

Office Closure Update

Our priorities are to keep people (residents, customers, staff, contractors, suppliers etc) safe, ensure service provision and not add to community infection prevalence.

Our office remains closed to the public with staff continuing to work remotely. This complies with Scottish Government Guidance that staff should only return to the office if work is unable to be completed remotely.

Estate caretaking, estate maintenance and estate management works are being carried out in all our areas of operation. Our aim is for staff to be out and about in the community engaging with our residents and customers.

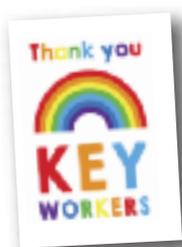
We plan to operate an appointment only system, under certain circumstances, for residents and customers to see staff in our office.

We are also planning to carry out home visits again but these will only take place under certain circumstances.

We have strict procedures and infection control measures in place for all of the above areas of work to keep everyone safe in these unpredictable times.

Telephone, email and video calls will continue to be the main method of contact with and by us, for the safety of our residents and staff.

We regularly review Covid-19 Scottish Government guidance against our operating policies and procedures and will keep our website updated with any new developments.



Thank You

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.

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.

Kendon Transfer Promises

We are reporting quarterly on how Pineview are performing on meeting the promises we made to Kendon tenants as part of the transfer of engagements. So far this is very positive and the results are posted on our website: <https://www.pineview.org.uk/2021-transfer-promises-outcomes/> If anyone has any queries about this, or suggestions on what else we can do to deliver, please contact us to discuss.

Scheduled Business Closures

Due to upcoming public holidays we will be closed for business on the following days:
Friday 24 September 2021, Monday 27 September 2021

Emergency Repairs

For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call **City Building** on **0800 595 595**

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Our Working Hours

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

We can arrange telephone or video appointments to speak with customers out with these times if required.

Please contact us on 0141 944 3891 or mail@pineview.org.uk if you require alternative arrangements.

Consultation Corner

How to Get Involved With **YOUR** Association:

It is important, even more so during these challenging times, that customers provide us with up to date contact details. This will allow us to keep you up to date with our service provision and share important information with you.

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 and 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

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 taking place virtually via MS Teams due to Covid19 gathering restrictions.

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.

Our Mission

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

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.

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.

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.



Smoke Alarms & CO Alarms

All smoke & CO alarms installed in Association properties should be tested at the time of the annual gas service. If any of the alarms are faulty the Association will have them replaced. You should 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.



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. The Association will let you know if your home is due an inspection. It is important that if your property is due to be inspected, that 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.

Gas Servicing to Boilers

The Association is required by law to carry out an annual safety/service check to all gas pipework, boilers and appliances installed within Association properties. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

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

PLEASE NOTE – As long as you have some credit in both your gas and electric meter the engineer will be able to do the service. 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 make sure that you, your household members, your neighbours and your home are safe.



Annual Assurance Statement

Each year, from 2019, the Association's Committee of Management is required to submit an Annual Assurance Statement (AAS) to the Scottish Housing Regulator (SHR) to provide assurance that Pineview complies with the relevant requirements of the Regulatory Framework. This includes regulatory Requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords. You can find out more about this requirement at the SHR website -

<https://www.housingregulator.gov.scot/for-landlords/statutory-guidance/annual-assurance-statement>

The Annual Assurance Statements that Pineview submits are also on the Pineview website for anyone to view - <https://www.pineview.org.uk/shr-annual-assurance-statement/>. The Association's Committee of

management will consider a draft AAS at their September meeting and then finalise at their October meeting before submitting to SHR – it is required to be submitted to SHR by 31 October each year.

The Committee of Management would welcome any input or suggestions from our customers. If you would like to get involved, please simply advise us by e-mailing mail@pineview.org.uk or telephone 0141 944 3891 and ask to speak to Joyce about the Annual Assurance Statement. We will keep the website updated on any developments.



Business Plan

The Association's business plan is continually updated and is available on our website <https://www.pineview.org.uk/business-plan-budgets-and-management-accounts/>

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.

As reported in previous newsletters, the Committee of Management have been undertaking a review of the business plan and would welcome any input or suggestions from our customers – please simply e-mail any suggestions to mail@pineview.org.uk or telephone 0141 944 3891 and ask to speak to Joyce about the business plan. We will keep the website updated on any developments.

5th November – Crime and Anti-Social Behaviour

Over the past few years, residents in the Kendoon area have experienced serious crime and anti-social behaviour on and around the 5th November.

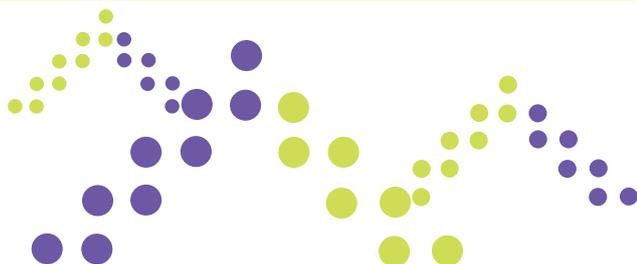
This has involved incidents with fireworks, dumped items being set on fire, arson attacks on cars and physical attacks on the emergency services.

Pineview takes these issues very seriously and we are working closely with the police, Scottish Fire and Rescue, the local authority and local councillors in the run up to November 5th.

There are several things everyone can do to keep you, your family and the neighbourhood safe;

- If you have any information about planned incidents in the area, please contact the police on 101 or Crimestoppers on 0800 555 111. You can do this anonymously.
- Contact Pineview Housing on 0141 944 3891 and ask to speak to our Senior Housing Officer, Robert Reid, in confidence
- Do not leave any items out which could be set on fire – such as bulk rubbish, mattresses, or other items
- Report any dumped items to Pineview Housing
- Do not take part in any anti-social behaviour and report those who do.

REMEMBER – If you, any member of your household or any visitor to your house is proved to be involved in anti-social behaviour or crime, Pineview will take legal action which could lead to you losing your home.






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 Do you have a disability or a long term health condition?
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Pineview Customer Survey July 2021 – update

A Big Thank you to everyone who took part in our July 2021 Customer Survey!

We set up the survey because we wanted to know your views on

- **How you prefer to contact Pineview Housing?**
- **How you think our office should be open in the future?**
- **What improvements you would most like to see to your homes?**
- **What are your priorities for spending in the community?**
- **Would you like to become more involved with Pineview?**

A very brief summary of results is below

Contacting Pineview

A large majority of residents preferred to contact us by telephone – this was the preference of **81%** of residents who took part in the survey. The next most popular were Email (**44%**) and Letter and Visiting our office (both **22%**).

Future opening hours

27% of those taking part would like the office to operate with the same opening hours as before, **27%** feel it should be open some of the time, and **44%** of those responding would be happy with an appointments system to attend the office. We are currently considering how we re-open our office following the Covid-19 restrictions in a way that keeps everyone safe and we will of course keep you informed.

Investment in your homes

We asked what your top three priorities would be for improvements to your homes. The most popular responses were Bathrooms, Windows and Kitchens. The information we have for each area will be passed to the Senior

Maintenance Officer and will help to shape our future investment projects.

Community Spending

The most popular priorities for our community spending were activities to prevent anti-social behaviour in the area, youth activities and environmental projects. We will now consider how we can best take these priorities forward and will also seek opportunities to contribute to projects with other agencies working in our areas.

Consultation Register

We are seeking to set up a register of residents who would like to be consulted and informed of our activities and we have had a very good response. We will be in touch with those who have expressed an interest letting you know how you can take part.

Customer Forum

We also asked if you would like to learn more about our Customer Forum – which meets monthly and works with us to make sure that residents are at the heart of everything we do. A number of residents have expressed an interest and we will be in touch shortly.

Management Committee

The Association is run by a voluntary Management Committee of up to 15 members who work with staff to ensure that the organisation is well run and that customers receive the best possible service. We will be in touch shortly with all those who have said they would like to know more about the Management Committee and how it works.

If you did not take part in the survey but you are interested in learning more about the Consultation Register, the Customer Forum or the Management Committee, please give us a call on 0141 944 3891.

Keep in touch

We at Pineview are conscious that we are all taking the cautious step out of lockdown and many clubs and activities which have been forced to close following the Government restrictions will be beginning to re-open. If you are involved in any clubs or activities which you think

any of our tenants may be interested in being involved in please do not hesitate to contact mail@pineviewhousing.org.uk and we may be able to publicise your service either through our website or in future newsletters.

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. This advice must be followed if you are considering putting such a doorbell in place.

If you have any questions about this please contact your Housing Officer on 0141 944 3891.



Fire can spread quickly!

Fires can spread quickly, and items left in the stairwells and landings can easily help fire to spread through the close.

Even small items which may not seem to be a fire risk can cause fire to travel and can be a hazard in the event of a fire if the close is dark and full of smoke.

Help us to ensure that any potential incidents are prevented by not storing anything in the common areas.

If you see anyone leaving items/rubbish on the landings/stairwells please inform your Assistant Housing Officer (Lauren McLaren/Linda Macmillan/Catherine McAnerney) immediately so that it can be dealt with promptly. Tel: 0141 944 3891

Our Estate Caretakers also report any issues identified in the area during their routine duties/estate checks to the Association to follow up with tenants.

Items left in common areas can be removed by staff.

Thank you for your co-operation in keeping a safe environment in which to live.

Complaints and Compliments

The Association's Complaints Handling Procedure (CHP) is based on the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (MCHP). A revised MCHP was issued by the SPSO in 2020 and was fully implemented by the Association from 1 April 2021. The SPSO is developing guidance on Key Performance Indicators and the Association will continue to develop systems for recording and reporting complaints in line with the SPSO guidance.

This report details the Association's performance against the MCHP mandatory key performance indicators from 01 April to 30 June 2021.

Summary Outcomes:

- Five Stage 1 complaints were recorded in the reporting period.
- One Stage 2 complaint was carried forward into 2021/2022 as it was received at the end of March 2021. This complaint is ongoing due to the complex and technical nature of issues involved.
- The average time for Stage 1 complaint resolution was 5 days.
- 60% (3) Stage 1 complaints were processed within SPSO timescales (5 days).
- 100% of Stage 1 complaints were upheld.

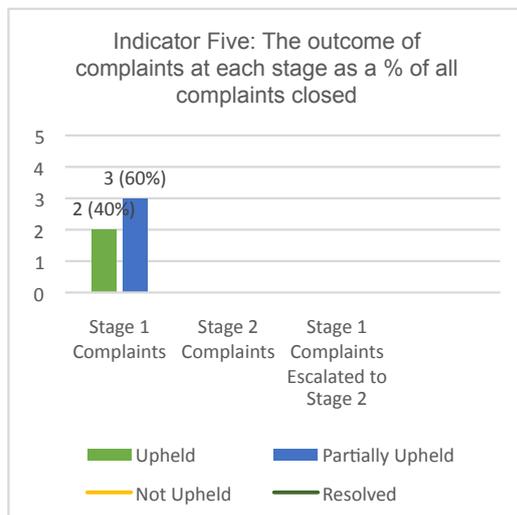
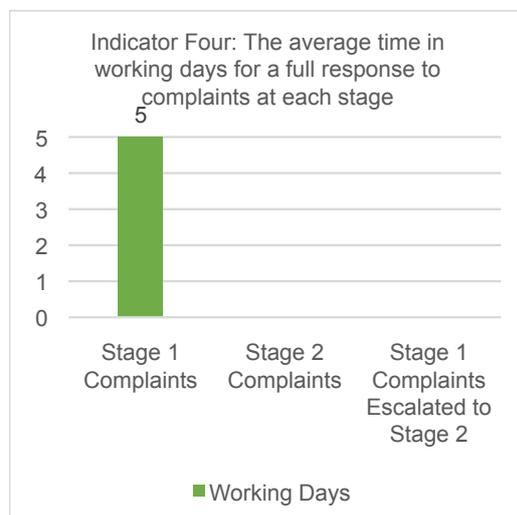
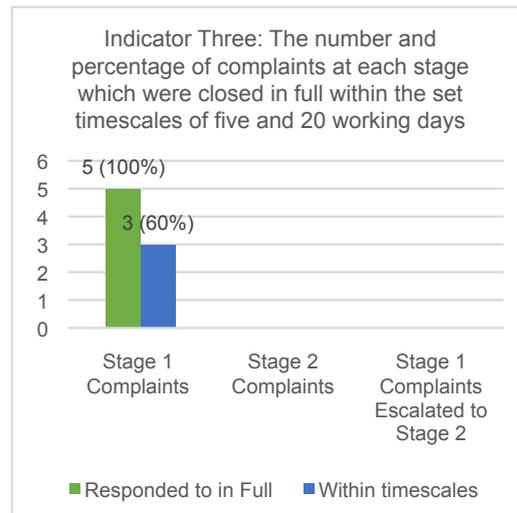
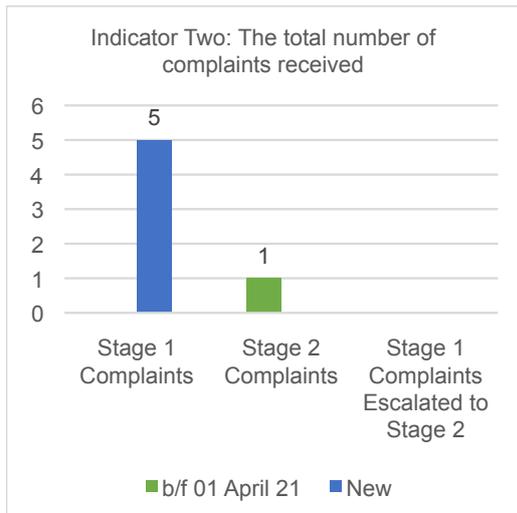
Indicator One: Learning from complaints

1. An overview of the actions taken in response to complaints and complaint trends, including examples to demonstrate how complaints have helped improve service delivery.
2. Actions taken to share the learning from complaints within the organisation (or more widely).
 - 80% of complaints responded to in full related to repairs and maintenance issues (delays to works being carried out/dissatisfaction with estate management).
 - Apologies were issued to all customers. Complaints were investigated by the Association, with follow up visits/works arranged.
 - Staff training undertaken to ensure staff respond to individual circumstances and improve communication to maximise customer service.
 - Staff training on effective contract management undertaken as part of the full relaunch of estate management service.
 - Monthly reviews are carried out to ensure accurate recording of information. The review identifies trends, lessons learned, and any follow up actions required.
 - Complaints and compliments are discussed at monthly staff meetings.
 - Management Committee receives information on key performance indicators quarterly.

Improving Service Delivery:

You Said: Dissatisfied with level of service and delays to work being carried out.

We Did: Action plan to embed the new staffing structure and make sure everyone knows what is expected of their roles. This will be achieved by the introduction of a "Roles and Responsibilities" document. This document will set out a proactive framework for the monitoring of repairs and maintenance and improved communication to ensure targets are met.



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
897	11/05/2021	Tenant's family member thanked Assistant Housing Officer for assistance in resolving tenant's Housing Benefit issue.	Tenant
899	17/05/2021	Housing Officer was brilliant dealing with the assignation and dealing with my father when he was the tenant.	Tenant
903	26/05/2021	Feedback from Settling in Visit - everything has been perfect	Tenant
920	29/06/2021	A thank you received from Keep Drumchapel Tidy to our estate caretakers for picking up their bags of litter and disposing.	Other

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 or text: 0741 834 7038

How Did We Do? Performance Summary

Performance Summary 01 April 2021 – June 2021

Performance Key:  Target Met  Target not Met

What we measure	2021 Target	Performance to 30 June 2021	Target Met	Scottish Average 2020/21 SHR Figures	PHA 2020/2021 Performance Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	7.8% Now 6%	6.53%		6.14%	8.63%
Void Rent Loss	0.10%	0.24%		1.37%	0.22%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time	4hrs	2.59 hrs		4hrs 13mins	2hrs 44mins
Non-Emergency Repairs: Average completion time	4 days	5.03 days		6.74 days	6.62 days
% of Reactive Repairs completed Right First Time	>95%	91.6%		91.43%	91.57%
% of Repairs Appointments Kept	>95%	88.69%		N/A	94.39%
How many times in reporting period was gas safety check not complete within timescale (No.)	0	0		17420 total	2
Access to Housing & Support					
Average Relet Time	6 days	33 days		N/A	16.14 days
Applications: Average days to process	5 days	2 days		N/A	7 days
Neighbourhood & Community					
Percentage of anti-social behaviour cases reported in the period which were resolved	100%	100%		94.4%	97.30%

Explanations for Performance Outwith Target

Void loss – This is outwith target due to two main reasons:

1. A void room at our Care Unit which Glasgow City Council require to nominate a tenant for due to the care facilities. We are pursuing GCC to speed this process up as this room could potentially be used by someone currently trapped in a hospital bed.
2. A property being held by Police Scotland for investigation work.

Repairs – The repairs performance indicators outwith target are due to 3 main reasons:

1. Materials shortages due to Covid and Brexit supply chain shortages.
2. Contractor labour shortages due furlough or staff being absent due to Covid.
3. Tenants not being able to give access due to Covid isolation periods.

Relet Time – This is due to 2 main reasons:

1. Staff team prioritising other matters. This has been addressed and more priority is now being given to improve performance.
2. Repair work delays as per reason for repairs delays above.



Best Start School Payment - Apply Now

The Best Start School Age Payment is a one-off payment from Social Security Scotland. This payment will help families with the costs involved in preparing for a child starting Primary School.

Who can apply?

You can apply for the Best Start School Age Payment if you meet the following criteria:

- You are responsible for a child born between 1st March 2016 and 28th February 2017.
- You are in receipt of certain qualifying benefits such as Child Tax Credits or Universal Credit.

When can I apply?

Application for children born between the dates above are open between 1st June 2021 and 28th February 2022. Even if the child is not yet starting school, parents and carers who meet the eligibility criteria are encouraged to apply before the closing date.

How much will I get?

Should your application be successful, you will receive a one-off payment of £252.50 for each eligible child.

How do I apply?

Applications can be made online at <https://www.mygov.scot>

Competition winner

Paper free competition winner has been selected at random from the entries received.

Ms Johnstone was randomly selected and will receive £200.00 worth of Love to Shop vouchers. The winner will be notified, and the prize will be hand delivered to you by one of our staff members.

It's competition time!

Answer these 4 questions correctly for your chance to win £25.00 worth of Love to Shop vouchers we will pick 2 winners from the entries received, got to be in it to win it!

Q1. Where is Pineview Housing Association's office based?

Answer _____

Q2. What is the name of Pineview Housing Association's Director?

Answer _____

Q3. What is the Association's contact telephone number?

Answer _____

Q4. Who would you call if you had an emergency repair out with our normal working hours?

Answer _____

You can send your answers along with your name and contact details to mail@pineview.org.uk or call us on 0141 944 3891 where a member of staff will take your answers and contact details.



Making your winter feel like summer

A campaign from
Home Energy Scotland



Helping you stay warm for less

Home Energy Scotland is a network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel and cutting water waste. We're funded by the Scottish Government and managed by the Energy Saving Trust, and our mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

We'll help you stay warm and well

Are you worried about staying warm and managing your energy costs? Help is at hand from Home Energy Scotland, a free and impartial advice service funded by the Scottish Government. Home Energy Scotland's friendly advisors can help you make the best use of your energy, so your home is warmer and your bills are as low as possible. You might even find you're eligible for free home improvements like insulation or a new boiler, which will make your home warmer, more comfortable and cheaper to heat.

Warmer Homes Scotland

The Scottish Government's Warmer Homes Scotland scheme offers funding and support to households struggling to stay warm and keep on top of energy bills. The scheme is accessed by calling Home Energy Scotland, who will check what support is available and put eligible households in touch with Warmworks, the managing agent.

Speak to an advisor or make a referral

To speak to a friendly advisor, call us free of charge on 0808 808 2282 or email us:
adviceteam@sc.homeenergyscotland.org.

Self-Isolation Support Grant

If you have been asked to self-isolate and you have a low income, you may be eligible to receive a grant totalling £500. The Self-Isolation Support Grant is intended to help anyone who will lose income if they are required to self-isolate. An example of this are people who are unable to carry out their job from home.

To be eligible for the grant, you must meet the following criteria:

- **Test & Protect Scotland have asked you to self-isolate**
- **Be able to prove that you have lost income due to self-isolating**
- **Be in receipt of a qualifying benefit, such as Universal Credit, Housing Benefit or Working Tax Credits.**
- **You can also apply if you earn less than the Real Living Wage**

The Self-Isolation Grant is intended to support people who would struggle to comply with the self-isolation requirements due to their financial circumstances. Applications can be made online at:

<https://www.glasgow.gov.uk>
or you can contact the Scottish Welfare Fund on 0141 276 1177 and selecting option 1 between the hours of 9am to 4pm, Monday to Friday.

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Scottish Social Housing Charter Results for 2020/21

The Scottish Housing Regulator has published its eighth National Report on the Scottish Social Housing Charter. The report gives the headline findings of social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter during 2020/21, while recognising the unique and challenging context the COVID-19 pandemic created for social landlords. The Regulator has also published a suite of performance information alongside the National report including individual landlord reports, comparison tool, and statistical information.

The landlord reports and comparison tool are designed to let tenants find out about their landlord's performance in the areas tenants said matter most: homes and rents, quality and maintenance, neighbourhood management, tenant satisfaction, and value for money. The statistical information allows landlords and others to benchmark performance.

George Walker, the Chair of the Scottish Housing Regulator, said: **"Our National Report on the Scottish Social Housing Charter shows that overall, most tenants remain satisfied with the homes and services their landlord provides. It also shows some areas of**

performance improved or were maintained, and there have been some dips in performance this year.

"The COVID-19 pandemic brought unprecedented challenges for social landlords and their tenants over the past year".

"It is clear that the March 2020 national lockdown in response to the escalating COVID-19 pandemic had an immediate impact on social landlords' ability to deliver services as they normally would. Landlords had to operate within changing levels of restrictions throughout 2020/21. This had an impact on the performance of landlords, and so on the data they have reported to us.

"Social landlords will continue to have a range of challenges to contend with as they recover out of the pandemic. Over the coming months, we will continue to work with landlords, tenants, the Scottish Government and the Social Housing Resilience Group as social landlords continue to work to build back the range of services they provide for tenants and other service users."



Debt Advice

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.

Paying your rent



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 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.



Special General Meeting (SGM) and Annual General Meeting (AGM)

This year we held our joint SGM and AGM on Thursday 16 September 2021 at Drumchapel St Marks Church.

Considering the Covid 19 pandemic, we introduced some specific safety measure for this year's meeting to help reduce risk as much as possible. Thank you to all our members who submitted their proxy form to enable the meeting to go ahead safely, with limited numbers in attendance.

While we were unable to have our usual social activity after the meeting, members who attended or submitted a proxy form were entered into a draw for one of 20 x £25 Love to Shop vouchers – congratulations to all the winners! We sincerely hope that in 2022 we can return to our “normal” meeting format with food and fun after the business is done!

SGM

The purpose of the SGM was for members to consider the recommendation to update the Association's Rules in accordance with the 2020 SFHA Model, which is approved by the Scottish Housing Regulator (SHR), Financial Conduct Authority (FCA) and Office for Scottish Charity Regulator (OSCR).

A copy of the proposed rules and summary of changes was issued to all members prior to the meeting. We also invited Mark Ewing from T.C. Young Solicitors to the meeting to explain the proposed changes.

Following a show of hands/count of proxy votes, the following outcome was recorded:

Those in favour of adopting the new 2020 Rules - 43
Those opposed to adopting the new 2020 Rules - 0
Abstentions – 0

The new SFHA Charitable Model Rules (Scotland) 2020 were therefore adopted by the membership.

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 2021/2022 are:

Name	Position (last elected)	Category	Current Date of Joining
Victoria Phelps	Chairperson (08/09/2020)	Other	13/06/2017
David Syme	Vice Chairperson (16/09/2021)	Other	26/02/2019
Daniel Martyn	Vice Chairperson (16/09/2021)	Other	28/05/2019
Josephine McGinty	Elected Member (08/09/2020)	Tenant	01/04/1992
Myra Frater	Elected Member (08/09/2020)	Tenant	08/07/2004
Anna Welsh	Elected Member (16/09/2021)	Tenant	29/08/2013
Richard Bolton	Elected Member (16/09/2021)	Other	17/02/2021
Linda Devlin	Elected Member (16/09/2021)	Other	25/02/2021
Jamie Graham	Elected Member (16/09/2021)	Other	29/04/2021
John Brechany	Elected Member (16/09/2021)	Other	27/05/2021
Rosie Stephen	Elected Member (16/09/2021)	Other	27/05/2021

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.

Repairs and Maintenance

On the 11th May 2021, The Scottish Government lifted restrictions to allow Pineview to provide a full maintenance and repairs service and we have resumed a full repairs service.

Pineview have been ensuring that each contractor has a strong process in place to prevent any cross infection of Covid-19 through the use of social distancing, PPE and other standard measures.

The Planned Maintenance kitchen works have been completed in Halgreen Avenue, Grogarry Road, Backmuir Road, Springside Place and Summerhill Road. The paintwork contract is complete in the Waverley area, with the paintwork at Abbotshall Avenue planned to start mid September. The five yearly electrical testing and smoke alarm installation will also shortly resume.

We are now looking at the project work that was planned to start in our 2021/22 budget and will keep residents advised when the work is due to go on site.



Welfare Benefit Officer

This is a reminder that we are still offering appointments with our Welfare Benefit Officer (WBO) to discuss your financial circumstances. Due to the increased number of tenants and thus, increased demand, we are now offering appointments each Tuesday afternoon and Friday morning. All appointments are being conducted over the telephone. This is a free service which is offered to all 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 Tuesday or Friday 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 previously entitled to.