

## Scottish Housing Regulator Publishes Landlord Reports

**The Scottish Housing Regulator (SHR) has published its National Report on the Scottish Social Housing Charter and the associated landlord reports for every registered social landlord in Scotland.**

These reports can be found at the SHR website:

<https://www.scottishhousingregulator.gov.uk/news/social-landlords-continue-show-strong-performance-against-scottish-social-housing-charter>

The report gives the headline findings of national analysis of landlords' performance against the Charter standards and outcomes. It shows that overall, landlords continue to perform well in the service areas that matter most to tenants. Tenant satisfaction remains high, with nine out of ten social housing tenants satisfied with their landlord's overall service. The report is published alongside a suite of performance information which includes a landlord report for each landlord, an online comparison tool, data tables, and the full information landlords provide under the Charter. The landlord reports and comparison tool let tenants find out about their landlord's performance in the areas tenants said matter most: homes and rents, quality and maintenance, neighbourhoods, tenant satisfaction, and value for money.

The Association has also produced our own annual report on the charter and this will be delivered to all our residents' homes during October 2018.

If you would like more information on this, please contact Joyce at our offices



Scottish Housing  
Regulator

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### Office Opening Hours

Standard Opening Hours

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

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

### 2018 / Christmas and New Year Office Closure Dates

**Our office will close on Monday 24th December 2018 and re-open on Friday 4th January 2019.**

For emergency repairs when the office is closed, please call City Building on **Freephone 0800 595 595**. For heating and hot water repairs to former district heating properties only, please call James Frew on 01294 468 113.

## Getting 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 (monthly meeting excluding July and December)
- Joining the Customer and Resident Forum (meetings normally the first Wednesday of each month)
- 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 resident and customer involvement, if you have any suggestions for getting involved or 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:

- Visiting our office at  
5 Rozelle Avenue,  
Drumchapel, G15 7QR

Mon - Thurs 9.00am to 5.00pm,  
Fri 9.00am to 4.00pm

- **Telephone: 0141 944 3891**
- **E-mail: [mail@pineview.org.uk](mailto:mail@pineview.org.uk)**
- **Website: [www.pineview.org.uk](http://www.pineview.org.uk)**

## Welfare Benefit Adviser Appointments

This is a reminder that we can offer you an appointment for assistance with any housing benefit issues you have or if you would like to have a benefit check carried out to see if you are entitled to housing benefit. If you would like to meet with our Welfare Benefits Adviser then please contact our office on 0141 944 3891 and we will be happy to arrange an appointment for you.

It is an invaluable service that could benefit you financially, will help to maximise your income and ensure that you are getting all that you may be entitled to. You can also appeal against housing benefit overpayments. You can apply for Discretionary Housing Payment if you are on part benefit/affected by bedroom tax or benefit cap.

Many of our tenants have used this service and had income increased and benefits paid out that they weren't aware they were entitled to have. There has also been many successful appeals against housing benefit overpayments.

This is a free service offered to all our tenants and appointments are available at our office on Friday mornings. Please contact the office on 0141 944 3891 and a member of staff will be happy to book you an appointment. If you would like further information please contact your Housing Officer (Janie Preston or Murray Landale)

## Drivers without insurance and tax

You may have noticed that cars are being clamped in the local area. This is because it is against the law to own or use a car without insurance or tax. If your car is not taxed or insured then it should not be on a public road, including off road parking areas. It should be taken off the public road and DVLA should be informed by recording the car a SORN (statutory off road notice). This can be done through the DVLA website.

## Consultation Corner

Our March 2018 newsletter detailed all the Association's policies that had been reviewed over the period February 2017 to February 2018, and the policies that were due to be reviewed over the period March 2018 to February 2019. If you would like to know more about the changes made please contact our offices to discuss.

# AGM

Thank you to all our members who came along to the AGM on 03 July 2018. 24 members attended ensuring the meeting could go ahead. It was great to have the majority of those attending joining in the fun social event once the business of the AGM was done. Drumchapel Community Centre continues to be a popular venue for our AGM with onsite catering provided by RMB Café.

Thank you to our Customer & Resident Forum who assisted with the planning of the night including the format of the member's draw and the fun activity ... yes it was eyes down for bingo!

All members who attended the AGM received a raffle ticket and 20 members won one of these fabulous prizes:

Hotel Chocolat Hamper (Donated by Law at Work)

£25 Love to Shop Voucher x4

£10 Love to Shop Voucher x10

Bottles and other gifts donated by our Contractors

DG Joiners, W Mc Heating & Plumbing, Bell Decorating Group



A "lucky seven" members also won some fabulous bingo prizes during the social event held after the meeting.

A Gifts and Hospitality report was presented to our Management Committee in August 2018 detailing the donations received and prizes given out at the AGM in line with our policy.

## 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. Following the AGM one person had to stand down for personal reasons. Your new committee members for 2018/19 are:

Josephine McGinty	Chairperson
Asa Brooks	Vice Chairperson
Jim O'Connor	Treasurer
Jean Black	
Gail Boyle	
Mark Cord	
Jean Claude Faleu	
Myra Frater	
Sharon Kane	
Kenny McGinty	
Winifred McPhail	
Victoria Phelps	
Anna Welsh	

The Association now has two vacancies on the Committee, with space for one person to fill a casual vacancy and one person to be co-opted. We would welcome applications from anyone but would especially welcome applications from those who are underrepresented:

- Young people, male or female
- Men. The majority of our Committee members are women and we would like to break up the gender bias by encouraging more men to join the committee

**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

We have provided a summary in the tables below of how we are performing in key activity areas compared with targets we set. As you can see, the Association continues to demonstrate mainly good results across our main service areas but we will continue to strive to improve our performance.

## Performance Summary 2018 - 19

1st April 2018 - 30th June 2018

What we Measure	2018/19 Target	Performance to June 2018	Target Met	Performance Change from Previous Year End	2017-18 Performance Year End
<b>Getting Good Value from Rents &amp; Service Charges</b>					
Total Arrears Non-Technical (Current & Former)	2.00%	<b>2.97%</b>	✗	😊	3.16%
Void Rent Loss	0.05%	<b>0.00%</b>	✓	😊	0.05%
<b>Housing Quality &amp; Maintenance</b>					
Emergency Repairs: Average Completion Time (hrs)	4.00	<b>1.68</b>	✓	😊	1.83
Non-Emergency Repairs: Average completion time (days)	4.00	<b>2.54</b>	✓	😞	2.32
% of Reactive Repairs completed Right First Time	95.00%	<b>95.91%</b>	✓	😞	96.89%
% of Repairs Appointments Kept	95.00%	<b>96.14%</b>	✓	😊	95.12%
% of properties with current gas safety record	100.00%	<b>100.00%</b>	✓	😊	100.00%
<b>Access to Housing &amp; Support</b>					
Average Relet Time (Days)	3	<b>0</b>	✓	😊	2.59
Applications: Average number of days to process	5	<b>2</b>	✓	😊	22.46
<b>Neighbourhood &amp; Community</b>					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	<b>100.00%</b>	✓	😊	100.00%

Housing Services staff will continue to pursue rent arrears and other debt owed to the Association in order to reduce the overall arrears figure.

We will also put in place an action plan in order to improve our repairs performance and contractor management / tenant communication.

### Performance Key:

Target Met ✓

Performance Improving/Maximum 😊

Target Not Met ✗

No change in Performance 😐

Performance Declining 😞

## Complaints & 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 2018 to 30 June 2018 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April - 30 June 2018	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2017	1	20%		
Equalities Related Issues	0	0%	0	0%
Other Issues	4	80%	0	0%
Total Number of Complaints	5		0	

SPSO Timescales:

1st Stage: 5 days

2nd Stage: 20 days

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.

Progress				
Ongoing	0	0%	0	0%
Responded to in Full	5	100%	0	0%
Responded within SPSO Timescales	5	100%	0	0%

Outcomes:				
Upheld	3	60%	0	0%
Partial Upheld	0	0%	0	0%
Not Upheld	2	40%	0	0%

### Learning From Complaints

The majority of complaints upheld to date (2 of 3) relate to contractors failing to attend repairs appointments within the agreed timescale.

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

Complaint Category	Resolved	Upheld <sup>1</sup>	Learning From Complaints
Contractor	2	2	Contractor follow up liaison meeting
Repairs & Maintenance	1	0	
Housing Management	2	1	Staff Training
<b>Grand Total</b>	<b>5</b>	<b>3</b>	
<sup>1</sup> Relates to complaints upheld and partial upheld and partial upheld			

## Complaints Case study

The case study below demonstrates how the Association learns from complaints and takes action to avoid similar situations arising with its other residents.

### Complaint: 595

The tenant had complained that the contractor had failed to attend an arranged appointment and no contact / information provided as to the reason(s).

### Investigation

The Housing Services Officer advised the contractor that they should have kept the appointment and kept the tenant up to date at all times. An apology was made to the tenant and the works re-scheduled.

### Learning Outcome

The Housing Services Manager advised that Association staff should proactively follow up appointments made to ensure that the Association is aware of contractor problems and can take appropriate action. Including ensuring that tenants are kept fully aware and informed.

## Customer Compliments

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

Ref	Date	Comment	Source
597	19/04/2018	Tenant advised they were very grateful for assistance received from staff to access external services via referral system.	Tenant
598	20/04/2018	Compliment received about contractor completing smoke alarm works "Full marks - did a great job and very neat".	Tenant
604	01/06/2018	Housing applicant e-mailed to thank staff for help and support given when submitting a new housing application.	Other
609	26/06/2018	Compliment received stating staff member looking very smart and professional when out on visits.	Tenant



# Changes to your Scottish Secure Tenancy Rights

## Introduced by the Housing (Scotland) Act 2014

The implementation of the Housing (Scotland) Act 2014 has introduced changes to your rights under your Scottish Secure Tenancy Agreement. This article contains a summary of the main changes, however all tenants will be written to individually before the 1st November 2018 detailing the changes in full. The changes will be implemented in two phases, the 1st May 2019 and 1st November 2019:

### 1st May 2019

#### Ending a Scottish Secure Tenancy by Court Order.

The Act changes the way in which a Scottish Secure Tenancy can be ended following a conviction for serious anti-social or criminal behaviour. In certain circumstances a Court does not have to consider whether it is reasonable to make an order for eviction where the landlord has grounds for recovery of possession

#### Adapted Properties

The Act allows any social landlord to ask a sheriff to grant an order to end the tenancy of an adapted property that is not occupied by anyone who needs the adaptations. **This only applies where the landlord requires the property for someone who does need the adaptations.**

#### Conversion to a Short Scottish Secure Tenancy for Antisocial Behaviour

The 2014 Act extends the circumstances when the Association could serve notice on a tenant converting their Scottish Secure Tenancy to a Short Scottish Secure Tenancy. A Short Scottish Secure Tenancy has a fixed duration, unless the Association agree to extend it or convert it back to a Scottish Secure Tenancy.

### 1st November 2019

#### Assignment/Subletting/ Joint Tenancies

The 2014 Act defines that the tenant has a requirement to have been a tenant for a minimum period of 12 months. The proposed assignee/joint tenant/sub tenant will need to have lived in the house as their only or principal home for the previous 12 months. This begins from the date the landlord was notified in writing. In all cases the tenant must have notified the landlord when the house became their only or principal home. Any period before that does not count.

There are two new reasons where a landlord can refuse an assignment:

- If proposed assignee is not a person who would get "reasonable preference" in normal allocation (see allocations section)
- If the assignment would lead to house being under-occupied.

#### Succession

The 2014 Act has extended the qualifying period from 6 months to 12 months for non-spouse/civil partner. Reintroduction of 12 month occupancy period prior to tenant's death for family members/carers. The landlord must have been notified in writing when the house became their only or principal home. Any period prior to this does not count.

#### Allocations

##### Reasonable Preference:

The 2014 Act defines a new list of categories who must be given reasonable preference:

- Homeless people who have unmet housing needs.
- Persons living in unsatisfactory housing conditions who also have unmet housing needs
- tenants who are under-occupying.

##### Consultation on Allocations Policies:

RSL's must consult before making/altering their allocations policies. A report must be published on this consultation.

##### Ownership of Property:

The 2014 Act altering the rules regarding allocations to property owners.

## Ash Scotland

Pineview Housing Association is proud to endorse ASH Scotland's charter for a tobacco-free generation by 2034, supporting six key principles that encourage discussion and enable organisations to examine how their own policy and practice can best contribute to the tobacco-free goal.



Over the next 12 months the Association has pledged to work towards a smoke free generation by:

- Publishing support for the charter.
- Include articles in our newsletter to focus attention on reducing families' exposure to second-hand smoke in the home.
- Continue to provide resources and support for employees in line with the Smoke Free Policy.

## Ever Considered Quitting Smoking?

Stopping smoking can make a dramatic improvement to your lifestyle and health in ways you might not expect. Once you stop smoking, some of the benefits are immediate and some are longer-term.

### Benefits For you:

- You will save money - the average smoker has 13 cigarettes a day, which works out as 364 cigarettes a month. That's £141 a month and **£1,696** a year that you could be saving by not smoking.
- Your sense of taste will return and you will enjoy the taste of food more.
- Your breathing and general fitness will improve.
- The appearance of your skin and teeth will improve.
- You'll be more confident in social situations because you won't smell of stale smoke any more.
- Your fertility levels will improve, along with your chances of having a healthy pregnancy and baby.

### There are also real benefits for your family and friends:

- You will protect the health of those around you by not exposing them to second-hand smoke, however careful you think you are being.
- You will reduce the chances of your children suffering from bronchitis, pneumonia, asthma attacks, meningitis and ear infections.

### How quickly will you notice the benefits of stopping?

- After 20 minutes: Pulse rate returns to normal.
- After 8 hours: Nicotine and carbon monoxide levels in blood reduce by more than half and oxygen levels return to normal.
- After 48 hours: Carbon monoxide will be eliminated from the body. Lungs start to clear out mucus and other smoking debris.
- After 48 hours: There is no nicotine in the body. Ability to taste and smell is improved.
- After 72 hours: Breathing becomes easier. Bronchial tubes begin to relax and energy levels increase.
- After 2-12 weeks: Your circulation improves.
- After 3-9 months: Coughs, wheezing and breathing problems improve as lung function

## Dog Fouling – Anti Social



Pineview Housing would like to remind ALL dog owners that allowing your dog to foul without disposing of it properly is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your tenancy conditions. This also applies to anyone visiting your property too. We have had a spate of recent reports of this going on in our area. We operate a Zero Tolerance to this type of anti-social activity and will take further action against anyone found to be responsible. You can be fined by Glasgow City Council and taken to court if you refuse to pay this fine and then have to sign an Acceptable Behaviour Contract for breach of tenancy conditions.

All dog owners have a duty to be responsible and to ensure that you, your family and your visitors act in a responsible manner (you will be held liable for their behaviour under the terms of your tenancy agreement).

**If you witness anyone responsible for this unacceptable behaviour in our community, please get in contact with your Housing Services Officer (Janie Preston or Murray Landale) in complete confidence with the details so that we can work to stop this type of behaviour.**

**Alternatively you can report incidents direct to Glasgow City Council's Environmental Task Force on 0141 287 9700, twitter - @theenvtaskforce or Facebook – Envtaskforce. Alternatively you can download the App – My Glasgow app.**

## Ready to quit? You're up to four times more likely to quit for good with help.

### Smokefree Support Sessions:

Drumchapel Health Centre

0141 232 2110

Drumchapel Health Centre

80/90 Kinfauns Drive, G15 7TS

### Local Pharmacies:

Boots Pharmacy (Rozelle Ave)

0141 944 6909

8 Rozelle Avenue, G15 7QR

Lloyds Pharmacy

(Kinfauns Drive),

0141 944 5724

63 Kinfauns Drive, G15 7TG

**For more information visit [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)**

# Maintenance News

## 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) or James Frew, 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, James Frew on 01294 468 113, 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.

## 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.



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.

## 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. If you have an electric hot water tank you should make sure that you are fully heating the water in it and then using the water immediately after at least 2-3 times per week. 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.





## Warm Home Discount

You could get £140 off your electricity bill under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The Warm Home Discount Scheme for winter 2017 to 2018 closed on 31 March 2018. The 2018 to 2019 scheme will start on 15 October 2018.

The discount will not affect your Cold Weather Payment or your Winter Fuel Payment.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

**Please contact your electricity supplier for further information.**

## Winter Fuel Payments

If you were born on or before 5 November 1953 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

The deadline for claiming payments for winter 2018 to 2019 is 31 March 2019. Most payments are made automatically between November and December. You should get your money by 14 January 2019.

If you do not get your payment, call the office that pays your benefits - their details are on any letters they sent you.

## Cold Weather Payment

You may get a Cold Weather Payment if you're getting certain benefits.

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below for 7 consecutive days.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

## Dealing with your rubbish

### Blue bins for recycling

The blue bin recycling service is for the collection of paper, card, plastic bottles and food and drink cans.

Your blue bin is collected every two weeks.

Householders receive a calendar to highlight when they should present their bin on the kerbside for collection. Blue bins located at flats, tenements and multi-storey properties are collected from communal areas.

You can recycle the following items within your blue bin:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans, food tins, empty aerosol cans

### Purple recycling bins

The purple bin service is for the collection of glass bottles and jars and is currently only provided to houses that are part of the managed weekly collection service.

Public collection points for glass are provided within areas comprising flats, tenements and multi-storey properties.

### Green bins for general waste

The general waste service should be used to collect those items that cannot be collected by the other council recycling services.

Dependant on the property type, the type of bin used for general waste will differ.

- Houses who present their bins to the kerbside will use a green 240 litre wheelie bins
- Flats/tenements use wheelie bins

In all instances bins should not be overfilled and you should be able to close the lid on the bin to prevent vermin i.e. foxes, rats, seagulls from getting into the bins and scattering waste in the local area. Glasgow City Council can refuse to deal with refuse bins that are overflowing.

### Bulk

If you have bulk items to be collected then you should phone Glasgow City Council bulk uplift service on 0141 287 9700. Alternatively you can download the My Glasgow app to your smart phone or tablet and report bulk through this.

Bulk items should not be left in any public area as this constitutes fly tipping and you may be fined by Glasgow City Council for this.

## The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice  
**CALL 0800 0731 999**  
 or visit our website at  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)



**SCOTTISH**  
 FIRE AND RESCUE SERVICE  
 Working together for a safer Scotland

## Winterfest Drumchapel Park – 5th November 2018

Winterfest in Drumchapel Park has now been running for 10 years and has proved to be a great success, attracting over 100,000 visitors over this time. It is an opportunity for the whole community to come together to enjoy themselves. Because of Winterfest we have fewer unsupervised bonfires popping up on every piece of spare land. The number of injuries due to these bonfires and illicit firework displays has dropped off dramatically as residents have preferred to come together for the community display at Winterfest.

This year's Winterfest had been put at risk because of the anti-social activities at Winterfest 2017. Youths in the Drumchapel area had taken the opportunity to cause misery and risk to local residents by firing fireworks at resident's houses, vehicles and at the police when they tried to deal with the problem. It looked for a time that Winterfest would not take place in 2018 because of these anti-social activities. The Council, Police Scotland, the local housing associations and local residents have worked closely together to support this year's Winterfest and to try to prevent incidents like this occurring this year.

It should be noted that in the event of any issues like last year being repeated, the event may need to stop for future years. The local housing association's are committed to working with the Council to help deal with any anti-social behaviour surrounding Winterfest. The association's will work with the other agencies to take action against any tenants if they (or members of their household) are identified as being involved in anti-social behaviour.

The community needs to work together to prevent this sort of anti-social behaviour happening. If you are aware of anyone involved or planning to be involved in such behaviour please contact Police Scotland on 101 to provide any information you can.





## Summer outing 2018

Every year Pineview Housing Association organises a free trip for tenants and their children during the summer break from school. We consult with our Customer Forum for ideas of what tenants would like.

This year it was decided that a trip to Largs would be arranged. On Friday 3 August a group of tenants and children headed to the seaside town of Largs for the day. We were lucky and the weather was fine for the day, with no rain.

Here are some of the pictures we captured on the day.



## Northmuir Community Garden

**Northmuir Road,  
Drumchapel G15 7NA.**

Northmuir Community Gardens are holding another Hallow-works event for the local community this year on Friday 2 November at 6pm.

The local community is invited to come along for spooky snacks, fantastic fireworks, games and fun. The event is free but, children must be accompanied by an adult.

The feedback from the trip was very positive with comments such as:

"Brilliant."

"I enjoyed myself."

"It was great."

"Smashing."

"Enjoyed very much."

"Fantastic."



## Summer 2018 Garden Competition Winners

Housing Services Officers were out and about during the summer months taking photos of all the lovely gardens in the community to put forward into our annual garden competition. The competition was judged at our Customer Forum meeting on Wednesday, 5th September and winners were selected by our forum members.

**Green Green Grass  
of home:**

**53 Peel Glen Road**

**Lovely Lawns:  
and Landscapes**

**22 Kilcloy Avenue**

**Pot luck:**

**1 Springside Gardens**

**Special  
Recognition Award:**

**37 Summerhill Road**

Each of our winners received a £25 voucher.

Pineview Housing Association would like to thank everyone for the effort and hard work put into keeping your garden well maintained and looking nice.



### Our Mission:

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

### Our Values & Behaviours:

In everything we do, we will be:

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

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