

Pineview

25
anniversary

END OF SUMMER 2016 NEWS

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



Office Opening Hours

Standard Opening Hours

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

We can arrange appointments to see customers out with these times if required. Please contact if you require alternative arrangements.

2016/17 Public Holidays & Office Closure Dates

Our office will be closed on the following days:
Friday 23.09.2016 and Monday 26.09.2016,
Monday 26.12.2016 and will reopen on
Thursday 05.01.2017.

For emergency repairs during this time, please call: Freephone 0800 595 595

Welcome

Welcome to our Autumn 2016 newsletter. 2016 has seen us celebrating 25 years of being in the community. In the newsletter you will find information on activities we have been undertaking to celebrate this anniversary. This includes our 25th Anniversary Gala Day when the sun shone all day and everyone had a great time. We also had our anniversary annual general meeting (AGM) on 28th July and we would like to thank everyone who came along and joined in on the night. As it was our anniversary year we also had a special annual outing to Blair Drummond Safari Park. Hopefully some of the photos within the newsletter will let you get an idea of the good fun we all had.

If you have enjoyed being involved with the Association over the summer, why not consider getting more involved? If you would like more information on getting involved please contact Isobel at our office.

Likewise, if you have any suggestions on how we could improve our service or do things differently, we would love you to share them with us – please contact Karen or Isobel at our office to share any ideas you have. Thank you.



Community Corner

In our last newsletter we advised we would provide a "community corner" in future issues of the newsletter. We don't have anything to include in this issue, however we would love to hear your news and views. Let us know of any special birthdays, anniversaries or events and if possible include a picture. We value your input, and want to know if you have any questions you want answered, or points to make. You can contact us:

Tel: 0141 944 3891
Text: 0795 147 2472
Email: mail@pineview.org.uk
Facebook: @pineviewhousing
Office: 5 Rozelle Avenue, Drumchapel, G15 7QR

Your Committee For 2016/17

Following our Annual General Meeting, the Committee of Management members of the Association for 2016/17 are as follows:

Jean Black – Chairperson

Kenny McGinty – Vice Chairperson

Myra Frater - Treasurer

Josephine McGinty - Secretary

Sharon Kane

Winnie McPhail

Jim O'Connor

Melanie Paterson

Amanda Smith

Anna Welsh

Aziz Yasin

All your Committee members are volunteers and give up their own personal time to be involved and manage the strategic business of the Association. The current Committee is made up of 11 members, of whom 5 are Association tenants.

We are always looking to get more tenants, involved with the Committee. Being involved only requires a few hours commitment each month and you can make a real difference for your local community.

Please consider getting involved and speak with any of our Committee or staff who will be very pleased to give you more information on how to get involved.

The Association is now 25 years old and being a Committee member now is much different from what it was 25 years ago. Meetings and responsibilities are much more formalised and regulated but the priority of providing good services to customers is still the same, and as long as you have this commitment anyone can be a good committee member.

Please do not be afraid to get involved.

AGM

The AGM was held on 28 July 2016. The Association was delighted to have a great turn out with 37 members attending. The first 25 members* who signed in all received a £25.00 Love to Shop voucher to mark the Association's 25th Anniversary year.

Following the business of the evening a superb buffet by the Orchard Café and a wee game of bingo and a raffle ensured a great night was had by all!

Thank you to all the members who came along to make the evening a success.

*excluding committee members and those who served on the committee within the last 12 months.

2015/16 Annual Report – Coming Soon!

The Association produces an annual report each year which includes our achievements in respect of the Scottish Social Housing Charter. We have traditionally produced this by early August to distribute at our Annual General Meeting (AGM). However, we have changed our timing this year.

Our report has previously shown our outcomes in comparison to the previous year and in comparison with the average results of the local housing associations (Drumcog) and the Scottish Housing Network average. This year we have decided to include comparison with the national figures that the Scottish Housing Regulator (SHR) collates and produces, however, the SHR does not normally make these available until September each year. As such, our report will follow on from when we receive the results from the SHR.

The Association are required to produce a report for our tenants by 31 October each year, and we will ensure that the report is produced and available before this date.

The Association would like to say thank you to the members of the Resident & Customer Forum who help us design and develop our report and its content.

If you would like any further information on this in the meantime, please simply contact Isobel or Joyce at our office.



Drumchapel Health

Did you know that unused prescriptions cost the NHS in the UK an estimated £300 million per year?

This could pay for **11,000 MORE COMMUNITY NURSES** or **19,000 MORE DRUG TREATMENTS FOR BREAST CANCER**

Even if you never open them, once you leave a pharmacy your medicines cannot be recycled or used by anyone else. This means that any you return are destroyed.

Even the cost of destroying unused medicines runs into millions of pounds every year as they have to be disposed of safely. Precious NHS resources literally go up in smoke.

Here's how you can help:

- Before heading to the pharmacy, take a look in your medicine cabinet to see what you actually need. You may have ordered extra of a repeat prescription last time you went and forgot.
- If you are being prescribed medicines, creams or inhalers that you don't actually use, please inform the GP receptionist when you place your order.
- If you have been taking medicines for a long time and are not sure whether you still need them or whether they are doing you any good, please speak to your pharmacist or GP to see whether they are still beneficial to you.
- If you look after an older relative, friend or neighbour who receives long term medication who often has medicine including inhalers & creams left unused please speak to them about only ordering what they need.
- Unused prescriptions should be returned to your pharmacist for safe disposal
- Please think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need a medicine, please don't order it! If you need the medicine in the future, you can still request it.
- Please also remember that your medicines are prescribed only for you; it's not safe to share them with anyone else

Wasted medicine is everyone's responsibility and there are small changes you can make to help reduce the amount of medicine being wasted. These savings could be reinvested into more front line care and services for the benefit of all.

Thank you

<https://www.facebook.com/MedicinewasteUK>

North West Programme
Aug - Nov 2016

Free Activity

axis
health hubs

Health Issues in the Community Training Course

(Part 1)

Drumchapel St. Marks
281 Kinfauns Drive, Glasgow G15 7BD

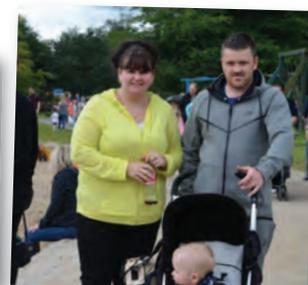
Fridays
10.00am – 2.30pm

19th Aug – 4th November 2016

A fun and informative course for local people to gain skills, knowledge and a qualification while making a difference in their community

If you would like more information or to book a place please contact:-
Angie Wylie 0141-212-3985
email angie@axishealthhubs.org.uk

Logos for NHS Greater Glasgow and Clyde, Annexe Communities, and other partners.



Glasgow City Council - Youth Engagement Policy Commission

Glasgow City Council has established a Youth Engagement Commission to help the Council and other partner agencies identify actions that can improve opportunities and outcomes for young people.

Call for Evidence

- The Youth Engagement Policy Commission would like to ask for your views, and any available evidence that will help the Commission to better understand the issues around the three areas the Commission wishes to address:
- Barriers that young people face in engaging with the City Council, other public agencies and in participating in the life of our city;
- Priority issues for young people, that they would wish to engage on;

- Approaches to help improve youth engagement.

There are three ways to submit evidence:

- **email your views, and any evidence (research, case studies, examples, etc.) to**
youthengagementPC@glasgow.gov.uk
- **Participate on Dialogue, an online discussion tool where you can register and discuss your ideas with other participants**
<https://glasgowcc.dialogue-app.com/>
- **Answer an online survey**
<https://www.surveymonkey.co.uk/r/YEPCCallforEvidence>
Glasgow City Council is asking that you please submit any views and evidence by Friday 2nd September.

Glasgow Housing Register

The Glasgow Housing Register once up and running will allow anyone to apply for social housing using one online application that will be filtered out to all the landlords that you want to consider for rehousing. This will save people from having to attend/fill out several applications for housing. It is not available just now and is still at testing stage to alleviate any issues before it goes live. Some

members of our Customer Forum have been participating in the testing of this new form. It is expected to go live Sept/October but we will provide an update if this changes. If you require more information/assistance with using this online application when it goes live, please contact Pineview Housing Services Staff who will gladly help you.

Competition Winners

The winners for the 2016 Garden Competition are:

Pretty Planters:
Ms Watters/Ms Stevenson

Green Green Grass of Home:
Mr Halligan/Mr & Mrs Mack

Well done to our winners, keep up the good work it is much appreciated

Pineview would like to thank all tenants who make good effort to maintain their gardens and keep them looking nice throughout the year.



Cyclical Works

Roof Anchors

We would like to thank everyone affected for their co-operation in granting access for our Contractor to check the roof anchors. The program this year ran smoothly.

Your next roof anchor testing will be carried out in Summer 2017.

5 Yearly Electrical Testing

The Association carries out an Electrical Installation Condition Report every 5 years in your property. There are 61 homes which are due testing before 31/3/17. The Association will be contacting the tenants to arrange access in due course. It is vital that access is granted for these to take place. This will give the Association an indication of any upgrading works that may need to be planned in for the future, and to deal with any Health & Safety issues that you may not be aware of.



Gas Servicing

As you will be aware, we carry out an annual gas service in each of our properties which have gas appliances i.e. Combi-Boiler. There have been issues recently where we have been unable to gain access for these services to be carried out. Failing to give access can put your life at risk.

The Association requires to fulfil its legal duty to carry out annual maintenance to your gas appliance and it is essential that you allow access for this service to take place.

City Building (Glasgow) will postcard each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595, or Pineview on 0141 944 3891.



Smoke Alarms & CO Alarms (Carbon Monoxide)

All smoke & CO alarms installed in Association properties will be tested at the time of the annual gas service. If any of the alarms are faulty the Association will have them replaced. You should test your alarms weekly and let us know if there are any issues.

SMOKE ALARMS & CO ALARMS SAVE LIVES – please protect your family and home and test weekly



Gutter Cleaning

Our Contractor, C2C, are currently in the area carrying out our annual gutter cleaning program. There will be 2 workmen on site at all times and will be taking photographs of their completed works in each building. This will allow us to evidence that work has been carried out fully and properly.

If you would like to bring any issues to our attention, please contact the Association on 0141 944 3891.

Looking After Your Neighbourhood - Estate Management

Gardens and common areas:

We want you to enjoy your garden. We expect you to keep your garden clean and tidy, and free of rubbish, at all times. You are responsible for looking after your front and back garden, unless you are paying a service charge for us to maintain it. We are responsible for looking after communal gardens and grounds. You are responsible for ensuring that the common areas are kept clear/tidy at all times. Landings and stairwells must be kept clear of items, landings are not to be used for additional storage of items from your home.

Bulk Waste:

Some items are just too big to fit in the bin. But never be tempted to dump large items of rubbish, such as sofas and televisions, you will be fly-tipping and risk being prosecuted and having action taken against you for breach of tenancy conditions.

Glasgow City Council offer a free uplift service so there is no reason for anyone to be fly-tipping. If you have any unwanted items that need to be disposed of, please contact 0141 287 9700 and arrange for it to be uplifted.

Parking:

You and your visitors are not allowed to park vehicles on grassed areas. This is because it spoils the lawn. If you have a car/trailor on the garden lawn please arrange to have it removed. Action will be taken against anyone who fails to comply with their Housing Officer's request.

Smoking in common areas:

All enclosed public places and workplaces are now smoke-free. This means it is against the law to smoke in communal corridors and stairways. If you choose to light-up, do it at home or outside.

Flytipping : Zero Tolerance

Pineview Housing Association wants to stamp out fly tipping and will not hesitate in prosecuting individuals who do not dispose of their waste in a responsible manner.

If you see anybody dumping refuse or rubbish anywhere at all please let us know who is doing it so that we can stop it.

Where to dispose of your rubbish

Glasgow City Council offer a FREE bulk uplift service for everyone. The number to call to arrange for unwanted items to be uplifted is 0141 287 9700. Alternatively you can take your unwanted items to a recycling centre if you have transport to do this.

How you can help

Considerable amounts of time and money is wasted removing fly-tipped rubbish and you can help tackle this problem by considering the following points:

If you see somebody fly-tipping, what should you do?

Report it online at www.cleanglasgow.com

Phone Glasgow City Council (anonymously if you prefer) on **0800 027 7027**

Phone us, on **0141 944 3891** and let your Housing Officer, Janie Preston or Murray Landale know.

We ask you all to help contribute towards a nice, clean tidy environment in which to live.



How Did We Do?

Performance Summary April – June 2016

Here is the summary of how we are performing in key activity areas, compared with the targets we set. As you can see, the Association continues to demonstrate mainly good results across our main service areas but we will continue to strive to improve on last years figures.

What we Measure	Current Target	Q1 Performance June	Q1 Target Met	Q1 Performance Change	2015/16 Performance Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	2.33%	2.61%	✗	☹️	2.42%
Void Rent Loss	0.05%	0.03%	✓	😊	0.04%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4.00	1.36	✓	😊	1.95
Non-Emergency Repairs: Average completion time (days)	4.00	3.00	✓	☹️	1.98
% of Reactive Repairs completed Right First Time	95.00%	89.80%	✗	☹️	93.62%
% of Repairs Appointments Kept	95.00%	97.18%	✓	☹️	97.95%
% of properties with current gas safety record	100.00%	100.00%	✓	☹️	100.00%
Average time to complete medical adaptation applications (days)	37.00	No adaptations carried out this quarter			21.35
Access to Housing & Support					
Average Relet Time (Days)	3.00	2.25	✓	😊	3.25
Applications: Average number of days to process	2	3.24	✗	☹️	2.20

Tenant Satisfaction Survey

The Association recently tendered for a consultant to carry out a Tenant Satisfaction Survey. The successful contractor is Research Resource. They will be working with the Customer Forum to determine the questions to be asked in the survey. The Association carries out regular Customer Satisfaction Surveys to get feedback from residents, to help highlight areas where the Association can improve the service it provides. We also require to carry out these surveys to feedback to the Housing Regulator that our

tenants are satisfied with the range of services we provide.

It is expected that the survey will take place late September/October. Anyone calling at your house to carry out the survey will have photo ID cards and if you have any concerns please contact the office. If you wish further information on the purpose of the survey do not hesitate to contact the office and staff will be happy to answer any questions you may have.

Consultation on Scottish Social Housing Charter

The Charter was introduced by the Scottish Government to set standards and outcomes that social landlords should be achieving for their tenants and customers through their housing activities. It is now time for a review of the Charter and consultation process has been put in place to see what changes need to be made for the new Charter which will take effect from 1st April 2017.

Pineview's Customer Forum have been looking at the Charter and have provided feedback to the Scottish Government of their views on the Charter. For more information on the consultation process it can be accessed through the Scottish Government website at <http://housingcharter.scotland.gov.uk/>

If you wish to discuss this further please contact the office to discuss with staff.

Welfare Benefits

If you would like to meet with our Welfare Benefits Adviser and have a benefit check carried out to ensure you are receiving everything you are entitled to – then please contact our office and we will be happy to arrange an appointment for you. Alternatively if you have ongoing issues with your housing benefit claim we can offer an appointment for assistance with resolving issues. This is a service offered to all our tenants and appointments are available at our office on a Friday morning between 10am and 12.15pm.

Housing Options

Housing Options is a multi-agency scheme which provides tailored support and advice for people in housing need/support. It is an interview carried out by your Housing Services Officer and brings together partners in social work/health/finance to find an early solution for people that will provide support to enable them to stay in their current tenancy or assist with re-housing options.

It focusses on preventing homelessness by addressing personal and housing needs. In partnership working it develops a range of tailored support at the right level at the right time for those who need it.

Support can include services such as mediation, money advice, budgeting advice, debt and legal advice.

If you are having difficulties in sustaining your tenancy or wish to be considered for re-housing and feel you could benefit from help/assistance then please contact your Housing Services Officer to book a confidential interview.

Business Planning

As part of its ongoing business planning process, the Association held its annual strategy review day 09 June 2016. The day was attended by all staff and 5 committee members. As part of the day, the Association's mission statement, values and behaviours, and core objectives were reviewed and confirmed without change. These were agreed to be retained for the next 3 years.

Our Mission:

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

Our Values & Behaviours:

In everything we do, we will be:-

- Honest & transparent
- Fair & adaptable
- Polite & approachable
- Positive & kind
- Knowledgeable and listening

We include the detail of our mission statement and values and behaviours in each of our newsletters. If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve.



Our Core Objectives:

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

has already taken place and which introduce measures to help sustain our business and develop our community.

As part of the review day we also carried out a review of our SWOT (strengths, weaknesses, opportunities and threats) analysis, including PEST (Political, Economic, Social and Technological influences on the business) analysis. This analysis helps ensure that the Association is aware of its internal and external environment and influences on its activities.

We also had presentations on the day on the following subjects:

- Stock Condition Survey Update
- Equality & Diversity Action Plan
- Financial Position & SHR Value for Money

The day also included group work to review and agree work priorities for 2016/17.

This day was only one part of our ongoing business planning process. We have ongoing business planning throughout the year including examining targets, reviewing performance, assessing risk management, undertaking internal audit, setting and reviewing budgets etc.

If you would like any further information on our business planning, please simply contact Joyce at our office.

Dog Fouling

Pineview Housing would like to remind ALL dog owners that allowing your dog to foul without disposing of it properly is an offence and in breach of your tenancy conditions. We operate a Zero Tolerance to this type of anti-social activity. Tenants who have been caught are fined by Glasgow City Council and then must sign an Acceptable Behaviour Contract for breach of tenancy conditions.

We all have a duty to be responsible dog owners and to help contribute towards a nicer environment in which to live in and for your children to play in.

I would also remind you that if you are a dog owner, you should have your dog registered with the Association, if you don't then please contact our office for details on how to go about this (0141 944 3891)

If you are aware of anyone being an irresponsible dog owner in your community, please get in contact with your Housing Officer in complete confidence with the details so that we can work together in stamping out this behaviour.



25th Anniversary Celebrations

Gala Day

The Association was delighted with the turn out to the Gala Day on Thursday 21 July 2016. There was a real buzz about the event and everyone from young to old had a fantastic day; helped along by the sunny weather!

Thank you to Michelle O'Connell for being there taking pictures throughout the day.

Congratulations to the prize draw winners:

Mr & Mrs C McGuiness
22" Full HD LED TV with Freeview & integrated DVD Player
(Donated by IT First Associates)

Miss J Stewart
Football Party: voucher entitles you to a Football Party at Goals Soccer Centres, worth £120.00
(Donated by Goals Glasgow West)

Mrs M Livingstone
Trip for 2 to the Edinburgh Military Tattoo
(Donated by Glenton Holidays)

Mr S Jolly
VIP Bingo Night for 4 people, including books, meal & a drink
(Donated by MECCA Bingo Drumchapel)

Ms C Houston
£50.00 M & S Voucher
(Donated by TC Young Solicitors)

Mr & Mrs R Tait
Free Pitch Hire: voucher entitles you to a free game of 5-a-side football at Goals Glasgow West
(Donated by Goals Glasgow West)

Mrs A Craig & Mrs M Frew
£25.00 Love to Shop Gift Vouchers
(Donated by City Building)

Miss S Caterisano
£20.00 Café Andaluz Meal Voucher
(Donated by Di Maggio's)

Miss S Roberts
Gift Hamper
(Donated by Optimum Technical Services)

Mary Frew:
Been fantastic,
weather helped,
kids had fun!

C O'Neill:
Really great day
for the kids, good
advice for
parents. Thanks
for organising.

Megan Bailey:
It was brilliant.
I enjoyed playing
tennis and making
my own smoothie.

Sophie Greig:
My favourite
was play on
pedals and the
smoothie bike.

Gillian & Erin Laybourn:
Brilliant day and a free
lunch! Kids are stuck for
things to day so this is
great. My favourite thing
was going on the bike
course, spent ages on
the bike.

C McLean:
Good day, was fun
for kids and adults.
Brilliant time, kids
loved bubble football,
giant screen fifa and
face painting.

The Association is grateful to the contractors and service providers who made fabulous donations to the prize draw. In addition we would like to thank those who made donations towards the costs for the Gala Day events:

BTO Solicitors, Garring Electrical Ltd, DG Joiners, Jim Gilmour Decorators, Kelly & Co Solicitors, FMD Financial Services

Thank you to the Resident Forum for all their support and input in planning the day. If you would like to be involved in planning future events, please contact Isobel at the office.



Safari Park Outing

Thank you to all our residents who took time to contact us with suggestions for an outing this year. The feedback was discussed by our Residents Forum as part of our 25th Anniversary Celebrations planning. Blair Drummond Safari and Adventure Park was a popular suggestion and so we arranged an outing to take place on Thursday 04 August 2016.

The outing was a great success with 133 people having a fantastic day seeing the animals and enjoying the activities in the park. We had lots of positive comments from everyone on the day and are delighted that the outing was enjoyed by all.

Thank you to the Resident Forum for all their support and input in planning the day. If you would like to be involved in planning future events, please contact Isobel at the office.

Lorraine Edwards
I would like to say what a great day I had, as did my granddaughter, look forward to another one. Great job Pineview.

Alan Graham
Amazing day, kids and me loved it. Thanks

Mrs Craig and Family
Fantastic day, we all enjoyed ourselves, thanks for the lovely day.

Deborah & Andrew Manson
Great family day. So much to do. Kids loved it, thanks.

Mr & Mrs McFarlane
Great day out. Thanks to Pineview Housing, staff done well.

Karen Brown
The day from start to finish was great. My three year old daughter really enjoyed herself and my brother and I had great fun - for all ages. Great Pineview!



Brekkie & Blether Club

Staff from Pineview Housing attend a breakfast and blether club. The aims of this club are:

- Connect local partnership arrangements and area structures
- Develop and support local community structures
- Create organisational linkages
- Community capacity building
- Boost and protect social supports
- Engage local people
- Involve and include the community to develop local actions

Those who have attended so far have stated that the reasons for being there include:

- To know what's going on in Drumchapel and share this information with services users
- Staff know what services are available to refer people on to
- Promote each other's work to other organisations and to the community
- Build up a strong network
- Include and involve people in particular projects
- To get an understanding on Thriving Places
- Increase access for services

The next one is on at Stonedyke Neighbourhood Centre on Tuesday, 30th August between 9.30 and 12 noon. If any of our residents would like to attend (transport can be provided from Pineview staff) please contact the office and let a member of staff know.

Drumchapel Clothing Bank

A clothes bank has recently been set up for residents of Drumchapel. It operates in the same way as the local food banks. Anyone who needs clothes because of difficult circumstances or emergencies can be referred to the clothes bank who will source the clothes to sort your needs. This service is available to all ages from 6 years upwards. If required they can source clothes for under sixes. If you or someone you know wishes to make use of this service please contact your housing officer who will arrange a referral to the clothes bank.

Action for Children

Pineview Challenge

It's that time of the year again. Yes! It's time for the Pineview challenge in partnership with Action for Children.

We will shortly be writing to all of our residents to get interest from young people between 16 – 18 to take part in this year's project.

Previous challenges have included the renovation and upgrading of the girl guides memorial garden at Camstradden Primary School, Fence/Gate repairs in Broadholm, Painting of the Play Parks in Jedworth, and laying monoblock at the office. So, this year has a lot to live up to and we want to make it our best year yet.

So, if you have, or know of an enthusiastic young person who would like to take part in this project which will last for 6 weeks from Nov - Dec, please contact John Drum on 0141 944 3891 and we can start the enrolment process as soon as possible.

Remember, this project is here to make a difference to your area, but also to give these young people the training, skills, experience, and confidence to go on to future employment.



SQA

SQA has recently developed a suite of Learning Guides to help the 1.1m people in Scotland who currently do not have the digital skills and confidence to carry out every day online activities.



<p>Liz Sinclair Digital Literacy & Engagement Officer Qualifications Development Science, Technology, Engineering & Mathematics T: 0345 213 5485</p>	<p>The Optima Building 58 Robertson Street Glasgow G2 8DQ E: liz.sinclair@sqa.org.uk W: http://www.sqa.org.uk</p>
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The Digital Learning Guides are **free** and available to anyone who wishes to use them; they can be accessed here: www.sqa.org.uk/digitalguides. There is no log-in or registration required, simply click on the guide of choice and work through it following the step-by-step visual and audio instructions.

There are learning guides for a wide range of activities. Each guide will show a new user how to navigate a specific website to complete a task, eg book a train journey, apply for a job, or create an email account. There are guides for PC and for mobile phone or tablet, and designed in short segments – a demo followed by an interactive section – so that users build skills and confidence by undertaking hands-on activity.

The guides can be used on their own, but are particularly useful as support for digital volunteers, for carers and other community workers who might wish to encourage people to explore and develop their digital skills. Further help in the form of FAQs, a glossary of commonly used 'digital' terminology and PDF versions of the first guide (Getting Online) are also available to download and print.

A feedback form is provided if you wish to comment on the guides or request a guide (or FAQ) for a specific task not already covered. Please feel free to contact Liz Sinclair directly if you have any questions about the Guides or if you would like further information.

Get Cycling in Drumchapel!



Drumchapel Sports Centre has come together with local bike shop, Wheel Fix It, supported by Spirit of 2012 and The Bike Station to offer free cycling activity and access to bikes for the community.

Based at the sports centre, they now have a fleet of adult bikes, which can be borrowed for a few hours or a few days, if you fancy getting out with your friends or family. Helmets, a baby seat and a toddler trailer are also available, all for no cost.

On Monday evenings, they are running a ladies cycling group at 7pm from the sports centre. Suitable for all abilities, they aim to get more ladies out cycling on a regular basis. Start off small and build up to regular runs, followed by tea/coffee and cake. You don't need to have your own bike to get started, they have plenty bikes for all to use.

Every Wednesday, an easy ride will go from the sports centre at 11am and 2pm. This run is aimed at all ages and abilities, male and female. If you would like to have your own bike checked by their mechanic, just come along 20 minutes beforehand.

Every Saturday, a family ride will leave the sports centre at 11am. A different route will be chosen each week.

Bikes, helmets, baby seat and trailer are all available to use on these rides.

For more information or if you have any questions, you can contact the sports centre on 0141 944 7276. Drumchapel Sports Centre is at 195b Drumry Road East.

Alternatively, check out the Facebook community page and you can message with any queries at; www.facebook.com/drumchapelcyclehub



Glasgow City HSCP

ACEs REQUIRED

Are you interested in volunteering as an Alcohol and Drug Community Engager (ACE)?

Do you live or work in Glasgow?

Would you like to develop skills, training and experience in community engagement?

Would you like to make a difference to your community?

Do you have some time to give?

YOUR COMMUNITY NEEDS YOU!
Ripple Effect

If YES then you could become a member of our ACEs Team
As an ACE you could make a real difference to your community by reducing the impact of alcohol and making your community safer. You could be involved in Community Alcohol Campaigns, influencing the Licensing Board and much more!

For more information on becoming an ACE Contact:
Glasgow Council on Alcohol, 14 North Claremont Street, Glasgow, G3 7LE.
Tel: 0141 353 1800 Email: ripple@glasgowcouncilonalcohol.org

For more information visit www.ripple-effect.co.uk

NHS Greater Glasgow and Clyde

Traditional Christmas Lunch at Oliver's

As you may be aware, each year at Christmas the Association donates a £10.00 shopping voucher to each of our tenants or joint tenants who are over the age of 60 by the end of the year.

Once again this year, the Association would like to give those over 60 the option of receiving a shopping voucher, or attending a Traditional Christmas Lunch at Oliver's Function Suite. The lunch is a joint activity with other local housing organisations.

It will take place between 1pm and 3pm on Thursday 08 December 2016. You will be served a three course lunch with two free drink tokens per person. There will be a wee game of bingo after the lunch to round off the event.

In order to assist planning for the day, please return the tear off slip to the office or call and ask to speak with Isobel.

I would be interested in attending the Traditional Christmas Lunch at Oliver's Function Suite on Thursday 08 December 2016.

Name(s): _____

Address: _____

Contact no.: _____

NHS Greater Glasgow and Clyde

Join today

Stop Smoking Support Sessions at:

- Drumchapel Health Centre
Wednesday 12pm - 4pm
- Milton Medical Centre
Wednesday 2pm - 4pm
- Possilpark Health & Care Centre
Tuesday 12pm - 4pm
- Partick Community Centre for Health
Wednesday 6pm - 7pm
- Maryhill Health Centre
Wednesday 10am - 12pm
- Woodside Health Centre
Monday 11am - 1pm
- Maryhill Health Centre
Thursday 6pm - 7pm

Specialist support to help you stop smoking

Phone to book a place or just come along!
0141 232 2110

smokefree SERVICES



Win Win Win

Congratulations to our 25th Anniversary monthly prize draw winners our June Mr O'Brien of Broadholm PH1 and July winner Mr Cook of Waverley PH1. Please call into the office to collect your £25.00 love to shop vouchers.

Congratulations to our Summer newsletter competition winner Ms Frew of Waverley PH1. Please call into the office to collect your £25.00 love to shop vouchers.

Now it's Your Chance to Win Competition Time for All

This time round we thought we would do something different. We are looking for a front page cover for our winter newsletter. You could win £25.00 of Love to Shop vouchers and have your artwork on the front page of our winter newsletter! Use the template inside this newsletter to draw something that reminds you of Christmas and winter time. Don't worry if you make a mistake you can call into the office for more templates or use your own paper. Entries should be returned to the office at 5 Rozelle Avenue, or you can email a digital image of your artwork to mail@pineview.org.uk. Closing date for entries will be 31 October 2016. Open to all ages.

Our Mission

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

Our Values and Behaviours

In everything we do, we will be:

- Honest & transparent
- Fair & adaptable
- Polite & approachable
- Positive & kind
- Knowledgeable and listening

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



Contacting the Office

We aim to respond to your enquiries efficiently, with a service that is easy and quick for you to use. You can contact the Association in a range of ways:

Pineview Housing Association Ltd,
5 Rozelle Avenue, Drumchapel, Glasgow G15 7QR Tel: 0141 944 3891
Request a call back via text message: 0795 147 2472
Email: mail@pineview.org.uk Web: www.pineview.org.uk

