



Drumchapel Foodbank – Donations Needed

Due to an increase in demand in the area, Drumchapel Food Bank are in desperate need of donations to contribute to their care packages. The following items are required:

- Cereal
- Tinned Spaghetti/Hoops
- Tinned Meat
- Tinned Tuna
- Tinned/Jarred Hot Dogs
- Tinned Meatballs
- Tinned Garden/Processed Peas
- Tinned Carrots
- Tinned Sweetcorn
- Tinned Potatoes
- Jarred Sauces
- Instant Noodles
- Meals in a Can (ie. Stew, Chicken & White Sauce, Curry etc)
- Tinned Custard
- Tinned Rice Pudding
- Tinned Fruit
- Biscuits
- Sugar
- Jam
- Stock Cubes (Veg/Chicken)
- Frey Bentos Pies
- Toilet Roll
- Nappies (Size 6,6+,7,7+)



Any donations can be delivered directly to
Drumchapel Food Bank
at KCEDG, Unit 9,
Ladyloan Place,
Drumchapel G15 8LB

In this issue:

Staff and Committee News
Page 4-5

Consulation Corner
Page 6-7

Performance Update
Page 8-9

2019-20 Rent and Service Charge Increase
Page 10-11

Forestry Commission Safety Notice
Page 13

Maintenance News and Updates
Pages 14-15

Out of Hours Emergencies
Page 16

Community Information Pages
Page 17- 19

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

2018/19 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 19/04/19 – Monday 22/04/19 (Re-open Tuesday 23/04/19 at 09.00am)
Thursday 02/05/19 (Re-open Friday 03/05/19 at 09.00am)
Monday 06/05/19 (Re-open Tuesday 07/05/19 at 09.00am)
Friday 24/05/19 – Monday 27/05/19 (Re-open Tuesday 28/05/19 at 09.00am)
Friday 07/06/19 (Re-open Monday 10/06/19 at 09.00am)
Friday 12/07/19 – Monday 15/07/19 (Re-open Tuesday 16/07/19 at 09.00am)

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**
- **Website: 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:

In everything we do, we will be:

- **Honest & transparent**
- **Fair & adaptable**
- **Polite & approachable**
- **Positive & 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.

Your information, Your rights

The General Data Protection Regulation (GDPR) has applied since 25 May 2018. One of the biggest changes introduced was the requirement for us to tell you about the rights that you have when it comes to the information that we hold about you.

Under certain circumstances, the GDPR gives you the following rights:

- The right to be informed about how we hold and use your personal information.
- The right to request a copy of your personal information and to check that we are holding and using it in line with legal requirements.
- The right to request correction of any incomplete or inaccurate personal information that we hold about you.
- The right to request deletion of your personal information where there is no good reason for us continuing to hold and use it or where you object to us holding and using it.
- The right to have our use of your personal information restricted where, for example, it is incorrect and you have asked for it to be corrected.
- The right to stop us from using your personal information altogether if we have committed a breach of the GDPR.
- The right to have your personal information transferred to another organisation.

If you wish to make a rights request or have any questions about the GDPR, please contact our Data Protection Officer (DPO), Daradjeet Jagpal

by: e-mail at
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.

Universal Credit Rent Rise

If you are in receipt of Universal Credit, you are required to advise the Department for Work and Pensions of your new rent amount after the 1st of April 2019. You will already have received notice of your rent increase by post informing you of the change in amount. Update your rent increase by:

- Accessing your online journal - <https://www.gov.uk/sign-in-universal-credit>
- Contact DWP by telephone on 0800 328 9344
- Visit your local Job Centre – Drumchapel Job Centre, 71 Kinfauns Drive, G15 7TG

You cannot update DWP before the 1st of April, date the rent increase comes into effect, as it will not be taken into account. DWP have advised that any rent increase notifications received before the 1st of April will not be backdated unless there is an error on their part. If you require any assistance with this please contact Pineview's office. Additionally we can arrange a Welfare Benefits Advice Appointment if required.



Staffing Update - New Staff Join Pineview – Welcome!



The Association has recently recruited two new permanent members of staff and one temporary member of staff. Many of you will have met these new team members and we hope you will agree that they are a great addition to the Association. If you haven't met Cathy, Lauren or Morven yet, please feel free to pop into the office and say hello as they will be very pleased to meet as many of our customers as they can.

Cathy McAnerney, Housing Assistant

Hi, my name is Cathy McAnerney and I recently joined Pineview Housing Association after working with the Royal Bank of Scotland for 34 years. I worked in many different areas within the bank starting from office junior to finishing within the Corporate Banking Team in Glasgow, including supporting the Housing Finance Team for a number of years. After leaving the bank for a short period of time I worked with children with additional support needs. Following my application to join Pineview I was delighted to be given the opportunity to become part of the team and look forward to meeting and speaking to many of you over the coming months.

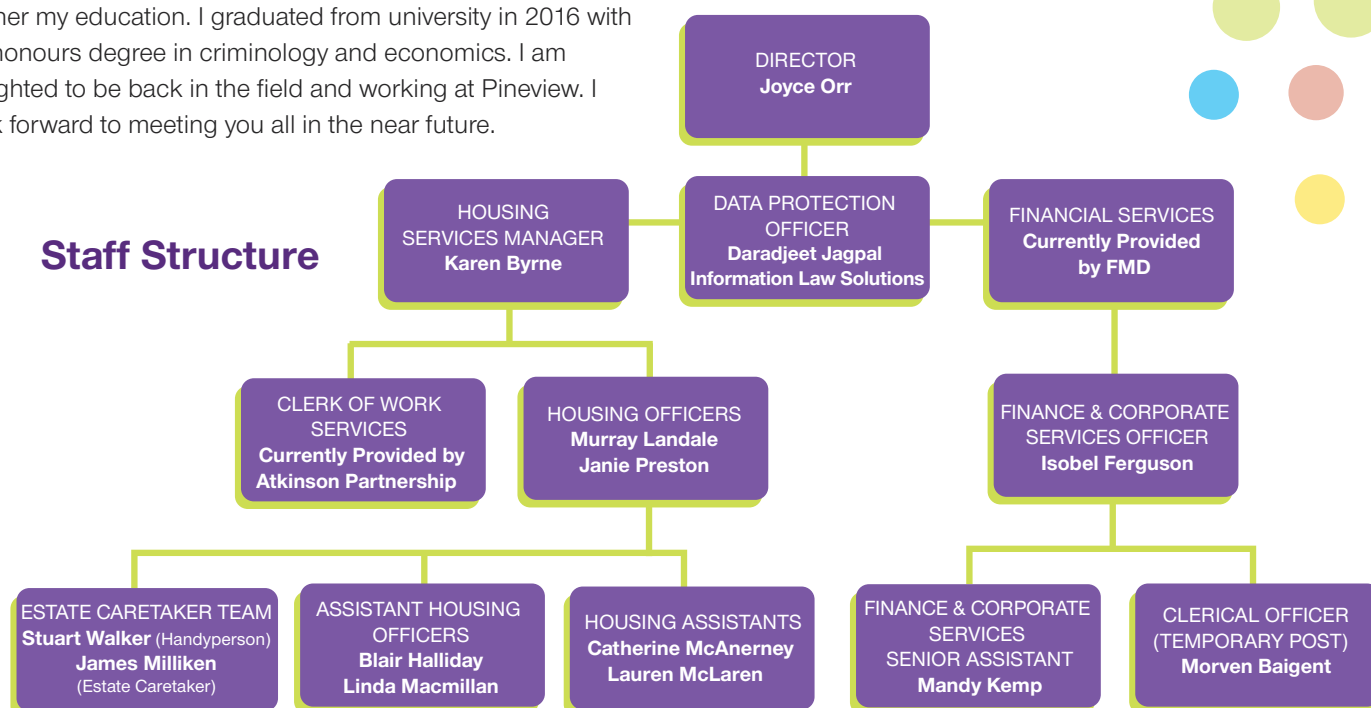
Lauren McLaren, Housing Assistant

My name is Lauren McLaren and I have recently started with Pineview as a Housing Assistant. I have previous experience of working within a Housing Association, however I chose to take some time away from my career to have a family and further my education. I graduated from university in 2016 with an honours degree in criminology and economics. I am delighted to be back in the field and working at Pineview. I look forward to meeting you all in the near future.

Morven Baigent, Finance & Corporate Services Clerical Officer

My name is Morven Baigent, I began working with Pineview Housing Association covering Reception and assisting with Corporate Services and Finance tasks in October. I am delighted to have been offered a short-term six months contract, I will be with the association until August working with Isobel and Mandy. I look forward to meeting all of the customers and residents whom I haven't already over the coming months.

Staff Structure



Management Committee Update

Our current committee members:

Josephine McGinty - Chairperson
Victoria Phelps - Vice Chairperson
Jim O'Connor - Treasurer

Jean Black	Gail Boyle
Asa Brooks	Myra Frater
Sharon Kane	Kenny McGinty
Winifred McPhail	Anna Welsh

The Association is looking for additional people to be co-opted onto the Committee. We are underrepresented with some sections of Scottish society and would like to increase members from the following groups:

- Anyone who is interested in Pineview Housing Association and our customers
- Young people, Male or Female
- Minority Ethnic tenants – we know we have people from other countries living in our community. It would be good to have one or two of them on the committee. 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 or Isobel to discuss in more detail.

Date for your Diary – 28th Annual General Meeting

This year the Association has been unable to secure a booking at the Community Centre for our 2019 AGM. As such, we have had to look for alternative local accommodation and have been able to secure St Mark's Church at 281 Kinfauns Drive (just across the road and down a bit from the community centre, next to St Clare's primary school). We hope as many of our members as possible will be able to join us for this annual event. The meeting will start at the usual 6pm. More details, including Committee Member nomination forms and AGM papers, will be issued during May and June.



Gardening season will soon be upon us

Gardening season has begun, Pineview would like to remind all tenants of their obligation to ensure that your garden is cut and well maintained throughout Spring, Summer and Autumn. Our Housing Services staff carry out regular estate inspections to ensure our community is kept tidy.

Remember, we host annual gardening competitions where a small reward will be issued to the winners as a token of our appreciation for your efforts and hard work. Keep an eye out for details in our Summer Newsletter.

Please note, failure to keep your garden tidy may result in action being taken by the Association at the cost of the tenant.

Thank you for your continued cooperation with this matter, all of which helps contribute to a nice community environment in which to live.



Consultation Corner

Policy Reviews Update

Policy Reviews Completed:

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.

Policy Reviews Due:

The Association has a number of customer related policies that are due to be reviewed over the coming year. Details of policies due to be reviewed from March 2019 to March 2020 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 Cycle - Years	Review Due	Contact Person
M.09	Housing Services	Asbestos Management Policy	3	Mar 2019	Karen
G.07	Governance & Procedure	Complaints Handling Corporate Services	3	Apr 2019	Isobel
G.10	Governance & Corporate Services	Committee Member Recruitment Policy	3	Apr 2019	Joyce
G.03	Governance & Corporate Services	Equality & Diversity Policy	1	Apr 2019	Joyce
H.03	Housing Services	Anti-Social Behaviour Policy	3	Apr 2019	Karen
H.04	Housing Services	Rent Setting & Service Charge Policy	3	Apr 2019	Karen
H.05	Housing Services	Tenancy Management Policy	1	Apr 2019	Karen
H.18	Housing Services	Tenant/Customer Participation Policy	1	Apr 2019	Karen
G.14	Governance & Corporate Services	Governing Body Members Guide	1	Aug 2019	Joyce
G.08	Governance & Corporate Services	Committee Performance Review Policy	1	Sep 2019	Joyce
H.01	Housing Services	Abandonment Policy	3	Oct 2019	Karen
H.06	Housing Services	Void Management Policy	3	Oct 2019	Karen
G.06	Housing Services	Customer Care Policy	3	Oct 2019	Karen
F.06	Finance	Donations Policy	3	Jan 2020	Joyce
G.02	Governance & Corporate Services	Whistleblowing	3	Jan 2020	Joyce
G.11	Governance & Corporate Services	Model Code of Conduct For Governing Body Members	3	Mar 2020	Joyce

How to Get Involved with Your Association

We are always looking for ways to have more residents and customers involvement, if you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know. We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

You can contact the Association or keep updated with our news in a number of ways:

Telephone – 0141 944 3891

E-mail – mail@pineview.org.uk

Website – www.pineview.org.uk

Resident & Customer Forum

The Association has an active Resident & 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.

All meetings are held on the first Wednesday of each month (excluding July and January) and start at 6.00 p.m. in Pineview's Offices at 5 Rozelle Avenue.

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.

Business Plan

The Association's business plan has been updated to 31/12/18 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. Those due over the next few months include the following opposite:

Committee Meeting:	Element Being Considered:
March	Priorities setting for 2019, 2020 & 2021
April	Key Performance Indicators (KPIs) targets for 2019/20

If you would like to know more about our business plan, please contact Joyce at our office.

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 last year's figures by the end of the financial year.

Performance Summary 2018 - 19 1st April – 31st December 2018)

What we Measure	2018/19 Target	Performance to December 2018	Target Met	Performance Change from Previous Year End	2017-18 Performance Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	2.60%	3.23%	✗	☹️	3.16%
Void Rent Loss	0.05%	0.02%	✓	😊	0.05%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4.00	1.55	✓	😊	1.83
Non-Emergency Repairs: Average completion time (days)	4.00	2.60	✓	☹️	2.32
% of Reactive Repairs completed Right First Time	95.00%	96.10%	✓	☹️	96.89%
% of Repairs Appointments Kept	95.00%	95.98%	✓	😊	95.12%
% of properties with current gas safety record	100.00%	100.00%	✓	😊	100.00%
Access to Housing & Support					
Average Relet Time (Days)	3	1.5	✓	😊	2.59
Applications: Average number of days to process	5	3	✓	😊	22.46
Neighbourhood & Community					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	100.00%	✓	😊	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 and improve our performance

Performance Key:

Target Met ✓

Target Not Met ✗

Performance Improving/Maximum 😊

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 to 31 December 2018 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April - 31 December 2018	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2018	1	5.88%		
Equalities Related Issues	0	0%	0	0%
Other Issues	16	94.12%	0	0%
Total Number of Complaints	17		0	

SPSO Timescales:

1st Stage: 5 days

2nd Stage: 20 days

PHA Average time

to resolve complaints:

1st Stage: 4 days

2nd Stage: N/A

Progress				
Ongoing	0	0%	0	0%
Responded to in Full	17	100%	0	0%
Responded within SPSO Timescales	15	88.24%	0	0%

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.

Outcomes:				
Upheld	9	52.94%	0	0%
Partial Upheld	3	17.65%	0	0%
Not Upheld	5	29.41%	0	0%

Learning From Complaints

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 ¹	Learning From Complaints
Contractor	5	5	Contractor follow up liaison meeting /Follow repairs work
Repairs & Maintenance	5	3	Staff Training
Staff	4	3	Staff Training/Customer Service Focus
Housing Management	3	1	Staff Training
Grand Total	17	12	
¹ 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: 649

The tenant had complained that they had received a letter about bulk and rubbish in their garden and they felt these to be unnecessary as they had removed these items now.

Investigation

The Assistant Housing Officer investigated the complaint and as there was documented evidence from estate audit inspections that bulk and rubbish were present in the garden on the date the letter was sent the complaint was not upheld.

Learning Outcome

No learning outcome but demonstrated the vital importance of accurately documenting inspections / visits. Confirmed that staff are adhering to policy and procedures.

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
640	01/10/2018	During settling in visit a new tenant expressed how helpful and understanding the Housing Officer was throughout the process of re-housing.
652	07/12/2018	The tenants had an absolutely lovely time at the pensioner's lunch at Oliver's and want to express their gratitude to Pineview for getting it arranged for them.
654	13/12/2018	Tenant called to thank Housing Officer for very swiftly helping out when they were locked out of their house and for arranging action to help them.

Rent & Service Charge Increase for 2019/2020

The Association reviews its rent and service charges every year and works hard to try and keep the charges affordable whilst having enough money to cover all our current costs as well as putting money aside for future maintenance works such as new kitchen, new boilers, replacement windows, roofs etc.

The Association consulted on options for the 2019/2020 increase and sought views on the value for money represented by the Association's rent charges.

- 79% felt the charges for their property represented very good or fairly good value for money.
- The majority of respondents (79%) indicated a 2.4% rent increase was their preferred option.
- From the 28 responses the choice of increase was split as follows:
2.4% - 23 2.9% - 4 3.4% - 1

Thank you to those 28 customers who took the time to respond to the consultation.

The Association's Management Committee considered the consultation responses alongside the need to ensure sufficient funds for current and future commitments for the Association and the housing stock and approved a rent & service charge increase of 2.4%.

If you would like more information on the consultation results, please contact Karen Byrne (Housing Services Manager).

Chartered Institute of Housing (CiH) Make a Stand Pledge

The Association has signed the CiH **Make a Stand** pledge and has committed to take action to support people experiencing domestic abuse.

Make a Stand was launched in June 2018 as part of then-CiH president Alison Inman's presidential appeal to tackle domestic abuse. It centres around a pledge that CiH have developed in partnership with the Domestic Abuse Housing Alliance (DAHA) and the 2018 and 2019 presidential charity Women's Aid.

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week. Housing organisations house and employ millions of people across the UK and that means we house and employ many thousands of people affected by domestic abuse.

CiH believe that the housing sector must do more on this issue. In the words of Alison Inman, these are "our homes, our people and this is our problem".

The pledge gives housing organisations the opportunity to sign up to make four focused, but easily deliverable commitments to provide support for people experiencing domestic abuse. This is a way for housing organisations to publicly commit to take action to support victims of domestic abuse.

By signing the pledge, Pineview has become part of that collective effort and will have until September to put these four commitments in place.

More information can be found at the following website:
www.cih.org/makeastand



Give your view

Help to improve social landlord services, take the latest National Panel survey!

The Panel is a way for people who use social landlord services to share their views via surveys and other feedback. SHR are always open to new members.

Take the survey for a chance to win £50

Take part online or by phone:

[Bit.ly/shr-panel](https://bit.ly/shr-panel)

Telephone: 0800 433 7212



Freedom of information to apply to registered social landlords

After years of consultation, the Scottish Government has announced that Freedom of Information laws (FOI) will apply to registered social landlords from the 11th November 2019.

The details of how Freedom of Information will apply to Pineview and our tenants have yet to be confirmed, we will keep you updated as we know more.

In the meantime, our Data Protection Officer, Daradjeet Jagpal, will also assume the role of our Information Officer for FOI purposes and will work with us to ensure we are FOI ready come November.

As part of this, Daradjeet will be involved in helping us:

- Catalogue the information we hold to ensure we can handle and respond to FOI requests within the required timescales.
- Prepare our publication scheme and guide to information, which sets out the information we publish and how it can be accessed. This could often mean you could access the information you are looking for more quickly and without having to make an FOI request to us e.g. via our website or by visiting the office.
- Put in place the necessary FOI policy and procedure to ensure we comply and process requests in line with the law.
- Deliver training so staff know how to recognise an FOI request and how it should be handled.

We will provide you with more information about FOI in future newsletters, including how to make a request and the details you must include within your request before we can process it.

Strathclyde Fire Brigade Advice



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



If you see anyone leaving items/rubbish on the landings/stairwells please inform your Housing Officer (Janie Preston /Murray Landale) immediately so that it can be dealt with promptly. Telephone: 0141 944 3891

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

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

Dog Fouling – Anti Social

Pineview Housing Association 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 also in breach of your tenancy conditions. This also applies to anyone visiting your property too.



We operate on a zero tolerance policy to this type of anti-social activity and will take further action against anyone found responsible. Glasgow City Council may also take action against anyone found responsible for dog fouling in the community, which is regarded as an anti-social behaviour breach.

If you witness anyone responsible for this unacceptable behaviour in the community, please get in contact with your Housing Officer (Janie Preston or Murray Landale) in complete confidence with any details so that we can work to stop this type of behaviour. You can also report incidents direct to Glasgow City Council's Environmental Task Force on 0141 287 9700 or you can download the "My Glasgow" Mobile App and report issues via this method too.

Reporting Bulk/Flytipping

Fly tipping - Never be tempted to dump large items in an inappropriate manner. You will risk being prosecuted and having action taken against you for breach of tenancy conditions.

Fly tipping is the dumping of waste or refuse illegally instead of using an authorised methods such as kerbside collection. It is illegal to dispose of items, such as old furniture etc. on any common ground, pavements, and road or around privately operated skips. The illegal disposal of waste is anti-social behaviour that is adversely affecting the community and the pride we take in our neighbourhood's. Fly-tipping poses a threat to humans and animals, damages our environment, and spoils our enjoyment of our neighborhood's.

Bulk – if you have any unwanted items that need disposed of and cannot be put into your normal waste bins, then you must also ensure that you either dispose of them yourself or report for an uplift. You should place the items in an area where Cleansing can easily access it and itemise each item (Cleansing will ask for this when you call). You have an obligation under the terms of your Tenancy Agreement to dispose of items properly and keep your garden clean and tidy.

Glasgow City Council offer a free uplift service so there is no reason for anyone to be fly-tipping or leaving items in their garden for long periods of time.

If you have any unwanted items that need to be disposed of, please contact Glasgow City Council 0141 287 9700 and arrange for it to be uplifted. If you witness anyone responsible for fly-tipping you can report them direct to Glasgow City Council on 0141 287 9700 or you can let your Housing Officer know by contacting Janie Preston or Murray Landale on 0141 944 3891.



The Forestry Commission We are going to be working at Drumchapel Woods soon...

The Forestry Commission will be carrying out tree work in the forest at Drumchapel Woods, commencing February 2019. The work will involve 'thinning operations', where they felt a small proportion of the trees to create more space and light for the remaining trees to grow.

This will improve the quality and value of timber in the future, gradually improve the quality of the woodland for wildlife, and create a more attractive woodland landscape.

Whilst the tree work is taking place, they will need to temporarily close some paths to ensure public safety.

Please follow any signs and instructions on site to help them manage the work safely, and keep an eye on the webpage for updates.

www.scotland.forestry.gov.uk/visitdrumchapel-woods

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), 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 & 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 AND 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.

Planned Maintenance Updates

Stock Condition Survey

The Association has been reviewing our property stock condition information during February – we would like to say thank you to everyone who let the surveyor into their home to assist with this important work. With all the data now collected, the Association will now be profiling the stock and determining when various types of work will be required in the future. Once we have completed this work, our long term projections will be updated to allow us to ensure that we have sufficient resources for when the work requires to be completed. We will keep you updated on progress with this work through our newsletters.

2019 Cyclical and Planned Maintenance Programme

The Association has been preparing for our 2019 cyclical and planned maintenance programmes of work. It will be a busy year again with the following works due:

Cyclical Works:

Painterwork to Pinewood Phase 2, 3, 4 & 5
Gas servicing – all properties
Electrical Inspections – as fall due, we will let affected tenants know directly
Gutter cleaning – all properties
Roof Anchor Checks – all affected properties

Planned Works:

Kitchen replacements – Waverly Phase 4

If you would like any further information about these matters please contact Linda or Blair at our office.

Out of Hours Emergency Repairs

If you have any Emergency repairs, then contact **City Building (Glasgow) on Freephone 0800 595 595** Please only report emergency repairs which cannot wait until the office reopens. If a tradesman is called and the repair is not classed as an emergency, you may have the cost charged to you.

Please only report emergency repairs which cannot wait until the office reopens. **If a tradesman is called and the repair is not classed as an emergency, you may have the cost charged to you.**

Examples of Emergency Repairs are:

- Water Leaks
- Burst pipes and tanks
- Loss of electric power or faults, not caused by tenant's appliances
- Loss of water supply
- Broken or Choked W.C, in properties with only one toilet.
- Broken windows
- Fires or break-ins
- Lightning, flood or storm damage endangering life or property
- Structural problems causing a danger to tenants or the public
- Difficulties with locks causing security problems

Remember, if your repair can wait until the office re-opens then it is not an emergency

If you smell gas in your home, please contact **Scotland Gas Networks on 0800 111 999** immediately and if you can, turn the handle off at your gas meter and do not use any electrics. Open all windows to extinguish the smell of gas and do not use any naked flames.

Drumchapel Awards Positive Male Role Models

“A Man’s a Man for Awe That”

On Friday, 25th January, several community organisations joined together to celebrate men who have made, and in many cases continue to make, a difference in Drumchapel. Whether at home or in the community as a dad, granddad, brother, son, husband, neighbour, whatever, on this night the community nominated men in the community who are important role models to follow. Each nominated person was presented with a certificate of recognition and we all enjoyed a healthy “haggis, neeps and tatties”!

Taking advantage of Rabbie Burn’s poem “A Man’s a Man For Awe That” we wanted to show to the wider community, and indeed to the city, that in Drumchapel there are good men who care for the community. Unfortunately, the news in the press about Drumchapel focuses considerably on the negative issues which at times occur. We showed on Friday that there is another side to Drumchapel and that several men contribute to making that other side visible through their contribution, at times silent and not perceived, but meaningful and important, and that they should be recognised.

We also took advantage of Bob Marley’s birthday which is at the beginning of February to link him and his music with Rabbie Burns. Both men took advantage of their art to communicate strong political messages about brother and sisterhood and freedom from all forms of slavery. Martin Luther King Junior was also remembered with his birthday also in February. In honour of these three men and all of the men in Drumchapel we concluded the evening singing together the Redemption Song.



The Caravan Project

The Caravan Project are a charitable co-operative (charity number SC039952) run by local people representing the many organisations that support families improve their lives and communities across the north west of Glasgow.

The project own four caravans in the Craig Tara holiday park in Ayr, providing families who need a short break with a week long holiday for only £200.

If you think your family would benefit from this opportunity, please get in touch with Linda MacMillan (Caravan Rep) at Pineview Housing Association Ltd on 0141 944 3891.



theatre nemo

promoting good mental health and wellbeing through the arts



Free Art Sessions

Want to UNLEASH your creative side??
Try Arts and Crafts!

This is a structured two hour session
All levels welcome
All materials provided

Wednesday's 12pm - 2pm Chest Heart & Stroke
Charity Shop 16 Dunkenny Square, Drumchapel

For more information contact Theatre Nemo
info@theatrenemo.org - www.theatrenemo.org
0141 559 4941
Message us through Facebook or Twitter



Blues, Yellows, Whites, Vallies, Scoobies, Diazepam, Etizolam, Benzos whatever you call them, we have a problem!


There have been a number of recent cases where people using 'street valium' have overdosed and died. Others have received life saving interventions and hospital treatment.

Many tablets sold on the street look the same as those given out from pharmacies. However, testing has shown that:

- Some do not contain diazepam at the stated dose.
- Some have been shown to contain no diazepam at all.
- Some contain more powerful and dangerous drugs.

If you use benzodiazepines very regularly, then it may be unsafe to stop suddenly. Please speak to an Addictions Worker or make a referral to Health Centre Staff via Nurse Richard Farn.

Please don't take tablets that you are unsure of.



MYSTERY LUNCH & DAYTIME DISCO

TIME 12NOON - 2PM COST FREE
VENUE DRUMCHAPEL COMMUNITY CENTRE
320 KINFAUNS DV G15

REGISTER EMAIL KATHLEEN@COPE-SCOTLAND.ORG
PHONE 0141 944 5490
TEXT 07763 743 296
DATE 22ND MAY 2019




Addressing isolation and building natural connections within your community by providing early effective interventions for positive health and wellbeing.

Come along to our...

Reconnecting Mums

Do you want to reconnect with other mums, improve your wellbeing and increase your confidence?

Come along to our group at

Wild Adventure Soft Play

Dunkenny Road, Drumchapel

Every Tuesday from 1pm-3pm

Starts 19th March

Children's Activities & Refreshments Provided

For more information or to refer please contact:

reconnect@glasgowcouncilonalcohol.org

0141 353 1800



JIGSAW PROJECT
Joining the pieces to wellbeing

Spring/Summer 2019



VOLUNTEER OPPORTUNITY

VOLUNTEER ADVERT 2019

MARCH—OCTOBER 2019

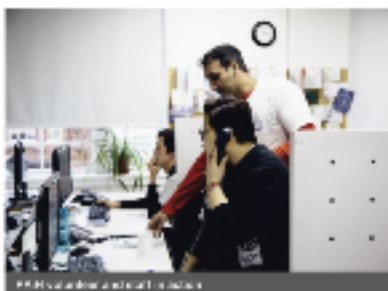
Money Skills Volunteer

Follow training on money advice, shadow our advisers, and deliver Financial Capability Workshops in minority ethnic communities.

Build experience and knowledge on advice giving, the welfare system and other money related matters.

Spread knowledge in your communities, especially among people more comfortable in their mother tongue than English

Get in touch at tim@positiveactionh.org or call at 0141-353-7960



Build Money skills

- Follow a six month programme
- Develop professional skills & experience in money advice
- Explore issues related to benefits, tenancies, debt management, energy bills etc.
- Join a passionate and friendly team

ROLE DESCRIPTION

VOLUNTEER ADVERT 2019

MARCH—OCTOBER 2019

Money Skills Volunteer

Main duties

As having responsibilities suggests, you will commit to a list of activities.

Volunteers commit to:

- Following training and shadowing money advisers
- Carrying out interviews and identify problems
- Providing advice on income maximisation
- Making further enquiries to relevant agencies and partners
- Keeping accurate records and notes of client interviews
- Running financial capability information group/workshop

Essential skills & qualities

Feel confident to bring additional skills.

Volunteers must demonstrate:

- Availability for 3-5 hours per week during 6 months
- Approachable and respectful manner
- Ability to communicate effectively in English (advanced level)
- An additional language skill
- Good listening skills
- Professional and non-judgemental attitude
- Interest in learning about PAH activities
- Organisational and recording skills
- Basic IT skills
- Reliability & punctuality
- Willingness to seek advice from others

Opportunities

Your contribution should be acknowledged & rewarded

Volunteers get the chance to:

- Take up a rewarding role with increasing responsibility
- Develop valuable experience in public speaking & money advice
- Follow training on money advice
- Integrate a warm, welcoming, and multicultural team
- References for future employment

"In 2017-18, we raised
a total of £540,000 for
500 clients..."

Snezana Bhutacharya,
Money Skills manager

"A opportunity to get experience
in social work and understand
households' environment better"

Tim Lehanus
Volunteer Coordinator

Contact Us

Positive Action in
Housing
James Miller House, 98
West George Street,
G2 1PJ

0141-353-7961

tim@positiveactionh.org

Visit us on
www.paih.org

Positive Action in Housing is recruiting

Pineview Housing Association Ltd
5 Rozelle Avenue | Drumchapel | Glasgow G15 7QR
Tel: 0141 944 3891 Email: mail@pineview.org.uk www.pineview.org.uk

Registered Society under the Co-operative and Community Benefit Societies Act 2014 2375R(S)
Registered Scottish Charity No SC038237 | Registered Social Landlord HAC231 | Registered Property Factor PF000151

www.pineview.org.uk




Pineview
Housing Association Ltd