

Ref: PHAWelLtr

25 January 2021

Sent to all Kendoon Tenants

Dear [Redacted]

## **Welcome to Pineview Housing Association**

We are absolutely delighted to be welcoming you as a tenant of Pineview Housing Association Ltd.

Following the 2020 successful consultation and ballot process, Kendoon Housing Association Ltd (KHA) will cease to exist from Monday 1 February 2021 and your tenancy will transfer to Pineview. This means that from 1<sup>st</sup> February 2021 Pineview will be responsible for delivering your tenancy services and maintaining your home, and we are very much looking forward to welcoming you and being involved with you.

We understand that after having been a tenant with KHA, many having been tenants for a number of years, the transfer change may be unsettling. We also understand the turmoil in most people's life right now with the ongoing Covid19 pandemic and its wide ranging impact in most aspects of all our lives. As such, we have tried to keep any transfer upheaval to a minimum, and will introduce changes as we go along. Below are some common questions that we think you might have at this time, and our initial response:

**1. Who do I contact for any queries about my tenancy, my home or my community?**

Pineview Housing Association – by telephone on 0141 944 3891; by email on [mail@pineview.org.uk](mailto:mail@pineview.org.uk); or by using our website contact form <https://www.pineview.org.uk/contact-us/>. Whilst our office is closed, to meet our Covid19 obligations, the staff team at Pineview are all still working and can be contacted Monday – Thursday 9am to 5pm and Friday 9am to 4pm.

**2. How do I report a repair?**

Please use the contact details as given at point 1. above during the standard working hours given. If you have a repair outwith these times and it is an emergency, please contact the emergency contractor City Building on 0800 595 595, otherwise please contact us on the next working day.

**3. Will my tenancy reference change?**

No, you will keep the same tenancy reference.

**4. How do I pay my rent?**

The answer to this depends on how you currently pay your rent, as detailed below:

Allpay – if you pay your rent with your Allpay card or by Allpay Direct Debit, you do not need to do anything. We have done work in the background to allow you to continue with this initially, and we will look to change this over the coming months and keep you updated.

Standing Order/Bank Payment – if you do not use the Allpay system and instead pay through Standing Order with your bank, or by phoning your bank to make a payment, or by using a bank to transfer money, you will need to let the bank know the new payment details you need to use from 01/02/2021. KHA have already contacted tenants whom this affects so you should already have this information, however, if you are uncertain please just contact us for advice and assistance. If you want a new form please just let us know.

Housing Benefit – if your rent is paid through the Glasgow City Council Housing Benefit system then you should not need to do anything as KHA have done this work in the background.

Universal Credit – if your rent gets paid through your Universal Credit claim you will need to update your Universal Credit account to detail where payments should go from 01/02/2021. This can be done by signing into your Universal Credit account at - <https://www.gov.uk/sign-in-universal-credit> . KHA have contacted tenants whom we know this affects so you should already have this information, however, if you are uncertain please just contact us for advice and assistance.

**5. Will my rent charge change?**

The rent charge will change on the 1<sup>st</sup> April 2021. By moving onto the Pineview rent charging system, over 80% of previous KHA tenants will benefit from a rent reduction. We will write to every tenant in February 2021 to advise on what your specific new rent will be and on what action, if any, you need to take.

**6. How can I meet a staff team member at Pineview?**

Due to the current Covid19 restrictions we are not able to have face to face physical meetings with customers at present. However, we have alternative methods including, for example, having online meetings using Microsoft Teams. If you would like to have an online meeting, rather than telephone or e-mail communication, please just let us know and we will set this up with you.

**7. What has happened to the KHA staff?**

Gerry and Jane are the only permanent members of staff remaining at KHA and they will transfer and join the team at Pineview. Alan, Audrey and Gayle, as temporary staff members will also transfer for an initial period to ensure continuity for customer service.

**8. How can I get involved with Pineview?**

There are a number of ways to get involved including individual contact; to joining our consultation register; joining our Resident and Customer Forum; or joining the Committee of Management – whichever method suits you best. Please just let us know and we will make arrangements.

**9. What work will be getting carried out to my home and the area I live in?**

The current Covid19 restrictions have put a hold on various aspects of the work that housing associations can do – across the nation we are all having to follow the legal requirement to stay at home unless essential, and we are only permitted to do emergency work or work to protect health and safety. However, we want to prepare for when these restrictions are lifted and we will be contacting tenants to consult on what are the improvement priorities for when restrictions are lifted – we need your involvement in this as these decisions need to be driven by tenants. In the meantime, we will ensure that all essential safety work continues.

**10. Can I apply to move house?**

Of course. Pineview have an open housing register and the easiest way to apply for rehousing is to complete our online application form - <https://www.pineview.org.uk/apply-for-rehousing/> If you already have a transfer application with KHA we should get this transferred to us to save you having to complete another application. Please just contact us if you would like more information.

**11. How can I find out more about Pineview?**

The best way to do this is to visit our website - <https://www.pineview.org.uk/>. Here you will find a whole range of useful information, including our Tenant Handbook which will be a good introduction - <https://www.pineview.org.uk/tenant-handbook/> . Or simply get in touch as explained at point 1.

Again, Welcome to Pineview and we look forward to providing you with an excellent service for years to come.

Yours sincerely

Joyce Orr

Joyce Orr, Director