

Pineview

Housing Association Ltd



Annual Report 2017-18
...putting people first

Chairperson's Report for 2017/18

Welcome to our Annual Report

My report gives a summary of our work and achievements during 2017/18, detailing our main achievements over the past year. Following my chairperson's report is our annual charter report which details our results against achieving the outcomes of the Scottish Social Housing Charter.

I would like to thank our Resident and Customer Forum for their continued work with the Association and their invaluable involvement in the development, design and format of this report.

Performance Summary:

The main results and achievements for last year were:

- % of stock meeting the SHQS – 100%
- Average time to complete a non-emergency repair – 2.32 days
- Average time to complete an emergency repair – 1.83 hours
- Repairs appointments kept – 95.12 %
- Non-emergency repairs complete right first time – 96.89%
- Gas safety compliance – 100%
- Average time to relet a property – 2.59 days
- Rent loss through properties being empty – 0.05%
- Rent collected as % of rent due – 98.83%
- Current & Former tenant arrears – 3.16%
- All financial and statutory returns on time
- All loan covenants complied with
- Resident & Customer Forum Group monthly meetings and scrutiny work
- Launched our improved website for customers
- Continued wider action work with Northmuir Community Garden and the ongoing development of the allotments; continued to support local bike project Wheel Fix It, and had another successful Challenge Team project with Action For Children helping young people gain invaluable employment skills
- Continued to make donations to registered charities in line with our Donations Policy and reported to members at the AGM.
- Continued successful partnership working with DRUMCOG, Action for Children, Northmuir Community Garden Group and Wheel Fix It.



Our 2017/18 ARC results showed improvements in a number of areas compared to the previous year, including:

- Percentage of 1st stage complaints responded to within SPSO timescales from 80.95% to 89.66%
- Average time to complete emergency repairs improved from 1.91hrs to 1.83hrs
- Average time to complete non-emergency repairs improved from 2.33 days to 2.32 days
- Reactive repairs completed right first time improved from 94.34% to 96.89%
- Percentage of tenants who have had repairs carried out in the last 12 months satisfied with the repairs and maintenance service from 98.72% to 100%.
- Percentage of tenants satisfied with the standard of their home when moving in from 88.46% to 88.89%
- Anti-social behaviour cases resolved within target improved from 95.45% to 100%

Areas where results were not as good as the previous year were:

- Reactive repairs appointments kept reduced from 95.73% to 95.12%. This was better than our target but less well than the previous year.
- Time taken to complete medical adaptations rose from 36 days to 41 days. This was due to complexity and access issues.
- Average length of time taken to re-let properties increased from 2.24 to 2.59 days. This was better than our target but less well than the previous year, largely due to the condition of a few of the properties returned and an increase in the number of properties becoming vacant. Our 2.59 days compares very well to the national average of 30.72 days.
- The percentage of new tenancies sustained for more than a year reduced from 96.88% to 88.00%. This is less than our target and relates to 3 tenancies out of 26. This was due to personal circumstances and there is no cause for concern here.
- Collection of rent due decreased from 99.22% to 98.83%
- Gross rent arrears increased from 2.33% to 2.53%, comparing well against the national average of 5.18%.
- Percentage of rent lost due to properties being empty increased from 0.02% to 0.05%. This was in line with our target but less well than the previous. The Association performed very well compared to the national average of 0.74%

Resident and Customer Forum:

Our resident and customer forum play an essential role in the work of the Association and in ensuring that tenants and customers interests are kept at the heart of what we do. The Association is very grateful for the work undertaken by the forum and would like to thank them for everything they do.

The forum have been especially busy this year, including

- helping us with the ongoing development of the local common allocation policy;
- ongoing review of the Glasgow Housing Register system;
- being a focus group for our ongoing customer satisfaction work;
- taking part in policy reviews and scrutinising our work
- deciding the location for the 2017 tenants summer away day.

The trip to Ayr went well, everyone had a great time and the sun shone all day!

If anyone would be interested in getting involved with the forum please contact Janie, Murray or Karen at the office for more details.



Service Developments and Improvements:

In last year's report we highlighted future service developments and improvements we wanted to achieve during 2017/18. How have we done?

What We Said

Following tenant consultation, we will be progressing the replacement of the district heating system with individual boiler systems for each property.

We will be following our planned replacement programme and replacing kitchens and boilers in properties due renewals.

We will be feeding the results of our 2016/17 stock condition survey into our long term projections to make sure the Association has robust long term plans.

We will continue to undertake internal audit to check our practices, procedures and performance.

What We Did

😊 This work was completed earlier this year by James Frew. This was a very complex project that went well. We would like to thank all tenants who were involved.

😊 We implemented the replacement programme for kitchens and boilers, ensuring homes are kept updated and modern.

😊 We finalised our projections and had them independently reviewed. This ensures sufficient resources to maintain our properties and provide services for years to come.

😊 We undertook internal audit work in the areas of staff attendance and management; Share register; insurance tender; data protection; and our ARC and EESSH returns. We achieved very positive assurance in all areas reviewed.



What We Said

We will continue to manage the ongoing changes introduced by the Government's welfare reforms and other changes ahead.

We will be working to implement the changes that the Government are eventually introducing from the Housing Scotland Act 2014.

We will implement the Glasgow Common Housing Register.

We will continue to plan for the future.

We will continue with our commitment to ensure tenant satisfaction with our services and their homes.

We will maintain tenants' homes and our local area.

We will support the Resident and Customer Forum continued development.

What We Did

😊 We have continued to work with colleagues and external agencies to manage the ongoing changes to minimise impact on our customers.

😊 The changes have eventually been given implementation dates by the government, starting in November 2018. The Association are working to achieve these.

😊 The Glasgow City Council suspended the GHR earlier in the year due to ongoing IT and volume issues. The system is under review and the Association is contributing to the review and working with our partners.

😊 We undertook an annual reviews of our long term projections.

😊 We undertook follow up tenant satisfaction work with Research Resource, staff, forum and customers. We also undertook staff development work with Remarkable and developed a behaviours framework.

😊 We completed reactive and cyclical maintenance and planned renewal works, and continued our estate caretaking service.

😊 The forum continued to hold monthly meetings and contribute invaluable to the work of the Association.

During the year we spent over £1,000,000 on maintaining the housing stock. This included over £403,000 on reactive and cyclical work and nearly £647,000 on component replacements such as boilers and kitchens, with great satisfaction levels from tenants.

Future service priorities:

The Association updates our business plan every year with priorities for the next three years and a volume of key performance targets to work towards over the coming year. If anyone would like a copy of our business plan please just visit our website or contact Joyce at the office.

While we are pleased with what we achieved during 2017/18 we do not want to stand still and have goals we want to work towards. Alongside our general commitment to planning for the future; maintaining tenants' homes and ensuring tenant satisfaction, we have a number of other priorities we want to achieve. Some of our priorities for the year ahead include:

- Support the Resident & Customer Forum's continued engagement.
- Develop our commitment to equalities.
- Prepare for the Regulatory Framework changes to be introduced by the Scottish Housing Regulator.
- Review our IT and phone systems.
- Continue with the ongoing development of our new website.
- Undertake a rent structure review in consultation with tenants.
- Review our tenants' handbook.
- Implement our planned replacement programme including replacing kitchens and boilers in properties due renewals.
- Update our stock condition information/systems.
- Review our progress toward EESSH compliance for 2020.
- An annual review of our long term projections.
- Continue to undertake internal audit to check our practices, procedures and performance.
- Continue to manage the ongoing changes introduced by the Government's welfare reforms and other changes ahead.
- Implement the changes that the Government are eventually introducing from the Housing Scotland Act 2014.
- Review our involvement with the Glasgow Common Housing Register.
- Continue to develop our data protection systems and procedures.

If there are other priorities that you think we should be considering please just let us know.

Pineview People 2017/18

Committee

Thanks go to all our Committee members for volunteering their time, commitment and experience to manage the strategic business of the Association and ensuring ongoing success and viability.

While committee members' responsibilities are now more formalised and regulated, 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, so please do not be afraid to get involved. The Association is always looking to get more people involved in the Management Committee. Our rules allow us to have a Committee of up to 15 members. Being involved only requires a few hours commitment each month 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.

The members serving on the Management Committee remained consistent throughout the year; we had one new

member co-opted in September 17 and there were no resignations during the year. Committee meeting attendance for current members as at 26 June 2018 (prior to AGM) was 73.64% which is above our target of 70%.



For our 2018 AGM, we were delighted to receive 3 new nominations for the Committee. Our current Committee, as determined at the July 2018 AGM:

Josephine McGinty
Asa Brooks
Jim O'Connor

Chairperson
Vice Chairperson
Treasurer

Jean Black
Mark Cord
Myra Frater
Kenny McGinty
Victoria Phelps

Gail Boyle
Jean Claude Faleu
Sharon Kane
Winifred McPhail
Anna Welsh

Amanda Smith – resigned Aug 2018



During 2017/18 the Committee completed another successful year of training with the other local housing associations (Drumcog). This helps to ensure that Committee have access to external experience and information. This has proven very useful and the Committee are working through the agreed 2 year training programme for 2017 – 2019.

To comply with our rules, and the Scottish Housing Regulator's regulatory framework, the Committee underwent another independent annual appraisal review during 2017/18. Linda Ewart, a specialist in housing association governance, undertook this independent review and found that the Pineview Committee take governance very seriously and are committed to achieving and maintaining high standards.



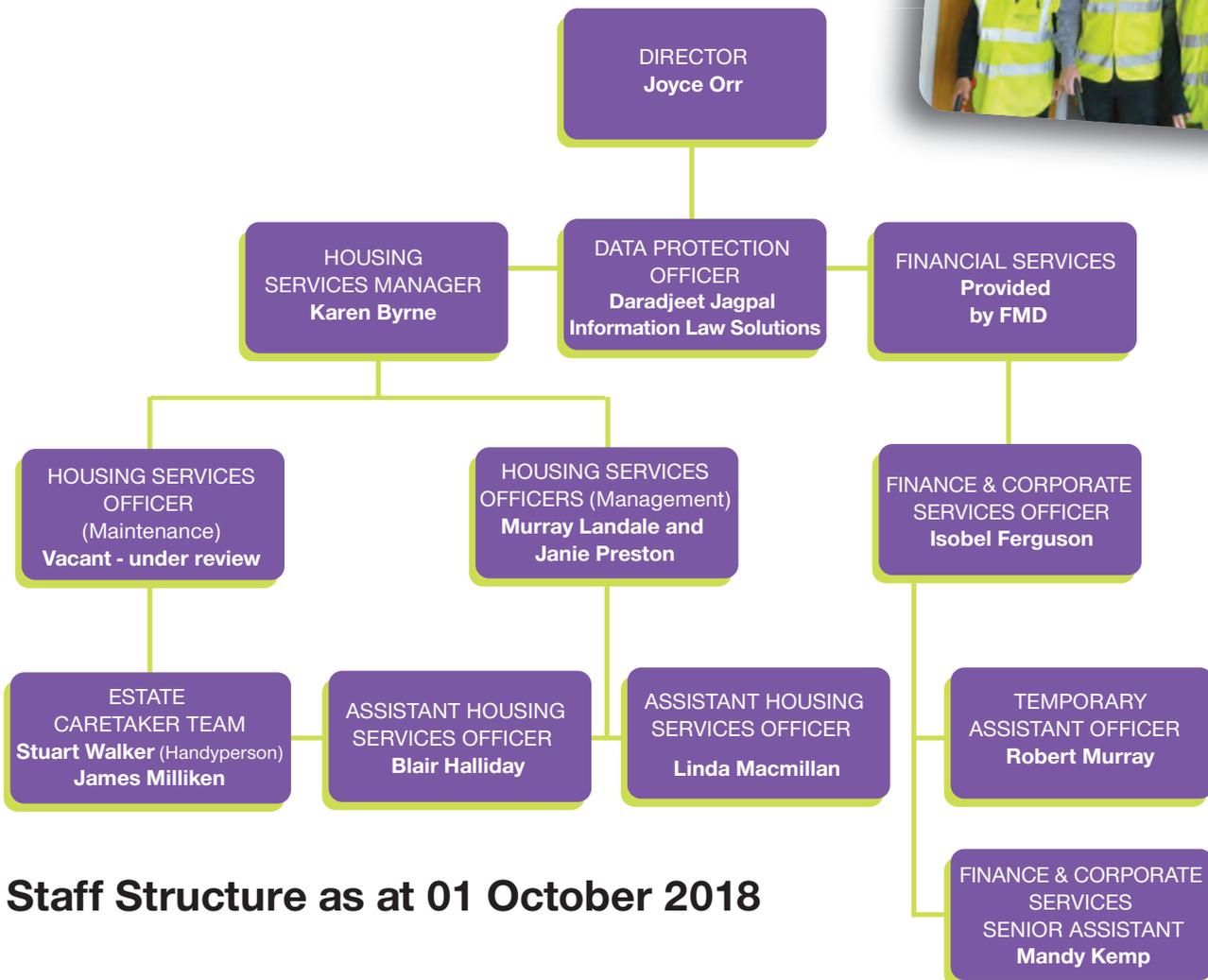
Staffing

Our staffing turnover was largely stable last year. Kris Daly left in November 2017. Robert Murray joined us in September 2017 on a temporary basis.

2017/18 Staffing Summary

■ As at the 31 March 2018 we had 12 staff members of which 11 were permanent and one temporary.

- Senior Staff: 2
- Finance & Corporate Services: 3
- Housing Management & Maintenance: 5
- Estate Caretaker Service: 2
- 12.81% of working days were lost due to staff sickness (all absences). Target was <6.34%.
- 2.16% of working days were lost due to staff sickness (excluding long term absences)
- Long term absence accounted for 85% of all absences.



Staff Structure as at 01 October 2018



Our Finances

The Association prepares short, medium and long term budgets, reflecting its planned activities. Actual output against budget is measured on an ongoing quarterly basis to monitor results. The majority of the income that the Association receives comes from the rents and service charges that we charge on the properties we let and manage. A full copy of our audited annual accounts is available on our website or from our office.

As a non-profit making charity, any reserve after spend in the year is set aside to be used to fund future expenditure including cyclical maintenance and planned replacement work. In the year ended 31 March 2018 the Association had a reserve of £585,366. The information below has been extracted from the Association's audited financial statements.



Turnover	£2,927,281	
Interest Received	£26,206	
	£2,953,487	
Staffing Costs	£490,926	17%
Other Costs	£37,090	1%
Overheads	£227,943	8%
Reactive Maintenance	£185,490	6%
Planned Maintenance	£217,619	7%
Depreciation	£1,013,265	34%
Interest Payable	£76,245	3%
Service Costs	£119,543	4%
Reserves	£585,366	20%
	£2,953,487	100%
Spent on Component Replacements (Including e.g. kitchens, boilers, alarms etc.)	£646,848	

During 2017/18 for every £1 of income received we spent:

Staffing Costs	17p
Other	1p
Overheads	8p
Reactive Maintenance	6p
Planned Maintenance	7p
Depreciation	34p
Interest Payable	3p
Service Costs	4p
Transferred to Reserves	20p

Over the last 27 years the Association has borrowed money through loans from banks to allow us to improve the housing stock and build new homes. At 31/03/18 the Association had outstanding loan balances to the value of £3,802,730. There are a number of financial and information requirements, known as loan covenants, that the Association need to comply with under the terms of these loans. The Association is pleased to report that it continued to meet all the requirements of the loan covenants during 2017/18.

I hope you have found the information in my chairperson's 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 Joyce at our office for more details.

Thank you

Josephine McGinty, Chairperson





2017/18 Charter Report

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. A copy of the Scottish Social Housing Charter is available from our website or at our office.

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) and with the other local Drumchapel housing providers (Drumcog) 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 results 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 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.

				
Customer Landlord Relationship Outcomes 1, 2 & 3 <ul style="list-style-type: none"> • Equalities • Communication • Participation 	Housing Quality Maintenance Outcomes 4 & 5 <ul style="list-style-type: none"> • Quality Of Housing • Repairs, Maintenance and Improvements 	Neighbourhood and Community Outcome 6 <ul style="list-style-type: none"> • Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes 	Access to Housing and Support Outcome 7, 8, 9, 10 & 11 <ul style="list-style-type: none"> • Housing Options • Access to Social Housing • Tenancy Sustainment 	Getting Good Value From Rents and Service Charges Outcomes 13, 14 & 15 <ul style="list-style-type: none"> • Value for Money • Rents and Service Charges
SCOTTISH SOCIAL HOUSING CHARTER				

¹The peer group we have used for comparison is SHN members which are urban RSLs with stock between 500 – 1000 properties

²Cernach HA, Drumchapel HC, Kendoon HA, Kingsridge Cleddans HA, Pineview HA.

Performance Information Available from the Scottish Housing Regulator (SHR)



There is a volume of information about all Scottish RSLs available from the SHR on their website (www.scottishhousingregulator.gov.uk), including:

- Annual Return on the Charter (ARC) – The Charter data submitted by all Scottish RSLs is available to everyone from the SHR's website.
- Landlord Report – The SHR produces an annual Landlord Report, from the information it receives from the ARC returns. You can get copies of the Landlord Report for all Scottish RSLs at the SHR's website. The SHR Landlord Report for Pineview has been promoted to all tenants and residents with our Autumn/Winter newsletter, on our website, and we have additional copies available at our office.
- Regulation plans and engagement information.

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. Please visit: <https://www.scottishhousingregulator.gov.uk/find-and-compare-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.

Annual Report Symbols

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

We will use the following symbols to demonstrate how we rate in comparison to other similar landlords

Better than all averages:	A+
Average:	A
Below all averages:	A-

We will use the following symbols to demonstrate how we rate in comparison with our internal targets

Better than Target:	T+
Met Target:	T
Below Target:	T-

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

Some of the comparisons for 2016/17 vary from what was given in our 2016/17 report. This is due to some landlords reviewing their results mid-year after the 2016/17 report was produced.

If you would like to be involved in setting Pineview's 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.

The Pineview results are given from the results of our 2016 tenant satisfaction survey.

Research Resource were commissioned to carry out a satisfaction survey on our behalf. A total of 239 face to face interviews were carried out between the 19th September 2016 and the 21st October 2016.

Our Service Results:

I.1 Percentage of tenants satisfied with the overall service provided by their landlord	2016/17 Results	2017/18 Results
Pineview HA	92.89% A	92.89% A
SHN Average	93.30%	93.20%
DRUMCOG Average	94.12%	94.44%
Scottish Average	89.64%	90.48%

I.3 Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	2016/17 Results	2017/18 Results
Pineview HA	96.23% A	96.23% A
SHN Average	96.30%	95.80%
DRUMCOG Average	96.62%	96.77%
Scottish Average	91.14%	91.71%

I.6 Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	2016/17 Results	2017/18 Results
Pineview HA	97.49% A	97.49% A
SHN Average	90.70%	90.80%
DRUMCOG Average	97.50%	98.32%
Scottish Average	83.82%	85.92%

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 (i.e. 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.

I.5 1st and 2nd stage complaints, including those related to equalities issues, received, responded to in full, upheld and responded to within SPSO timescales

Pineview Results	2016/17		2017/18	
	1st Stage	2nd Stage	1st Stage	2nd Stage
number received	22	1	29	0
carried forward from previous year	0	0	1	0
number responded to in full	21	1	29	0
number upheld	16	1	21	0
responded to within SPSO timescale	80.95%	100.00%	89.66%	0.00%
carried forward to next year	1	0	1	0

There were no complaints relating to equalities issues during 2017/18.

The 2017/18 Scottish average for responding to 1st stage complaints was 86.27%, while Pineview achieved 89.66%. When anyone complains about our service we aim to:

- Identify quickly why they 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.

Throughout the year we reviewed the nature of the complaints so that we could learn from them and improve our service. The majority of complaints resolved this year related to dissatisfaction with the repairs and maintenance service: 11 (38%).

Of the 21 complaints upheld, 12 (57%) resulted in contractor follow up and 9 (43%) in staff training. The upheld complaints related to the following areas of service delivery:

- dissatisfaction with the quality of workmanship/standard of service received: 9
- dissatisfaction with delays in responding/acting on requests for service: 8
- dissatisfaction with how personal details were handled: 2
- allegation of damage to personal property following repairs/maintenance: 2

Staff training, learning & development and contractor follow up are carried out through one to one coaching with relevant staff and contractors regarding procedures to be followed and standards to be adhered to. Service complaints is 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. In conjunction with our DRUMCOG colleagues, all staff took part in formal refresher complaints training during September 2017.

What else we do:

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 alternative formats to meet individual needs. 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.

The residents and customer forum give their time to keep the Association aware of what is important to our customers and to help us to try to continually improve local services for tenants and residents. The forum is a great way to encourage communication between the Association and our customers and we would encourage anyone with an interest in Pineview and/or the services we provide, to get involved. The forum is always looking to welcome new members – please let us know if you would like to become involved.

Housing Quality and Maintenance

Our Service Results:

What the Charter says:

4: Quality of housing

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) and when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

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.

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.



We also continued to keep our gas servicing record with 100% of services complete within the legal time limit. The Scottish Average was 99.81%. The Drumcog average was 99.21%.

I.7 Percentage of stock meeting the SHQS at the end of the reporting year	2016/17 Pineview HA Target: 100%	2017/18 Pineview HA Target: 100%
Pineview HA	100.00% A+ T	100.00% A+ T
SHN Average	97.60%	97.50%
DRUMCOG Average	97.92%	99.46%
Scottish Average	93.63%	94.20%

I.11 Average length of time taken to complete emergency repairs	2016/17 Pineview HA Target: 4 Hrs	2017/18 Pineview HA Target: 4 Hrs
Pineview HA	1.91 hrs A+ T+	1.83 hrs A+ T+
SHN Average	2.5 hrs	2.3 hrs
DRUMCOG Average	2.14 hrs	1.93 hrs
Scottish Average	4.66 hrs	3.96 hrs

I.12 Average length of time taken to complete non emergency repairs	2016/17 Pineview HA Target: 4 Days	2017/18 Pineview HA Target: 4 Days
Pineview HA	2.33 Days A+ T+	2.32 Days A+ T+
SHN Average	3.50 Days	3.60 Days
DRUMCOG Average	2.37 Days	2.33 Days
Scottish Average	7.08 Days	6.38 Days

I.13 Percentage of reactive repairs carried out in the last year completed right first time	2016/17 Pineview HA Target: >95%	2017/18 Pineview HA Target: >95%
Pineview HA	94.34% A T-	96.89% A T+
SHN Average	94.20%	95.00%
DRUMCOG Average	96.61%	97.14%
Scottish Average	92.41%	92.23%

I.14 Percentage of repairs appointments kept	2016/17 Pineview HA Target: >95%	2017/18 Pineview HA Target: >95%
Pineview HA	95.73% A T+	95.12% A- T+
SHN Average	97.00%	97.80%
DRUMCOG Average	N/A	N/A
Scottish Average	95.72%	95.45%

I.16 Percentage of tenants who have had repairs or maintenance carried out in last 12 Months satisfied with the repairs and maintenance service	2016/17 Pineview HA Target: > 98%	2017/18 Pineview HA Target: > 98%
Pineview HA	98.27% A+ T+	100.00% A+ T+
SHN Average	92.80%	94.90%
DRUMCOG Average	97.98%	99.31%
Scottish Average	90.57%	92.13%

I.9 Percentage of tenants satisfied with the standard of their home when moving in	2016/17 Pineview HA Target: > 96%	2017/18 Pineview HA Target: > 96%
Pineview HA	88.46% A T-	88.89% A- T-
SHN Average	89.50%	91.40%
DRUMCOG Average	88.33%	93.97%
Scottish Average	89.96%	90.24%

I.10 Percentage of tenants satisfied with the quality of their home	2016/17 Results	2017/18 Results
Pineview HA	93.72% A+	93.72% A+
SHN Average	89.60%	90.20%
DRUMCOG Average	87.12%	87.51%
Scottish Average	86.93%	87.90%

What else we do:

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 2017/18 satisfaction in this indicator was 100%. We also post inspect a selection of work to make sure it has been completed satisfactorily.

We keep our stock condition information updated so we can accurately plan for future works and ensure tenants homes are kept updated and to modern standards. When we replace components such as kitchens, tenants are given a range of choices to customise the design to their own taste. When undertaking works we always try to strive for value for money by getting good quality at an affordable price as buying cheaply can be counterproductive. Tenant feedback is invaluable for feeding into future works and continuously trying to improve.

Only 3 of 42 tenants who moved into their home during 2017/18 were dissatisfied with the condition of their home when they moved in, 1 tenant was neither satisfied nor dissatisfied and 38 were satisfied. If you can think of ways that we can further improve in this area, please let us know. Of all the tenants asked during the 2016 tenant satisfaction survey about their satisfaction with the quality of their home, only 3 tenants 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 review this with you.

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.

What else we do:

We encourage customers to let us know about any anti-social behaviour and neighbour issues/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.

During the year we received 51 such complaints and we resolved 100% of these within locally agreed target timescales. This performance is better than the Scottish average (87.88%) and is an improvement on our previous years result.

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 stair cleaning, bulk items removal, and 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 for our residents and to improve the Pineview Housing Association neighbourhood.

We continue to work with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour problems reported to us. Please continue to let us 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 assistance available from other agencies etc.

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.

Our Service Results:

1.19 Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	2016/17 Pineview HA Target: 100%	2017/18 Pineview HA Target: 100%
Pineview HA	95.45% A T-	100.00% A+ T
SHN Average	89.00%	91.70%
DRUMCOG Average	97.89%	97.30%
Scottish Average	87.21%	87.88%

1.17 Percentage of tenants satisfied with the management of the neighbourhood they live in	2016/17 Results	2017/18 Results
Pineview HA	96.65% A+	96.65% A+
SHN Average	91.20%	91.60%
DRUMCOG Average	96.37%	91.85%
Scottish Average	87.11%	88.00%

Additional work and achievements in this area of our work included:

- 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;
- ongoing support to local wider action projects including Wheel Fix It and the Northmuir Community Gardens;



Access to housing and support

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

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.

Our Service Results:

Self-Contained Stock Profile 2017/18					
Property Type Property Size	House	4 in a block	Tenement	Other Flat	Total Properties
2 Apt	0	42	59	4	105
3 Apt	128	19	89	5	241
4 Apt	129	1	0	2	132
5+	54	0	0	0	54
Grand Total	311	62	148	11	532

I.20 Percentage of new tenancies sustained for more than a year	2016/17 Pineview HA Target: >90%	2017/18 Pineview HA Target: >90%
Pineview HA	96.88% A+T+	88.00% A- T-
SHN Average	92.80%	91.40%
DRUMCOG Average	93.85%	92.16%
Scottish Average	89.04%	88.66%

I.21 Percentage of lettable houses that became vacant in the last year	2016/17 Pineview HA Target: <6%	2017/18 Pineview HA Target: <6%
Pineview HA	4.69% A+ T+	7.33% A- T-
SHN Average	7.10%	6.80%
DRUMCOG Average	6.34%	6.55%
Scottish Average	8.42%	8.56%

I.22 Percentage of approved applications for medical adaptations completed during the reporting year	2016/17 Pineview HA Target: 100%	2017/18 Pineview HA Target: 100%
Pineview HA	100.00% A+T	100.00% A+T
SHN Average	84.28%	83.85%
DRUMCOG Average	98.53%	98.31%
Scottish Average	86.17%	84.30%

...Access to housing and support

I.23 Average days to complete approved applications for medical adaptations	2016/17 Pineview HA Target: <37 days	2017/18 Pineview HA Target: <30 days
Pineview HA	36.00 Days A T+	40.88 Days A T-
SHN Average	69.30 Days	50.80 Days
DRUMCOG Average	27.82 Days	34.52 Days
Scottish Average	51.80 Days	51.28 Days

I.35 Average length of time taken to re-let properties in the last year	2016/17 Pineview HA Target: <3 days	2017/18 Pineview HA Target: <3 days
Pineview HA	2.24 Days A+ T+	2.59 Days A+ T+
SHN Average	13.10 Days	13.10 Days
DRUMCOG Average	10.64 Days	10.28 Days
Scottish Average	31.54 Days	30.72 Days

What else we do:

During the year the Association carried out adaptations to tenants' homes to enable them to remain in their home. The grant funding for adaptations is provided by the Scottish Government. The Association can only complete those adaptations which have been approved and requested by an occupational therapist and for which there is grant funding available. If you need any adaptations please contact us for advice and assistance.

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. Anyone is free to apply for housing at any time and applicants can review their housing options with us at any time.

We had been working with other landlords and Glasgow City Council (GCC) on the GCC Glasgow Common Housing Register (GHR), the aim of which is to make it easier for anyone to apply for and increase their rehousing options. However, the GCC suspended the GHR earlier this year due to IT and resource issues. We are working with partners to review options for the future of the GHR. We will keep our customers updated with any progress.

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. If you are experiencing difficulties and/or are concerned that you may need to give up your home, please contact us first for some assistance – we will try to help you to 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

Our Service Results:

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 charges 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.



I.29 Percentage of tenants who feel that the rent for their property represents good value for money	2016/17 Results	2017/18 Results
Pineview HA	94.14% A+	94.14% A+
SHN Average	86.30%	86.50%
DRUMCOG Average	88.11%	87.97%
Scottish Average	81.85%	83.19%

I.31 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2016/17 Pineview HA Target <2.33%	2017/18 Pineview HA Target <2.15%
Pineview HA	2.53% A+ T-	3.16% A+ T-
SHN Average	3.80%	3.90%
DRUMCOG Average	3.77%	3.52%
Scottish Average	5.30%	5.18%

I.33 Percentage of factored owners satisfied with the factoring service they receive	2016/17 Results	2017/18 Results
Pineview HA	91.67% A+	91.67% A+
SHN Average	75.32%	73.83%
DRUMCOG Average	84.62%	84.62%
Scottish Average	67.62%	66.23%

I.34 Percentage of rent due lost through properties being empty during the last year	2016/17 Pineview HA Target: <0.05%	2017/18 Pineview HA Target: <0.05%
Pineview HA	0.02% A+ T+	0.05% A+ T
SHN Average	0.30%	0.30%
DRUMCOG Average	0.26%	0.20%
Scottish Average	0.87%	0.74%

Average Weekly Rents by apartment size	2016-2017 Results				2017-2018 Results			
	Pineview HA	SHN	DRUMCOG	Scottish Average	Pineview HA	SHN	DRUMCOG	Scottish Average
1 Apt	N/A	£ 49.00	£41.30	£ 66.55	N/A	£ 48.40	£42.13	£ 67.44
2 Apt	£ 61.69	£ 65.80	£ 66.93	£ 71.67	£ 62.30	£ 67.20	£ 68.07	£ 73.33
3 Apt	£ 71.37	£ 73.50	£ 73.96	£ 73.13	£ 72.09	£ 75.10	£ 74.96	£ 74.94
4 Apt	£ 80.40	£ 82.50	£ 87.02	£ 79.42	£ 81.21	£ 84.30	£ 88.22	£ 81.37
5+ Apt	£ 88.46	£ 91.80	£ 90.54	£ 88.02	£ 89.34	£ 93.30	£ 90.67	£ 90.39
Total	£ 73.45	£ 74.10	£ 76.60	£ 74.44	£ 74.17	£ 75.70	£ 77.68	£ 76.23

Pineview's rent increase for April 2018 was 3%, compared to the national average of 3.21%

What else we do:

The Association is keen to ensure that the rents we charge represent value for money to our tenants. We were very pleased with the response from our tenants in the 2016 tenant satisfaction survey where 94% thought that their rent represented good value for money (3% gave a neutral response and only 3% thought the value for money was poor). This result compares very well to the Scottish average of 83% and our 2013 result of 79%.

In relation to the average weekly rent charges, Pineview's average rents are lower than our peer groups 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. For example, Pineview has a lot of modern houses and these tend to have more amenities than unimproved or older modernised tenement flats, and as such have higher rent charges. Other landlords, within the average, could have much older, less improved tenement stock with lower rents, and this can reduce the overall average rent charge. As such, it is very difficult to compare rent charges using average figures and these can give little meaningful information for comparison purposes.

Pineview has worked with other local landlords to try and get more local rent comparisons, although they are still subject to the same comparative issues as above.

During 2018 we are undertaking a rent charging restructure review in consultation with our tenants. We

will use this process to ensure that our rent setting system, and the rents charged, are easy to understand, fair, affordable and represent value for money.

Pineview also strives to achieve good performance by minimising void rent loss to the Association. By working to keep void times low we maximise the amount of rental income we have to invest in the housing stock, and a quick turnaround also allows us to help individuals and families in need secure good quality housing quickly.

During 2017/18 we had to initiate court action against 10 tenants and unfortunately 3 evictions required to be carried out. 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 want to do but regrettably there are occasions when we have no alternative but to proceed with eviction action.



Conclusion

We hope you have found this report informative and useful, and that it easily lets you see the results of the Association in comparison to last year and to other providers. The Association has 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 right and what you would like us to change. Please could you take the time to let us know your thoughts? Enclosed is a survey form that we would really appreciate if you could take the time to complete and return to us, answering the following questions:

- **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?**

You can return the survey to us by:

- **Returning your completed paper survey to our office**
- **Completing the survey online in our latest news section of our website - www.pineview.org.uk**



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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