



Pineview

Housing Association Ltd

Putting People 1st



Annual Report and Landlord Report 2022 – 2023

Housing Association Ltd



Chairperson's Report for 2022/2023

Welcome to our Annual Report

2022/23 was very much a year where we attempted to determine the new "normal" as we came out of the worst of the covid pandemic. However, these attempts were severely restricted by other events which impacted on Pineview's ability to deliver for our customers. The follow on from covid, the Russia / Ukraine war and energy supply and cost crisis and the cost-of-living crisis with increased costs and massive inflationary pressure, have all had an impact.

The Committee's priority was to keep our tenants and staff safe whilst trying to minimise the impact of these external factors. I believe we dealt with the circumstances constructively and positively. During 2022/23 we reviewed and adapted our approach to managing these circumstances to maintain service delivery.



Dan Martyn, Chairperson

I would like to thank all our tenants, customers, Committee, staff, contractors and suppliers, for working together during this period. It has been a difficult time and could continue to be so for some time.

Following my chairperson's report is our annual charter report which details our results against achieving the outcomes of the Scottish Social Housing Charter.

Performance Summary

While we were unable to meet all our performance targets during 2022/23, the team have sought to minimise the impact on tenants and to provide the best service to customers.

While in some areas of work our performance was not as good as it has traditionally been, we still performed well in many areas when compared against the Scottish national averages for 2022/2023, for example:

 <p>2.84 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.76 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>91.71% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>16.43 Days (Target 4 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 51.6 Days</p>	 <p>4.21 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.8 days</p>	 <p>98.17% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>7.78% (Target <7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.9%</p>	 <p>98.46% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.46% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

Resident and Customer Forum

Despite the challenges of the last few years, our resident and customer forum continues to work with us and I would like to thank them for all their work with the Association.

We recognise that by working closely with tenants we can best determine the needs, wants and aspirations of our customers.

Forum members play an essential role in the work of the Association in ensuring that tenants' and customers' interests are kept at the heart of what we do and are invaluable to the non-tenant members of the Management Committee.

The Forum meets monthly, normally on the second Thursday of each month (excluding July and January). If you would be interested in joining or would like more information please contact us.

The forum was especially busy during the year, including:

- ✓ Engaging with local councillors and other public services to address areas of concern within the local community.
- ✓ Taking part in policy reviews and scrutinising our work.
- ✓ Being a focus group for our ongoing customer satisfaction work and identifying opportunities to increase the number of forum members.
- ✓ Identifying opportunities for our wider role activities and planning our annual resident's away day.
- ✓ The Forum also help us design and develop our annual charter report to tenants each year.

Transfer of Engagement (TOE)

The transfer of engagements saw Kendoon HA closed down and all tenants, customers and stock transferred to Pineview for a better future. We made several promises to the tenants in the Cairnsmore area as part of the transfer process. Some key outcomes for 2022/2023 are noted below:

CPI only increases for 3 years.

Our business plan assumed a 4.2% increase in income (October 2021 CPI) for 2022/2023. However, the Management Committee decided on an increase of 2.6%, recognising the difficult financial position many people were facing and were therefore keen to keep the increase as low as possible.

Commit £10,000 per annum for five years to community regeneration projects.

We spent a total of £10,113 on the following wider action projects in the Kendoon area:

- ✓ Enable Fortune Works – Four street planters.
- ✓ G15 Film Group – Film to celebrate Drumchapel 70th Birthday celebrations.
- ✓ G15 Youth Project – outreach and football coaching.
- ✓ Growchapel Project – funding for gazebo, noticeboard, pizza oven and wooden sheds.

Accelerate investment in homes and the environment.

- ✓ 31 kitchens and 56 boiler replacements (Kendoon development phases 7,8 & 9 + adhoc carry forwards from previous years).
- ✓ Controlled Entry replacements (Kendoon development phase 1).
- ✓ 43 properties received window replacements (Kendoon development phases 1 & 2).

Of the 46 transfer promises that were made there were only 5 remaining and in progress at 31 March 2023. Work will continue in 2023/2024 to achieve the promises made.

We provide quarterly reports to let tenants see how we are delivering the promises we made. Reports are published on our [website](#) for anyone to see.

Service Development and Improvement

In last year's report we highlighted that one of our key priorities for the year was to carry out our three yearly resident satisfaction survey.

Some Key Priorities for 2022 – 2023 are:

- ✓ Carry out our three yearly resident satisfaction survey.

How did we do?

In November 2022 we commissioned an independent company called Research Resource to carry out a satisfaction survey for us. 341 face to face interviews were carried out. The survey asked our residents about their views on the services that we provide and their satisfaction with their home and neighbourhood.

The 2022 results were better than the Scottish average figure in all categories. Compared to our 2020 results, satisfaction levels were up in all indicators with the exception of a very slight drop in satisfaction with the quality of the home – this is not surprising given our inability to undertake some of our planned maintenance and improvements work due to various covid lockdowns and restrictions, and the impact of worldwide shortages of materials and labour and the corresponding increase in the cost of those that can be sourced.

However, the Association has been reviewing finances and arrangements to allow us to work to catch up with as many of these works as possible during 2022/23 and 2023/24.

Headline Results

Scottish Social Housing Charter Measure	2022 % tenants very and fairly satisfied	2021/22 ARC Scottish Average	2020 % tenants very and fairly satisfied
Satisfaction with Housing Association's overall service	91.50%	87.74%	87.11%
Satisfaction with being kept informed about services and decision	97.36%	91.15%	97.33%
Satisfaction with opportunities to participate in decision making	99.41%	86.81%	94.67%
Satisfaction with quality of home	86.22%	85.44%	90.22%
Satisfaction with repairs service	91.71%	88.01%	82.11%
Satisfaction with Housing Association's contribution to the management of the neighbourhood	94.72%	85.09%	92.89%
Rating of rent as very good or fairly good value for money	94.13%	82.51%	89.33%

While all the headline results are fantastic, the team at Pineview (committee, staff and the resident and customer forum) still want to strive for further improvements.

An action plan has been put together to address themes identified and comments made in the survey results. You can find out more about the satisfaction survey results and the action plan on our [website](#).

Pineview People 2022/2023:

Committee

Thanks go to my dedicated Committee colleagues for volunteering their time and experience to manage the strategic business of the Association and ensuring our ongoing success and viability.

Sadly, Teresa Brannan who joined the Pineview committee in 2021 passed away suddenly in August 2023. Teresa had a wealth of local knowledge and will be missed by all committee and staff.

Myra Frater stood down at our 2023 AGM after serving for 19 years. We thank Myra for all her years of work and commitment.

2022/2023 has been a busy year:

We continued to host committee meetings using a hybrid approach. We have introduced quarterly in person meetings to allow more members to come together in a safe environment, while still retaining a virtual element for those unable to attend in person.

During the year committee took part in a range of training sessions, including Drumcog training on Budget Setting, Cost of Living Impact, Role of Committee Members and Strategic Planning.

As Chairperson I am committed to ensuring that I keep my own skills updated and relevant. In October 2022 I attended the Glasgow and West of Scotland Forum annual conference which covered some hot topics, including the future for community based housing, rents, the cost of living crisis and retrofit/climate change challenges.

To comply with our rules, and the regulatory framework, we underwent another independent annual appraisal review during 2022/2023. The overall conclusion of the review was that Pineview's governance is sound and effective. Committee members are committed to Pineview's focus on doing the best it can for our tenants: as one committee member reflected "people really care" and this makes being involved worthwhile and rewarding.

Committee Members (August 2023)

Name	Position (last elected)	Position Held Since
Daniel Martyn	Chairperson (02/07/19)	01/01/2021
David Syme	Vice Chairperson (02/07/19)	08/09/2020
John Brechany	Vice Chairperson (16/09/21)	30/06/2022
Richard Bolton	Elected Member (16/09/21)	
Linda Devlin	Elected Member (20/07/23)	
Jamie Graham	Elected Member (20/07/23)	
Josephine McGinty	Elected Member (20/07/23)	
Laura Nahar	Elected Member (20/07/2023)	
Anna Welsh	Elected Member (07/07/22)	

In March 2023 we held our first in person annual strategy review day since 2019 and the subsequent covid restrictions from 2020. The day involved:

- ✓ Reviewing our tenant satisfaction survey results and planned actions to improve tenant satisfaction.
- ✓ Understanding our working environment and external factors that influence our strengths, weaknesses, opportunities and threats (SWOT analysis).
- ✓ Reviewing assurance and compliance evidence, self-assessing against meeting the Scottish Housing Regulator's Standards of Governance and Financial Management.

Our rules allow us to have up to fifteen committee members. Being involved requires a few hours commitment for eight months of the year 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.

Staffing

We strive to live by our motto of “Putting People 1st” and our recent Investors in People interim review identified that we do just that.

The review which took place during September and October 2022 found that the Association:

“...provide a very supportive environment for your staff and maximise the opportunities to enhance their learning and professional development.”

The report, recognising all the hard work from the team, has provided a real boost for everyone.

During 2022/2023 our staff turnover was as follows:

New Team Members	Leaving Team Members
Britney McVey	Zubida Yusuf
Yvonne McDonald (Temporary Post)	Lauren McLaren
Maryanne McNeil (Temporary Post)	Catherine McAnerney
Andy Cartwright	Janie Preston
Ben Keenan	Derek Mayer
Sinead Sharkey	Stuart Walker
Kevin Johnston	Yvonne McDonald (Temporary Post)
	Maryanne McNeil (Temporary Post)

We would like to thank our leaving team members for their commitment during their time at Pineview and wish them every success in their future careers.

As at 01 April 2023 we had twenty permanent team members:

Senior Staff:	4
Finance and Corporate Services:	3
Housing Management and Maintenance	10
Estate Caretaker Service	3

Donations and Wider Activities

The Association makes a number of donations to good causes each year. Our Rules state that the donations must further the objects of the Association and that the Committee shall report to the Members on donations. Our rules only allow us to make donations to registered charities.

At our AGM on 20 July 2023, I reported to members that owing to the pandemic we increased our donations budget from £1,000 to £2,000. These funds were donated to various local charities including Drumchapel Foodbank, Men Matter Scotland, Drumchapel D60 Winter Wonderland, G15 Youth Project, and Antonine Court.

Future Service Priorities

We update our business plan every year with priorities for the next three years. Our business plan contains key performance targets to work towards over the coming year.

If you would like a copy of our business plan visit our [website](#) or [contact us](#) to request a printed copy.

Some Key Priorities for 2023 – 2024

- ✓ Deliver on our commitments as set out in regulatory and statutory requirements; our transfer promises; and our participation action plan(s).
- ✓ Develop our response to EESSH2/Climate and Carbon reduction requirements.
- ✓ Introduce a Green Office strategy.
- ✓ Continue to demonstrate effective governance and assurance.

We will keep you updated on our business and performance through our customer forum, our newsletters, our website, and social media.

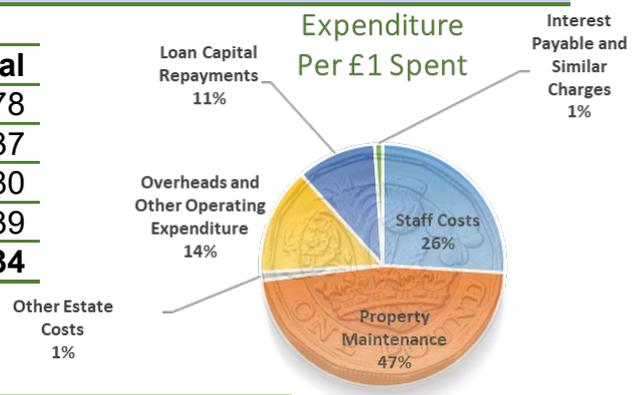
As always, any feedback is welcome and much appreciated.

Our Finances

We prepare short, medium, and long-term budgets which reflect our planned activities. Actual outcomes relative to budget are monitored on a quarterly basis to allow any corrective action to be identified and taken. Most of the income that we receive comes from the rents and service charges that we charge on the properties we let and manage.

As a non-profit making charity, any surpluses are set aside to fund future expenditure such as planned and cyclical maintenance including component replacements. The information below agrees with our audited financial statements; a full copy of these are available on our [website](#). However, the expenditure allocations below reflect the management accounts to provide a clearer picture of where money is spent, non-cash accounting adjustments for depreciation and amortisation are also omitted.

2022/2023 Income	Total
Net Rent and Service Charges Receivable	£3,703,678
Other Revenue Grants Receivable	£64,937
Interest Receivable	£36,780
Other Income	£33,039
	£3,838,434



2022/2023 Expenditure	Per £1 Spent	Total
Staff Costs	26%	£859,148
Property Maintenance (<i>Note 1</i>)	47%	£1,555,555
Other Estate Costs	1%	£37,682
Overheads and Other Operating Expenditure	14%	£473,364
Loan Capital Repayments	11%	£346,978
Interest Payable and Similar Charges	1%	£35,264
	100%	£3,307,991

Note 1: Property Maintenance
 Planned & cyclical maintenance: £338,227
 Reactive maintenance costs: £400,556
 Capitalised major repair costs: £816,773

The key figures from our balance sheet as of 31 March 2023 are as follows:

Historic Cost of Housing Properties	£68,165,167
Cash and Cash Equivalents	£4,672,420
Housing Loans (<i>Note 2</i>)	£2,364,977
SHAPS Pension Deficit Liability	£168,000
Net Assets	£15,634,655

Note 2: Housing Loans

In the past, the Association took out bank loans to allow us to build new homes and improve housing stock

There are several financial and information requirements, set out by our lenders within the loan agreements, known as loan covenants, which we must comply with. We are pleased to report that we continued to meet all the requirements of these loan covenants during 2022-23.

I hope you have found the information in my report informative and useful.

The rest of our report relates to our performance against achieving the outcomes of the Scottish Social Housing Charter.

If you would like any further information about either report or would like to become involved in any way with Pineview we would love to hear from you. Please [contact us](#) for more details.

Thank you **Dan Martyn, Chairperson**

Scottish Social Housing Charter Report 2022 - 2023

Introduction

This report aims to outline the progress and achievements we have made in meeting the requirements of the [Scottish Social Housing Charter](#).

This report compares our results with the Scottish wide averages from the Scottish Housing Regulator (SHR). 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 where possible. To provide a comparison over time we also include results from last year. This information should allow you to see any change in our results in comparison to last year, as well as in comparison to other landlords.

Whilst our results are good, it is important to remember that when considering our performance it is not enough to just look at benchmarking results. Doing so can lead to misunderstanding and misinterpretation. Benchmarking is important but needs to be seen in context and not viewed in isolation. As such, we 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 results.

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 (RSLs) to demonstrate how they perform against a number of outcomes.

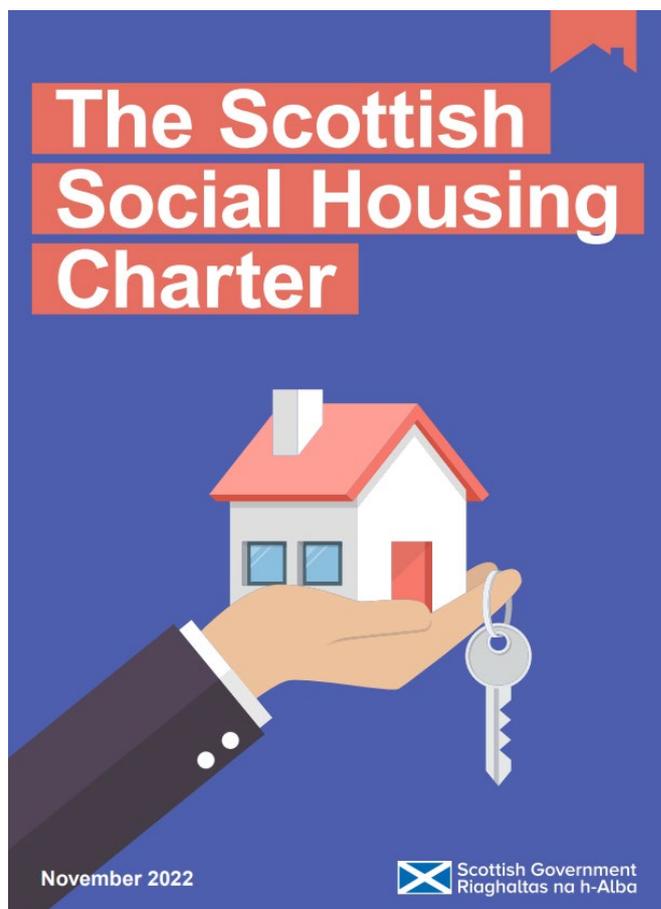
It is a way of measuring how social landlords are performing and how they are meeting the needs of their customers.

The first Charter came into effect on 1 April 2012 and was reviewed during 2016 and 2021.

The Charter has six standards, five of which apply to us. Each standard describes what you should expect us to achieve.

These achievements are called outcomes and there are 14 outcomes and standards that we aim to achieve and report on annually.

Outcomes 12 & 16 do not apply to us.



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, Kingsridge Cleddans HA, Pineview HA.

National Report on the Scottish Social Housing Charter

Headline Findings 2022 -2023

Each year the Scottish Housing Regulator produces a report based on the information reported to them by social landlords on their performance in achieving the standards and outcomes of the Scottish Social Housing Charter.

The general picture for the Scottish average shows: Almost 9 out of 10 tenants satisfied with the homes and services their landlord provides.

Scottish wide averages for 2022/23:

- ✓ Emergency repairs response time remains at 4.2 hours for the third year.
- ✓ Tenants satisfied with the quality of their homes decreased slightly to 84%.
- ✓ Tenants satisfied that their rent is good value for money decreased slightly to 82%.
- ✓ Average weekly rent in 2022/23 increased to £87.59.
- ✓ Tenants satisfied with their landlord's contribution to neighbourhood management decreased slightly to 84%.
- ✓ Anti-social behaviour cases which were resolved decreased slightly to 94%.
- ✓ First stage complaints responded to in full remained high, although was down slightly to 95%.
- ✓ Scottish average rent for 2023/24 went up by 5.1%.

Source: SHR - You can read the full report on the [SHR website](#)

Performance Information Available from the Scottish Housing Regulator

There is a volume of information about all Scottish RSLs available from the Scottish Housing Regulator on their [website](#). The SHR also has an online tool which can be used to compare one landlord's results against the Scottish average and against other landlords.

If you need some assistance to access this information, please contact Isobel or Joyce at our office who will be happy to help you.

Charter Report Symbols For Benchmarking

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

We will use the following symbols to demonstrate how we perform in comparison to the Scottish averages: Better than Scottish averages -  Below Scottish averages - 	We will use the following symbols to demonstrate how we perform in comparison with our internal targets: Better than Target: T+ Average: T Below Target: T-
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Where there is no symbol, there are no internal targets set.

Some of the comparisons for 2021/2022 vary from what was given in our 2021/2022 report. This is due to some landlords reviewing their results mid-year after the 2021/2022 report was produced.

If you would like to be involved in setting our targets please contact Joyce or Isobel 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:

- they support the right to adequate housing.
- every tenant and other customer has their individual needs and rights 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.

Our Charter satisfaction results are from our 2022 tenant satisfaction survey. Research Resource were commissioned to carry out an independent satisfaction survey on our behalf and commenced face to face surveys in November 2022.

Our Service Results:

Indicator 1			Indicator 2		
Percentage of tenants satisfied with the overall service provided by their landlord.	2021/22 Results	2022/23 Results	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	2021/22 Results	2022/23 Results
Pineview HA	87.11%	91.50%	Pineview HA	97.33%	97.36%
SHN Average	91.16%	89.82%	SHN Average	96.04%	95.75%
DRUMCOG Average	90.57%	91.31%	DRUMCOG Average	94.37%	97.69%
Scottish Average	87.74%	86.70%	Scottish Average	91.15%	89.68%

Indicator 5		
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	2021/22 Results	2022/23 Results
Pineview HA	94.67%	99.41%
SHN Average	94.00%	94.86%
DRUMCOG Average	94.01%	96.22%
Scottish Average	86.81%	85.86%

You can read our Tenant and Customer Participation Plan on our [website](#).

What else we do...

During the reporting year we:

- ✓ Developed our Equality Strategy Action Plan: a practical document that is used to put our equality policy objectives into practice.
- ✓ Upgraded our phone system to give us the ability to be more accessible to our customers as we develop our hybrid working systems.
- ✓ Involved the Customer and Resident forum in the review of our Equality and Diversity Policy and Domestic Abuse Policy.

For 2023/2024 we will:

- ✓ Continue to deliver and report on our Tenant Satisfaction Plan.
- ✓ Relaunch our Customer Consultation Register.
- ✓ Improve the functionality and accessibility of our website and online services.

Service Complaints

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 (SPSO).

Not all service complaints are responded to in full (resolved) within the timescale of the SPSO model due to some complaints requiring more detailed investigation before conclusion. 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.

The 2022/2023 Scottish average for responding to 1st stage complaints was 5.75 days, longer than our average of 4.21 days.

Our Service Results:

Indicators 3 & 4				
1st and 2nd stage complaints responded to in full, and average time in working days for a full response.				
SPSO Time-scales to respond <i>1st Stage: 5 days, 2nd Stage: 20 days</i>	2021/2022		2022/2023	
	1st Stage	2nd Stage	1 st Stage	2 nd Stage
No of complaints received	23	1	33	0
The percentage of all complaints responded to in full	100%	100%	100%	N/A
The average time in working days for a full response	4.19 Days	56.20 Days	4.21 Days	N/A

To capture details of where customers feel they have received excellent customer service, we record compliments we receive. During the reporting year we recorded seventeen compliments.

Thank you to estate caretakers who cleaned the close; they have done an outstanding job and I am really pleased.

Very satisfied with Housing Officer helpfulness with new tenant settling in issues (Housing Benefit/Repairs/Welfare Benefits)

Very happy with contractor and with the service from PHA in respect of the time it took to attend and resolve my issue.

Thank you for taking the time to call back and explain the rent account refund process.

Staff went above and beyond their normal duties for myself and my family to help us get permanent accommodation. I cannot express my gratitude enough for this staff member who has helped me in a way no other person has so from bottom of my heart huge thank you!

What else we do...

Recording, reporting, learning and publicising

Complaints provide valuable customer feedback. One of the aims of our Complaint Handling Procedure is to identify opportunities to improve services across our business. We must record all complaints in a systematic way so that we can use the complaints data for analysis and management reporting.

By recording and using complaints information in this way, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

Reporting of Complaints

Complaints details are analysed for trend information to ensure we identify service failures and take appropriate action.

We publish on a quarterly basis on our website the outcome of complaints and the actions we have taken in response.

You can read our Complaints and Compliments report for 2022/2023 on our [website](#).

Housing Quality and Maintenance

What the Charter says:

4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

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.

Our Service Results:

Indicator 6	T- 😊	T- 😊
Percentage of stock meeting the SHQS at the end of the reporting year.	2021/22 Our Target 100%	2022/23 Our Target 100%
Pineview HA	99.30%	99.88%
SHN Average	88.64%	94.93%
DRUMCOG Average	97.83%	99.24%
Scottish Average	72.87%	79.02%

Indicator 7	😊	😊
Percentage of tenants satisfied with the quality of their home.	2021/22 Results	2022/23 Results
Pineview HA	90.22%	86.22%
SHN Average	88.11%	85.22%
DRUMCOG Average	89.78%	87.49%
Scottish Average	85.44%	84.16%

Indicator 8	T+ 😊	T+ 😊	Indicator 9	T+ 😊	T+ 😊
Average length of time taken to complete emergency repairs.	2021/22 Our Target 4 Hrs	2022/23 Our Target 4 Hrs	Average length of time taken to complete non-emergency repairs.	2021/22 Our Target 4 Days	2022/23 Our Target 4 Days
Pineview HA	3.14 hrs	2.84 hrs	Pineview HA	3.51 Days	2.76 Days
SHN Average	2.72 hrs	2.80 hrs	SHN Average	5.43 Days	4.73 Days
DRUMCOG Average	2.56 hrs	2.39 hrs	DRUMCOG Average	3.16 Days	2.60 Days
Scottish Average	4.16 hrs	4.17 hrs	Scottish Average	8.87 Days	8.68 Days

What else we do...

We are required by law to carry out an annual safety check and service to all gas appliances installed within our properties. During the reporting year 100% of gas safety checks were completed within timescale.

All our properties require to have an Electrical Installation Condition inspection carried out every 5 years. At the end of the reporting year 99.88% of our properties had a valid certificate. We didn't reach our 100% target due to access issues for one property.

We published information on our website about [dampness, condensation, and mould](#) to raise awareness of what "Damp" means and how it can be addressed. Please remember, if you have any concerns about damp in your home, report it to us as soon as you are aware of it.

We introduced a new system to carry out repairs satisfaction surveys. Once we receive notification from a contractor that a job has been completed, the system sends a survey to the tenant by text or email which can then be complete online.

The system also allows us to manage telephone and postal surveys to maximise opportunities for feedback. This gives us an up-to-date snapshot of tenant opinion and highlights any areas of concern which we can then follow up.

For more information about repairs and maintenance visit our [website](#).

Indicator 10	T- 😊	T- 😞
Percentage of reactive repairs carried out in the last year completed right first time.	2021/22 Our Target >95%	2022/23 Our Target >95%
Pineview HA	90.99%	84.62%
SHN Average	90.79%	91.05%
DRUMCOG Average	94.92%	91.21%
Scottish Average	88.27%	87.80%

Indicator 12	T+ 😊	T- 😊
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	2021/22 Our Target >96%	2022/23 Our Target >96%
Pineview HA	97.90%	91.71%
SHN Average	91.28%	89.27%
DRUMCOG Average	94.60%	91.44%
Scottish Average	88.01%	88.02%

Before and After Window Replacements: Kendoon Avenue



We are committed to providing good quality, affordable housing. We aim to ensure our housing stock is well maintained and we have comprehensive repairs and maintenance services to achieve this.

It is core to our business that our customers are satisfied with the repairs and maintenance carried out to their homes and that all repairs are completed within the timescales set by the Association and to the satisfaction of our customers.

If you are a tenant in one of our properties and you are not satisfied with the quality of your home, or your repair, please let us know so we can review this with you.

Did you know you can report a repair on our website?

Our Repairs and Maintenance section provides a range of information including:

- ✓ Repairs Explained
- ✓ Estate Caretaking Service
- ✓ Looking After Your Home

Home About Us Get Involved Tenancy & Rents Repairs & Maintenance News

Make a
Payment

Report a
Repair

Apply for
Rehousing

The easiest way to report a repair is to complete our online repair form below. Alternatively you can:

- Email mail@pineview.org.uk (non-emergency repairs)
- Phone us on 0141 944 3891

Neighbourhood and Community

What the Charter says:

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

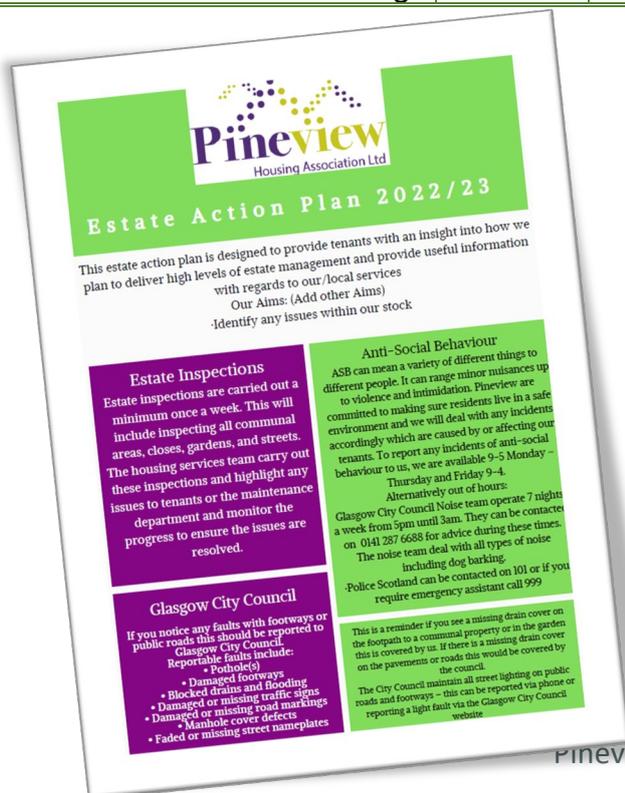
Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

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

Our Service Results:

Indicator 13	2021/22 Results	2022/23 Results
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in		
Pineview HA	92.89%	94.72%
SHN Average	89.99%	89.29%
DRUMCOG Average	92.72%	92.98%
Scottish Average	85.09%	84.30%

Indicator 15	T+ 2021/22 Our Target 100%	T- 2022/23 Our Target 100%
Percentage of anti-social behaviour cases reported in the last year which were resolved		
Pineview HA	100.00%	98.17%
SHN Average	97.22%	97.66%
DRUMCOG Average	99.75%	92.98%
Scottish Average	94.67%	94.21%



What else we do...

We encourage customers to let us know about any anti-social behaviour and neighbour issues or concerns they are experiencing. Thank you to everyone who took the time to report these matters to us - we can only do something if we are made aware.

Our Estate Caretakers identify any areas of concern during their day-to-day work and carry out a range of duties to ensure our neighbourhoods are well maintained and safe.

Our Housing Services team also carry out estate audit and follow up work to manage and monitor estate management standards.

During the reporting year we produced an Estate Management Action Plan to let you know how we aim to deliver a high level of estate management. The plan also provided useful information, including contact details for other services, for example, Glasgow City Council Noise Team, how to report public footpath faults, and fly tipping.

We want to make sure that our neighbourhoods are clean, attractive and well maintained. We work in partnership with residents and other agencies to achieve this.

In line with our commitment to tenant safety we ensure stairs and communal areas within closes are clear from all combustible materials. This includes raising awareness with residents that items which may block someone's escape in an emergency should not be stored in the common close area.

We carried out annual fire risk assessments for all our closes in November 2022 with only minor issues noted, which have now been addressed.

We work closely with our local partners and other agencies including Glasgow City Council, the NHS and Police Scotland to ensure that residents at risk or in need of support get the help they need from all the agencies that have a duty to protect them.

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 on their prospects of being housed.

11: Tenancy sustainment

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.

2022/2023 Self-Contained Stock Profile

Property Size	Property Type				
	House	4 in a Block	Tenement	Other Flat	Total Properties
2 Apt	0	10	75	72	157
3 Apt	196	7	159	28	390
4 Apt	204	0	17	3	224
5+	81	0	0	0	81
Grand Total	481	17	251	103	852

We also own and manage one House of Multiple Occupancy unit (HMO), where four residents live with 24 hour support.

Our Service Results:

Indicator 14			Indicator 16	T- 	T+ 
Percentage of tenancy offers refused during the year.	2021/22 Results	2022/23 Results	Percentage of new tenancies sustained for more than a year.	2021/22 ³ Our Target >90%	2022/23 Our Target >90%
Pineview HA	22.45%	30.30%	Pineview HA	85.71%	90.24%
SHN Average	22.99%	24.76%	SHN Average	93.53%	93.36%
DRUMCOG Average	15.10%	14.77%	DRUMCOG Average	92.92%	93.38%

³ For 2021/22, six out of seven (85.71%) of new tenancies were sustained for more than one year. Due to the small numbers of relets in the previous year, our performance doesn't look as good as our peers. Tenancy relets occur for various reasons, including positive life changes.

Scottish Average	32.93%	30.87%	Scottish Average	90.74%	91.22%
Indicator 17	T+ 😊	T+ 😊	Indicator 30	T- 😊	T- 😊
Percentage of lettable houses that became vacant in the last year.	2021/22 Our Target <6%	2022/23 Our Target <6%	Average length of time taken to re-let properties in the last year.	2021/22 Our Target < 6 Days	2022/23 Our Target < 4 Days
Pineview HA	5.28%	5.05%	Pineview HA	16.56 Days	16.43 Days
SHN Average	6.24%	5.94%	SHN Average	25.66 Days	28.15 Days
DRUMCOG Average	5.09%	5.84%	DRUMCOG Average	21.57 Days	22.67 Days
Scottish Average	7.76%	7.42%	Scottish Average	51.57 Days	55.61 Days

Indicator 19				
i) % of approved applications for medical adaptations completed	2021/22 Results		2022/23 Results	
ii) Number of households currently waiting for adaptations to their home	% of adaptations completed	Number of households awaiting adaptations	% of adaptations completed	Number of households awaiting adaptations
Pineview HA	76.00%	5	79.17%	5
SHN Average	81.76%	4	78.68%	N/A
DRUMCOG Average	85.19%	3	76.40%	5
Scottish Average	78.22%	12	79.84%	N/A

Indicator 20			Indicator 21	T- 😞	T+ 😊
Average cost of adaptations completed in the year.	2021/22 Results	2022/23 Results	The average time to complete adaptations (working days)	2021/22 Our Target < 60 Days	2022/23 Our Target < 45 Days
Pineview HA	£2,589	£2,095	Pineview HA	61.34 Days	27.42 Days
SHN Average	£1,968	N/A	SHN Average	40.66 Days	46.67 Days
DRUMCOG Average	£2,375	£1,792	DRUMCOG Average	36.45 Days	35.03 Days
Scottish Average	£1,704	N/A	Scottish Average	54.35 Days	46.83 Days

What else we do...

We work with the other local Drumcog members to ensure a wide choice of housing options are available for those seeking housing opportunities. During the reporting year we launched an online application system with our local partners, Cernach HA and Kingsridge Cleddans HA. The system is designed to simplify the application process; applicants can complete one application form then apply to one, two or all three partners simultaneously. The system guides users through the application process with clear and easy to follow instructions.

We provide personal support to anyone who may need housing advice or assistance. We aim to assist customers to make informed choices about their housing options and to prevent homelessness.

We aim to complete a settling in visit with all new tenants within six weeks of their tenancy commencing. The purpose of the visit is to proactively manage tenancy sustainment and answer any questions whether that relates to benefits, rent, repairs or accessing other services within the community. The visits also help to develop positive relationships with customers and support key business requirements including customer service and management of rental income.

Visit our website page [Apply for Rehousing](#) for more information.

Getting Good Value from Rents and Service Charges

What the Charter says:

13: Value for Money

Social landlords manage all aspects of their business so that:

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

14 and 15: Rents 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 details of any individual items of expenditure above thresholds agreed between landlords and tenants.

Our Service Results:

Indicator 18	T- 😊	T- 😊	Indicator 25	😊	😊
Percentage of rent due lost through properties being empty during the last year	2021/22 Our Target <0.10%	2022/23 Our Target <0.10%	Percentage of tenants who feel that the rent for their property represents good value for money	2021/22 Results	2022/23 Results
Pineview HA	0.46%	0.46%	Pineview HA	89.33%	94.13%
SHN Average	0.51%	0.51%	SHN Average	86.58%	87.24%
DRUMCOG Average	0.35%	0.40%	DRUMCOG Average	87.41%	90.54%
Scottish Average	1.43%	1.40%	Scottish Average	82.51%	81.79%

Indicator 26	T+ 😞	T+ 😞	Indicator 27	T+ 😞	T- 😞
Rent collected as percentage of total rent due in the reporting year	2021/22 Our Target >96.00%	2022/23 Our Target >96.00%	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2021/22 Our Target <7.8%	2022/23 Our Target <7.0%
Pineview HA	99.04%	98.46%	Pineview HA	7.31%	7.78%
SHN Average	100.96%	99.89%	SHN Average	4.11%	4.34%
DRUMCOG Average	100.27%	99.37%	DRUMCOG Average	4.06%	4.43%
Scottish Average	99.28%	99.03%	Scottish Average	6.34%	6.86%

Indicator 29	😊	😞	Indicator C.5	😊	😊
Percentage of owners satisfied with the factoring service	2021/22 Results	2022/23 Results	The percentage average weekly rent increase to be applied in the next reporting year	2021/22 Results	2022/23 Results
Pineview HA	85.71%	50.00%	Pineview HA	2.65%	3.05%
SHN Average	73.96%	65.42%	SHN Average	3.39%	5.07%
DRUMCOG Average	79.30%	68.49%	DRUMCOG Average	3.01%	4.53%

Scottish Average	65.38%	61.79%	Scottish Average	2.98%	5.14%
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For 2022/2023 our gross rent arrears were slightly higher than the previous year. This followed on from the increase in arrears in 2021/2022 due to the Kendoon transfer of engagements which involved the transfer of historical and current high debt levels.

During the reporting year our internal auditors carried out a review of our debt management policies and procedures. While the audit identified seven good practice points there were three recommendations for improvement. When benchmarked against other landlords, the average number of recommendations in similar audits is three.

Following the audit, an action plan has been implemented to address the recommendations, to support tenants in debt and to reduce arrears levels in line with our policy and procedures.

Indicator C.17	2022-2023 Results			
	Pineview	SHN	DRUMCOG	Scottish Average
Average Weekly Rents				
1 apt	N/A	£57.77	£46.59	£78.26
2 apt	£69.14	£77.21	£73.28	£83.46
3 apt	£79.28	£85.01	£80.04	£86.28
4 apt	£89.01	£94.78	£92.44	£93.96
5+ apt	£98.09	£104.45	£100.20	£103.72
Total	£81.76	£85.79	£82.92	£87.59

In relation to the average weekly rent charges, our average rents are lower than the Drumcog, SHN and the Scottish averages. However, average rent figures can be largely misleading as it is not clear what services are provided or what property types make up the average rents. As such, it is very difficult to compare rent charges using average figures and these can give little meaningful information for comparison purposes.



Waverley Area

What else we do...

We strive to ensure that the rents we charge represent good value for money to our tenants.

Our 2022 tenant satisfaction survey results show 94.13% of tenants thought that their rent represented good value for money (2.06% gave a neutral response and only 3.81% thought the value for money was poor). This result compares very well to the Scottish average of 81.79%.

We consulted our customer forum on a range of policies throughout the year, including Voids Management, Abandonment, Rent Setting and Service Charges. The forum also contributed to the 2023/2024 Rent and Service charges proposal and the annual review of our Value for Money statement. Our [Value for Money](#) statement puts our customers central to everything we do and is driven by the pursuit of quality service delivery.

During 2023/2024 our internal auditors will be carrying out a review of our rent setting and affordability policies and procedures.

The purpose of the audit is to assess the rent setting process, ensuring tenant affordability is considered.

A key aspect of the audit is to ensure that we have effective communication with tenants, tenants are offered an opportunity to provide feedback, and that they are provided with sufficient notice of any rent increase.

Through managing void properties effectively, we ensure that rent loss is minimised, and the most effective use is made of our housing stock to meet housing need. Our 2023/2024 internal audit plan includes a review of our Allocations and Voids Management policies and procedures.

Our rent increase for April 2023 was 3.05%. The Scottish average planned rent increase for April 2023 was 5.4%, up from 5.14% in the previous year.

Conclusion

We hope you have found this report informative and useful, and that it easily lets you see our results in comparison to last year and to other providers. We have consulted with our Management Committee, Resident and 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 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 in our reporting and what you would like us to change in how we report. Please could you take the time to let us know your thoughts?

- ⇒ **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?**

To let us know your views:

- Visit our website to complete an [online survey](#)
- email: mail@pineview.org.uk
- Text: 0741 834 7038
- Call office on 0141 944 3891 and speak to a member of staff

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.

Thank you for taking the time to read this report, it is very much appreciated.

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