

**Double your chance to win £25 vouchers inside if you return your survey responses!**

## Corona Virus Update

Pineview Housing Association are continuing to keep updated on the Coronavirus and advice from the UK and Scottish Government. We have been undertaking regular reviews of the situation and we are considering the assessment of risk for our customers, contractors and staff, alongside helping the national effort to minimise the spread.

### Common symptoms of Corona Virus include:

- High temperature or fever
- Cough
- Shortness of breath

**CATCH IT.**

**BIN IT.**

**KILL IT.**

**CORONAVIRUS**

If you are looking for information  
visit [NHSinform.scot](https://www.nhs.uk/information) or call the helpline on 0800 028 2816

If you have returned from an affected area  
and have symptoms  
**STAY HOME**  
and call your GP or 111

Healthier Scotland  
NHS SCOTLAND

The health and wellbeing of our customers and staff is our highest priority. We want to assure you that our Committee and Staff team are continually reviewing the Covid-19 advice and guidance as and when it is issued by the Scottish Government and Health Protection Scotland (see enclosed leaflet for an update on how we are managing the current situation).

**Scottish Government Website:** <https://www.gov.scot/coronavirus-covid-19/>

**Health Protection Scotland:** <https://www.hps.scot.nhs.uk/>

## Public Holidays & Office Closure Dates

**Our office will be closed on the following days:**

Friday 10 April – Easter public holiday  
Friday 8 May – VE Day public holiday  
Monday 25 May – Spring public holiday

Monday 13 April – Easter public holiday  
Friday 22 May – Spring public holiday  
Friday 5 June – Business strategy day

## Emergency Repairs

For all non-heating emergency repairs, contact **City Building** on **0800 595 595**

For a heating or hot water emergency repair, contact the relevant contractor:

- Tenants of the following properties: 42-92 Summerhill Road; 17-41 Summerhill Road; 1-7 Backmuir Road; 1-8 Grogarry Road; and 16-38 Springside Place, contact **Gas Sure** on **01294 468 113**
- All other Tenants should contact **City Building** on **0800 595 595**

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### Office Opening Hours

**Our standard office opening hours are:**

**Monday - Thursday**

**9.00am until 5.00pm**

**Friday 9.00am - 4.00pm**

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

## 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 (monthly meeting excluding July and December)
- Joining the Resident and Customer 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 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:

**Visiting our office at**  
**5 Rozelle Avenue,**  
**Drumchapel, G15 7QR**  
**Mon – Thurs 9.00am – 5.00pm,**  
**Fri 9.00am – 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)**

## Our Mission:

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

## Our Values:

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

## Management Committee

The Association is always looking to encourage local people to consider joining the Management Committee.

### Who are we looking for?

- Anyone who is interested in Pineview and the services we provide for our customers.
- People of any age or sex.
- Anyone with any form of disability – we will make any required reasonable adjustments.
- People of any ethnic background.

### What would be my commitment?

- Usually attend, on average, one meeting per month. Meetings normally last from 6:00 – 8:00 pm.
- Reading committee papers and preparing in advance for meetings.
- Attending training as required.
- Attend our Annual Review Day once per year.

### What would be my reward?

- No payment is made but you do get out of pocket expenses for travel, meals etc. where required.
- We can pay any childcare or dependent care costs that you require to pay out.
- You will have the knowledge that you are helping to make a difference in your own community.
- Training is available which can increase your knowledge and also improve your job prospects.
- Volunteering can also improve your job prospects.
- You get the opportunity to attend events and meet up with other committee members from other Housing Associations.

**If this is something you would like to consider, or just get some more information about, please contact Joyce at our office for an informal chat.**

## Resident and Customer Forum

The Association has an active Resident & Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Association holds monthly meetings with our Resident and Customer Forum. 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 Karen at our office 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.

## Consultation Register

If you would like to add your details to our Consultation Register, please just contact us and let us know.

## Data Protection: How we comply

The General Data Protection Regulation (GDPR) has applied to us since 25 May 2018. The GDPR's core requirements are contained in the "data protection principles", which set out how we must handle and use your personal information. The principles require us to do the following:

**1. *We must handle and use your personal information fairly, transparently and lawfully.***

We comply with this requirement by having a legal reason to handle and use your personal information and by preparing and issuing transparency statements, which contain the key information we are required to provide to you under the GDPR. All our transparency statements are available on our website.

**2. *We must only handle and use your personal information for specific and explicit reasons.***

Our transparency statements set out clearly what personal information we handle and use about you, who we may share it with and why.

**3. *We must only handle and use adequate and relevant personal information about you.***

We will only ask you for the personal information we need to deliver housing services to you or to provide you with the advice or assistance you have requested from us. We will not ask you for irrelevant personal information.

**4. *We must keep your personal information accurate and, where necessary, up-to-date.***

If there are any changes to the personal information we hold on you, please let us know as soon as you can. This helps us to make sure we are providing you with the appropriate services for you.

**5. *We must not keep your personal information longer than we need to.***

We have strict data retention guidelines so we only keep your personal information for as long as we need it. Once the personal information is no longer required, we will delete or destroy it securely.

**6. *We must keep your personal information secure.***

The security of your personal information is of critical importance to us. We have physical and technological security measures in place to protect your personal information against risks, including loss, unauthorised access and disclosure. In the unlikely event we suffer a reportable security breach and personal information is compromised, we have procedures to make sure we inform the relevant parties, such as the Scottish Housing Regulator and the Information Commissioner's Office.

Further information on the GDPR and your rights is available from our Data Protection Officer (DPO), Daradjeet Jagpal by:

e-mail at [pineviewdpo@infolawsolutions.co.uk](mailto:pineviewdpo@infolawsolutions.co.uk); telephone on 07575 838 625; or writing to:

The Data Protection Officer,  
Pineview Housing Association Limited,  
5 Rozelle Avenue, Drumchapel,  
Glasgow, G15 7QR.

## Welfare Benefit Adviser

This is a reminder that we can offer assistance with any housing benefit issues which you may be experiencing, or if you would like to have a benefit check carried out to see if you are entitled to any other benefit assistance, such as a Discretionary Housing Payment.

This is a free service offered to all our customers. Normally we would book you an appointment at our office to see the Welfare Benefit Officer but in light of the current climate with the Coronavirus and advice given by

our Local Government we are not in a position to carry out office interviews.

You can however still seek advice from Citizens Advice Bureau direct over the telephone by calling 0141 944 2612.

It is an invaluable service that could benefit you financially and maximise your income. Many of our tenants and residents use this service and some have reported an increase to their income and benefit entitlement.



## Pineview Website Updates

We are trying to post more and more information on our website to keep our tenants and customers informed. We are especially trying to have local news and events kept updated. Please have a look and let us know if you have any suggestions for improvement.

<https://pineview.org.uk/>



## Website Portal

Our website also has the facility to allow you to connect to your rent or factoring account. This facility is called "Resident Login" and through this you can:

- View your account
- Print statements
- See repairs reported for your property

You can request to register for the Resident Login online if you have an email address by clicking on the Resident Login box.

If you don't have an email maybe now is a good time to set one up. It's easy and free to set up a new email

address. The best way to do this is to set up something called a webmail account. This is a type of email account that you can access from any computer by logging into your account securely. Typical webmail services include Google's Gmail (gmail.com) and Microsoft's Outlook.com (outlook.com). They're both reliable, free choices

When you register on our website you will receive an email to verify your email address. It is important that you click the link in this email, as we will be unable to set your account up if you do not verify your email address.

## Rent Payments

Following the recent announcement that the office will not be opening to members of the public due to the coronavirus outbreak, this means that you will be unable to pay your rent at the office. If this is a method which you regularly use, you will have been contacted by your Housing Officer to advise you of this and to discuss the other payment methods available. These include:

- **Allpay App** (The app is available to download from the Apple App Store and Google Play enabling you to pay your rent from your android or apple 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**
- **Direct Debit**
- **Standing Order**
- **Online at [www.allpay.net](http://www.allpay.net)**
- **By phoning Allpay on 0844 557 8321**



If you do not have an allpay payment card, please contact the office immediately and we will arrange for one to be sent out to you in due course.

## Tenant Satisfaction - We Want Your Views – Please

As per our previous correspondence, we have asked an independent company called **Research Resource** to carry out a tenant satisfaction survey for us. This survey follows the development and implementation of our Satisfaction Action Plan that was sent to all tenants on 12 December 2019. An extract of this is given below:

### Action Plan to Address Satisfaction Concerns:

- We have updated our website with access to information details and will continue to keep the website updated with our news and service developments.
- Continue to promote tenant involvement through the Resident and Customer Forum; the Management Committee; our consultation register; and through ad hoc surveys and consultations.
- Provide regular updates on property improvements that we have carried out.
- Provide all tenants with five year plans of all cyclical maintenance and planned replacement work due to be undertaken at their home, allowing tenants to plan well in advance.
- Encourage tenants to complete repair satisfaction surveys and to let us know of any concerns they have about our service provision.
- Clarify what aspects of neighbourhood service the Association can influence and which are the responsibility of other agencies such as Glasgow City Council, Police Scotland etc.
- Implement our new rent structure from April 2020 following consultation and positive feedback from tenants.

- Develop a Value for Money Statement and consult with tenants on this – the Statement was agreed with the Resident and Customer Forum on 6 December 2019 and was issued to all tenants with the 2020 rent proposal consultation on 10 December 2019.

The Association will carry out a further tenant satisfaction survey during March/April 2020 to measure the impact of the action plan and to ask tenants what else we could do, if anything, to increase satisfaction. The Research Resource survey will ask about your views on the services that we provide for you and your satisfaction with your home and neighbourhood. It is really important to us to know what you think so that we can keep doing the things that work well and change the things that do not.

Research Resource have started to carry out surveys, however following Scottish Government guidelines regarding coronavirus, the surveys will now be carried out via telephone.

**If you have any concerns please contact a member of staff at Pineview Housing Association office on 0141 944 3891 9.00am – 5pm Mon – Thurs and 9.00am – 4.00pm Friday.**

## We are here to help you

At Pineview Housing Association, we offer assistance and support to our tenants and residents when possible. If we are not able to assist you, we will ensure that we find the appropriate service to offer you advice and support.

We operate a zero tolerance approach in terms of aggressive behaviour, violence, threats and harassment towards our staff team. This type of behaviour may be conducted face to face, over the telephone, through e-mail or on social media. This behaviour is not acceptable and will not be tolerated.



# Consultation Corner

## Policy Reviews Due:

The Association has a number of policies that are due to be reviewed over the coming year. Details of policies due to be reviewed from March 2020 to March 2021 are as detailed in the table below. If you would like to be involved in the review of any policies please contact Isobel at our offices to discuss.

Ref	Policy Category	Policy Title	Review Due
F.02	Finance	Disposals Policy	Mar 2020
G.09	Governance & Corporate Services	Committee Structure, Standing Orders & Delegated Authority	Mar 2020
G.11	Governance & Corporate Services	Model Code of Conduct For Governing Body Members	Mar 2020
S.04	Governance & Corporate Services	Model Entitlement, Payments & Benefits Policy	Mar 2020
S.06	Governance & Corporate Services	Model Code of Conduct for Staff Members	Mar 2020
F.04	Governance & Corporate Services	Risk Management Policy	Apr 2020
G.03	Governance & Corporate Services	Equality & Diversity Policy	Apr 2020
G.10	Governance & Corporate Services	Committee Member Recruitment Policy	Apr 2020
H.13b	Housing Services	Tenant/Customer Participation Policy Action Plan	Apr 2020
F.05	Finance	Treasury Management Policy	May 2020
S.12	Governance & Corporate Services	Health and Safety Policy	May 2020
G.14	Governance & Corporate Services	Governing Body Members Guide	Aug 2020
G.08	Governance & Corporate Services	Committee Performance Review Policy	Sep 2020
S.02	Governance & Corporate Services	Staff Development & Performance Review (Appraisal) Policy	Sep 2020
S.11	Governance & Corporate Services	Flexible Working Policy	Sep 2020
S.15	Governance & Corporate Services	Stress Policy	Sep 2020
S.23	Governance & Corporate Services	Sabbatical Policy	Sep 2020
F.03	Finance	Financial Regulations and Procedures	Oct 2020
G.01	Governance & Corporate Services	Membership Policy	Oct 2020
G.04	Governance & Corporate Services	Disaster Recovery Plan	Oct 2020
M.04	Housing Services	Stock Condition Survey Policy & Procedures	Oct 2020
S.16	Governance & Corporate Services	Office Call-Out Policy and Procedures	
		(formerly Emergency Policy and Procedures)	Oct 2020
S.01	Governance & Corporate Services	Alcohol and Substance Misuse Policy	Jan 2021
S.22	Governance & Corporate Services	Shared Parental Leave	Jan 2021
G.12	Governance & Corporate Services	Role Description for Governing Body Members and Office Bearers	Mar 2021
G.17	Governance & Corporate Services	Lobbying Policy Statement	Mar 2021
H.09	Housing Services	Vulnerable Adults and Child Protection Policy	Mar 2021
H.10	Housing Services	Challenging Behaviour Policy	Mar 2021
S.03	Governance & Corporate Services	Attendance & Absence Management Policy	Mar 2021

## Business Plan

The Association's business plan has been updated (Nov 2019) and is available on our website. The business plan is a "live" document and is the focus of the Association's work. Various elements of performance against the business plan is reported to and considered by the Management Committee each month. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, which are detailed within the reporting calendar of the business plan.

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

## Value for Money Statement

The Association has worked with our Resident and Customer Forum to develop a value for money statement, which we issued for consultation during December - <https://www.pineview.org.uk/value-for-money-statement-consultation-dec-2019/>

We will now be adopting this statement and putting it's aims into practice. We will keep you updated on our progress with this. If you have any suggestions to amend the developed statement we would love to hear from you - please contact Joyce at our office to give any comments.



# 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 on performance.

## Performance Summary 01 April 2019 – 31 December 2019

What we measure	2019/20 Target	Performance to 31 December 2019	Target Met	2018-19 Performance Year End	Performance Change from Previous Year End
<b>Getting Good Value from Rents and Service Charges</b>					
Total Arrears Non-Technical (Current and Former)	3.10%	<b>4.33%</b>	✗	3.49%	☹️
Void Rent Loss	0.05%	<b>0.03%</b>	✓	0.04%	😊
<b>Housing Quality and Maintenance</b>					
Emergency Repairs: Average Completion Time (hrs)	4hrs	<b>1hs 56mins</b>	✓	1hr 43mins	☹️
Non-Emergency Repairs: Average completion time (days)	4 days	<b>2.48 days</b>	✓	2.65 days	😊
% of Reactive Repairs completed Right First Time	95.00%	<b>98.05%</b>	✓	96.13%	😊
% of Repairs Appointments Kept	95.00%	<b>98.76%</b>	✓	96.13%	😊
Gas safety record within legal timescale (%)	100.00%	<b>100.00%</b>	✓	100.00%	😊
<b>Access to Housing and Support</b>					
Average Relet Time (Days)	3	<b>2.76 days</b>	✓	3.26 days	😊
Applications: Average number of days to process	5	<b>2.56 days</b>	✓	4 days	😊
<b>Neighbourhood and Community</b>					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	<b>100.00%</b>	✓	100.00%	😊

Given the current and ongoing situation with coronavirus we will strive to maintain our current level of service and performance as long as possible. Pineview staff will continue to provide advice and assistance for our customers in these difficult times.

### Performance Key:

Target Met ✓

Target Not Met ✗

Performance Improving/Maximum 😊

No change in Performance 😐

Performance Declining ☹️



# Complaints and Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April to 31 December 2019 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints	1st Stage Complaints		2nd Stage Complaints	
01 April - 31 December 2019	Number	Percentage	Number	Percentage
b/f 01 April 2019	0	0%	0	0%
Complaints Received				
Equalities Related Issues	0	0%	0	0%
Other Issues	21	100.00%	0	0%
Total Number of Complaints	21		0	
Progress				
Ongoing	0	0%	0	0%
Responded to in Full	21	100%	0	0%
Responded within SPSO Timescales	21	100%	0	0%
Outcomes:				
Upheld	11	52.38%	0	0%
Partial Upheld	3	14.29%	0	0%
Not Upheld	7	33.33%	0	0%

SPSO Timescales:

1st Stage: 5 days

2nd Stage: 20 days

PHA Average time

to resolve complaints:

1st Stage: 3 days

2nd Stage: N/A

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

## Learning From Complaints

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

## 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 Category	Resolved	Upheld <sup>1</sup>	Learning From Complaints
Contractor	8	4	Contractor follow up liaison meeting /Follow repairs work
Repairs and Maintenance	5	4	Procedure Change/Staff Training /Contractor Follow Up
Staff	1	1	Staff Training
Housing Management	7	5	Staff Training
<b>Grand Total</b>	<b>21</b>	<b>14</b>	
<sup>1</sup> Relates to complaints upheld and partial upheld			

## Complaint: 767

The tenant had reported a repair to their front and back door lock. Following receipt of the repairs completion paperwork the tenant had been contacted regarding completion of a repairs satisfaction survey. The tenant advised that the front lock had been repaired but the back lock had not been attended to.

## Investigation

The Contractor was contacted and advised that during his visit to the property he was advised there was no fault with the back door lock. The contractor did not check this and also failed to note on the completion paperwork that the repair had not been actioned fully per the works order instruction.

The tenant subsequently confirmed that there was still an ongoing fault with the back door lock.

The contractor was requested to visit and carry out the repair to the tenant's satisfaction. A post inspection was carried out by PHA staff to verify this.

## Learning Outcome

Importance of carrying out repair satisfaction surveys and post inspections to maximise repairs service performance and customer satisfaction and also to ensure contractors complying with agreed procedures.

Ref	Date	Comment	Source
756	05/11/2019	Tenant put note on bottom of works order satisfaction survey "excellent service".	Tenant
759	15/11/2019	Tenant called to thank PHA for the speed of getting electrician to the property to restore lighting.	Tenant
763	25/11/2019	New tenant elated with viewing, sign-up and settling in process - very quick and efficient. Very professional service and friendly staff. Very impressed with short time taken to complete repairs.	Tenant
771	13/12/2019	Tenant called the office to say thank you for the lovely Christmas lunch they had	Tenant
772	13/12/2019	New tenant's family member was delighted with the cleanliness of the property at the viewing.	Other
774	23/12/2019	Tenant phoned to thank PHA for Love to Shop Voucher and wish all a Merry Christmas.	Tenant

# Planned Maintenance Works 2020 / 2021

## (1/4/2020 – 31/03/2021)

2020 /21 will be a busy year again with the following works due to be completed

### Cyclical Works:

Gas servicing – all properties  
Smoke alarms / heat detectors – complete final properties in contract (no access obtained during 2019/2020)  
5 Yearly Electrical Inspections – those properties due within 2020/2021  
Gutter Cleaning – all properties  
Roof Anchor Checks – all properties with roof anchors

### Painterwork:

Pinewood 6 (2-10 Jedworth Avenue; 60-64 Tallant Road & 1-9 Rozelle Avenue;  
Pinewood 7 (1 & 3 Jedworth Avenue;  
5A – 5B Jedworth Avenue; 2 Pineview Court;  
1 – 9 Pineview Court & 66 – 78 Tallant Road)  
Waverley 2 (1 – 17 Drummorie Road;  
2 – 10 Drummorie Road & 30 – 40 Peel Glen Road)

Waverley 3 (21 – 27 Backmuir Road;  
12 – 16 Drummorie Road; 1 – 8 Springside Gardens & 1 – 32 Springside Place);  
Stonedryke (2 – 24 Stonedryke Grove)

### Planned Works:

Kitchen replacements - Waverley 5 (1 – 7 Backmuir Road; 1 – 8 Grogarry Road; 13 – 38 Springside Place & 17 – 41 Summerhill Road)

### Coronavirus Impact

Due to the coronavirus the start dates for some of the above works have required to be postponed but works commencements will be communicated at a later date. Please note, however, that the gas servicing, electrical inspections and smoke alarms works are continuing meantime.

## 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 -

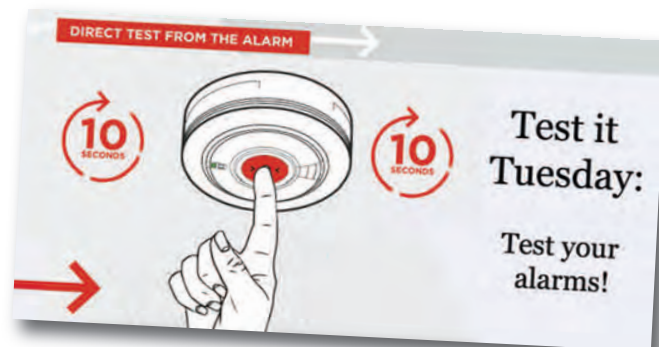
As long as you have some credit in both your gas and electric meter the engineer will be able to do the service. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.



## Smoke Alarms and 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. 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.

# Department of Work and Pensions

## Coronavirus support for benefit claimants

### For people already claiming support

Special arrangements will be in place for people in receipt of benefits who cannot attend reassessments or jobcentre appointments because they are required to stay at home or are infected by Coronavirus.

The arrangements are:

- Disabled and sick claimants who cannot attend a reassessment for Personal Independence Payment (PIP), Employment and Support Allowance (ESA) or Universal Credit will continue to receive their payments while their assessment is rearranged.
- People who need to claim ESA or Universal Credit because of coronavirus will not be required to produce a fit note.
- When claimants tell the Department of Work and Pensions in good time that they are staying at home or that they have been diagnosed with coronavirus, they will not be sanctioned – their conditionality requirements in their claimant commitment will be reviewed, to ensure they are reasonable.
- Claimants who are staying at home as a result of coronavirus will have their mandatory work search and work availability requirements removed to account for a period of sickness.

### For people who need to make a new claim for financial support

The Department of Work and Pensions understands that people who are required to stay at home or are infected by coronavirus may need financial support, and quickly.

They announce that:

- Those affected by Coronavirus will be able to apply for Universal Credit and can receive up to a month's advance up front without physically attending a jobcentre.
- The 7 waiting days for ESA for new claimants will not apply if they are suffering from coronavirus or are required to stay at home – so it will be payable from day one.



Cut out/tear off

## Hello! If you are self-isolating, I can help.

My name is: \_\_\_\_\_

I live locally at: \_\_\_\_\_

My phone number is: \_\_\_\_\_

**If you are self-isolating due to COVID-19 I can help with:**

<input type="checkbox"/> Picking up Shopping	<input type="checkbox"/> Posting Mail
<input type="checkbox"/> A friendly phonecall	<input type="checkbox"/> Urgent Supplies

**Just call or text me and i'll do my best to help you (for free)**

**Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2 m distance). Wash your hands regularly. Items should be left on your doorstep.**



## Overflowing Bins

If you ensure that you are disposing of your refuse properly and are using the correct bins, you will be helping to alleviate the risk of vermin to the area and encouraging others to maintain a clean and tidy environment.

<b>Blue Bin</b> 	<b>FOR DRY MIXED ITEMS ONLY</b>   Empty Cans  Cardboard, Card Packaging  Newspapers/Magazines, Mixed Paper, Envelopes  Milk Bottles  Empty Tins  Plastic Bottles
<b>Grey Bin</b> 	<b>FOR FOOD WASTE ONLY</b>   Meat, Bones, Leftovers  Dairy, Cakes, Biscuits  Vegetables, Peelings, Fruit  Fish, Shells, Pet Food  Eggs and Shells, Tea Bags, Coffee Grounds  Bread, Rice, Pasta
<b>Green/Silver Bin</b> 	<b>FOR GENERAL WASTE ITEMS ONLY</b>   All other waste items not for blue or grey bins

**RECYCLING CENTRES**  
 Clothes, textiles and electrical items/ appliances can be taken to one of Glasgow City Council's Recycling Centres, details of locations via our website below.

## Bulk Uplift

Do you know that if you have any unwanted items which need disposed of, that Glasgow City Council will uplift this for free? All you have to do is contact them on 0141 287 9700 with an itemised list and they will do the rest. You can also report this via the Glasgow City Council app which can be downloaded to your mobile device. Please note that you should place the items in an area which can be easily accessed.

## Fly Tipping

Glasgow City Council provide a free uplift service for unwanted items. If you make use of this service, then you will be helping to contribute to keeping your community clean, healthy and a welcome environment in which to live. Should you witness anyone fly tipping, please contact Glasgow City Council on 0141 287 9700. You can also contact us at the office on 0141 944 3891.

## Rats in Local Area

We have recently received numerous reports of rats being spotted in back gardens within the local area. After speaking with Glasgow City Council's Pest Control Department and other local Housing Associations, it is a possibility that the rats have been disturbed during the construction of the new build properties on Linkwood Drive.

We are asking all residents to ensure that there is no food or bulk items left within your garden as this may attract rats to the property. Should you see rats within your garden or local area, it is essential that you contact Pest Control on 0141 287 1059 to report this. Pest Control can then put down traps and / or bait in all affected areas.

## Dog Fouling

The Association has recently received reports of dog fouling in the local area. We know that the majority of dog owners look after the local area by cleaning up after their pet, however there are a small number of owners who continue to allow their dogs to foul in back courts and local areas and do not clean up after them.

Should your dog foul anywhere, it is your duty as a responsible dog owner to clean this up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make local spaces unsafe and unusable for young children to play in.

The Association is continuing to tackle this issue by raising awareness of responsibilities and increasing communication with tenants and residents in the areas which are affected. Staff are carrying out regular inspections of back courts, closes and communal areas.

**Please help us by identifying owners who do not clean up after their dogs by calling the office on 0141 944 3891. Our aim is to make your local area a cleaner, safer and more attractive place to live.**



 Cut out/tear off

*Hello!* **If you are self-isolating, I can help.**

My name is: \_\_\_\_\_

I live locally at: \_\_\_\_\_

My phone number is: \_\_\_\_\_

**If you are self-isolating due to COVID-19 I can help with:**

☐ Picking up Shopping

☐ Posting Mail

☐ A friendly phonecall

☐ Urgent Supplies

**Just call or text me and i'll do my best to help you (for free)**

**Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2 m distance). Wash your hands regularly. Items should be left on your doorstep.**

## Welfare Reform

### Post Office accounts

**The Post Office Card Account (POCa) will no longer be an option for Universal Credit claimants from Nov 2021.**

There are currently around 1 million customers still paid by POca who will need to be converted to mainstream bank accounts or migrated to a replacement service. There will be no new POca customers from 1st Feb 2020 so they will need to either have a bank account or Credit Union Accounts or use the Payment Exception Service. Pineview staff can signpost claimants who wish to set up a bank account.

### Scottish Young Carers Grant

**Applications open for Scottish Young Carers Grant.** The grant is for carers aged 16 -17, and who spend at least 16 hours a week caring for a disabled person. This is being administered by the Scottish Government and Pineview staff can assist in applying for this.

### Homeless Funding

**£3 million fund to help the homeless access benefits, find work, secure accommodation and additional support.**

Job Centre staff will work with other agencies and charities, speaking to people sleeping rough. Pineview staff will discuss with DWP at next meeting.

## Drumchapel Food Bank

During December 2019 our staff team arranged to host a collection for Drumchapel Foodbank at our office. Our Housing Assistant, Lauren McLaren, came up with the idea of hosting a Reverse Advent Calendar approach where each day, people could bring in food, household items or toiletries to donate to the foodbank.

We would like to thank everyone who donated to the Reverse Advent collection, with an estimate of over £500 worth of items donated! We could not have done this without our residents, committee, staff and contractors who all joined in the spirit of giving during the festive period.

We were overwhelmed by the generosity of our contractors in supporting not only Pineview residents, but the wider Drumchapel community through their involvement in the Reverse Advent.

Special thanks to our contractors:

- Jim Gilmour Decorators
- JS Harvie & Co (Painting Contractors)
- Magnus Electrical Services Ltd
- W Mc Heating and Plumbing Services

Staff delivered the collection of food, household items and toiletries to Drumchapel Foodbank, where it was gratefully received. Our Management Committee also made a cash donation of £250.00 to the foodbank in line with our Donations Policy in December 2019.

Drumchapel Food Bank are currently accepting cash donations to help with tackling fuel poverty amongst their clients. With this help, their clients will be able to bring their pre-payment keys and cards to their office, where staff will top up for them. For more information about Drumchapel Foodbank visit their facebook page:

<https://www.facebook.com/Drumchapel-Food-Bank-1481838552028461/>



# Hate Crime and Third Party Reporting Centres

## What Is Hate Crime?

Definition - Crime motivated by malice or ill will towards a social group by:

- Race
- Sexual orientation
- Religion/faith
- Disability
- Transgender/gender identity (Offences (Aggravated by Prejudice) Act 2010)

Hate crimes are abhorrent and target marginalised and vulnerable members of our communities with devastating effect on both victims and their families.

Police Scotland is committed to making it as easy as possible for victims to report hate crime.



## What is a Third Party Reporting Centre?

In some cases victims or witnesses of Hate Crime do not feel comfortable reporting the matter directly to the Police and may be more comfortable reporting it to someone they are familiar with.

To ensure all victims or witnesses are able to report Hate Crimes, Police Scotland works in partnership with a wide variety of partners who perform the role of Third Party Reporting Centres. Staff within Third Party Reporting Centres have been trained to assist a victim or witness in submitting a report to the police and can make such a report on the victim or witnesses behalf.

As a third party reporting centre, victims of hate crime can come to Pineview offices, a secure, safe and trusted place, for them to report the offence and allow us to support or represent them in the reporting process.

**For more information about Hate Crime please contact our office on 0141 944 3891 or visit the Police Scotland website [www.scotland.police.uk](http://www.scotland.police.uk)**

## Caravan Project

The Caravan Project are a charitable company which is ran by local people who represent the many organisations that support families to improve their lives and communities.

The project own four caravans at Craig Tara Holiday Park in Ayr. They provide families or carers with the opportunity to have a holiday for a total amount of £250.00. Once your application has been received and approved, the caravan project will propose a suitable date and once this is confirmed, a deposit of £50.00 is due to be paid within one month of the confirmation being received. A further payment of £200.00 can be paid in installments up to 6 weeks before the date of the holiday.

Please note that the season runs from March to October each year. Applications for the Easter School Holidays and school Summer Holidays have now closed. The application deadline for the October School Holidays is 23rd April 2020. Should you wish to have your holiday out with these dates, you can apply any time.

In light of the recent coronavirus outbreak, the Caravan Project will provide further updates on any closures which affect Craig Tara Holiday Park. Please check our website and Facebook page for updates.





## Commit to Get Fit

Pineview are delighted to be able to offer our residents access to discounted Fit Club membership with Glasgow Club. You can sign up for the discounted price of £25 per month, with a twelve month commitment.

If you would like the freedom to use all 21 Glasgow Club gyms, 1,400 weekly fitness classes, 12 swimming pools and saunas or steam rooms as often as you like, then Fit Club is for you. You can also enjoy free personal appointments with a fitness professional who will provide you with all the help and support you need to reach those goals as part of the Glasgow Club Member Journey.

Please note, if your income is supplemented by benefits you may be able to access additional membership reductions through Glasgow Club. Still unsure? Don't worry, Glasgow Club have a team of advisors who will help you choose the option that is best value for you.

Email:

[glasgowcluboffers@glasgowlife.org.uk](mailto:glasgowcluboffers@glasgowlife.org.uk) and quote **Pineview Housing Promo**.

For more information of Glasgow Club visit [www.glasgowclub.org](http://www.glasgowclub.org)




**Only  
£25 Per  
Month!**

# COMMIT TO GET FIT

with the help of this  
Glasgow Club special offer.

Membership gives you access to 21 gyms,  
12 pools and over 1,400 fitness classes per week.

Email us at [glasgowcluboffers@glasgowlife.org.uk](mailto:glasgowcluboffers@glasgowlife.org.uk)  
and quote **PINEVIEW HOUSING PROMO**

[www.glasgowclub.org](http://www.glasgowclub.org)



# Ash Scotland

<https://www.ashscotland.org.uk/charter>



Pineview Housing Association are 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 & practice can best contribute to the tobacco-free goal.

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

### 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

## 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)**

## Annual Outing: Date to be confirmed following Government advice

Each year the Association hosts an annual outing for our residents and their families.

The aim of the outing is to provide an opportunity for our residents to take part in a free, fun and healthy outdoor activity. Over the last few years we have had:

- Cycled round Millport
- Had days by the seaside in Ayr and Largs
- Had an action packed day at Heads of Ayr Farm Park



Our Resident Forum are now seeking your views on where you would like to go for the outing scheduled to take place in August 2020. Please note due to Health and Safety legislation, we are unable to arrange visits to large theme parks.

I would like the Resident Forum to consider an outing to:

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Do you have any comments or suggestions about the annual outing?

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I would like to become involved in planning and arranging future events, outings or activities for Pineview residents.

Yes/No

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Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**All survey responses will be entered into a draw to win £25.00 of Love to Shop Vouchers!**



Spring 2020

## 2020-2025 Five Year Property Plan Feed Back Form

The Resident and Customer Forum have been working with the staff team at Pineview to help design useful information for our tenants.

One of the areas developed is about letting tenants know when certain works will be carried out to their home. This will allow tenants for example, to plan any decoration they might want to undertake around these works.

The Resident and Customer Forum thought it would be beneficial if tenants received a yearly plan detailing what work was planned for their home within the next five year period.

All tenants have been issued with a five year property plan covering the financial year period 2020 - 2025.

This is our first attempt at this and we hope you find it useful. Please let us know your thoughts by completing the survey below.

Complete online at [www.pineview.org.uk](http://www.pineview.org.uk)

Visit our "Get Involved" page and click on Customer Consultation to take part and submit your views.

Email: [mail@pineview.org.uk](mailto:mail@pineview.org.uk).

**All survey responses will be entered into a draw to win £25.00 of Love to Shop Vouchers!**

1. Did you like the layout of your 5 Year Property Plan?

Yes/No

Other (please specify)

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2. Did you get the information you needed from the 5 Year Property Plan?

Yes/No

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3. Have we missed anything – what else would you like to see in the 5 Year Property Plan?

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4. What would you like us to change about the 5 Year Property Plan?

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5. Any other comments?

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Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

