

Pineview

Autumn 2020 news

Pineview...
Housing Association Ltd

Pineview Housing Association would again like to say a huge **THANK YOU** to all the key workers in our local and wider community. We know that there are many, many key workers who are working to help the rest of us stay safe at home and safe when we need to go out. Every single one of our key workers are very much appreciated, whether you be NHS staff, care workers, shop staff, transport workers, bin-collectors, cleaners, post office workers or emergency services **THANK YOU**.



Contacting Us:

Following the office closure, staff continue to work our standard hours by working from home where suitable. If you need advice or assistance from us during this time please use our website contact form or e-mail us through mail@pineview.org.uk and we will be in touch.

If you do not have access to our website or do not have access to e-mail, please telephone our main office number (0141 944 3891) and your call will be diverted to a staff member to answer. If we are busy on the phone, please leave a message giving your name, address, contact number and some brief details and someone will call you back.

We also have a text messaging service, you can contact us by texting 0741 834 7038. Please remember to give us your name, address and mobile number to text or phone you back on.

If your contact relates to a data protection matter, please contact our DPO on 07575 838625.

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Office Opening Hours

Our standard office opening hours are:

Monday - Thursday

9.00am until 5.00pm

Friday 9.00am - 4.00pm

We can arrange appointments for customers out with these times if required.

Please contact us on 0141 944 3891 if you require alternative arrangements.

Please Note:
The office is currently closed to the public due to Covid-19

Pineview
Housing Association Ltd

Emergency Repairs

For emergency repairs, (fire, flood, break-in, broken windows) call City Building on **0800 595 595**

For heating or hot water emergencies:

- Residents at Grogarry Road, Summerhill Road, 1 to 7 Backmuir Road, 16 to 38 Springside Place (even numbers), call **Gas Sure** on **01294 468 113**
- All other residents contact City Building on 0800 595 595

Pineview Housing Association and Coronavirus

Director's Update



All the staff and committee of Pineview hope that all our tenants, residents and customers are keeping safe and well. The Coronavirus is still here, with infection rates rising, and some increased restrictions have been introduced across Scotland and some specifically in Glasgow and surrounding areas. We would ask that everyone keep updated on the latest Scottish Government guidance to keep yourself, your family and everyone as safe as possible. The Scottish Government website has lots of useful information, as does the Health Protection Scotland website:

<https://www.gov.scot/collections/coronavirus-covid-19-guidance/>
<https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/#title-container>

Test and Protect

Test and Protect is Scotland's approach to preventing the spread of coronavirus in the community. It is Scotland's way of putting into practice the test, trace, isolate, support strategy. The aim of Test and Protect is to prevent the spread of coronavirus in the community by:

- identifying cases of coronavirus through testing
- tracing the people who may have become infected by spending time in close contact with them
- supporting those close contacts to self-isolate, so that if they have the disease they are less likely to transmit it to others

This will allow the Scottish Government to gradually change the restrictions that help to suppress the virus, and instead to contain it so that society and the economy can avoid a return to lockdown. You can find out more information at the following website:

<https://www.nhsinform.scot/campaigns/test-and-protect>

There is also an App that the Scottish Government is encouraging everyone to use. **The Protect Scotland App** from NHS Scotland's Test and Protect is a free, mobile phone app designed to help us protect each other, reduce the spread of coronavirus and avoid further lockdowns.

The app will alert you if you have been in close contact with another app user who tests positive for coronavirus. And if you test positive, it can help in determining contacts that you may have otherwise missed while keeping your information private and anonymous.

Using the Protect Scotland app, along with sticking to current public health measures, is intended to help us to stay safe when we meet up, socialise, work or travel.

As we see the rate of infection start to rise, the Scottish Government believes that it is important that we all download and use the Protect Scotland app to help stop the spread of coronavirus.

You can find more details about the App at - <https://protect.scot/>

Tenant, Resident and Customer Contact

Thank you to all our tenants, residents and customers who are regularly keeping in touch with the Association through telephone, e-mail, text and video meetings. It is really import for us to keep this communication going. Due to personal circumstances, many of our tenants have been shielding at home and this can be lonely, and so having a familiar person to have a chat with has been greatly appreciated by many – please let us know if we can help you.

We know that over the last six months we have helped

many of our tenants but we are still here to do more and want everyone to know that we are here if you need us. Please make sure that we have your up to date contact details – telephone, mobile, e-mail. If you would like any help or assistance from our staff team, please just contact us in the usual way by telephone, text, email, Facebook or our website and we will try to help.

We are trying to keep working as “normally” as possible but obviously the government restrictions are having an impact and we cannot do everything we would normally do or do it the same way. Hopefully the range of articles within this newsletter will provide you with a good update. Please remember that our website is also being updated and we would ask that you use this for the latest information on our services and how to contact us.

Office Closure, Staff Working Arrangements and Contact Details

Amongst other things, the Scottish Government update of 10th September advised that non-essential offices were to remain closed.

<https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making-scotlands-route-map-through-out-crisis-phase-3-update/>

As Pineview falls within this category, our office remains closed. The Scottish Government will review this position again on 1 October 2020 – we will keep our website updated with any developments.

This does not mean that our work is non-essential, obviously being available to help and assist tenants, residents and customers is essential. However, it is not essential that our office is open to allow us to do this.

Our estate caretaking team, Stuart and James, are still out and about doing estate work, and members of our housing services team (Blair, Linda, Murray and Janie)

are still out visiting our areas to undertake estate management work and common repair inspections etc. Our staff have various personal protective equipment materials to use to keep themselves and others safe. We would ask that all tenants, residents and customers help with this by wearing face coverings and keeping the two meter distance between them and any staff if they are speaking in person to staff when they are out and about.

Although our normally office based staff are not at the office all the time, and cannot open to the public, our staff team are still working our standard hours. In line with the Scottish Government guidance, where possible our office based staff are currently working from home, and have resources to deal with any customer queries by e-mail, text, phone and online meetings. The team are still working very hard to try and keep everything as “normal” as possible.

E-Mail and Online Contact

If you need advice or assistance from us during this time please use our website contact form or e-mail us through mail@pineview.org.uk and we will be in touch. We also have software that allows us to invite tenants, residents and customers to online meetings – all we need is an e-mail address to send you an invite – please let us know if you would like such a meeting.

Text

If you would like to text us a message please do so using the number 07418347038. Please remember to give us your name, address and mobile number to text or phone you back on.

Telephone Contact

If you do not have access to our website or do not have access to e-mail, please telephone our main office number (0141 944 3891) and your call will be diverted to a staff member to answer. If we are busy on the phone, please leave a message giving your name, address, contact number and some brief details and someone will call you back. If your contact relates to a data protection matter, please contact our DPO on 07575 838625.

Emergency Contact

If your contact relates to an emergency repair out with our normal working hours (Mon – Thurs 9.00am to 5.00pm, Fri 9.00am – 4.00pm), please contact City Building on 0800 595 595.

Management Committee

In order to keep Pineview operating and to meet all our governance, financial and regulatory requirements, our Management Committee has had to adapt. From April 2020 the Management Committee have been holding their monthly meetings using Microsoft Teams, and will continue with this method until such times as government gathering restrictions are amended, and circumstances are such that they allow us to safely hold physical meetings.

The Management Committee are working hard to make sure the Association is providing what services it can and to make sure that business continues as much as possible during the restrictions. The staff are providing the Management Committee with a specific Covid19 update report each month to allow committee assurance. The Management Committee also brought forward internal audit work on our response to Covid19 to allow them to have further assurance and to identify any learning and improvement.

Customer and Resident Forum

Due to the meeting restrictions, our Customer and Resident Forum has not been able to hold its normal monthly meetings in our office. Our Housing Services Manager, Karen Byrne, is looking to try to get Forum members engaged through online meetings. The work of the Forum is essential to the Association and we want to develop systems that still allow the effective involvement and engagement of Forum members.

If you would be interested in getting involved with the Forum please contact Karen:

(k.byrne@pineview.org.uk - 0141 944 5297) and she will arrange to follow this up.

Moving Forward – Following the Scottish Government Route Map

Pineview carefully considers the Scottish Government Route Map and all its updates as they are released. This helps us to plan for adjusting our service provision and to ensure that what we do is within the guidelines and is undertaken in such a way as to maximise safety, reduce risk and provide service. There will be no quick return to the old “normal”, as restrictions on gatherings and requirements for physical distancing will remain for some considerable time.

Although there are still restrictions, with appropriate risk assessments and safe working procedures, we are increasing the amount of work we can do. This includes:

- repairs no longer being restricted to emergency only repairs – if you have any outstanding repairs please let us know and we will arrange for these to be dealt with if it is safe to do so.
- external cyclical work, such as painting, grass cutting, fence repairs, drainage works etc. going ahead, with many already complete.
- preparations being made for the 2020/21 kitchen and boiler replacement programmes.
- fire safety works and electrical checks restarting.

In undertaking works we need to fully consider the safety of everyone involved - tenants, customers, staff, contractors, and other agencies with whom we work etc. We have been working hard to find safe and workable solutions.

Staff Personal Matters

Our staff team are working as best they can within the restrictions to deliver for our tenants, residents and customers. Like everyone in society, our staff members are also dealing with personal matters and difficulties during these times, and are doing a fantastic job keeping things going. If we are able to do

something, or are asking you to do something, we are doing so for the wellbeing of everyone.

We really want to thank everyone for your understanding during these times, we know it is frustrating. And an additional thank you to all the tenants, residents and customers who have taken time to contact us to thank the staff team for the work they have been doing - this really does mean an awful lot to us.

Please remember we are here for you and would encourage you to contact us if you are struggling, need support or would simply like to have a chat with someone - we are here to listen and help.

Concerns About Service Delivery

Our commitment to service delivery standards has not changed and we would encourage anyone who is not happy with our services and how we are delivering them, to let us know.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us so we can learn from it. Similarly if you think we do something really well please tell us so we can keep doing it.

Our website has more information on our Customer Complaints Procedure and you can use the online form to submit your complaint. Alternatively please contact us on 0141 944 3891 or mail@pineview.org.uk to let us know your concerns.

Take care and keep safe.
Joyce Orr, Director

Kendoon Transfer Proposal Update

As advised previously, Pineview was selected in March 2020 as the preferred partner in the Kendoon transfer of engagements (ToE) process. We have advised Pineview tenants through direct communications, our newsletters and our website, that we see this as a very positive step within the Drumchapel community.

The tenants of Kendoon have been let down for a number of years by their landlord. The majority of Kendoon tenants have had rent charges well above the Scottish average and have had little cyclical maintenance or planned renewal works undertaken to their homes. Kendoon Housing Association has not been effectively managed and has had some serious governance failings. Pineview believes that it can give a much better service to the tenants of Kendoon both now and into the future, and as such we submitted a proposal for the Kendoon tenants to consider.

The latest update is that the ToE joint business case has now been submitted to the Scottish Housing Regulator (SHR) for consideration. Following a review by the SHR, Kendoon will then be in a position to start the formal consultation with Kendoon tenants. Pineview will also post the consultation information on our website.

If the Kendoon tenants vote YES to transfer to Pineview, this is likely to take place either later this calendar year or early next. The existing Pineview tenants will also benefit from the transfer with the increased size and strength of Pineview allowing economies of scale and administrative savings, whilst increasing our staff team size and allowing more resources to be dedicated to continually improving services.

The Kendoon tenants will decide through a statutory ballot process if they want to join Pineview. Whilst there is no statutory requirement for Pineview tenants to be involved in the consultation process, Pineview would still like to hear our tenants' views - a transfer of engagements is a considerable business decision that will grow the Pineview community - it is very important to us to understand our tenants and residents thoughts.

There is more information about the proposed transfer on our website and any members or tenants who wants to know more can also contact our Director, Joyce, for more information by phone, e-mail or through a remote meeting. Joyce's contact details are below:

Telephone: 0141 944 9873 (if there is no answer please leave a message and your contact number and Joyce will call you back) Website: complete a contact form on our website <https://www.pineview.org.uk/contact-us/> E-mail: j.orr@pineview.org.uk

Our Mission:

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

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

Pineview Core Values, Objective and Behaviours are agreed as being intrinsic to everything we do:

Our Values:

We will be:

- Honest and transparent
- Fair and adaptable
- Polite and approachable
- Positive and considerate
- Knowledgeable and listening

Our Objectives:

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

Our Behaviours:

1. Communicating in an honest, open and transparent way: imparts accurate information (both verbal and written) and is receptive to other peoples' opinions. Shares information with colleagues, tenants and stakeholders.
2. Embracing Change: being open to and engaging with new ideas and ways of working. Responding positively and creatively to changing demands.
3. Building great relationships: working co-operatively with colleagues, tenants and the communities that we serve.
4. Acting with courtesy and consideration: promotes equality and a culture of inclusiveness. Does not discriminate against others.
5. Valuing everyone's Contribution: building collaborative teams that focus on collective aims. Developing individual capability through effective learning and development.
6. Delivering excellent service: delivering excellent service consistently and taking personal responsibility for getting things done.
7. Engaging with customers: willing and able to understand and meet the needs of all our customers and stakeholders and provide the best quality service to them.

Consultation Corner

Resident & Customer Forum

The Association has an active Resident and Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office, however, these meetings are currently on hold due to Covid19 gathering restrictions. We are reviewing alternative arrangements with the Forum of how to maintain communication during these restricted times.

Our 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 are a great group of local people who would welcome anyone wanting to get involved.

The Forum is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions it has are then notified to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

If you are interested in getting involved please do not hesitate to contact our Housing Services Manager, Karen for more details.

Also, if you have any suggestions for other ways in which you would like to become involved or any topics / service areas you would like the Forum to look at please let us know.

How to Get Involved with Your Association

There are a number of ways for you to get involved in the work of the Association, the four main ways being:

- **Joining the Management Committee**
- **Joining the Resident & Customer Forum**
- **Adding your details to our Consultation Register**
- **Contacting us at the office when you want to know more**

We are always looking for ways to have more residents and customers involvement, if you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know. We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

You can contact the Association or keep updated with our news in a number of ways:
Telephone: 0141 944 3891
E-mail: mail@pineview.org.uk
Website: www.pineview.org.uk

Business Plan

The Association's business plan is continually updated and is available on our website.

The business plan is a "live" document and is the focus of the Association's work. Various elements of performance against the business plan is reported to and considered by the Management Committee each month. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, which are detailed within the reporting calendar of the business plan.

If you would like to know more about our business plan and/or our planning a reporting systems, please contact our Director, Joyce for more details.

Annual Gas Safety Checks

During the ongoing Covid-19 crisis, the Association is still required by law to continue to carry out an annual gas safety check to all properties. Whilst we appreciate that the current climate remains uncertain, we must ensure the safety of your household and those around you by ensuring that your safety check is carried out within a 12 month timeframe.

We have additional precautionary measures in place to ensure the safety of your household and our contractor when carrying out the safety check. This includes the engineer wearing full Personal Protective Equipment in the appropriate circumstances.

Our contractor, City Building, are now booking in appointments and contacting tenants to advise them of the date and time. Housing Services staff are then following up on this to ensure that the appointment date and time is suitable, and that there are no issues relating to Covid-19 at the property. The gas safety check should be completed within 30 minutes of the engineer entering your property.

As always, we would like to thank our tenants and customers who have allowed access to their property for the gas safety check to be carried out. This has ensured that we have remained compliant with Health & Safety Legislation.

Should you have any queries or concerns please contact the office on 0141 944 3891 or e-mail: mail@pineview.org.uk and a member of our team will respond.

PLEASE NOTE: As long as you have credit in both your gas and electricity meter, the engineer will be able to carry out the safety check. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to ensure that your home and neighbouring households remain safe.

Smoke Alarms & CO Alarms (Carbon Monoxide):

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

SMOKE ALARMS & CO ALARMS SAVE LIVES:

please help protect your family and home by testing weekly.



Welfare Advice

This is a reminder that we are still offering appointments with our Welfare Benefit Officer (WBO) to discuss your financial circumstances. These appointments are being held each Friday morning and are now being conducted over the telephone. This is a free service which is offered to all of our customers.

The WBO can assist you with any problems relating to housing benefit or universal credit; carry out a full benefit health check to establish whether you may be entitled to any other benefit assistance, as well as help with a variety of other financial matters.

Should a Friday morning telephone appointment be unsuitable, you can contact **Drumchapel Citizens Advice Bureau on 0141 944 2612** and seek advice from them directly. Alternatively, you can contact our office and a member of staff will pass your details on to Citizens Advice for someone to call you back.

This has proven to be an invaluable service, which could benefit you financially and maximise your income. Many of our tenants and residents have already used this service, and many have reported an increase to their income and/or benefits that they were not aware they were entitled to previously.





Legionella – Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.

Planned Maintenance Updates

2020 and 2021 Cyclical and Planned Maintenance Programme

Due to Covid 19 restrictions the Association had to postpone many of our 2020 cyclical and planned maintenance programmes of work.

We have now restarted and completed the majority of the postponed projects. We are now looking to carry out our delayed programme of works for 2020/21. We will advise residents as soon as we are able to with anticipated start dates for these projects.

Please also accept our sincere apologies for the delay and any inconvenience caused out with our control and thank you for your continued patience during this unprecedented period. We will be in touch just as soon as we can.

If you require any further information at this stage, please do not hesitate to contact us.

Outdoor Works

With the recent easing of the Covid 19 restrictions this has allowed us to catch up with the backlog of outdoor work that had built up during lockdown. Our continued priority consideration will be to ensure safe working practices for our residents, contractors and staff taking into account government advice. If you would like any further information about these matters please contact us.

Electrical Testing

The Association would normally carry out an Electrical Installation Condition Inspection in all our tenants' homes every 5 years. Due to the Covid 19 outbreak and contractor availability these tests had to be suspended".

We are now resuming these inspections and staff will be in contact to advise you when your home is due for an inspection.

It is important that when we do so you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.

Rent Payments

We are aware that a number of our tenants prefer to pay their rent by cash and that this payment option is currently not possible. As we are unsure when the office will re-open, you can consider using these other easy methods of payment:

- Allpay App (The app is available to download from the Apple App Store and Google Play enabling you to pay your rent from an Apple or Android device)
- Callpay (Using a Debit Card by phoning the office)
- Pay point (At any outlet that has pay point, using your rent payment card)
- Post Office (At any post offices)
- Direct Debit (By contacting the office to set up direct debit)
- Standing Order (By contacting the office for a standing order form to complete and send to your bank)
- Online at www.allpay.net
- By phoning Allpay on 0844 557 8321

If you do not have an Allpay payment card, please contact the office on 0141 944 3891. A member of staff will order this for you and arrange for it to be sent to your home. Alternatively you can e-mail mail@pineview.org.uk or text 07418347038.

Due to the coronavirus we appreciate there could be some difficulty in making rent payments.

We are here to support you during this time and our experienced Housing Services Team are available during usual office hours to discuss your circumstances.

It is important that you contact us early enough to allow us to help you access the help and support available. Please take a look at our debt and welfare advice articles for further information.



Changes to Universal Credit due to Covid-19

Depending on your household income, you may be eligible to claim Universal Credit (UC). Universal Credit is a means tested benefit that takes into account your household income. The standard applicable amount for Universal Credit has been increased by £86.67 per month from 6 April 2020 for a period of one year.

How to Claim Universal Credit

To find out more about Universal Credit, check your eligibility or claim online, visit the Government website www.gov.uk/universalcredit/eligibility. If you don't have online access, you can phone 0800 328 5644 and choose option 2. When you make an online application for Universal Credit you will be asked to verify your ID. If you have never done this before, the Government use websites such as the Post Office. If you cannot access these, as the demand has increased recently, don't worry! Just select the option to verify at your appointment.

Jobcentre staff will call you and ask you for documents. If you do not have these, they should ask you simple questions to verify who you are. Like most other employees the Jobcentre staff are not meeting people face to face. Therefore, you may find that this will increase the number of telephone calls, emails or journal requests you receive from them.

Advance Payment

When you have made your claim for Universal Credit and have verified your identity, you can ask for a benefit in advance payment up to 100% of your entitlement. This payment is an interest free loan provided by the Department of Work and Pensions (DWP) that you will have to pay back at 30% of your initial payment and then the remainder over the next 11 months. It is important to remember that this payment is a loan. Use it for essentials such as to help with your bills such as rent, council tax, childcare, food and fuel.

External Agencies

There are various external agencies and schemes available which may be able to assist you and maximise your income:

- **The Scottish Welfare Fund** is a discretionary scheme administered by local authorities. A discretionary scheme means it provides grants that do not have to be repaid and provides a better service to vulnerable members of the local community. There are two types of grants available: crisis grants and community care grants. Both can be applied for online at <https://www.glasgow.gov.uk/swf>

Should you require assistance with completing the form or you do not have online access, please advise us of this and we can assist you further.

- You may be able to seek advice from the **Department for Work and Pensions (DWP)**. Depending on your circumstances, DWP may pay a short term benefit advance, hardship payments, budgeting loan, sure start maternity payment or assistance with funeral costs.
- **Drumchapel Citizens Advice Bureau** can offer advice and assistance for all manner of debt and/or benefit advice. You can contact them directly on 0141 944 2612 or we can arrange a telephone appointment on your behalf.
- **Drumchapel Food Bank** provide an invaluable service to those within the community who are facing financial hardship. They can be contacted on 0141 944 3335.
- If you are having difficulties maintaining credit agreements such as bank loans, overdrafts, credit card re-payments or hire purchase costs, please **contact your bank or loan provider**. They may be able to offer you a payment holiday or reduce your payments for a short period of time.

Have you lost your job and are looking for work?

You may be able to claim Income Related Jobseekers allowance, Contribution Based Jobseekers allowance, new style Jobseekers Allowance or you can claim Universal Credit as a jobseeker. You must be looking for work and fit for work to claim Jobseekers Allowance. You can only claim Income related jobseekers' allowance if you receive a severe disability premium or have received the severe disability premium within the last month. To make a claim for Jobseekers allowance visit: <https://www.gov.uk/jobseekers-allowance/how-toclaim> or call 0800 055 6688.

Entitlement to contribution-based Jobseekers Allowance & New style Jobseekers Allowance (Paid with UC) is based on your national insurance record contributions, you must have been employed or Self-employed in the last 2 to 3 years. You'll also need to meet National Insurance conditions for the last 2 complete tax years before you claim: in 2020 these years are 2017/18 and 2018/19. To meet the National Insurance conditions, you'll need to have either paid enough National Insurance:

- in both of the last 2 tax years
- in 1 of the last 2 tax years and been credited with enough National Insurance contributions in the other tax year

You can get contribution-based JSA for up to 182 days (about 6 months). After this you can talk to your work coach about your options.

Claims for Universal Credit have to be made online at: <https://www.gov.uk/apply-universal-credit>. If you are not able to make a claim online please contact the Universal Credit helpline on 0800 328 5644.

Fire Safety Checklist



COVID-19 Home Fire Safety Checklist

With all of us spending more time at home due to Covid-19, there can be an increased risk of fire.

Here are some steps to help you stay safe in these challenging times:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, smoke outside, at an open external door or window and never while under the influence. Always use an appropriate ashtray.

- Using a laptop? Make sure it's placed on a hard surface to prevent overheating.
- Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time, it is important that flammable items like cardboard or paper are safely stored.

At night when you go to bed:

- Ensure white goods such as washing machine, tumble dryer and dishwashers are switched off and are never used while sleeping or out.
- Switch off all electrical appliances not designed to be left on overnight.
- Don't leave chargeable items like phones and tablets charging overnight.
- Keep mobility aids and any methods of calling for help accessible for a cared for person.
- Before going to bed, check that all cigarettes and candles are extinguished.
- Make sure that main door keys are accessible and in a safe place.
- Close all the internal doors before going to bed.

And finally:

- Make sure that you have working smoke alarms. Test them once per week.

Glasgow Sheriff Court – Update

Under the Government restrictions, the Sheriff Court has been closed for business for several months. Glasgow Sheriff Court is where any arrears cases are taken for legal action. Any cases already in the system at court have been sisted or held back due the legislative changes around the Covid 19 pandemic.

Government restrictions have now been relaxed to allow courts to resume business. Any cases which are due for legal action will resume and any new cases can now be referred. In light of this, Pineview Housing would like to remind everyone of the importance of engaging with us over any concerns about your rent or arrears. Court action is a last resort. We can and will do everything we can to assist you and ensure that you have been given full proper advice and guidance on welfare benefits and any debt problems which you may be experiencing due to issues with your income. You can call us on 0141 944 3891 to speak in confidence to a member of staff who will be happy to assist you.

Please help us to help you – contact us now.

Ground maintenance and grass cutting

Our grounds maintenance contractor, Idverde, have been on site for the last few weeks carrying out grass cutting as well as ground maintenance works. We are pleased to report that the work is progressing well, and Idverde are currently in the process of catching up on the work that was missed earlier in the year due to Covid restrictions and logistical issues.

We would like to remind all tenants that in order for the contractor to effectively carry out their tasks, all communal areas of grass and eligible gardens must be clear of any bulk, household, garden items and dog foul.

Please note that all work Idverde carry out throughout the estate will be in line with the recent changes in Covid 19 guidance issued by the Scottish Government.

We would therefore ask that all tenants continue to adhere to the current 2 meters social distancing measures in place and please do not approach the contractor whilst they are on site. If you have any queries regarding the work that Idverde are carrying out then please do not hesitate to get in contact with a member of the Housing Services Team on 0141 944 3891 who will be happy to assist you. Alternatively, you can also send in any queries to email to mail@pineview.org.uk.

Housing Applications and Letting our Properties under Covid 19 Regulations

Housing Applications

We are still accepting and processing applications for housing. We have now introduced an online application for which can be completed on our website at www.pineview.org.uk.

If you wish to discuss your application please phone the office on 0141 944 3891 to speak to a member of Housing Services Team. Alternatively you can email your enquiry to mail@pineview.org.uk

Letting our Properties

For understandable reasons, to date we have had a very small number of void properties available to let compared to past years. We have been letting these properties on a temporary basis during the Covid 19 crisis to Glasgow City Council for emergency circumstances. We are currently reviewing and setting up procedures to enable us to also let void properties from our Housing List in the near future, subject to Covid 19 guidance and restrictions. We will keep you up to date on our progress.

We will continue to let suitable void properties on a temporary basis during the Covid 19 crisis to Glasgow City Council for emergency circumstances. This will ensure that any empty properties we may receive during this time are occupied and therefore do not become a potential target for vandalism.



Repairs and Maintenance

On the 23rd March 2020, due to Covid 19 restrictions and government guidance, Pineview had to reduce our repair service to emergency only repairs. In line with the relaxation of restrictions, we have gradually been able to increase the level of services that we are providing and we are pleased to advise that a full reactive repairs service is now available.

We are now also making arrangements with our contractors to carry out our 2020/21 planned maintenance programme which includes kitchen, boiler and door replacements. We will keep residents advised as to when the work is due to start.

If you have any repairs issues please contact the office on 0141 944 3891.

Estate Caretaker Team Update

Pineview's Estate Caretaker Team (ECT) continue to be back on site carrying out their usual jobs on the estate. Due to the long period they were not on site, there is a lot of catching up to be done.

The close cleaning is now back in place, and after a deep clean of all the closes, the caretakers will ensure that the closes are kept to a high standard. The ECT will continue to monitor the estate and respond to issues such as bulk and fly-tipping as and when these arise.

We will continue to have the ECT using PPE and ensuring that social distance measures are adhered to. We would like to remind all tenants, residents and customers that should you see the caretakers within the estate, please ensure that you keep to a safe distance of 2 metres as per Government guidelines.



Snap Shot Tenant Satisfaction Survey

We have asked an independent company called Research Resource to carry out a short snap shot survey to find out your views on the service you receive from Pineview Housing Association and also the support received during the Covid 19 crisis.

It is important to us to know what you think so we can keep doing the things that work well and change the things that do not.

Research Resource will carry out telephone interviews during October 2020 which will take about 5-10 minutes to complete.

Not everyone will be contacted as a representative

sample across different property types and development phases will be taken by Research Resource.

Your answers will remain totally confidential and anonymous. No one at Pineview will know your individual answers without your permission.

Taking part is completely voluntary but we hope you will please take the time to take part if contacted by Research Resource.

If you have any concerns or if you do not wish to take part in the survey please let us know by any of the methods detailed in the Contacting Us section in this newsletter.

The information we are collecting and your feedback is very important to us – it really will make a difference in these challenging times.

Drumchapel Clubs Back From Lockdown

Following months of restrictions on people coming together to take part in sport and physical activity, the clubs from Drumchapel Sports Hub are working hard to get back playing in a safe manner.

Hub chairperson, Terry McLernon, said "Everyone is itching to get back, the clubs have had to think hard about how to keep participants safe and reduce the risk of transmission. All the clubs have received training in order to be Covid-19 compliant and the facilities have put extra measures in place to allow activities to happen safely."

Some of the changes in place include a reduced capacity at sessions, an increased cleaning schedule for equipment and facilities, social distancing amongst participants and Covid1-19 officer training for volunteers. The aim is to give confidence to participants and volunteers that sport can be enjoyed while being protected. Terry continued *"So many people have found physical activity to be an important part of getting through the months of lockdown. The physical and mental health benefits of being active have never been more important"*.

Drumchapel Sports has a range of activities for people looking to get more active while enjoying the outdoors including a new Couch to 5K with Drumchapel Joggers as well as led cycle rides with Drumchapel Cycle Hub.

If you would like more information about how to get involved with any of the activities at Drumchapel Sports please call 0141 944 7276 or email drumsporthub@gmail.com



Extra cleaning procedures are in place



Social distancing while cycling

Glasgows No.1 Baby & Family Support Service

Many of us have stuff that's surplus to our own requirements but it's just too good to throw out. If you have anything in that category why not give this wonderful organisation a call?

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

Glasgows no.1 baby & family support service is a one stop free service for clothes, shoes, toys, baby essentials and household goods for families in Glasgow who are in financial hardship, including in-work poverty.

They can assist with packs or individual items to suit a child's or a family's needs. Everything is new or nearly new and well looked after.

Anyone can run into difficulty! Anyone can fall and struggle to get back up! It's hard enough trying to get yourself back on track never mind doing it with babies and kids on the journey with you. People might judge and make assumptions, but not here.

No one should have to suffer alone or suffer in silence.

Information from Glasgow City Council - Bin collections and Recycling

Please note that the following services will continue as normal

- o **General waste bin collection.**
- o **Blue recycling bin collection.**
- o **Brown recycling bin collection.**

Food Waste Collections

Following a review of the food waste service for flats and tenements, from Monday, 10 August, a new food waste collection system will be trialed in the North West and City Centre areas of the city only. The pilot programme will last for eight weeks and follow a 16-day collection cycle. If successful, it could form the basis of a revised service for the whole city in the near future. At the majority of addresses where recycling has been taking place and there are no access issues, food waste bins will be retained. Where there have been issues with contamination and access, bins will be removed and public food waste bins provided instead. All residents affected will be written to directly to advise of the new arrangements.

Further details can be found via the following link:
<https://www.glasgow.gov.uk/article/16560/Food-Waste-Recycling>

Glass Bin Collection

We are pleased to advise that the collection of purple glass recycling bins from front and back door properties has now resumed.

Please ensure you check the online collection calendar here for your new scheduled collection dates following the restart of the service. Waste placed at the side of bins will not be collected.

Please note that from Monday, July 20, 2020 we will now be collecting your purple bin every eight weeks - your collection day is therefore likely to change. Prior to the COVID-19 lockdown, we found that demand for the service was low with less than a third of purple bins being presented for collection every four weeks. This change better reflects the demand for the service.

By moving to an eight-week collection cycle for purple bins we can recycle glass from homes with front and back doors much more efficiently.

Residents can also continue to use the network of public collection points for glass bottles and jars. Details on the

network of points are available on the council website. In addition, from Saturday 18 July, residents can also use their local household waste recycling centre to recycling any glass bottles or jars.

Please continue to support our refuse collection crews by giving consideration to the regular cleaning of bin handles and lids and washing your hands before and after touching bins.

Ways to help your refuse collection crews

- o Please give consideration to the regular cleaning of bin handles and lids.
- o Please wash your hands before and after touching bins.
- o If you see refuse collection crews in the street, please keep a safe distance from them, of at least 2 meters. This is to protect them and you.
- o Our refuse collection crews are delivering essential services under challenging circumstances - please don't be afraid to show your appreciation of their efforts by thanking them, from a safe 2 meter distance.
- o Please be mindful where you park your car on collection days, so that refuse collection vehicles can gain access. With more people at home, residential roads are busier with parked cars making it harder for collection vehicles to get through, this is a particular issue in areas with narrow streets and lanes.
- o Please act responsibly and avoid presenting additional waste.

For Homes or Families with a Confirmed or Suspected COVID-19 Case

Any individuals within households with a confirmed or suspected COVID-19 case should follow this advice to dispose of their household waste to ensure the virus is not spread via personal waste.

- o All personal waste such as used tissues and disposable cleaning cloths should be placed securely in a plastic bag or bin liner.
- o This plastic bag should then be placed in another plastic bag and securely tied.
- o These bags must be stored separately to other waste for at least 72 hours before being placed in the green/metal general waste bin.

Food Recycling

Food waste recycling is a clean and easy way to get rid of your unavoidable food waste. We all have it, whether it's tea bags, egg shells or banana skins.

You will receive

Indoor caddy A year's supply of compostable liners

Keep your indoor caddy clean

You should have

Brown bin

If you don't have a brown bin please call 0141 287 9700 and we will deliver one free of charge.

How to use your new food waste recycling service

- 1 Put one of the compostable liners into your indoor caddy
- 2 Transfer any cooked or uncooked food waste to the caddy
- 3 When the liner is almost full, tie and remove it. Replace with a new liner
- 4 Place the full liner into your brown bin along with any garden waste
- 5 Place your brown bin at the kerbside by 7am on your collection day

Top tip
Remember to only use compostable liners.

What happens to the food I recycle?

Your food waste is taken to a special processing plant where it is composted and turned into valuable resources such as agricultural fertilisers.

Need more liners?

When your initial year's supply of liners has run out you can purchase more from local shops and supermarkets - please make sure they are **compostable**.

Your brown bin will be emptied every two weeks - even during winter

General Waste

NO  **YES** 

Bag it, bin it and keep lids closed

Blue Bin

 

recycle for Glasgow

1. Sort
2. Rinse
3. Flatten
4. Bin

Household Waste and Recycling Centres (HWRCs)

Our centres at Dawsholm, Shieldhall, Polmadie and Easter Queenslie continue to be very busy as the lockdown restrictions are eased and we are urging residents to consider whether visiting is urgent or essential. Anyone in self isolation or with Covid-19 symptoms must not visit our HWRCs under any circumstances.

Our Household Waste Recycling Centres are open 7 days a week, 8-4pm (last entry 3.45pm)

Please do not use a van to visit any of our other centres (Dawsholm, Shieldhall or Polmadie) as you will be refused entry.

Our centres now provide a full waste disposal service, accepting the following waste types:

- Bags of household waste

- Electrical Items (including lamps, tv screens and monitors).
- White Goods
- Mattresses
- Wood (including small furniture)
- Cardboard
- Garden waste
- Scrap metal
- Rubble
- Dry mixed recyclables
- Textiles,
- Cooking oil
- Engine oil
- Hazardous household items such as solvent based paint, pesticides etc
- Car batteries.

Please note that our staff will not be able to provide physical assistance to householders to unload material.

Due to the current situation, in order to reduce queuing times and to protect you and our staff there are rules in place that you must follow when visiting one of our centres:

- Separate your items into different waste types before travelling to a centre. This will reduce unloading time at the waste centres.
- No waste will be accepted by pedestrians.
- No commercial waste will be accepted - all waste is subject to a visual inspection by on-site staff and you may be asked to provide proof of where the waste came from. Any waste that is suspected to be commercial will not be accepted.
- Only a limited number of vehicles will be allowed to access our sites at any one time. This is due to the continued need for physical distancing between individuals to stop the spread of coronavirus.
- Access to our site is strictly controlled on a one-out, one-in basis. Delays in accessing the waste centres should therefore be expected.
- Cones and signage are in place help guide drivers safely into the each site. To protect your self and staff, please keep your car windows closed when the check on Glasgow residence is made and follow the direction of staff on hand to manage traffic.

- Physical distancing rules must be adhered to at all times to ensure the safety of you and our staff. We urge people to travel alone to our centres wherever possible. However, if you require to move a larger item then you can bring another person to assist you.
- Householders will be asked to provide proof of address by presenting a Council Tax Bill, drivers licence or utility bill - this is to ensure that our sites are only used by Glasgow residents.
- Please remember to wash your hands before and after visiting one of our centres.

Suspended Services

The following services continue to be suspended until further notice:-

- Bulky Waste

Collection of bulky waste was suspended from Thursday, March 19, 2020 at 12 noon until further notice.

While the suspension of bulk uplift is in place please do not leave items on the street. These items will not be collected. Please leave any unwanted items safely on your own property such as your back garden or your back court and remain mindful of any fire risk.



Use CCTV and Video Doorbells Responsibly

If you are considering installing a CCTV system in your home, you need to think about data protection and privacy when installing and configuring it.

If you configure your CCTV system so it only captures images within the boundary of your property, then data protection law does not apply. But if it captures images of people outside that boundary, such as your neighbours' homes or gardens, shared spaces or a public footpath or street, then your use of the system must comply with data protection law.

We recommend you use CCTV responsibly in a way that respects the privacy of others. Think about what areas you feel you need to cover, how you can position the cameras to avoid intruding on your neighbours' property or any shared or public spaces and disable any audio recording facilities, where available.

If you feel you need to capture images beyond your property, you will then need to have clear and justifiable reasons for doing so, write them down and comply with data protection law by:

- Letting people know you are using CCTV by putting up signs saying that recording is taking place and why.
- Not capturing more footage than you need to achieve your purpose in using the system.
- Ensuring the security of the footage you capture by holding it securely and making sure nobody else can watch it without good reason.
- Only keeping the footage for as long as you need it by deleting it regularly.
- Ensuring the CCTV system is not misused by other members of your household.
- Respecting the data protection rights of the people whose images you capture.

You do not need to register with the Information Commissioner's Office (ICO) or pay a fee, but you should keep records of the above, as the ICO can ask to see these. The ICO can take enforcement action against you if you do not comply with data protection law, and this can include a fine.

Cameras fitted to doorbells, like the popular "Ring" doorbell, are regulated in the same way as CCTV systems. The above advice must be followed if you are considering putting such a doorbell in place.

Pest control

You may be aware of or have experienced some issues with rodents in the area. This has been an ongoing issue recently and we have been doing everything possible to deal with the issue as and when it is brought to our attention.

Knowing you have a rat problem can be distressing, so it's best to do everything you can to try and avoid the situation in the first place. Each and every one of us can contribute in combatting this issue by following this advice. The best way to deter rats is to deny them access to food, water and shelter. Unlike mice, rats need daily access to a water source. They only drink between 15ml and 60ml of water a day, but they need access to it easily and consistently. They're renowned for eating just about anything, but rats prefer to eat small amounts of a wide variety of foods, giving them a very varied diet.

Rat prevention top tips:

- *Keep foodstuffs in metal or glass containers with tight fitting lids.*
- *Tidy inside the house and around the garden - less clutter means less places to hide.*
- *Put outdoor rubbish bags in metal bins with securely fitted lids to stop them feeding from contents.*
- *Clean up pet food and bird seed debris, and store pet food in robust containers with fitted lids preferably above ground level.*
- *Keep gardens free from debris and keep clutter to a minimum.*
- *If you have a compost heap don't include organic food waste, as this will attract them.*
- *If you have already spotted signs of rats, such as droppings, prevention may already be too late.*
- *We would advise you to act quickly to get rid of rats and prevent a larger infestation developing.*

Something else to bear in mind is feeding birds in your garden. While it is often nice to see the birds feeding, throwing food into your garden can also contribute to the issue with rats. This is something which we would strongly recommend that you avoid doing.



Annual General Meeting (AGM)

Due to the coronavirus pandemic restrictions on public meetings we had to look for an alternative option to hold our AGM this year. Legislation was passed by the UK government which allowed us to hold a 'virtual' AGM for members before 30 September 2020.

We contacted all our members to tell them about the virtual meeting and arranged test meetings with members to try out the new process for taking part in the AGM.

The Virtual AGM was arranged for 01 September 2020. Unfortunately, on the night we did not manage to achieve 10% attendance as required by our rules. The meeting was rescheduled and took place on 08 September 2020 in line with our rules.

As the AGM was a virtual meeting we did not have the normal expenses associated with holding a public meeting, for example, venue hire, catering and raffle prizes. In light of this, Committee decided to give every member who attended a £20 Love to Shop voucher which will be sent out during September. Committee also agreed to make a donation to Drumchapel Foodbank of £5.00 for each member who was unable to attend.

Thank you to all our members for their time and commitment to the Association in taking part in the process of setting up and joining the virtual AGM.

Management Committee Update

As the number of members standing for election at the AGM was less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with Rule 40.1. Your committee members for 2020/2021 are:

Name	Position	(last elected)	Category	Current Date of Joining
Victoria Phelps	Chairperson	(08/09/2020)	Other	13/06/2017
Josephine McGinty	Vice - Chairperson	(08/09/2020)	Tenant	01/04/1992
Jim O'Connor	Treasurer	(02/07/19)	Other	26/04/2016
Jean Black	Elected Member	(02/07/19)	Tenant	01/04/1992
Matthew Dillon	Elected Member	(02/07/19)	Other	30/04/2019
Myra Frater	Elected Member	(08/09/2020)	Tenant	08/07/2004
Sharon Kane	Elected Member	(03/07/18)	Other	26/07/2016
Daniel Martyn	Elected Member	(02/07/19)	Other	28/05/2019
Winifred McPhail	Elected Member	(08/09/2020)	Tenant	01/07/2006
David Syme	Elected Member	(02/07/19)	Other	26/02/2019
Anna Welsh	Elected Member	(03/07/18)	Tenant	29/08/2013

We are keen to have tenants involved in the running of the Association, so if you feel you would be interested in joining the committee, please contact Joyce to discuss in more detail.

How Did We Do? Performance Summary

Performance Summary 01 April 2020 – June 2020

What we measure	2020/2021 Target	Performance to 30 June 2020	Target Met	2019/2020 Performance Year End
Getting Good Value from Rents & Service Charges				
Total Arrears Non-Technical (Current & Former)	5.80%	4.25%	✓	3.77%
Void Rent Loss	0.10%	0.04%		0.04%
Housing Quality & Maintenance				
Emergency Repairs: Average Completion Time (hrs)	4	7hr 15 mins	✓	1hr 50mins
Non-Emergency Repairs: Average completion time (days)	4	2.07	✓	2.52
% of Reactive Repairs completed Right First Time	>95.00%	95.65%	✓	97.37%
% of Repairs Appointments Kept	>95.00%	97.75%	✓	95.88%
How many times in reporting year was gas safety check not complete within timescale (No.)	0	0	✓	0
Access to Housing & Support				
Average Relet Time (Days)	7	6	✓	3.19
Applications: Average number of days to process	5	3	✓	2.25
Neighbourhood & Community				
Percentage of anti-social behaviour cases reported in the last year were resolved	100.00%	100.00%	✓	97.10%

Performance Key

Target Met ✓

Target not Met ✗

Completion timescales for emergency repairs have been impacted by Covid 19 restrictions and contractor availability. If restrictions continue to ease it is expected that improvement in performance will be demonstrated over the coming months.

Complaints and Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2020 to June 2020 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April 2020 – 30 June 2020	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2020	0	0%		
Complaints Received				
Equalities Related Issues	0	0%	0	0%
Other Issues	2	100.00%	0	0%
Total Number of Complaints	2		0	
Progress				
Ongoing	0	0%	0	0%
Responded to in Full	2	100.00%	0	0%
Responded within SPSO Timescales	2	100.00%	0	0%
Outcomes:				
Upheld	1	50.00%	0	0%
Partial Upheld	0	0.00%	0	0%
Not Upheld	1	50.00%	0	0%

SPSO Timescales to resolve complaint: 1st Stage: 5 days 2nd Stage: 20 days

PHA Average time to resolve complaints: **1st Stage: 1 day** **2nd Stage: N/A**

It should be noted that not all cases will be able to meet the timescales. For example, some complaints are more complex and therefore require careful consideration and detailed investigation beyond the prescribed timescales.

Learning From Complaints

The summary below compares the number of complaints resolved within the reporting period, the number of complaints upheld and learning outcomes.

Complaint Category	Resolved	Upheld 1	Learning From Complaints
Housing Management	2	1	Staff Training
Grand Total	2	1	1 Relates to complaints upheld and partial upheld

Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. Some recent comments include:

Ref	Date	Comment	Source
812	12/05/2020	Tenant sent text message to thank Pineview for supporting our community during covid-19.	Tenant
823	21/05/2020	Tenant expressed gratitude to staff for their assistance in arranging quick attendance by plumber to fix kitchen sink during uncertain times.	Tenant
824	11/06/2020	Tenant thanked staff for their prompt response in emptying and completely clearing out the bin store following lifting of working restrictions.	Tenant
826	23/06/2020	Tenant thanked staff member for understanding and assistance provided with financial difficulties.	Tenant

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas. We would be delighted to hear your feedback on all areas of services delivery.

Phone: 0141 944 3891 ● **Email: mail@pineview.org.uk** ● **Text: 0741 834 7038**



Pineview bulk uplift

In order to focus their resources on maintaining the uplift of general waste bins, collection of bulky waste by Glasgow City Council remains suspended until further notice.

Therefore Pineview have arranged for a one off bulk uplift collection for all of our tenants living in main door properties.

If you have any bulky items that you wish to be removed, then please ensure that they are all placed at the very front of your garden against your fence by Monday 19th October. This will allow our Estate Caretakers to identify what is to be removed.

We also ask that tenants remove anything from the front of their garden which they do not wish to be uplifted by our Estate Caretakers, in order to prevent any confusion as to what is to be removed.

If you live in our tenement blocks in Pinewood, then all bulk should be taken down and stored neatly in your bin store for the Estate Caretakers to dispose of accordingly.

We really appreciate your cooperation with these matters, as well as your assistance in helping us getting the estates looking great once again. If you have any queries regarding this service, then please do not hesitate to contact the office on 944 3891 or email mail@pineview.org.uk.

Extended Super Prize Draw!

We have extended our Go Paperless prize draw to win **£200** of love to shop vouchers!

If you would like to enter our amazing prize draw, all you have to do is go paper free. You can do this by contacting the office and providing an up to date email address and confirming you would like to go paper free. We will update our records and enter you into the prize draw. The winner will be drawn at random from the list of participants.

Good luck!

