a member of our team will call you back.
- ✓ emailing us at [mail@pineview.org.uk](mailto:mail@pineview.org.uk)
- ✓ use our Contact Us form on our website [www.pineview.org.uk/contact-us/](http://www.pineview.org.uk/contact-us/)
- ✓ find us on Facebook [www.facebook.com/pineviewhousing](http://www.facebook.com/pineviewhousing) or
- ✓ writing to us at Pineview Housing Association, 5 Rozelle Avenue, Glasgow G15 7QR.



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