

## Pineview Housing Association and Coronavirus – Update 30.11.2020

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. 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 since March 2020 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 changing government restrictions are having an impact and we cannot do everything we would normally do or do it the same way. Please remember that our website is being kept 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**

The Scottish Government advises that non-essential offices should remain closed.

As Pineview falls within this category, our office remains closed. We are advised that all office based staff should work from home where possible and that our office should remain closed to the public. This position is reviewed every three weeks by the Scottish Government, but with increasing infection rates the guidance is unlikely to change soon. As such, the Association has taken the decision to keep our office closed for the rest of this financial year (to 31/03/2021) and will review this position again each month when we move into 2021. Hopefully the advances in vaccines will keep progressing and help us return to some of our previous ways of working.

We will continue to follow the Scottish Government guidance and reintroduce services, and open our office as and when safe to do so. We will keep our website updated with any developments.

Our services are still 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 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](mailto: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 outwith 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 remotely 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. However, the Forum are now having their monthly meetings online, and as usual would welcome anyone to get involved. The work of the Forum is essential to the Association and we are working together to 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](mailto: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 still able to undertake much of our property maintenance work. Level 4 Protections means that we are only permitted to undertake essential reactive repairs but we are allowed to do any work that affects the health, safety and amenity of tenants. This includes, where possible:

- external cyclical work, such as painting, grass cutting, fence repairs, drainage works etc. going ahead, with many already complete.
- preparations being made for 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 for you, we will. Please remember that where we are unable 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.

## **If You Have 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](mailto:mail@pineview.org.uk) to let us know your concerns.

Please take care and keep safe.

Yours faithfully

Joyce Orr  
Director  
0141 944 9873  
[j.orr@pineview.org.uk](mailto:j.orr@pineview.org.uk)