



**Pineview**  
Housing Association Ltd



*...putting people first*



**Pineview Housing Association Ltd,**

5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR

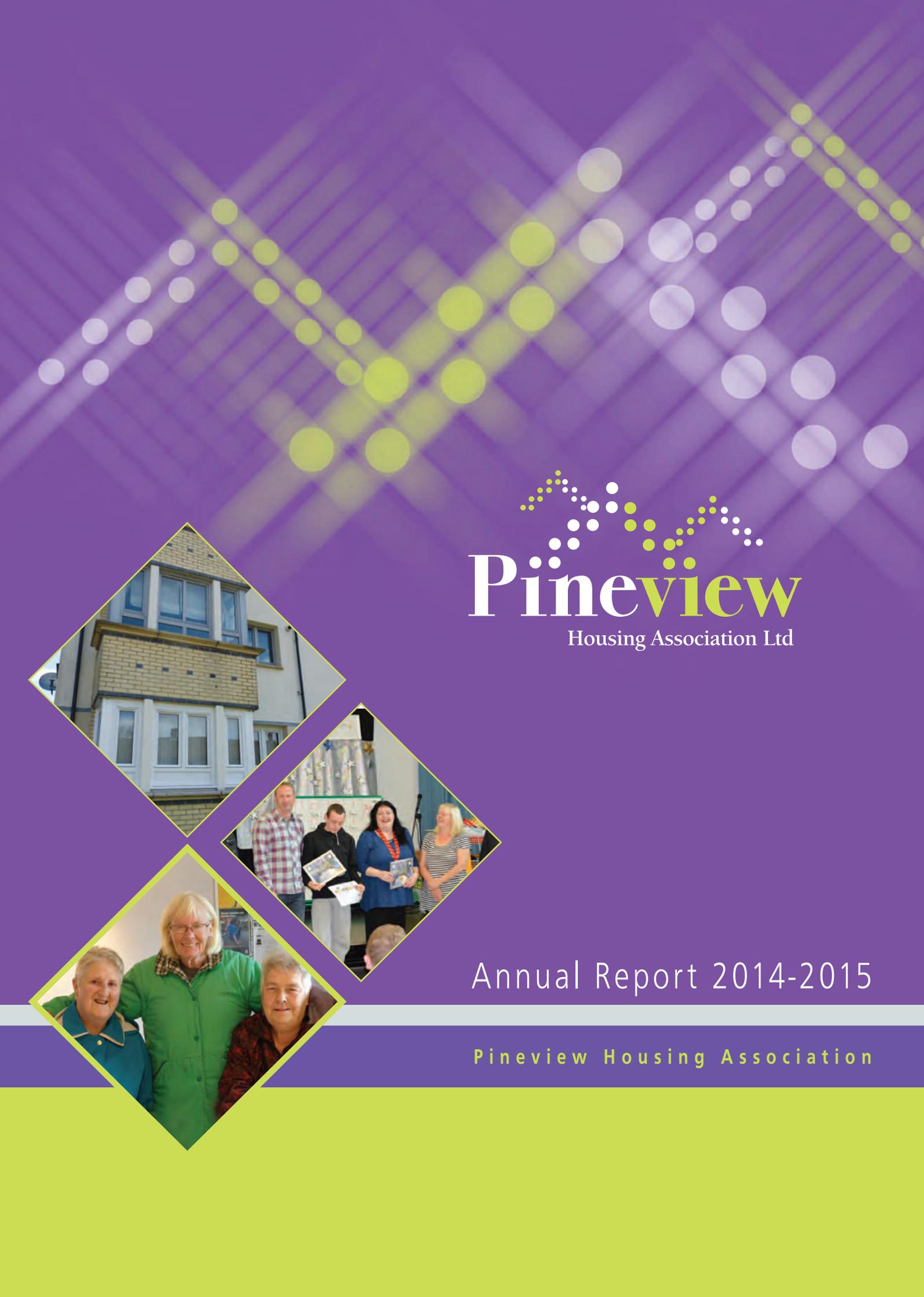
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Registered Society under the Co-operative and Community Benefit Societies Act 2014 2375R(S)

Registered Scottish Charity No SC038237 Registered Social Landlord HAC231

Registered Property Factor PF000151





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Annual Report 2014-2015

Pineview Housing Association

## Chairperson's Report For 2014/15

**Welcome to our 2014/15 annual report.** 2014/15 was another busy year for Pineview, with Committee, staff and the resident and customer forum all working hard to make sure the Association continues to deliver good quality local housing services.

We gained a few additional co-optee Committee members last year after the AGM but unfortunately we also had a couple of retirements during the year due to personal circumstances, so we had a net gain of 1 additional Committee member. We currently have 10 committee members but we can have 15 and we are always looking for more people to become involved. I would encourage more residents, or anyone with an interest in the Association, to consider taking part and assisting the Committee to make crucial decisions and help run the organisation. Without Committee members Pineview would not exist and we are grateful for the time our Committee members give to ensure the success of Pineview. As such, I would like to thank all the Committee for their hard work and commitment over the last year.

I would also like to thank all the staff for their hard work and commitment throughout the year. There were some staffing changes during the year, as you will see further on in the report at the staffing section. Staff have also been reviewing a number of our processes and procedures to try to develop our services further and meet tenant and customer needs. The resident and customer forum, through their scrutiny work and input, have

given a lot of effort to assist with this, and again we are very grateful for their time and commitment.

Last year was the first year we reported our performance against the new Scottish Social Housing Charter and we included this information in our Annual Report. Following consultation with the resident and customer forum, and through our newsletters, we have decided to retain this format as it prevents the need for two separate reports. The Scottish Housing Regulator (SHR) will also publish their own report on our performance and we will make that available to all when received.

The performance figures given in this report are those that we submitted to the SHR in our ARC during May 2015 and relate to our performance for the year 2014/15. Like last year, we have worked with the Scottish Housing Best Value Network<sup>1</sup> and with the other local Drumchapel housing providers (Drumcog)<sup>2</sup> to provide comparable data based on what other organisations have returned to the SHR. (At the time of writing, these figures have not been audited by the SHR as they will not produce their report until 31 August 2015.) As this is the second Scottish Social Housing Charter performance reporting year we are also able to include comparisons with last year. This allows you to see any change in our performance in comparison to last year in addition to changes compared with other landlords.

<sup>1</sup> The peer group we have used for comparison is SHBVN members which are urban RSLs with stock between 500 – 1000 properties

<sup>2</sup> Cernach HA, Drumchapel HC, Kendoon HA, Kingsridge Cleddans HA.



Pineview Office Bearers

The main highlights and achievements for last year are:

**Achievements:**

- Tenant satisfaction with overall service – 93.81%
- Average time to complete a non-emergency repair – 2 days
- Average time to complete an emergency repair – 2.31 hours
- Repairs appointments kept – 97.20 %
- Non emergency repairs complete right first time – 95.47%
- Average time to relet a property – 3.03 days
- Rent loss through properties being empty – 0.04%
- Rent collected as % of rent due – 100.36%
- Current & Former tenant arrears – 2.64%
- All financial and statutory returns on time
- Resident & Customer Forum Group monthly meetings and scrutiny work
- Continued wider action work with Northmuir Community Garden and the ongoing development of the allotments; and another successful Challenge Team project with Action For Children helping young people gain invaluable employment skills
- Continued successful partnership working with DRUMCOG

**Future service developments and improvements:**

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

- Tenant satisfaction with our services and their homes
- Maintaining tenants' homes and our local area
- Resident & Customer Forum development
- Increasing Committee membership levels
- Continuing assistance to allow Northmuir Community Garden to be developed to a self supporting group

**Challenges ahead:**

As well as local improvements and developments for us to address, Pineview is affected by national changes and challenges in the housing sector. These involve Pineview having to react to and address the challenges of:

- Further welfare reform changes introduced by the UK Government
- The extension of the introduction of Universal Credit
- Implementation of the Housing (Scotland) Act 2014
- Ongoing development of the Scottish Social Housing Charter
- Changes to procurement legislation and requirements



AGM 2014 After the business is done



**Jean Black,  
Chairperson**

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

# Introduction

This report aims to outline the progress and achievements made by Pineview Housing Association in meeting the requirements of the Scottish Social Housing Charter which was introduced in April 2012.

## What is the Scottish Social Housing Charter?

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

The Charter has five main headings/sections that apply to Pineview Housing Association. Each section describes what you should expect us to achieve. These achievements are called outcomes and there are 14 outcomes and standards listed below that we aim to achieve and report on annually. Outcomes 12 & 16 do not apply to Pineview Housing Association.



## Performance Information Available From the Scottish Housing Regulator

- Annual Return on the Charter (ARC) – All social landlords must report their results every May to the Scottish Housing Regulator.
- Landlord Report – The Scottish Housing Regulator will produce an annual report, known as a Landlord Report, from the information it receives in the ARC. Our Landlord Report is available from us and is also on the Regulator’s website ([www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk))
- The Regulator has also made available all charter data submitted by all Scottish social landlords.

You can therefore read standardised performance reports about each of Scotland’s social landlords on the Regulator’s website. There is also an online tool which can be used to compare one landlord’s performance against a national average and also against other landlords. If you need some assistance to access this information, please contact Isobel at our office who will be happy to help you.

We will use the following symbols to demonstrate how we rate in comparison to other similar landlords	Better than Average:	A+
	Average:	A
	Worse than Average:	A-

We will use the following symbols to demonstrate how we rate in comparison with our internal targets	Better than Target:	T+
	Average:	T
	Worse than Target:	T-

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

A lot of the areas of performance and contextual measurement are new measurements required for the ARC that we do not have internal targets for. As we had no previous experience of measuring these targets we decided that we would wait until we had a least one year of measurement completed before we determined internal targets. If you would like to be involved in setting such targets please contact Joyce or Isobel at our office to discuss how you can get involved.

# The customer/landlord relationship

## What the Charter says:

### 1: Equalities

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

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

### 2: Communication

Social landlords manage their businesses so that:

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

### 3: Participation

Social landlords manage their businesses so that:

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

## Our Service Results:

Percentage of tenants satisfied with the overall service provided by their landlord		2013/14 Results	2014/15 Results
<b>I1</b>	Pineview HA	93.81% A	93.81% A+
	SHBVN Average	90.10%	90.08%
	DRUMCOG Average	92.53%	92.91%

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.		2013/14 Results	2014/15 Results
<b>I3</b>	Pineview HA	96.02% A+	96.02% A
	SHBVN Average	94.60%	94.54%
	DRUMCOG Average	96.69%	97.08%

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes		2013/14 Results	2014/15 Results
<b>I6</b>	Pineview HA	83.19% A-	83.19% A-
	SHBVN Average	88.60%	84.48%
	DRUMCOG Average	91.89%	91.50%

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

## Scottish Public Service Ombudsman (SPSO) Model Complaints Handling

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

The number of complaints recorded has risen from 10 during 2013/14 to 39 in 2014/15. This is largely due to us encouraging customers to let us know of any dissatisfaction and us making sure these are recorded.

Complaints is now a standard agenda item at staff meetings where staff are reminded of the importance of recording any expression of dissatisfaction. There is regular discussion on the understanding of what constitutes a complaint and the process of recording, resolving and learning from complaints.

The key theme to learning from complaints during 2014/15 was that customers were expressing dissatisfaction with how staff members had dealt with them and customers felt that staff were not meeting their needs or expectations. Taking on board the learning from the complaints, staff have participated in both Complaints Handling Refresher Training (Aug/Sept 2014) and Customer Service Excellence Training (March 2015) organised through DRUMCOG.

## The customer/landlord relationship...

Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld				
I5 Pineview Results	2013/14		2014/15	
	1st Stage	2nd Stage	1st Stage	2nd Stage
number received	7	3	37	2
carried forward from previous year	0	0	0	0
number responded to in full	7	3	36	2
number upheld	4	1	28	1
responded to within SPSO timescale	85.71%	100.00%	100.00%	0.00%
carried forward to next year	0	0	1	0

When you complain we will continue to:

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

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

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

We aim to provide information about the services we provide in a variety of formats – our policies, newsletters, guidance/ information leaflets etc. are all available on request in large print, audio and braille. We also have a hearing loop system in our office, and a portable system for home visits, to help those with a

hearing impairment. If you feel that any of these services would assist you or you have any other suggestions which would make your communications with us easier please do not hesitate to let us know.

Pineview is committed to providing good quality, non-discriminatory services to all. We conducted our last tenant satisfaction survey during 2013 (226 tenants agreed to take part in the survey, carried out by an independent company (BMG Research). As part of this survey tenants were asked to identify their top 3 priorities.

The resultant priorities and the associated satisfaction levels with Pineview’s performance in these priority areas identified were as given below:

1. **Repairs & maintenance service** – 88% of tenants satisfied with the service. For 2014/15 this figure was 98.85%.
2. **Keeping residents informed** – over 96% of tenants stated that they thought Pineview was good at decisions, with only 2% being dissatisfied and the other 2% having a neutral opinion.
3. **Listening to residents’ views and acting upon them** – over 85% of tenants were satisfied that Pineview listens to tenants’ views and acts upon them, with only 6% being dissatisfied in this area and the other 9% being neither satisfied nor dissatisfied.

In addition to the three areas of priority identified by tenants, over 83% of our tenants surveyed were satisfied with the opportunities given to them to participate in our decision making process. Only 4% of those questioned were dissatisfied with a further 13% stating they were neither satisfied nor dissatisfied. While this is a very good result, we would like to increase the satisfaction of tenants in this area by our next satisfaction survey which will take place during 2016/17. In order to try and increase communication between the Association and our customers, we are continuing to develop our Resident and Customer Forum and we would encourage anyone with an interest in Pineview and/or the services we provide, to get involved.

# Housing Quality and Maintenance

## What the Charter says:

### 4: Quality of housing

Social landlords manage their businesses so that:

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

### 5: Repairs, maintenance and improvements

Social landlords manage their businesses so that:

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

While performance in I13, I14 & I16 was down on the previous year, we are still performing above average in comparison with other providers.

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

Pineview is committed to ensuring our properties are well maintained and that they meet the needs of our current and future tenants. We are working to ensure that all our properties meet the Scottish Housing Quality Standard during 2015/16. We are also working to make sure we achieve the next target set for us by the Scottish Government – the Energy Efficiency Standard for Social Housing (EESH) which all social rented housing should meet by 2020.

## Our Service Results:

Percentage of stock meeting the SHQS at the end of the reporting year	2013/14 Results	2014/15 Results
<b>I7</b> Pineview HA	99.25% A	97.01% A-
SHBVN Average	96.20%	98.17%
DRUMCOG Average	99.13%	97.19%

The Association did not meet the 31/03/15 deadline for SHQS compliance, with 11 properties failing compliance. Work is ongoing to resolve this during 2015/16.

Average length of time taken to complete emergency repairs	2013/14 Pineview HA Target: <b>4 Hrs</b>	2014/15 Pineview HA Target: <b>4 Hrs</b>
<b>I11</b> Pineview HA	2.35 hr A+ T+	2.31 hrs A T+
SHBVN Average	2.90 hrs	2.21 hrs
DRUMCOG Average	2.59 hrs	4.09 hrs

Average length of time taken to complete non-emergency repairs	2013/14 Pineview HA Target: <b>4 Days</b>	2014/15 Pineview HA Target: <b>4 Days</b>
<b>I12</b> Pineview HA	2.03 Days A+ T+	1.98 Days A+T+
SHBVN Average	4 Days	4.16 Days
DRUMCOG Average	2.52 Days	2.39 Days

Percentage of reactive repairs carried out in the last year completed right first time	2013/14 Results	2014/15 Results
<b>I13</b> Pineview HA	99.04% A+	95.47% A+
SHBVN Average	92.70%	94.12%
DRUMCOG Average	97.67%	93.20%

Percentage of repairs appointments kept	2013/14 Results	2014/15 Results
<b>I14</b> Pineview HA	99.91% A+	97.20% A+
SHBVN Average	93.80%	87.36%
DRUMCOG Average	N/A	N/A

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	2013/14 Results	2014/15 Results
<b>I16</b> Pineview HA	100.00% A+	98.85% A+
SHBVN Average	90.90%	89.91%
DRUMCOG Average	95.69%	97.79%

## Housing Quality and Maintenance...

We want to know what our tenants and customers think of our repairs and maintenance service and as such we give all customers the opportunity to complete a repair satisfaction survey every time we carry out a repair at their home. As required for the ARC we ask tenants "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided". During 2014/15 98.85% of tenants who returned their satisfaction forms advised that they were satisfied.

Percentage of approved applications for medical adaptations completed during the reporting year		2013/14 Results	2014/15 Results
<b>I22</b>	Pineview HA	80.00% A	100.00% A+
	SHBVN Average	74.00%	79.75%
	DRUMCOG Average	90.01%	91.55%

Percentage of tenants satisfied with the standard of their home when moving in		2013/14 Results	2014/15 Results
<b>I9</b>	Pineview HA	91.67% A	93.55% A
	SHBVN Average	88.20%	87.19%
	DRUMCOG Average	96.43%	94.30%

93.55% of tenants who moved into their home during 2014/15 were satisfied with the condition of their home when they moved in. While this is a great result and within the average, we would like to improve on this and would like to aim to make sure all our new tenants are happy with the condition of the property they are allocated. If you can think of ways that we can improve on this, please let us know. Of all the tenants asked during the 2013 tenant satisfaction survey about their satisfaction with the quality of their home, only twelve tenants (8%) advised that they were dissatisfied. If you are a tenant in one of our properties and you are not satisfied with the quality of your home, please let us know so we can investigate possible improvements.

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



Strategy Review Day



Estate Caretakers

# Neighbourhood and community

## What the Charter says:

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

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

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

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

In the last year we have continued to work closely in partnership with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour problems reported to us. Please continue to let your Housing Officer know if you are experiencing any anti-social behaviour problems and we will do our very best to assist where we can or to advise on the help / assistance available from other agencies etc.



Action for children - monoblocking

## Our Service Results:

The number of cases of anti-social behaviour reported in the reporting year	2013/14 Results	2014/15 Results
Pineview HA	85.00 A-	36.00 A+
SHBVN Average	66.70	63.36
DRUMCOG Average	51.80	38.60

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	2013/14 Results	2014/15 Results
<b>I19</b> Pineview HA	88.24% A	97.22% A
SHBVN Average	87.40%	90.16%
DRUMCOG Average	95.37%	97.93%

Percentage of tenants satisfied with the management of the neighbourhood they live in	2013/14 Results	2014/15 Results
<b>I17</b> Pineview HA	87.17% A-	87.17% A-
SHBVN Average	97.70%	88.65%
DRUMCOG Average	92.33%	93.31%

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

We will continue to work with our local Resident and Customer Forum to identify potential local improvements. Our next tenant satisfaction survey will be undertaken in 2016/17 and we are aiming to improve on our performance by then. Whilst we resolved 97.22% of anti-social behaviour cases reported within locally agreed targets we would like to improve on this in the future if possible. Additional work and achievements we secured in this area of our work includes:

- a further successful Pineview Challenge project with Action for Children to help young people to secure essential employment skills and training and help increase respect for our local neighbourhoods;
- continued success of our Estate Caretaker Service, providing quick and effective estate services;
- annual winners for the garden competitions – well done to everyone who won a prize.

The Association takes the management of our properties and tenancies seriously and will take action against those not adhering to the terms of their tenancy. During 2014/15 we had to serve 84 tenants with notices of proceedings for court action and unfortunately 3 evictions were required to be enforced. We provide advice and/or support to tenants who experience financial and other problems and putting someone out of their home is the last thing we ever want to do but regrettably there are occasions when we have no alternative but to proceed with eviction action.

# Access to housing and support

## Our Service Results:

### What the Charter says:

#### 7, 8 and 9: Housing options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options. Social landlords ensure that:
- people at risk of losing their homes get advice on preventing homelessness.

#### 10: Access to social housing

Social landlords ensure that:

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

#### 11: Tenancy sustainment Pineview

Social landlords ensure that:

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

Self-Contained Stock Profile (31/03/15)					
Property Type Property Size	House	4 in a block	Tenement	Other Flat	Total Properties
2 Apt		42	59	4	105
3 Apt	129	19	89	5	242
4 Apt	131	1		2	134
5 Apt+	54				54
Grand Total	314	62	148	11	535

Percentage of lettable houses that became vacant in the last year	2013/14 Results	2014/15 Results
<b>I21</b> Pineview HA	6.34%	5.61%
SHBVN Average	8.40%	6.65%
DRUMCOG Average	8.63%	7.12%

Average length of time taken to re-let properties in the last year	2013/14 Pineview HA Target: <b>5 days</b>	2014/15 Pineview HA Target: <b>5 days</b>
<b>I35</b> Pineview HA	2.59 days A+ T+	3.03 days A+ T+
SHBVN Average	15.2days	12.05days
DRUMCOG Average	29.42 days	12.89days

Percentage of new tenancies sustained for more than a year	2013/14 Results	2014/15 Results
<b>I20</b> Pineview HA	86.67% A-	86.67% A-
SHBVN Average	90.50%	91.78%
DRUMCOG Average	89.45%	88.94%

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

Pineview works with the other local Drumcog members and GHA to ensure a wide choice of housing options are available for those seeking housing opportunities. We take part in the Glasgow Housing Options service and undertake housing options interviews and follow up work with all applicants who wish to take part. As part of Drumcog, we are working to develop a local common housing application register system to make applying for rehousing easier for applicants. Anyone is free to apply to our housing list at any time – this does not guarantee rehousing but if we do not know about your needs we cannot help – please contact a member of our housing management staff if you would like to submit a housing application form or would simply like

some advice and assistance. Applicants can review their housing options with us at any time.

From time to time people get into difficulties with managing their tenancy and we are here to help at such times. Unfortunately not everyone takes this offered help and this can result in their tenancy not lasting. Of the tenancies started during 2013/14 82.35% of these were still in place a year later. If you are experiencing difficulties and are concerned that you may need to give up your home, please contact us first for some assistance – we may be able to help you and enable you to remain in your home. If you do not want support direct from Pineview, we can find alternative sources of help for you.

# Getting good value from rents and service charges

## What the Charter says:

### 13: Value for money

Social landlords manage all aspects of their businesses so that:

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

### 14 and 15: Rent and service charges

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

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

Very good results are consistently achieved regarding minimising void rent loss to the Association. This not only maximises the amount of rental income we have available to invest in the housing stock and area but also enables us to help individuals and families in need of good quality housing.

Rent Increase Applied		2014-15	2015-2016
CI21	Pineview HA	2.72% A+	1.23% A+
	SHBVN Average	3.13%	2.08%
	DRUMCOG Average	3.22%	2.03%

Average Weekly Rents by apartment size	2013-2014 Results			2014-2015 Results		
	Pineview HA	SHBVN	DRUMCOG	Pineview HA	SHBVN	DRUMCOG
CI18 2 Apt	£59.77	£61.33	£63.26	£60.22	£62.48	£65.40
3 Apt	£70.05	£67.47	£69.96	£69.69	£69.09	£73.67
4 Apt	£79.52	£75.16	£80.91	£78.49	£77.18	£82.03
5 Apt	£88.45	£85.96	£86.27	£86.37	£86.79	£87.08
Total Average Rent	£72.26	£68.67	£73.23	£71.72	£70.49	£77.05

## Our Service Results:

Percentage of tenants who feel that the rent for their property represents good value for money		2013/14 Results	2014/15 Results
I29	Pineview HA	77.88% A-	77.88% A
	SHBVN Average	78.40%	71.58%
	DRUMCOG Average	80.26%	81.06%

When we carried out our 2015 rent increase consultation, 100% of tenants who returned their survey advised that they felt their rent was good value for money. However, as this was only based on a small number of returns we are still using the 2013 tenant satisfaction survey figure for this report.

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year		2013/14 Pineview HA Target: <3.25%	2014/15 Pineview HA Target: <3.08%
I31	Pineview HA	3.06% A+ T+	2.64% A+ T+
	SHBVN Average	4.45%	3.77%
	DRUMCOG Average	3.97%	4.49%

We are committed to preventing and managing rent arrears and very good results are consistently achieved. Rent arrears is one of our key performance indicators. It is vital that tenants pay their rent as this income pays for our services and any improvements we carry out.

Percentage of rent due lost through properties being empty during the last year		2013/14 Pineview HA Target: <0.15%	2014/15 Pineview HA Target: <0.10%
I34	Pineview HA	0.04% A+ T+	0.04% A+ T+
	SHBVN Average	0.88%	0.23%
	DRUMCOG Average	0.90%	0.43%



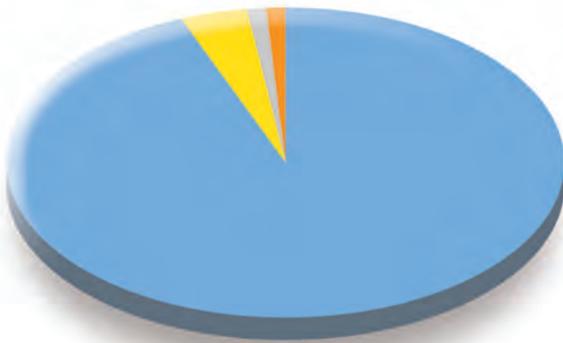
# Our Finances

**2014/15 Annual Rent Debit (Indicator 30) £2,100,914**

**2014/15 Total Income £2,294,459**

Forecasts and Budgets are prepared annually which allow the Committee to monitor the financial objectives and key performance in the year and progress towards financial plans set for the year and the medium term. The Association continues to generate surpluses and the short, medium and long term financial position remains strong. The surpluses

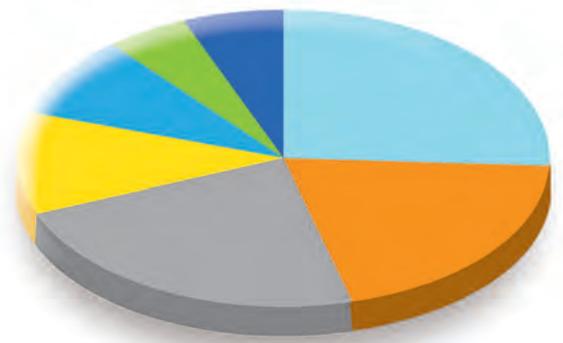
generated are set aside to allow the Association to fund its future planned investment in its properties. The Association completed a Kitchen and Window contract in 2014 and will enter into contracts for Kitchen and Boiler replacement on its next phase of component replacements. These costs are paid from the surplus cash balances built up in previous years.



## Income

Every £1.00 of income is received via the following:

- Rents, Services and Factoring Income £0.94
- Other £0.04
- Receivable Interest £0.01
- Adaptation Income £0.01



## Expenditure

for every £1.00 of income received we spent:

- Surplus Retained for Major Investment £0.26
- Staffing Costs, Finance & Professional Fees £0.20
- Repairs & Maintenance £0.23
- Depreciation £0.11
- Overheads £0.09
- Interest Payable £0.05
- Other £0.06

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

Pineview performs well in the area of rents with good rent management, low void loss and well priced services. We continue to make sure that the services and goods we purchase are obtained at efficient and effective costs so that we can keep our rents affordable for current and future tenants. It can be difficult to compare rent charges from different landlords as many landlords have various different property types and associated services. Our rents compare favourably with other local providers and are below the average cost for most property sizes locally. We also try to keep rent increases as low as possible with our rent increase in April 2015 less than the local Drumcog and SHBVN averages and in line with the government percentage for uprating benefits.

As part of the 2013 tenant satisfaction survey, we asked our tenants if they thought that their rent represented good value for money. 79% of tenants thought their rent represented good value for money with 45% rating it as very good. Only 9% answered no to this question, with the remaining tenants viewing it as neither good or poor value. Whilst this is a good result it is below the average for the local area and we would like to increase the number of tenants who view their rent as good value for money. We will continue to try and improve our performance in this area and will ask tenants the same question again in the next tenant satisfaction survey due in 2016/17.

# Pineview People

## Staffing

Our staffing position was quite stable last year with a few changes. Jerry Fanning, moved on to pastures new and following a staffing review and recruitment process, Joe McGuiness joined the Association in the role of Housing Services Officer (Maintenance).

Samantha Houston left the Association in October 2014 and Alana Montgomery left in December 2014 when their temporary work experience contracts came to an end. We hope that the time spent with the Association has helped Samantha and Alana to gain more experience and help them to secure permanent employment.

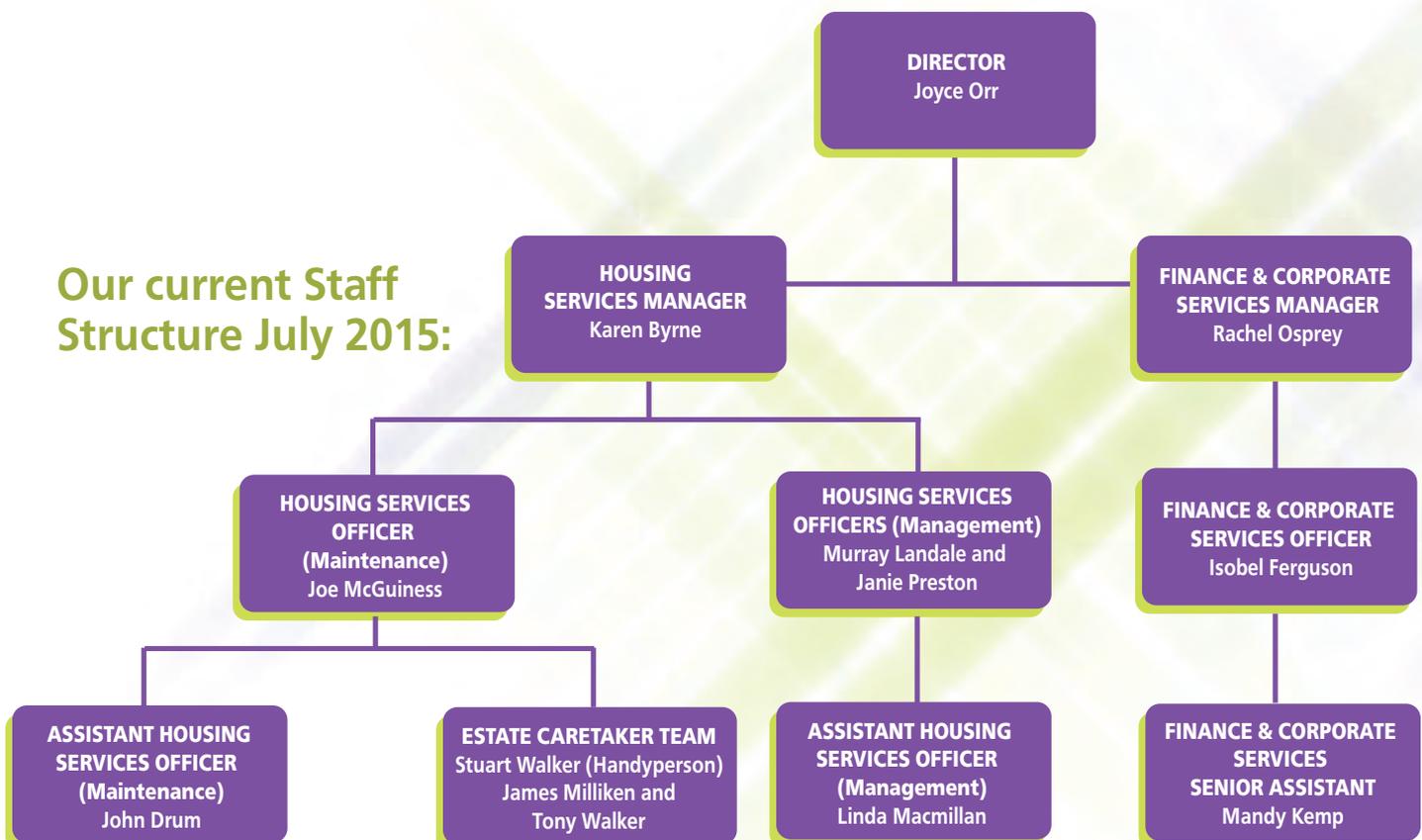


Current Staff

Our sickness rate improved from 2013/14 for both long term and short term absences.

2013/14 All Absences	2013/14 Minus Long Term	2014/15 All Absences	2014/15 Minus Long Term
9.24%	3.26%	5.06%	2.56%

## Our current Staff Structure July 2015:



## Our current Committee (July 2015) are as follows:

Jean Black  
Chairperson

Myra Frater  
Treasurer

Winnie McPhail

Gail Boyle

Anna Welsh

Rose West

Caitlyn Rosenshine

Josephine McGinty  
Secretary

Patricia Sinclair  
Vice Chairperson



Jean Black, Chairperson



Josephine McGinty, Secretary



Myra Frater, Treasurer

Attendance at Committee Meetings last year was 69% which is marginally below our target of 70%.

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

Janette Murphy

Robert Archer



During 2014/15 the Committee completed a second successful year of training with the other housing associations locally (Drumcog). This helps to ensure that Committee have access to external experience and information. This has proved very useful and the Committee are in the process of agreeing a new training plan for the next two years.

During 2014/15 the Committee also undertook their first annual appraisal process required under the Scottish Housing Regulator's regulatory framework. The Committee were a bit apprehensive at the outset but all went well with this process and a good positive outcome was achieved.

**The Association is always keen to attract new members onto the Committee. If you would like more information on what committee membership involves, please contact either Joyce or Isobel at the office or email: [mail@pineview.org.uk](mailto:mail@pineview.org.uk).**

## Conclusion

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

We would like you to tell us your views on the report so that we know what we are getting it right and what you would like us to change. Please could you take the time to let us know:

- **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?**

Enclosed is a survey form that we would really appreciate if you could complete and return to us. You can do this by either:

- **Completing the survey online in our latest news section @ [www.pineview.org.uk](http://www.pineview.org.uk)**
- **Returning your paper survey to the office**
- **Phoning Isobel at the office 0141 944 3891**
- **Texting us with your name and a suitable time for us to call you back to complete the survey – please text 0795 147 2472**

Our management Committee, Resident and Customer Forum and staff will continue to assess how we present information to our residents and customers.

**If you would like to be involved or simply want to give your views, please just contact Joyce or Isobel at our office.**



Drumcog Training Event



Milport Outing Aug 2014



Community Garden