

Pineview

Summer news

2019

Pineview
Housing Association Ltd

Gardening Season

Gardening season is now well underway, and Pineview Housing Association would like to remind all residents of their obligation to ensure that the garden is cut and well maintained throughout the cutting season.

Your garden will be inspected regularly and if kept well maintained, it could be recommended for a prize as part of our Annual Garden Competition later on in the year.

However, if you fail to maintain your garden you are in breach of your tenancy agreement and action may be taken.

Thank you for your continued co-operation with this matter, all of which helps contribute to a nicer environment.



Assisted Garden Maintenance Scheme

In certain circumstances, Glasgow City Council may be able to assist to carry out basic garden maintenance for elderly people or people with disabilities.

Who is Eligible for this Service?

This service is available to residents of Glasgow who meet the following criteria:

- The householder is a registered Council Tax Payer
- The householder is over 70 years of age/or has medical condition.
- The householder has a medical condition that prevents them from maintaining the garden
- There are no able bodied persons between the ages of 16 and 69 in the household

What Service is provided?

- 7 grass cuts per year
- 2 hedge trims per year

Those who do not meet the listed criteria will have to arrange maintenance independently.

How to apply

To apply for this service you must complete the Assisted Garden Maintenance Application Form available on the Glasgow City Council website or email Glasgow City Council at les@glasgow.gov.uk. You can contact Glasgow City Council by telephone on 0141 287 5064. It should be noted that due to the demand for this service there is currently a waiting list system in place. Please note that until you have received confirmation that you have been accepted onto the Assisted Garden Maintenance scheme it remains your responsibility to maintain your garden.

In this issue:

Getting involved with the Association
Page 3

Consultation Corner
Page 7

Performance Update
Page 8-9

Domestic Abuse Make A Stand Pledge
Page 10-11

Fire Safety Visits Info
Page 12

Fly Tipping
Page 13

Maintenance News and Updates
Pages 14-15

Right to Repair
Page 16-17

Summer Diary/AGM
Page 19

Competition Time
Page 20

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.

Pineview
Housing Association Ltd

2019/20 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 13/07/19 to Monday 16/07/19 (Re-open Tuesday 17/07/19 at 09.00am)

Friday 21/09/19 to Monday 24/09/19 (Re-open Tuesday 25/09/19 at 09.00am)

Please note the office is closed on the last Tuesday of every month from 9am until 12pm for staff meetings.

For a heating or hot water emergency repair, contact the relevant contractor: contact **Gas Sure** on **01294 468 113** for all properties previously on District Heating (42-92 Summerhill Road; 17-41 Summerhill Road; 1-7 Backmuir Road; 1-8 Grogarry Road; and 16-38 Springside Place) All other tenants should call **City building** **0800-595-595**.

For all other emergency repairs please call **City building** on **0800-595-595**.

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 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.



Would you like to be involved in running YOUR housing association?

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

Who are we looking for?

- Anyone who is interested in Pineview Housing Association and the services we provide for our customers.
- People of any age or sex. We currently have fewer young or male local people on the committee so would especially welcome interest from this section of our community, but everyone is welcome.
- Anyone with any form of disability – we will make any required reasonable adjustments.
- Minority Ethnic residents – we know we have people from minority ethnic groups living in our community - it would be good to have you involved with the Association.

What would be my commitment?

- Attend, on average, one meeting per month.
- Reading committee papers and preparing in advance for meetings.
- Attend training as required.
- Meetings normally last from 6:00 – 8:00 pm.
- 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.

Website Portal

Our website has the facility to allow you to connect to your rent or factoring account where you can monitor your account charges/payments and property repairs. This facility is called "Resident Login" and can be found at www.pineview.org.uk

Through the resident login 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 at www.pineview.org.uk. 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.

Once you have done this we will confirm your registration request by issuing a letter to you in the post. This process is to ensure we take appropriate steps to maintain the security of your account details.

If you would like any more information about the Resident Portal, please contact Isobel at the office.

The screenshot shows the Pineview Housing Association Ltd website. At the top, there is a navigation bar with links: Home, About Us, Get Involved, Rents, Repairs, News and Events, Documents, Data Protection, Performance, and Contact Us. Below this is a row of five colored buttons: 'Make a Payment' (red), 'Report a Repair' (orange), 'Apply for Rehousing' (green), 'Compliments & Complaints' (blue), and 'Resident Login' (blue, circled in red). Below the 'Resident Login' button is a 'Sign in' section with fields for 'Email (required)' and 'Password (required)', a 'Login' button, and a 'Forgot Password?' link. To the right of the 'Sign in' section is a 'Register For Resident Login' link (circled in red) and a link to the 'privacy policy'. At the top right, there is a search bar, a 'Listen to our site' button, and a 'Select Language' dropdown. A phone number 'call us on : 0141 944 3891' is also visible.



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.**

Discretionary Housing Payment

If you are receiving housing benefit or housing costs within universal credit but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund By Calling 0141 287 5050.

Priority is given to applications:

- Where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

Also, if you are now on universal credit payments and were previously on housing benefit with discretionary payment top-up for bedroom tax, you must ensure that you still have this in place following the change-over to universal credit. If you are unsure, please contact the housing benefit office on 014 287 5050 or contact your Housing Officer (Janie Preston or Murray Landale on 0141 944 3891) for further assistance/advice on any benefit issues.

Welfare Benefit Adviser

We can offer you an appointment for assistance with any housing benefit or welfare related issues or if you would like to have a benefit check carried out to ensure you are receiving the benefits you are entitled to.

Many tenants are being transitioned over to Universal Credit and are struggling with the new process of claiming. If you would like advice or help with matters surrounding your claim then the Welfare Benefit Officer can assist you and alleviate any pressures or stress you may be experiencing from dealing with this on your own.

If you would like to meet with the Welfare Benefits Adviser then please contact our office on 0141 944 3891 and we will be happy to arrange an appointment for you.

This is a free service offered to all our customers, with appointments available at our office on Rozelle Avenue every Friday morning between 9.30am and 11.30am.

This is an invaluable service that could benefit you financially and maximise your household income. Several of our tenants have successfully benefited from this service, receiving their proper entitlement of benefit and income.



Are your details up to date

We would like to remind you of the importance of ensuring information we hold on your household is kept up to date and you advise us of any changes in circumstances, such as a new baby, a person leaving your property etc. If you are seeking re-housing with us, please ensure your details are up to date so as not to miss out on any re-housing opportunities.

We would also ask that you ensure we have the most up to date contact details for you, including a mobile telephone where applicable. We are able to use a texting service which is a fast and effective way of keeping in touch with our tenants.

You can report a change in your circumstances by calling the office on 0141 944 3891 and asking to speak with Blair or Linda, Assistant Housing Officers. Failure to report a change in your circumstances may affect any future offer of re-housing.

Freedom of Information: How to ask us for information

Freedom of Information (FOI) laws will give you the right to receive information about the housing services we deliver to you as your landlord and will apply to us from 11 November 2019. To receive information, all you need to do is ask by making an FOI request.

Your FOI request does not need to refer to FOI or explain why you want to access the information you have asked us for.

When making your request, please keep the following in mind:

- Your request must be in writing or other permanent format so that we can refer to it in future. We are happy to accept requests by letter, e-mail or in audio format. If you prefer to visit the office to make a request, we will have blank FOI request forms available at reception, which staff can help you complete during your visit. If you are unable to visit the office or put your request in writing or other permanent format, we will accept requests by telephone – we will make a note of your request and read it back to you on the telephone to make sure we have understood it correctly.
- Include your full name and address within the request so that we can respond to you with the information that you have asked us for. If you make your request by e-mail, please provide your e-mail address (you do not need to provide your post address).
- Tell us what information you would like to access. It would be helpful for us if you could describe what you are looking for as clearly and briefly as possible so that we do not misunderstand your request and do not need to contact you for further clarification. This will allow us to respond to you quicker with more meaningful and relevant information. We would be happy to help you clarify what information you are looking for. This includes explaining what types of information we hold that might be relevant to what you want access to.
- If you would like the information provided to you in a particular format e.g. electronic or paper format, please let us know in your request. If we think the format you have requested is reasonable, we will provide it in that format. If not, we will contact you to try and find an alternative way of providing the information to you.

You can send your request to anyone at Pineview HA, including our Data Protection Officer, Daradjeet Jagpal.

Daradjeet can be contacted 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.



**Every Thursday
20th June to 8th August 2019
Between 5:45pm – 7:45pm**

**Topics covered for parents of teenagers:
Positive parenting &
how to deal with problem behaviour**

TEEN TRIPLE P PARENTING SUPPORT

**Venue: Community Meeting Room,
Maryhill Health & Care Centre,
51 Gairbraid Avenue,
Maryhill,
Glasgow,
G20 8FB**

For more information or to self refer the Central
Parenting Team can be contacted via email:
centralparentingteam@ggc.scot.nhs.uk
or telephone: 0141 277 7560





Consultation Corner

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.

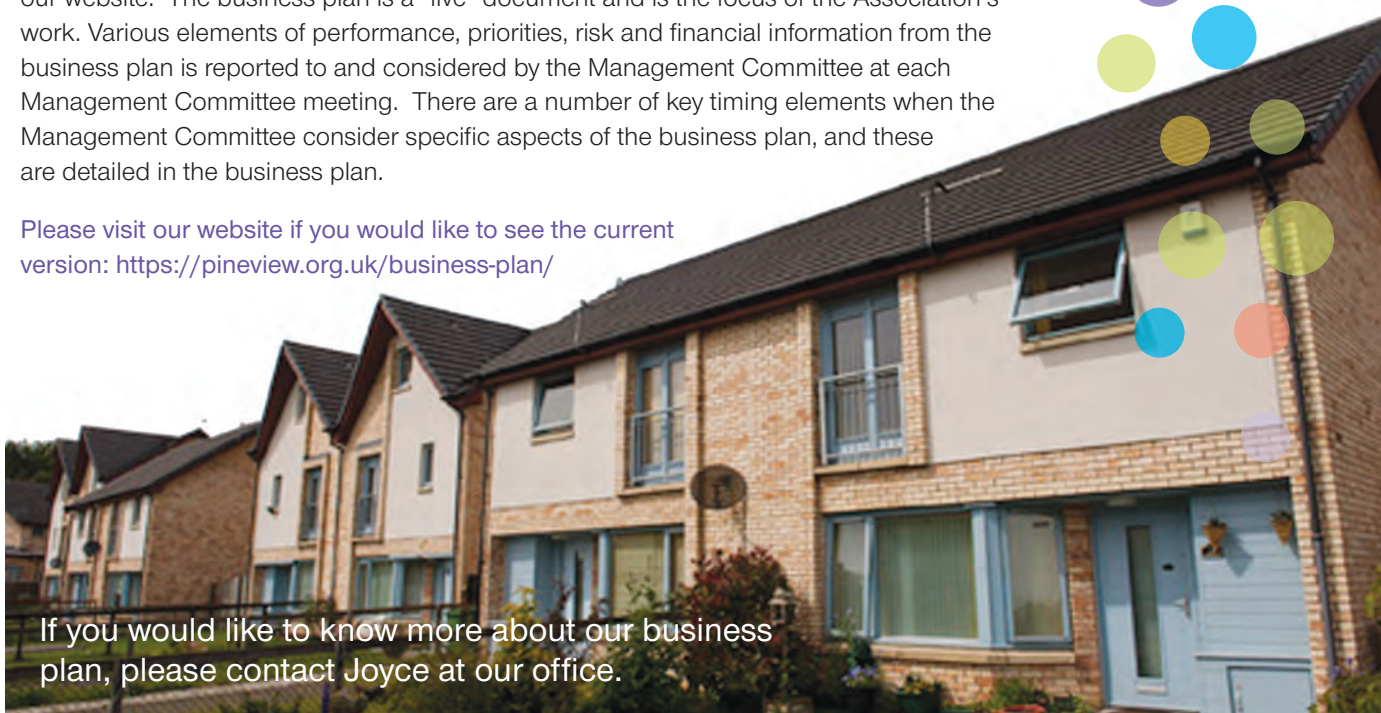
If you are interested in getting involved please do not hesitate to contact Karen at our office for more details.

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 constantly keeps its business plan under review and makes it available on our website. The business plan is a "live" document and is the focus of the Association's work. Various elements of performance, priorities, risk and financial information from the business plan is reported to and considered by the Management Committee at each Management Committee meeting. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, and these are detailed in the business plan.

Please visit our website if you would like to see the current version: <https://pineview.org.uk/business-plan/>



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.

Performance Summary 2018 - 19 (As at March 2019)

What we Measure	2018/19 Target	Performance to 31st March 2019	Target Met	2017-18 Performance Year End	Performance Change from Previous Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	2.60%	3.46%	✗	3.16%	☹️
Void Rent Loss	0.05%	0.04%	✓	0.05%	😊
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4	1hr 43mins	✓	1hr 50mins	😊
Non-Emergency Repairs: Average completion time (days)	4	3	✓	3	😐
% of Reactive Repairs completed Right First Time	95.00%	96.13%	✓	96.89%	☹️
% of Repairs Appointments Kept	95.00%	96.13%	✓	95.12%	😊
% of properties with current gas safety record	100.00%	100.00%	✓	100.00%	😊
Access to Housing & Support					
Average Relet Time (Days)	3	3	✓	3	😊
Applications: Average number of days to process	5	4	✓	23	😊
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 ✓

Performance Improving/Maximum 😊

Target Not Met ✗

No change in Performance 😐

Performance Declining ☹️

Complaints & Compliments



Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2018 to 31 March 19 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April 2018 - 31 March 2019	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2018	1	4.55%		
Equalities Related Issues	0	0%	0	0%
Other Issues	21	95.45%	0	0%
Total Number of Complaints	22		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	22	100%	0	0%
Responded within SPSO Timescales	20	90.91%	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	14	63.64%	0	0%
Partial Upheld	3	13.64%	0	0%
Not Upheld	6	21.73%	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	6	6	Contractor follow up liaison meeting /Follow repairs work
Repairs & Maintenance	7	5	Staff Training
Staff	5	4	Staff Training/Customer Service Focus
Housing Management	4	2	Staff Training
Grand Total	22	17	
¹ Relates to complaints 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: 672

The tenant had complained that the close had not been cleaned properly.

Investigation

The Assistant Housing Officer investigated the complaint and verified this to be the case for that particular week. The tenant was informed of this in writing and remedial action taken

Learning Outcome

Review of ECT work planning carried out by the Housing Services Manager and Housing Services Team. ECT work plan, priorities and communication within the team discussed and agreed. From April 2019 increased and regular closes/estate management monitoring being carried out by Assistant Housing Officers.

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
659	01/01/2019	Joiners did a great job replacing kitchen unit.
662	23/01/2019	New tenant very happy with the way Housing Officer kept them updated at all stages whilst waiting on a new tenancy to become available.
665	04/02/2019	Work done in bathroom is phenomenal.

Domestic Abuse - CiH Make a Stand Pledge

The Association has signed the CiH Make a Stand pledge, committing to take action to support people experiencing domestic abuse. (<http://www.cih.org/makeastand>)

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week. Many men are also victims of domestic abuse. Housing organisations house and employ millions of people across the UK and that means they house and employ many thousands of people affected by domestic abuse. Pineview is a small part of this but wants to play a role in helping.

By signing the Pledge, we have committed to:

1. Make information about national and local domestic abuse support services available on our website and in other appropriate places so that they are easily accessible for staff, your members, customers or clients.
2. Put in place an HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse.
3. Appoint a champion at a senior level in our organisation to own the activity to support people experiencing domestic abuse and promote the campaign with members, customers or clients.

What have we done so far?

1. We have put information on our website and in our public areas (interview rooms, toilets and meeting rooms) and will provide some support contact details in our newsletters.
2. We are reviewing our policies and will ensure something is put in place to meet this commitment.
3. All our staff and committee support the Pledge and our Director will lead us in meeting our commitments.
4. One of our Housing Officers, Janie Preston, has recently attended updated training on dealing with domestic abuse and will be the prime contact for customers.



Local and national domestic abuse support services:

Scottish Government website:

<https://www.mygov.scot/domestic-abuse/>
Advice and information for those affected by domestic abuse.

Scotland's Domestic Abuse and Forced Marriage Helpline

0800 027 1234 (24 hour service)
Provides confidential information and support to anyone affected by forced marriage or domestic abuse.

Victim Support Scotland

Phone: 0800 160 1985
(Monday to Friday, 8am to 8pm)
Provides information and support for victims and witnesses of crime.

Scottish Women's Aid

Phone: 0131 226 6606
Provides advice, support and safe accommodation for women (and their children) who have been abused by their partner or ex-partner. They can recommend local groups.

AMIS (Abused Men in Scotland)

Phone: 0808 800 0024
Supports men who are experiencing or have experienced domestic abuse. Call the confidential

helpline (it's free to call from landlines and most UK mobiles, and doesn't appear on itemised phone bills) or find a local service near you.

Men's Advice Line

Phone: 0808 801 0327
For men experiencing domestic abuse from their current or ex-partner.

Rape Crisis Scotland

Phone: National Helpline on 08088 01 03 02
(6pm to midnight, 7 days a week)
Provides a rape crisis helpline and email support for anyone affected by sexual violence. They can also put you in touch with local rape crisis centres or other services for on-going support.

National LGBT Domestic Abuse Helpline

Phone: 0300 999 5428 or 0800 999 5428
Provides help and support for lesbian, gay, bisexual and transgender people who are experiencing, or who have experienced, domestic abuse.

Drumchapel Women's Aid

Address: 8 Essenside Ave, Glasgow G15 6DX
Hours: Monday – Friday 10am – 5pm
Phone: 0141 944 0201

**MAKE
A
STAND**
Our homes, our people,
our problem.

We've signed the **Make a Stand** pledge
to support people experiencing
domestic abuse, have you?

women's aid
until women & children are safe



Chartered
Institute of
Housing



Pineview
Housing Association Ltd

#makeastand
cih.org/makeastand

Home Fire Safety Visit



Pineview staff have recently undertaken training with the Scottish Fire and Rescue Service to increase their understanding of fire risks in the average domestic setting. We learnt the following:

- One of the most common causes of fires in Scotland is smoking. The Fire Service's advice on smoking is people need to take greater care when smoking to ensure that cigarettes are put out properly and that waste from ashtrays is disposed of safely.
- "Daisy-chaining" electrical extension leads puts additional risk of fire as it can cause sockets and extension leads to become overloaded.
- The current trend for decorative candles is becoming an increasing cause of fires in Scottish homes.
- Chip pan fires are still the most common cause of fires in the kitchen.
- The most common cause of fires is the misuse of electrical equipment, faulty appliances and leads.

The training session allowed staff to better identify fire risks in properties. Pineview is now in the position to refer residents for a free Home Fire Safety Visit from Scottish Fire and Rescue Service. This will involve officers from the Fire Service visiting your property, advising of areas of fire risk and helping you work out a fire escape plan from your property.

If you are interested in being referred please contact the office on 0141 944 3891.

Saving Our Drains From Blockages

Scottish Water have released a 'How To' guide to saving our drains from blockages. Maintaining over 30,000 miles of sewer pipes across the country, Scottish Water want to highlight the common mistakes residents make when disposing of waste and what should and shouldn't be disposed down our drains to avoid blockages.

Each year, Scottish Water deal with over 40,000 blocked drains causing pollution and flooding. The drain pipes running under our homes are 4 inches wide, and designed only to hold used water, pee, poo and toilet paper. Scottish Water note that although it may seem your toilet has flushed other waste products, chances are these items will block your drains.

They have provided useful tips for your drains in both the bathroom and kitchen:

In the bathroom, Scottish Water suggest following the Triple P rule if it's not Pee, Poo or toilet Paper, don't flush it. Their list of never flush items includes condoms, cotton wool, sanitary products and all types of wipes.

In the kitchen, all fat, oil and grease products should be left to cool and scraped into a container before being placed in your household bin. Scottish Water suggest using a sink strainer to catch any food waste while cleaning your dishes to avoid food waste clogging the drain.





Reporting Bulk/Flytipping

Fly tipping is the dumping of waste or refuse illegally, instead of using an authorised method such as kerbside collection. It is illegal to deposit any refuse including single bin bags and bulk items, such as old furniture etc, on any common ground, pavement, 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. Fly-tipping poses a threat to humans and animals, damages our environment, and spoils our enjoyment of our neighbourhood.

Glasgow City Council offer a free uplift which can be access by contacting 0141 287 9700, where you can arrange uplift of any unwanted items. If you witness anyone discarding of items in an irresponsible manner, you can report incidents to Glasgow City Council on 0141 287 9700 or let your Assistant Housing Officer know by contacting Blair Halliday or Linda Macmillan on 0141 944 3891.



Dog Fouling – Anti Social

We would like to remind all dog owners that allowing your dog to foul without disposing of it appropriately is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your tenancy conditions. This also applies to anyone visiting your property.



You can be fined by Glasgow City Council or taken to court if you refuse to pay this fine, and required to sign an Acceptable Behaviour Contract for breach of tenancy conditions.

We All Have A Duty To Be Responsible Dog Owners

If you witness anyone failing to comply with these requirements, please contact your Housing Officer (Janie Preston or Murray Landale) for a confidential discussion so we can take positive action to stop this type of behaviour. Alternatively, you can report incidents directly to:

Glasgow City Council's Environmental Task Force
on 0141 287 9700,

Twitter - @theenvtaskforce or Facebook – @Envtaskforce
or log a report on the My Glasgow app.



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 contact **Gas Sure on 01294 468 113** for all properties previously on District Heating (42-92 Summerhill Road; 17-41 Summerhill Road; 1-7 Backmuir Road; 1-8 Grogarry Road; and 16-38 Springside Place) or contact the office 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 – Waverley Phase 4

If you would like any further information about these matters please contact Linda or Blair at our office on 0141 944 3891.

Right to Repair

What is the right to repair?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.



The Right to Repair scheme applies to all tenants.

What repairs come under the Right to Repair Scheme?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs.

They include:

- unsafe power or lighting sockets or electrical fittings;
- loss or part loss of electric power;
- loss or part loss of gas supply;
- a blocked flue to an open fire or boiler;
- external windows, doors or locks which are not secure;
- loss or part loss of space or water heating if no alternative heating is available;
- toilets which do not flush (if there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- a blocked sink, bath or basin;
- loss or part loss of water supply;
- significant leaking or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- unsafe access to a path or step;
- loose or detached bannisters or handrails; and
- a broken mechanical extractor fan in a kitchen or bathroom which has no external window or door.

We will tell you if a repair you need is included in the scheme. They will also let you know:

- the maximum time the repair must be done in; and
- how they deal with repairs that are not covered by the scheme.

What happens when I report a repair?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not.

If the repair does qualify under the scheme, we will:

- tell you the maximum time allowed to carry out the repair;
- tell you the last day of that period;
- explain your rights under the Right to Repair scheme;
- give you the name, address and phone number of their usual contractor and at least one other contractor from a list; and
- make arrangements with you to get into your home to carry out the repair.

How long do we have to carry out the repair?

Repair times depend on the type of repair. If your toilet is not flushing, we usually have one working day to come and repair it. But we have three working days to mend a loose bannister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen. These times are set by law, not by us.

Sometimes there may be circumstances which we or the contractor has no control over which make it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances we may need to make temporary arrangements and to extend the maximum time. If we are going to do this, they must let you know.

What happens if the work is not done in time?

If our usual contractor does not start the qualifying repair within the time limit set, you can tell another contractor from our list to carry out the repair. You cannot use a contractor who is not on our list. The other contractor will then tell us that you have asked them to carry out the repair. We will then pay you £15 compensation for the inconvenience. If our main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15 compensation.

How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as our main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

What if there is no other contractor available?

In this case, our main contractor will carry out the repair but you will still be entitled to the £15 compensation payment.

What happens if I am out when the contractor calls to carry out the inspection or repair?

If the contractor cannot get into your home at the time you have agreed with us, your right to repair will be cancelled. You will then have to re-apply and start the process again.

Who pays for the repair?

We pay for the repair. If you have told another contractor to carry out the repair, the contractor should send the bill direct to us..

How can I find out more?

**The Scottish Government
Housing, Sustainability
and Innovative Finance Division
Area 1-J Victoria Quay,
Edinburgh EH6 6QQ
Tel: 0131 244 5528**

www.scotland.gov.uk
email:
housing.information@scotland.gsi.gov.uk



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 not expect. Once you stop smoking, some of the benefits are immediate and some are longer-term.

Benefits For you:

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

There are also real benefits for your family and friends:

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

How quickly will you notice the benefits of stopping?

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

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

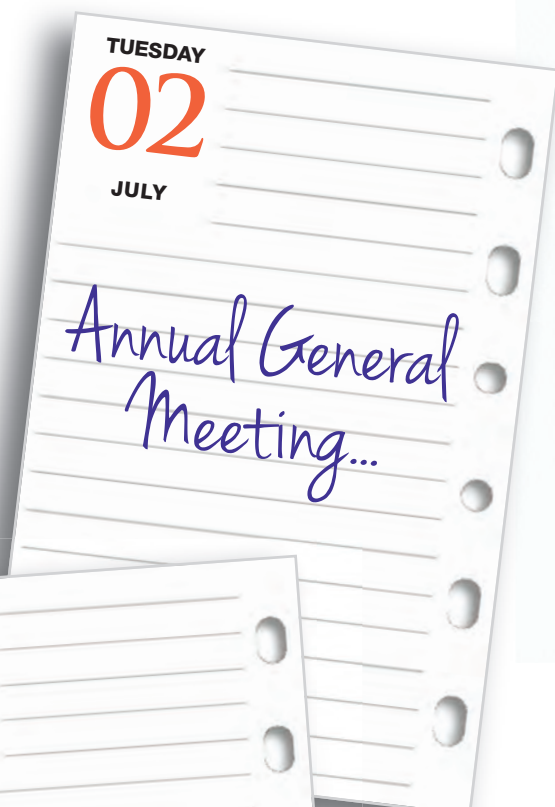
Lloyds Pharmacy
(Kinfauns Drive),
0141 944 5724
63 Kinfauns Drive, G15 7TG

For more information visit www.nhs.uk/smokefree





Dates for your diary Things to Do



Annual General Meeting

Our AGM will be held on 2nd July at 6pm at St Marks Church on Kinfauns Drive next to St Claires Primary School.

D in the park

Will be held on Saturday 20th July 2019 10am – 3pm. Fun day in Drumchapel Park more info to follow look out for this on our website at www.pineview.org.uk



Summer outing 2019 - Heads of Ayr Farm Park

This year's outing will be on Friday 9th August. Please complete the flyer inside the newsletter and return to the office by Wednesday 10th July 2019.

Drumchapel Ladies Cycle Club

Ladies Cycling Group runs each Monday from Drumchapel Sports Club. Not got a bike? No problem! They have bikes and helmets available to use. All you need to do is wrap up warm and turn up. Not yet confident cycling? There is a ladies cycling skills session starting at 5.45pm, learn to cycle or practice skills. If you are more confident, join us on a relaxed bike ride from 6.30pm - 5 - 8 miles approx., easy pace. Tea/coffee and biscuits always available.

Drumchapel Gymnastic Club

Starts 3rd July.

Drumchapel Gymnastics Club

Drumchapel Gymnastics Club is a friendly and affordable club in the heart of Drumchapel. Classes are open to everyone from 4 years & up, providing a safe and fun place to learn gymnastics as well as meet new friends.

The club has fully qualified coaches who provide fantastic sessions, supporting gymnasts to learn new skills and build confidence.

FRIDAY'S
4pm – 5.30pm 4 to 8 years old
5.30pm – 7pm 8+ years old

SUNDAY'S
1.30pm – 3pm All ages

Summer Holiday Programme
starts 3rd July 2019
Monday and Wednesday
10am – 12 noon &
12.30pm – 2.30pm
Friday 12.30pm – 2.30pm
£3 per session or
£5 for full day

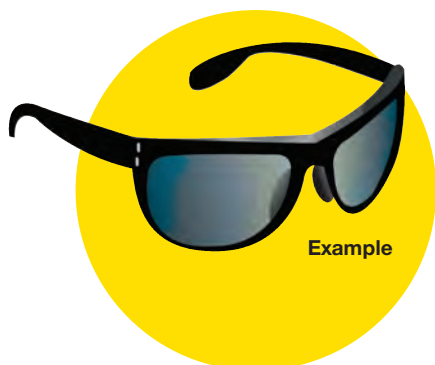
Drumchapel Sports Centre
195b Drumry Road East, Glasgow, G15 8NS
Telephone: 0141 944 7276
email: ginagymcoach@hotmail.com

Summer 2019



Competition Time

Find all the pairs of sunglasses hidden within our Summer Newsletter to win £25 of Love to Shop Vouchers! To enter, submit your answer along with your contact details on the slip below and return to the office by **Wednesday the 31st of July at 5pm.**



How many sunglasses did you find:

Name:

Address:

Contact Telephone Number:

Summer Wordsearch

Can you find the words in the grid below?

E	S	U	N	B	B	Q	H	R	E	D
H	Y	T	S	R	F	C	O	R	R	O
C	L	O	U	D	S	I	L	O	U	D
P	I	C	N	I	C	P	I	C	N	E
H	O	E	S	B	L	E	D	E	N	P
L	O	H	H	E	O	J	A	P	I	W
J	Y	S	I	A	D	L	Y	E	A	Q
A	E	B	N	C	U	F	O	K	R	Q
P	I	N	E	H	H	O	I	H	J	B

SUNSHINE

RAIN

CLOUDS

DAISY

HOLIDAY

BBQ

BEACH

PICNIC



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