



Pineview

Housing Association Ltd



Annual Report
and Charter Report 2019-20
...putting people first

Chairperson's Report for 2019/20

Welcome to our Annual Report

I would like to thank all our tenants, customers, Committee, and staff, for making 2019/20 another successful year for the Association.

The Coronavirus pandemic and the associated effects on our business and service delivery since March are recognised by everyone. We hope all our members and their families and friends are managing through these times and are keeping safe.

Before the pandemic and its implications, the Association had had another busy year and it is the pre pandemic activities I will mostly report on.

During the year, pre Covid19, we carried on with our planned replacement boiler and kitchen works. This ensures that Pineview homes are kept updated and modern. Some of this work had to stop in March and we are now working with tenants and contractors to restart work as soon as we can safely.

We also continued our cyclical maintenance works, including gas servicing, electrical safety checks, ground maintenance, gutter cleaning, painterwork, and roof anchor checks. Again some of these works had to be paused in March and we are now working with tenants and contractors to restart work as soon as we can safely.

Our Annual Governance Review highlighted the strong and effective management of Pineview's business with the Association submitting its first Annual Assurance Statement to the Scottish Housing Regulator in October 2019.

We ended the year in March by being selected as Kendoon Housing Association's preferred bidder for their transfer of engagements after submitting a detailed and considered application. This was a very positive end to the year allowing Pineview the opportunity to further our dedication to the local community of Drumchapel.

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



Performance Summary:

The main results and achievements for last year were:

- Average time to complete a non-emergency repair – 2.52 days
- Average time to complete an emergency repair – 1.83 hours
- Reactive repairs complete right first time – 97.37%
- Gas safety compliance – 100%
- New tenancies sustained for more than a year 93.33%
- Average time to complete adaptations – 22.14 days
- Rent loss through properties being empty – 0.04%
- All financial and statutory returns on time
- All loan covenants complied with
- Resident and Customer Forum Group monthly meetings and scrutiny work
- Continued successful wider action partnership work with DRUMCOG, Northmuir Community Garden and the ongoing development of the allotments and local bike project Wheel Fix It.
- Continued to make donations to registered charities in line with our Donations Policy and reported to members at the AGM.

Our 2019/20 ARC results showed improvements in several areas compared to the previous year, including:

- Average length of time taken to complete non-emergency repairs improved from 2.65 days to 2.52 days
- Reactive repairs carried out in the last year completed right first time improved from 96.13% to 97.37%
- Tenants satisfied with the repairs and maintenance service improved from 95.03% to 98.21%
- Average length of time taken to re-let properties improved from 3.26 days to 3.19 days
- New tenancies sustained for more than a year improved from 89.74% to 93.33%
- Tenants who feel their landlord is good at keeping them informed about their services and decisions improved from 96.23% to 97.33%

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

- Average length of time to complete emergency repairs increased from 1.72 hours to 1.83 hours. This was slightly longer than last year but well within our target of 4 hours and much better than the Scottish average of 3.64 hours.
- Percentage of stock meeting the SHQS at the end of the reporting year was 99.81% compared to 100% the previous year. This is slightly down on last year and is due to improvement works not completed at the year end because of Covid-19 restrictions.
- Percentage of anti-social behaviour cases resolved reduced from 100% to 97.10%. This was slightly down on last year and due to cases being received at the end of March and resolved in April. Our performance in this area is much better than the Scottish average of 94.11%.
- Gross rent arrears increased from 3.46% to 3.77%. While we did not meet our target of 3.10%, our performance is much better compared to the local and Scottish averages of 4.82% and 5.81% respectively.
- Tenant Satisfaction: During 2019 and 2020 we carried out two rounds of independent Tenant Satisfaction Surveys the results

of which were reported in our newsletter and on our website. While the 2019 results compared well with the Scottish averages they were not quite as good as the results we got in 2016, although largely still better than the 2013 results. However, it is important to recognise that satisfaction was still recorded as high with more than 9 out of 10 tenants satisfied in 5 of the 7 satisfaction indicators. The Association, however, takes any drop in satisfaction very seriously and the Resident and Customer Forum and the Management Committee agreed an action plan to address this matter. Following the implementation of this action plan, the Association carried out a further independent tenant satisfaction survey during March and April 2020 to measure the impact of the action plan and to ask tenants what else we could do, if anything, to increase satisfaction.

We have also put in place a system to carry out ongoing snapshot surveys of tenant satisfaction – thank you to all tenants who take part and give us feedback.

Resident and Customer Forum:

As ever, our volunteer resident and customer forum plays 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 the forum does and we would like to thank them for their time and dedication to the Association.

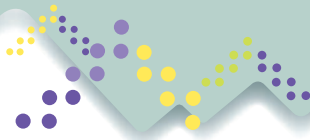
The forum had an especially busy year being involved in various activities including:

- Developing our Value for Money Statement
- Developing our 5 year property plan documents for tenants
- Reviewing the Drumcog common allocation policy

- Contributing ideas for Newsletter articles
- Pursuing local community updates with Councillors on matters of local interest
- Being a focus group for our ongoing customer satisfaction work
- And contributing to our proposal for a potential transfer of engagements from Kendoon Housing Association.

The Forum also help us design and develop our Charter annual report to tenants each year.

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 2019/2020. How have we done?

What we said:	What we did:
We will support the Resident & Customer Forum continued development.	😊 The forum continued to hold monthly meetings and contribute invaluable to the work of the Association.
Ensuring compliance with revised SHR Regulatory Framework requirements.	😊 Our 2019 Annual Strategy Review Day focused on compliance with the revised SHR Regulatory Framework and specifically the Regulatory Standards of Governance and Financial Management.
Development of an Annual Assurance Statement to be submitted to the SHR by 31/10/19	😊 The outcome of the work undertaken at the Annual Strategy Review Day provided evidence contributing to the Association's Management Committee being in a position to submit an Annual Assurance Statement advising of their assurance with compliance within the required timescale.
Freedom of Information (FOI) compliance	😊 Data Protection Officer extended their service to include FOI to ensure up to date and compliant policies, procedures, practices and training for staff and committee. Regular updates to customers published in our newsletter and on the website.
Introduce a Management Committee online portal.	😊 Online Portal training and development commenced January 2020, system was operational from February 2020. This facility has proven invaluable to allow the Committee to continue to function with minimal disruption during the Covid-19 pandemic meeting restrictions.
Co-ordinate the Drumcog Committee Training Needs Analysis.	😊 Training needs analysis completed resulting in a two year training programme being launched Sept 2019.
Carry out a tender process for Internal Audit for 2020 - 2025.	😊 Successful tender process undertaken, internal auditor appointed for the period 2020-2025.
Undertake an employee stress audit.	😊 Work Positive: Prioritising Organisation Stress Risk Assessment completed Nov 2019, action plan incorporated into our Healthy Working Life programme.
Appoint contractor for 2019 -23 painter work contract	😊 Successful tender process completed, contractor appointed.
Undertake the 2019 Tenant Satisfaction Survey.	😊 Tenant satisfaction survey undertaken with results comparing well with Scottish average, however, not quite as good as previous results. Follow up survey commenced March 2020.
Implement outcomes of rent and service charges re-structuring review.	😊 New structure implemented April 2020.

During the year we spent £905,449 maintaining our housing stock including component replacements such as kitchens and boilers 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 with 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 us to request a copy.

While we are pleased with what we achieved during 2019/2020 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:

- Continue to safely provide Pineview's high level of service to our tenants and customers while we adapt to, and with, the coronavirus pandemic and the Scottish Government restrictions and guidance.
- Supporting and helping our tenants through coronavirus and beyond.
- Supporting our staff through coronavirus and adapting our ways of working to help staff and still provide quality services to customers.
- Support the Resident and Customer Forum continued development, including meeting virtually.
- Pursue the Transfer of Engagement process with Kendoon Housing Association to improve the service provision and cost to more local Drumchapel tenants.
- Healthy Working Lives Accreditation
- Review of Data Protection Officer (DPO) Service
- Investors In People accreditation re-assessment
- Review of our Rules – SFHA 2020 Model
- Independent tenant satisfaction survey work on an ongoing basis
- Consideration of implementing an online tenant engagement / satisfaction tool

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

Pineview People 2019/20

Committee



Thanks go to my dedicated Committee member colleagues for volunteering their time and experience to manage the strategic business of the Association and ensuring our ongoing success and viability. We welcomed two new committee members in the year who have brought further expertise and dedication to the Committee.

While committee members have very serious legal and regulatory responsibilities the priority of providing good services to customers is still the same. As long as you have this commitment anyone, with support and training, 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 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.

A total of fourteen different members served on the Management Committee at varying times throughout the year; there were three resignations throughout the year for personal reasons. We would like to thank the retiring members, Gail Boyle, Asa Brooks and Jamie Speirs, for their time and commitment to the Association during 2019/2020.

Committee meeting attendance for current members as at 31 March 2020 was 75.00% which is above our target of 70%.

Pineview People 2019/20

Committee (cont)

Our current Committee, as determined at the September 2020 AGM:

Name	Last Elected	Position	Position Held Since
Victoria Phelps	08/09/2020	Chairperson	02/07/2019
Daniel Martyn	02/07/2019	Joint Vice Chair	08/09/2020
David Syme	02/07/2019	Joint Vice Chair	08/09/2020
Jean Black	02/07/2019	Elected Member	
Matthew Dillon	02/07/2019	Elected Member	
Myra Frater	08/09/2020	Elected Member	
Sharon Kane	03/07/2018	Elected Member	
Josephine McGinty	08/09/2020	Elected Member	
Winifred McPhail	08/09/2020	Elected Member	
Jim O'Connor	02/07/2019	Elected Member	
Anna Welsh	03/07/2018	Elected Member	

Staff

New Team Members

None

Leaving Team Members

Morven Baigent – Temporary Post (20/08/2019)

We would like to thank Morven for her commitment during her time at Pineview and wish her every success in her future career.

2019/2020 Summary: As at the **31 March 2020** we had 12 permanent staff members.

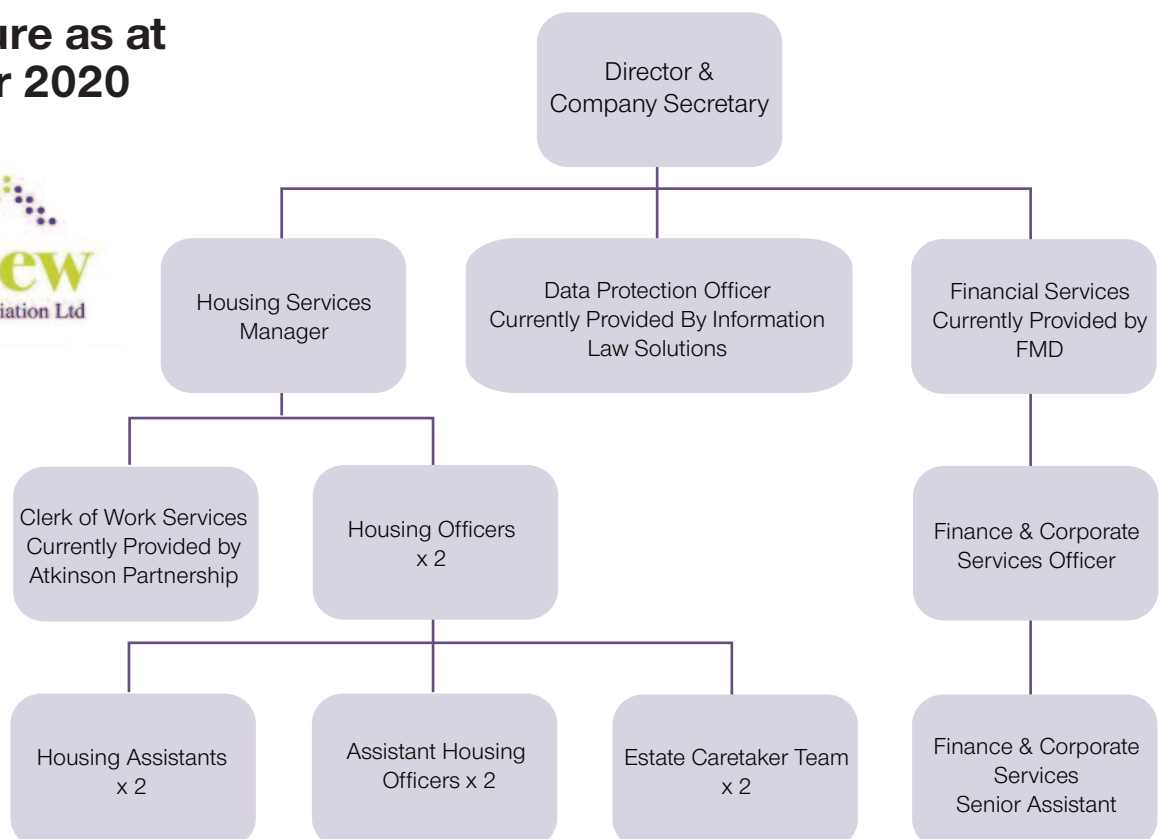
o Senior Staff:	2
o Finance & Corporate Services:	2
o Housing Management & Maintenance:	6
o Estate Caretaker Service:	2

The Association also purchases services from external specialist as follows:

- o Financial Services – FMD
- o Data Protection Services – Information Law Solutions
- o Clerk of Work Services – Atkinson Partnership

6.65% of working days were lost due to staff sickness (all absences). Target was <6.29%.

Staff Structure as at 01 December 2020



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 and to allow any corrective action to be identified and taken. 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.

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. The information below has been extracted from the Association's audited financial statements – a full copy of these are available on our website.

Turnover	£2,276,129
Interest received	£ 37,949
Total	£2,314,078

Cost Centre	Per £1 of Spend	Total Spend
Property Maintenance ¹	£0.41	£918,906
Staffing	£0.25	£559,437
Loan Interest and Capital Payments	£0.16	£359,707
Overheads	£0.12	£269,598
Other Costs	£0.02	£54,032
Service Costs	£0.02	£51,473
Wider Role Activities	£0.01	£12,761
Total	£1.00	£2,225,914

¹ Cyclical and non components replacements £339,568; component replacements £250,540; reactive repairs £218,798.

Over the last 29 years the Association has borrowed money through loans from banks to allow us to improve the housing stock and build new homes. **At 31/03/20 the Association had outstanding loan balances to the value of £3,234,733.**

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 2019/2020.**

I hope you have found the information in my report informative and useful. The rest of our report relates to our performance against achieving the outcomes of the Scottish Social Housing Charter.

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

Thank you,
Victoria Phelps, Chairperson



During 2019/20 for every £1 of income received we spend:

- Property Maintenance
- Staffing
- Loan Interest & Capital Payments
- Overheads
- Other Costs
- Service Costs
- Wider Role Activities



2019/20 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.

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)² and with the other local Drumchapel housing providers (Drumcog)³ 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 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.



²The peer group we have used for comparison is SHN members which are urban RSLs with stock between 500 – 1000 properties

³Cernach 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).

The SHR also has an online tool which can be used to compare one landlord's results against the Scottish average and against other landlords.

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

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 2018/2019 vary from what was given in our 2018/2019 report. This is due to some landlords reviewing their results mid-year after the 2018/2019 report was produced. In addition the SHR revised the charter indicators in place from 1 April 2019. We highlight in this report where indicators have changed.

If you would like to be involved in setting Pineview's targets please contact Joyce or Isobel to discuss how you can get involved.



The customer/landlord relationship

What the Charter says:

1: Equalities

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

- 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 participate in and influence their landlord's decisions at a level they feel comfortable with.

The Pineview HA satisfaction results are from our 2020 tenant satisfaction survey. Research Resource were commissioned to carry out an independent satisfaction survey on our behalf and commenced face to face surveys in March 2020. The 2020 Covid19 restrictions were implemented one week into the survey, severely limiting the service and repair delivery that we could provide. Surveys were then carried out over the telephone. This is likely to have affected the results in respect of overall service and repairs, as these were the areas most affected by the restrictions. We will review these areas again as Covid19 restrictions are lifted and services can return to normal.

Our Service Results:

I.1 Percentage of tenants satisfied with the overall service provided by their landlord	2018/19 Results	2019/20 Results
Pineview HA	92.89% A 😊	87.11% A- 😞
SHN Average	92.84%	92.10%
DRUMCOG Average	93.96%	89.68%
Scottish Average	90.12%	89.19%

I.2 Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	2018/19 Results	2019/20 Results
Pineview HA	96.23% A 😊	97.33% A+ 😄
SHN Average	95.93%	96.19%
DRUMCOG Average	97.05%	96.41%
Scottish Average	91.60%	91.98%

I.5 Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	2018/19 Results	2019/20 Results
Pineview HA	97.49% A+ 😄	94.67% A 😊
SHN Average	91.78%	94.21%
DRUMCOG Average	95.87%	94.83%
Scottish Average	86.48%	87.21%



Putting People 1st



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.3 and I.4 Updated. 1st and 2nd stage complaints responded to in full, and average time in working days for a full response. (SPSO Timescales: 1st Stage: 5 days / 2nd Stage: 20 days)

Pineview Results	2018/19		2019/20	
	1st Stage	2nd Stage	1st Stage	2nd Stage
The percentage of all complaints responded to in full at Stage 1 & 2	100%	N/A	100%	N/A
The average time in working days for a full response at Stage 1 & 2	3.82 Days	N/A	3.08 Days	N/A

There were no second stage complaints during 2019/2020.

The 2019/2020 Scottish average for responding to 1st stage complaints in 2019/2020 was 4.81 days, longer than Pineview's average of 3.08 days. (This is an updated indicator and the figure was not previously reported).

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.

In 2019/2020 we received 26 complaints, 17 of which were upheld. Throughout the year we review the nature of the complaints we receive so that we can learn from them and improve our service. Detailed reports on complaints handling are issued through our quarterly newsletters and on our website.

What else we do:

During the year a range of training events have been delivered to staff, including, Roles, Responsibilities and Behaviours Framework, SPSO front line complaints resolution, equalities awareness and impact assessments, Hate Crime and Third Party Reporting.

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. All our documents, including policies, newsletters, information leaflets can be produced in various formats, for instance, in larger print or audio-format; and can also be translated into other languages, as appropriate.

We also have a hearing loop system in our office, and a portable system for home visits.

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

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) 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 (EESH) 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.



Our Service Results:

I.6 Percentage of stock meeting the SHQS at the end of the reporting year	2018/19 Pineview HA Target 100%	2019/20 Pineview HA Target 100%
Pineview HA	100.00% A+ 😊 T+	99.81% A+ 😊 T-
SHN Average	97.76%	98.13%
DRUMCOG Average	99.33%	99.45%
Scottish Average	93.74%	94.36%

I.8 Average length of time taken to complete emergency repairs	2018/19 Pineview HA Target 4 hrs	2019/20 Pineview HA Target 4hrs
Pineview HA	1.72 hrs A+ 😊 T+	1.83 hrs A+ 😊 T+
SHN Average	2.21 hrs	2.18 hrs
DRUMCOG Average	2.06 hrs	2.41 hrs
Scottish Average	3.65 hrs	3.64 hrs

I.9 Average length of time taken to complete non-emergency repairs	2018/19 Pineview HA Target 4 hrs	2019/20 Pineview HA Target 4 hrs
Pineview HA	2.65 Days A 😊 T+	2.52 Days A+ 😊 T+
SHN Average	3.61 Days	3.50 Days
DRUMCOG Average	2.53 Days	2.57 Days
Scottish Average	6.56 Days	6.42 Days

I.10 Percentage of reactive repairs carried out in the last year completed right first time	2018/19 Pineview HA Target > 95%	2019/20 Pineview HA Target > 95%
Pineview HA	96.13% A 😊 T+	97.37% A 😊 T+
SHN Average	93.88%	93.92%
DRUMCOG Average	96.71%	97.78%
Scottish Average	92.49%	92.36%

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.

I.12 Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	2018/19 Pineview HA Target > 98%	2019/20 Pineview HA Target > 98%
Pineview HA	95.03% A 😞 T-	98.21% A+ 😊 T+
SHN Average	94.72%	93.27%
DRUMCOG Average	95.69%	94.77%
Scottish Average	91.66%	90.83%

I.17 Percentage of tenants satisfied with the quality of their home	2018/19 Results	2019/20 Results
Pineview HA	93.72% A+ 😊	90.22% A+ 😊
SHN Average	90.56%	89.85%
DRUMCOG Average	89.36%	87.57%
Scottish Average	88.12%	87.15%

We also continued to keep our 100% gas servicing record fulfilling our statutory duty to complete gas safety checks during the year.



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 2019/2020 satisfaction in this indicator was 98.21%. 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 strive to achieve value for money by getting good quality at an affordable price as we know that just buying cheaply can be counterproductive. Tenant feedback is invaluable for feeding into future works and continuously trying to improve.

There were 32 tenants moved into new homes during 2019/2020. Of these, 30 tenants took part in a satisfaction survey. Of the 30 who took part, 29 were satisfied with only one advising they were dissatisfied with the style of décor in the property. 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 2020 tenant satisfaction survey about their satisfaction with the quality of their home, only 5 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 69 anti-social behaviour complaints. Two of the complaints were received in late March 2020 and resolved at the start of April 2020 within our timescales. Our performance in this area is better than the Scottish average 94.11%.

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 neighbourhood.

We continue to work with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour complaints reported to us. Please continue to let us know if you are experiencing any anti-social

Our Service Results:

I.13. Updated. Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	2018/19 Results	2019/20 Results
Pineview HA	96.65% A+ 😊	92.89% A+ 😊
SHN Average	91.77%	90.28%
DRUMCOG Average	95.07%	91.69%
Scottish Average	87.77%	87.40%

I.15. Updated. Percentage of anti-social behaviour cases reported in the last year which were resolved	2018/19 Pinview HA Target 100%	2019/20 Pineview HA Target 100%
Pineview HA	100.00% A+ 😊 T+	97.10% A 😊 T-
SHN Average	95.12%	97.94%
DRUMCOG Average	97.65%	99.42%
Scottish Average	87.86%	94.11%

behaviour concerns and we will do our very best to assist where we can or to advise on the assistance available from other agencies.

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 2019/2020 we had to initiate court action against 21 tenants and 8 decrees for recovery were granted. No evictions required to be carried out.



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 on their prospects of being housed

11: Tenancy sustainment

Social landlords ensure that:

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



Our Service Results:

2019/2020 Self-Contained Stock Profile

Property Size	Property Type				Total Properties
	House	4 in a Block	Tenement	Flat	
2 Apt		42	59	4	105
3 Apt	129	19	89	5	242
4 Apt	129	1		2	132
5+	54				54
Grand Total	312	62	148	11	533

The Association also owns and manages one House of Multiple Occupancy unit (HMO), where four residents live with 24 hour support

I.14 Percentage of tenancy offers refused during the year	2018/19 Results	2019/20 Results
Pineview HA	0.00% A+ 😊	3.57% A+ 😊
SHN Average	27.20%	26.05%
DRUMCOG Average	15.28%	14.44%
Scottish Average	36.32%	34.20%

I.16 Percentage of new tenancies sustained for more than a year	2018/19 Pineview HA Target > 90%	2019/20 Pineview HA Target > 90%
Pineview HA	89.74% A 😊 T-	93.33% A+ 😊 T+
SHN Average	92.80%	92.36%
DRUMCOG Average	95.11%	90.72%
Scottish Average	88.82%	89.14%

I.17 Percentage of lettable houses that became vacant in the last year	2018/19 Pineview HA < 6%	2019/20 Pineview HA < 6%
Pineview HA	5.08% T+	5.07% T+
SHN Average	6.49%	6.78%
DRUMCOG Average	6.47%	6.85%
Scottish Average	8.56%	8.42%

I.23 New % of referrals under section 5, and other referrals for homeless households made by a local authority	2018/19 Pineview HA Results			2019/20 Pineview HA Results		
	% referrals resulting in offer	% offers resulting in a let	% referrals resulting in a let	% referrals resulting in offer	% offers resulting in a let	% referrals resulting in a let
Pineview HA				77.78%	76.19%	59.26%
SHN Average	N/A			59.55%	78.22%	46.58%
DRUMCOG Average	N/A			57.10%	85.78%	48.64%
Scottish Average	N/A			54.38%	74.07%	40.28%

I.30 Updated. Average length of time taken to re-let properties in the last year	2018/19 Pineview HA Target < 3 Days	2019/20 Pineview HA Target < 3 Days
Pineview HA	3.26 Days A+ 😊 T-	3.19 Days A+ 😊 T-
SHN Average	13.04 Days	12.23 Days
DRUMCOG Average	15.90 Days	10.80 Days
Scottish Average	31.90 Days	31.80 Days

I.19 New. i) % of approved applications for medical adaptations completed ii) Number of households currently waiting for adaptations to their home	2018/2019 Pineview HA Results A+		2019/20 Pineview HA Results A	
	% of adaptations completed	Number of households awaiting adaptations	% of adaptations completed	Number of households awaiting adaptations
Pineview HA	100.00%	N/A	91.67%	1
SHN Average	85.68%	N/A	86.76%	3
DRUMCOG Average	95.96%	N/A	96.80%	1
Scottish Average	84.73%	N/A	83.76%	20

I.20 New. Average cost of adaptations completed in the year	N/A	2019/20 Pineview HA Result
Pineview HA		£1,486
SHN Average		£1,687
DRUMCOG Average		£1,694
Scottish Average		£1,511

I.21 Updated. The average time to complete adaptations (working days)	2018/19 Pineview HA Target < 30 Days	2019/20 Pineview HA Target < 30 Days
Pineview HA	12.75 Days A+ 😊 T+	22.14 Days A+ 😊 T+
SHN Average	51.09 Days	37.39 Days
DRUMCOG Average	22.10 Days	26.68 Days
Scottish Average	49.42 Days	41.50 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 through Glasgow City Council. 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.

2019/2020 saw the introduction of a Common Allocation Policy which was developed in partnership with other local housing providers (Cernach HA, Kendoon HA and Kingsridge Cleddans HA). The policy sets out an agreed, common approach that we will use to allocate homes that become available for let.

During 2020 we launched our online application form to make it easier for people to apply for rehousing following Covid-19 restrictions which resulted in the office closure.

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

What the Charter says:

13: Value for Money

Social landlords manage all aspects of their business so that:

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

14 and 15: Rents and service charges

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

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



Our Service Results:

I.18. Percentage of rent due lost through properties being empty during the last year	2018/19	2019/20
Pineview HA	0.04% A+ 😊 T+	0.04% A+ 😊 T+
SHN Average	0.24%	0.26%
DRUMCOG Average	0.28%	0.19%
Scottish Average	0.88%	0.92%

I.25. Percentage of tenants who feel that the rent for their property represents good value for money	2018/19 Results	2019/20 Results
Pineview HA	94.14% A+ 😊	89.33% A+ 😊
SHN Average	87.38%	87.79%
DRUMCOG Average	89.19%	85.11%
Scottish Average	83.21%	83.56%

I.26 Updated. Rent collected as percentage of total rent due in the reporting year	2018/19	2019/20
Pineview HA	98.84% A- 😞 T-	98.65% A- 😞 T-
SHN Average	99.44%	99.22%
DRUMCOG Average	99.48%	98.93%
Scottish Average	99.10%	99.30%

I.27 Updated. Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2018/19	2019/20
Pineview HA	3.46% A+ 😊 T-	3.77% A+ 😊 T-
SHN Average	3.93%	4.40%
DRUMCOG Average	3.99%	4.82%
Scottish Average	5.66%	5.81%

Pineview's rent increase for April 2020 was 1.49%, compared to the Scottish average of 2.49%. For April 2019 these figures were 2.36% for Pineview, compared to the Scottish average of 2.97%.

Average Weekly Rents	2018-2019 Results				2019-2020 Results			
	Pineview HA	SHN	DRUMCOG	Scottish Average	Pineview HA	SHN	DRUMCOG	Scottish Average
1 Apt	N/A	£52.11	£43.39	£ 70.22	N/A	£53.06	£43.39	£ 73.41
2 Apt	£ 64.23	£69.15	£ 67.72	£ 76.10	£ 65.81	£70.88	£ 69.53	£ 78.02
3 Apt	£ 74.23	£77.26	£ 75.19	£ 77.70	£ 76.04	£79.23	£ 76.84	£ 80.11
4 Apt	£ 83.65	£86.78	£ 87.40	£ 84.44	£ 85.65	£89.11	£ 89.19	£ 87.09
5+ Apt	£ 92.02	£95.84	£ 94.55	£ 93.47	£ 94.23	£97.54	£ 95.39	£ 96.09
Total	£ 76.40	£77.89	£ 77.99	£ 79.08	£ 78.25	£79.83	£ 79.62	£ 81.47



i.28. Average annual management fee per factored property	2018/19 Results	2019/20 Results
Pineview HA	£106.69	£109.21
SHN Average	£88.72	£92.47
DRUMCOG Average	£88.05	£89.22
Scottish Average	£93.67	£101.64

i.29. Percentage of owners satisfied with the factoring service	2018/19 Results	2019/20 Results
Pineview HA	91.67% A+ 😊	77.78% A 😞
SHN Average	75.27%	76.17%
DRUMCOG Average	90.08%	78.18%
Scottish Average	67.04%	66.84%

What else we do:

The Association is keen to ensure that the rents we charge represent value for money to our tenants. Our 2020 tenant satisfaction survey results show 89.33% of tenants thought that their rent represented good value for money (4% gave a neutral response and only 7% thought the value for money was poor). This result compares very well to the Scottish average of 83.56%.

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

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.

During 2020 and following extensive consultation, we implemented a new rent charging structure. The new structure ensures 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.

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 and Customer Forum and with tenants through our newsletter on the content of the Annual Report. We would be keen for more tenants, residents and customers to be actively involved in deciding the focus and scope of the report as well as the design. To do this we need you to get involved or 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?

- Did you like the design of the report?
- Did you get the information you needed from the report?
- Have we missed anything – what else would you like to see in the report?
- What are we getting right and what would you like us to change about the report?

To let us know your views:

- Complete an online survey at <https://www.pineview.org.uk/customer-consultation/>
- email: mail@pineview.org.uk
- Text: 0741 834 7038
- Call office on 0141 944 3891 and speak to a member of staff

Our management Committee, Resident and Customer Forum and staff will continue to assess how we present information to our residents and customers. If you would like to be involved or simply want to give your views, please just contact Joyce or Isobel at our office.

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



Putting People 1st





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Registered Property Factor PF000151

