

Office Opening Hours

Throughout Covid our staff team have been working and have been available to our customers during our normal operating hours of Monday to Friday 9.00am to 5.00pm (4pm on a Friday).

We have used a number of different ways to be accessible – using telephone, texting, WhatsApp text and video, Near Me video calls, Microsoft Teams online, and home visits. Since March our office has also been available for customers with arranged appointments. From June our office is open without the need for an appointment.

However, as part of our safe working arrangements (as Covid is still with us and infection rates remain relatively high) we are working on a rota type system. This means that staff are available at all our normal working hours, however the office opening hours are slightly different. The system is designed to allow customers to access our office for but keep them and staff as safe as possible without too many restrictions. This will be for a trial period initially, with arrangements as follows:

Day	Open	Closed*	Open
Monday	9.00 – 12.00	12.00 – 2.00	2.00 – 5.00
Tuesday	9.00 – 12.00	12.00 – 2.00	2.00 – 5.00
Wednesday	Office appointment by arrangement		
Thursday	9.00 – 12.00	12.00 – 2.00	2.00 – 5.00
Friday	9.00 – 12.00	12.00 – 2.00	2.00 – 4.00

*Closed – means that the office is not open to the public during this time. This is to allow staggered lunchtime for our staff team, while keeping numbers in the office safe. Staff members will still be working during this period and can be contacted by other methods.

Staff working arrangements

As an organisation Pineview is committed to flexibility for our staff team, as long as this fits with our priorities of quality customer services and good performance outcomes. As such, we have flexible arrangements that allow our staff team to be flexible about working from the office or working from home. (Due to the nature of their job, our estate caretaking team will always be working on the estates and out of the office).

Our staff team members have the option to work from the office or to work a mixture of working from the office and working from home. With our current rota system everyone is required to be in the office a minimum of two days per week. The rota is mixed so that all staff can mix with different colleagues over the course of any week.

Again, this will be for a trial period and we will review the situation with feedback from customers, outcomes for service delivery, and achievement of performance targets.

While we discuss and agree these arrangements with the Customer Forum, we would also really welcome any feedback from any of our customers on these arrangements. To let us know what you think, please contact us by one of the following methods:

- **Telephone: 0141 944 3891**
- **Texting: 0741 834 7038**
- **E-mail: mail@pineview.org.uk**
- **Website: www.pineview.org.uk**
- **Visiting our office.**

Our Mission Statement

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

Our Vision

Pineview Housing Association – Putting People 1st

Our Values

The values that our staff and Committee members are expected to adhere to at all times:

- Diligence** – working conscientiously and to a high standard
- Integrity** – being open, honest, and fair
- Resilience** – continuously learning, developing, and adapting
- Dignity** – treating everyone with respect and compassion
- Community** – engaging, collaborating, and including.

Updated sections of our business plan can be found on our website - <https://www.pineview.org.uk/business-plan-budgets-and-management-accounts/>

The Association is committed to our vision, mission and values. 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.

Consultation Corner

How to Get Involved with Your Association

There are a number of ways for you to get involved in the work of the Association, the four main ways being:

- **Joining the Management Committee**
- **Joining the Resident and Customer Forum**
- **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 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

Consultation Register

Maybe you are someone who prefers not to get involved with groups and prefers not to come along to meetings? Well, that is okay, and it does not mean that you cannot get involved.

We have a Consultation Register of customers just like you – interested people who want to know about matters we are consulting on, and who want to have the option to give their views without being part of a group or coming to a meeting. If you would like to be added to our Consultation Register please just e-mail us to advise – **mail@pineview.org.uk** - naming the subject of your e-mail "Request to join consultation register", or give us a phone and let the team know you want to have your details added.

Customers views are very important to us and help us review and shape our services to better meet customer needs, wants and aspirations – please share with us!

Resident & Customer Forum

The Association has an active Resident and Customer Forum, and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office; currently we have a hybrid option with some members in the office and others joining by Microsoft Teams" - please contact us in advance to let us know which option best suits you.

Our customer forum plays an essential role in the work of the Association and in ensuring that tenant's 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 is a great group of local people who would welcome anyone wanting to get involved.

The Forum is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions it has are then notified to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

If you are interested in getting involved, please do not hesitate to contact our Senior Housing Officer, Robert Reid (r.reid@pineview.org.uk) for more details.

Dates for upcoming meetings are as listed below:

Thursday 18th August 2022
 Thursday 22nd September 2022
 Thursday 20th October 2022
 Thursday 17th November 2022
 Thursday 15th December 2022

Also, if you have any suggestions for other ways in which you would like to become involved or any topics or service areas you would like the Forum to look at please let us know.

Energy Saving Advice in Our Homes

Saving energy at home isn't just about becoming more energy efficient – it's also about learning how we can save money.

There are many things we can do to reduce the amount of energy you use in your home.

1. Get some energy-saving light bulbs – these can last up to 10 times longer than traditional bulbs, and use around 80% less energy.
2. Don't forget to turn your lights off – simple but something we all forget to do when not using them.
3. Be cool when it comes to washing machines - A 30°C wash could save over a third of the energy you use when compared to washing at higher temperatures. Also wait until you have a full load before putting on a wash.
4. Don't overload your tumble dryer – or better still, it's much cheaper and better for the environment to use a washing line or a clothes horse if you can. If using a clothes horse please ensure the property is well ventilated.
5. Don't overfill your kettle - Only put in the amount of water you need, as over-filling your kettle each time wastes energy and money.
6. Don't just standby, switch off - You can reduce your electricity bill by not leaving your electrical products on stand-by. Switch them off and unplug them when not in use.
7. Take back control of your heating – during the summer months try to reduce the time you use your heating in the property.

Help with high energy bills

If you are struggling to pay for energy or think you may get into difficulty, contact your supplier who will be able to help and give advice on funding available.

Refuse & Bulk

Disposing of refuse can be an issue for some of us whether that is not being sure what goes in which bin, when bins are due to be emptied, disposing of bulky items, or having to endure the anti-social eyesore of fly tipping, dog fouling or littering.

Glasgow City Council have lots of information to assist you via their website. If you cannot access this then please contact Pineview and we will be more than happy to assist and advise you.

Glasgow City Council are now charging for removing bulky items from your property; however, this does not make it acceptable for tenants to leave bulky items on the pavement or common land. This is fly tipping and is an environmental crime and will be reported and could result in fines or further action, including action against your tenancy. If you have bulky items for disposal these can be taken to Dawsholm Recycling Centre and disposed of for free. If you have any issues disposing of your bulky items, then please contact us for more help and advice.

If you notice any issues within your local environment, then please let us know so that we can take action to resolve any problems.

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. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
3. 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.
4. 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.

Gas Servicing to Boilers

The Association is required by law to carry out an annual 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, Heat & CO Alarms (Carbon Monoxide)



All smoke, heat & 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, HEAT & 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 by law to be carried out for safety purposes and to protect everyone in your home.



Are you interested in getting a better night's sleep?

Sometimes when the lighter nights come in, we can find our sleep pattern is disturbed. This booklet shared by COPE Scotland may be of interest www.cope-scotland.org/wellbeing-tips/entry/understanding-ourselves-better There can be many reasons why our sleep is disturbed. This tool doesn't replace professional advice; however, it is helpful for self-reflection and if you are receiving support from someone perhaps discuss with them if it is suitable for you if you are not sure.

There are many challenges facing us just now and sleepless nights may be something we find we are also dealing with. When life is challenging, we need all the energy we can get, and a good sleep is one thing which can help.

Your health and wellbeing matters, you matter.



Drumchapel Cycle Club

Are you aware that Drumchapel has its own cycle club? You will find Drumchapel Cycle Hub on Facebook and they also have a website www.drumchapelcyclehub.or.uk

Drumchapel Cycle Hub are a volunteer led community project bringing various cycling activities to the local community to make cycling more inclusive. They run a cycling skills club for children on a Sunday morning. Have cycle training groups, cycle runs and cycle maintenance workshop and cycle servicing. They also refurbish donated cycles which can be purchased for a fraction of a new cycle.

Why not take a look at the information on line.



Responsible Dog Ownership

As a pet owner here are a few things you are responsible for:

Your Dogs Basic Daily Needs

- The chance to express its natural behaviour
- Regular exercise (Daily walks)
- Somewhere to call home
- Access to fresh water and a nutritional diet

Medical Needs

- Ensuring your pet is vaccinated
- Regular grooming (haircuts, brushing, nail trimming etc.)
- Veterinary and dental care when required

Social Needs:

- Ensuring your pet is well socialised to maintain good behaviour within community
- Knowledge of basic requests and commands
- Kept on a lead and controlled in public spaces

Please be mindful when in common & public places if you have an animal, you are responsible for disposing of all fouling / waste to keep our communities clean and tidy for all to use.

Dogs Trust - Responsible dog ownership:
A dog owners guide

www.dogstrust.org.uk/help-advice/dog-care/responsible-dog-ownership

GROUND MAINTENANCE

The Ground Maintenance contract has been delayed following procurement process due to protracted discussions with the successful contractor. The contractor has started on site and is in process of carrying out 'catch up' works. The Association will keep you up to date on works progress on our website and facebook page.

GUTTER CLEANING

The Association has recently appointed Paterson Safety Systems to carryout gutter cleaning to all properties. The contractor is currently onsite and will be finished works over the next couple of weeks.

EXTERNAL PAINTING

JS Harvie are currently onsite carrying out next phase of external painting works to the Waverley area and are expected to be onsite for the next 4 weeks (weather permitting).

Competition

Have you contacted our office recently? If so we want to hear from you!

We are always keen to receive feedback from our customers and we are looking for feedback on how our service was for you. Did you contact us regarding a repair, a rent query or a complaint? Whatever your contact with us was relating to we want to know how your experience was.

Please email mail@pineview.org.uk or telephone our office on **0141 944 3891** to let us know your thoughts and how your experience was when contacting us.

All customers who respond will be entered into a prize draw and one winner will be randomly selected to win a £50.00 Empire cinema gift voucher.

We look forward to hearing from you and good luck!

Committee – Minutes and Meetings

The Pineview Housing Association Committee of Management (Committee) is in overall charge of Pineview Housing Association (PHA).

The Committee provides the strategic framework that the Association operates within. The Committee has many responsibilities including:

- **leadership and direction**
- **determining strategy**
- **policy approvals**
- **budget setting**
- **determining our Business Plan and overseeing its delivery**
- **deciding the Associations approach to risk and managing this**
- **ensuring the Association has the long term financial well-being to deliver for tenants**
- **fulfilling the role of employer for the staff team**

Responsibility for the day-to day operational management of PHA is delegated to the staff team, with regular reporting to the Committee on outcomes.

Regular Committee meetings take place throughout the year to discuss a variety of reports and documents, which are required for the running of the Association. These are formal meetings which have a minute taken to record who attended and what decisions were made. The minutes of a meeting go to the next meeting for approval and are then published on our website for anyone to read and scrutinise.

www.pineview.org.uk/minutes-of-meetings/

We are keen to hear what you think about these minutes

- Do you often read the minutes?
- Do the minutes give you a good sense of the decisions made by the Committee?
- Do our minutes allow you to get a sense of the oversight that the Committee has?
- Are you happy with the type and level of information that PHA records in its minutes?
- Do you have any suggestions you would like us to consider regarding changing our minutes?
- Please provide feedback by emailing mail@pineview.org.uk or telephone 0141 944 3891

Interested in attending a Committee Meeting?

If you were interested in finding out more about how the Committee works, why not consider coming along to a meeting to observe? If this is something that would be of interest to you, or if you would like to comment on our minutes, please just contact Isobel or Joyce for a chat – **0141 944 3891; mail@pineview.org.uk**

Freedom of Information: Our three duties

Freedom of Information (FOI) laws give you the right to receive information about the housing services we deliver to you as your landlord.

FOI has three duties with which we comply:

1. **The duty to publish.**
2. **The duty to provide advice and assistance.**
3. **The duty to respond to FOI requests.**

The duty to publish

We produce a publication scheme, which sets out the information we routinely publish and how it is published. It also informs you if there is a charge for accessing the published information.

Most information in the publication scheme is available on our website or the Scottish Housing Regulator's website. We regularly review the publication scheme to ensure it – and the information contained within it – is up-to-date.

Before making an FOI request to us, please check the publication scheme to see if the information that you are looking for is already available to you.

The duty to provide advice and assistance

We have a duty to provide reasonable advice and assistance to persons who have made or are looking to make an FOI request to us.

We try our best to ensure that you can access the information you are looking for, where possible.

As part of this, we guide you on how to make a request to us, describe the process involved and stay in touch with you so that you know how we are getting on with your request. We also provide you with the information you are looking for in an alternative format, if we are required to do so.

The duty to respond to FOI requests

FOI requires us to respond to requests, even if we do not hold the information you are looking for.

You may make an FOI request to any member of staff. Staff will forward your request to our Data Protection Officer, who will acknowledge it and manage the process of responding to it.

While we will try our best to give you the information you are looking for (if we have it), we may sometimes need to withhold some information from you because an exemption applies e.g. if the information is confidential or commercially sensitive. We may also charge a fee for access to information, depending on how much time it takes to deal with your request.

The Association's Data Protection Officer can be contacted directly by emailing pineviewdpo@infolawsolutions.co.uk



The Drumchapel Citizens Advice Bureau service continued to deliver for our tenants this year. 130 Pineview Association tenants were assisted with a total financial gain of £326,802.93.

Citizens Advice continued to help tenants with a variety of issues, including, to complete disability forms, claim benefits they are entitled to, notify benefit authorities of change in circumstances, challenge benefit decisions if awards were incorrect and have assisted tenants to engage with Glasgow City Council regarding their Council Tax Reduction. Many tenants have been helped in several ways and have had several appointments to help them get their benefits and other matters resolved. In addition, tenants have been reminded about the Scottish Child Payment and Best Start grants and that the Drumchapel Citizens Advice Bureau can offer free debt advice.

Drumchapel Citizens Advice Bureau can offer advice and assistance for all manner of debt and or benefit advice. You can contact them directly on 0141 944 2612 or we can arrange a telephone appointment on your behalf. Please contact us on 0141 944 3891 or email mail@pineview.org.uk. Appointments can be completed over the telephone or face to face.

Performance

Pineview is committed to being open to our customers about our performance and sharing this with customers. We publish a range of information on our website including quarterly performance reports, Annual Charter Report, our Annual Financial Statements, our SHR Landlord Reports, our SHR Engagement Plan and our Business Plan.

www.pineview.org.uk/performance/

Charter Report

Like all Registered Social Landlords, Pineview is required to report our performance in achieving and progressing towards Charter outcomes and standards to tenants and other service users by the end of October each year.

More information on the Charter is available on the SHR website - <https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/about-the-scottish-social-housing-charter>

The Pineview Charter Reports produced to date are available on our website - <https://www.pineview.org.uk/annual-reports-charter-reports/> and we are currently working on our 2021/2022 Report.

The Pineview Customer & Resident Forum review the format of the Report each year to ensure that we report annually on performance to tenants and other service users and include:

- Assessment of performance against each relevant Charter outcome
- Relevant comparisons including with previous years, other landlords and national performance
- Plans for delivering improvement
- Methods for tenants and service users to comment on the style of reporting

If you would like to be involved in this, you can do so by one of the following methods:

- Join the Customer and Resident Forum
- E-mail your suggestions to mail@pineview.org.uk or
- telephone 0141 944 3891 and ask to speak to Isobel about the Charter Report.

We would love to have you involved!