

Pineview

Summer news

2020

Pineview
Housing Association Ltd

Key Workers

Pineview Housing Association would like to say a huge THANK YOU to all the key workers in our local and wider community. We know that there are many, many key workers who are working to help the rest of us stay safe at home and safe when we need to go out. Every single one of our key workers are very much appreciated, whether you be NHS staff, care workers, shop staff, transport workers, bin-collectors, cleaners, post office workers or emergency services THANK YOU.

As all Pineview staff members are currently working from home, we are contacting tenants by telephone and email.

If you have not spoken to a member of staff recently, please call 0141 944 3891, text 07418347038 or e-mail mail@pineview.org.uk to ensure that we hold your correct contact details on record.

It is also important to advise us if you or anyone within your household is shielding, isolating due to displaying symptoms or being confirmed as being infected with Covid-19.

This is to allow us to update our contractors who may have to enter your property to carry out emergency repairs or an annual gas service.

We have a responsibility to our contractors to ensure that they will be safe when visiting your home. By advising us of this, it will also enable us to chat with you and establish whether you require additional support during your period of isolation.

We are still here for you

We hope this finds you well in these uncertain times.

As a result of Covid 19 and government guidance on social distancing etc. we have had to make adjustments to our service delivery which we have advised of in this newsletter. This ensures we keep

you, our staff and contractors safe. Our office is closed and staff are working remotely from home but please be assured we are doing all we can to support our residents by providing as full a service as possible during our normal office hours.

We will keep you updated as the situation changes but in the meantime please note the ways you can contact us throughout this newsletter.

We would like to thank you for your patience during this time and would encourage you to contact us if you are struggling, need support or would just like a chat as we are here to listen and help.

Wellbeing Calls

At Pineview, we have been working hard to engage with our tenants. Our staff members are carrying out wellbeing calls to everyone, including those most vulnerable within our community. We are asking if they require help with grocery shopping, collecting medication or other support needs during this uncertain time.

We are also trying to identify tenants who may not receive help from family members or friends, or who may be isolating at this time. If you are aware of a relative, friend or neighbour who you believe may benefit from our support, please let us know by contacting the office.



Super Prize Draw

Go Paperless and be entered into a prize draw to win **£200.00** of love to shop vouchers! If you would like to enter our amazing prize draw all you have to do is go paper free by contacting the office and providing an up to date email address and confirming you would like to go paper free. We will update our records and enter you into the prize draw, the winner will be drawn at random and notified by 31 August 2020.

Good luck!



Staff Working Hours

Our standard office opening hours are:

Monday to Thursday
9.00am til 5.00pm
Friday 9.00am
til 4.00pm

We can arrange telephone appointments out with these times if required. Please contact us if you require alternative arrangements.

Note: The office is currently closed due to Covid-19

Contacting us:

Following the office closure, staff continue to work our standard hours (Monday to Friday 9 till 5) and working from home where suitable. If you need advice or assistance from us during this time please use our website contact form or e-mail us through mail@pineview.org.uk and we will be in touch.

Any messages that are left on the main phone line 0141 944 3891 will be sent as voicemail emails to the PHA generic mail@pineview.org.uk and a staff member will respond.

We also have a text messaging service, you can contact us by texting 0741 834 7038.

If your contact relates to a data protection matter, please contact our DPO on 07575 838625.

Pineview
Housing Association Ltd

SUMMER

Public Holiday – Staff unavailable.

Due to the July public holidays, staff will not be available from 5pm on Thursday 16th July 2020 to 9am on Tuesday 21st July 2020

Emergency Repairs: For emergency repairs, (fire, flood, break-in, broken windows) call City Building on 0800 595 595

For heating or hot water emergencies:

Residents at Grogarry Road, Summerhill Road, 1 to 7 Backmuir Road, 16 to 38 Springside Place (even numbers), call Gas Sure on 01294 468 113

All other residents contact City Building on 0800 595 595

Pineview Housing Association and Coronavirus – Directors Update

We hope that all our tenants, residents and customers are well and keeping as safe as they can in these unprecedented times. We would encourage everyone to follow the Government guidance to try to keep themselves and everyone else as safe as possible.

While no one was prepared for Coronavirus, including Pineview, we have always had a disaster recovery plan in place. The purpose of this is to help us be prepared for a disaster and to help us to continue our work. Developing this has proven invaluable and has allowed us to successfully manage to have all of our staff set up for home working to allow us to continue to provide services to our tenants and customers.

Our staff team have been regularly contacting our tenants to see if there is anything that we can help with and, for some tenants this has resulted in food deliveries and grants being awarded to help with bills and shopping, while for others it's been about practical help or advice, or just having someone to talk to. Many of our tenants have been shielding at home and this can be lonely, and so having a familiar person giving a phone call has been greatly appreciated by many.

We know that we have helped many of our tenants but we are still here to do more and want everyone to know that we are here if you need us. Please make sure that we have your up to date contact details – telephone, mobile, e-mail.

If you would like any help or assistance from our staff team, please just contact us in the usual way by telephone, email, Facebook or our website and we will try to help.

We are trying to keep working as “normally” as possible but obviously the government restrictions are having an impact and we cannot do everything we would normally do or do it the same way. Hopefully the range of articles within this newsletter will provide you with a good update. Please remember that our website is also being updated and we would ask that you use this for the latest information on our services and how to contact us.

Office Closure, Staff Working Arrangements and Contact Details

Following government guidance, and to reduce risk, our office remains closed at present and our staff are working from home. Although we are not at the office, our staff team are still working our standard hours and have

resources to deal with any customer queries by e-mail or phone.

We also have software to allow us to have virtual meetings with our tenants and customers.

E-Mail and Online Contact

If you need advice or assistance from us during this time please use our website contact form or e-mail us through mail@pineview.org.uk and we will be in touch.

Telephone Contact

If you do not have access to our website or do not have access to e-mail, please telephone our main office number (0141 944 3891) and leave a message giving your name, address, contact number and some brief details and someone will call you back. If your contact relates to a data protection matter, please contact our DPO on 07575 838625.

Emergency Contact

If the matter is an emergency during our normal office hours please leave a phone message on our main phone line (0141 944 3891) giving your name, address, contact number and some brief details and someone will call you back. If your contact relates to an emergency repair outwith our normal office hours, please contact City Building on 0800 595 595.

Management Committee

In order to keep Pineview operating and to meet all our governance, financial and regulatory requirements, our Management Committee has had to adapt. The Management Committee were due to have a meeting in March just after the country had gone into lockdown. This meeting was cancelled and time was spent putting arrangements in place to facilitate remote meetings from April onwards. The Management Committee have now held 3 remote meetings using Microsoft Teams, and will continue with this method until such times as government gathering restrictions are amended in a way that allows us to hold meetings.

The Management Committee are working hard to make sure the Association is providing what services it can and to make sure that we are ensuring business continues as much as possible during the restrictions. The staff are providing the Management Committee with a specific Covid19 update report each month to allow committee assurance. The Management Committee have also brought forward internal audit work on our response to Covid19 to allow them to have further assurance and to identify any learning and improvement.

Moving Forward – Following the Route Map

As everyone will be aware, on 21 May 2020 the Scottish Government published Scotland's route map through and out of the Coronavirus crisis. This set out a phased approach to easing lockdown restrictions while still suppressing coronavirus (COVID-19) and stated "The route map gives an indication of the order in which we will carefully and gradually seek to change current restrictions. It provides practical examples of what people, organisations and businesses can expect to see change over time. The phasing table will continue to be updated."

On 29 May 2020 the Scottish Government published their first update 'Coronavirus (COVID-19): framework for decision making Phase 1 update'. This includes an updated route map table to reflect the move to Phase 1 in Scotland's route map through and out of the crisis. The publication stated "Changes to elements within the Route map for example, moving specific changes forwards or backwards through the phases will continue to be considered. Having reviewed the evidence since publication and feedback to date, the Scottish Government has decided not to make changes to the Route Map at this stage, beyond recording the move to Phase 1."

Pineview have carefully considered these and will consider all updates as they are released. This will help us to plan for adjusting our service provision and ensure that what we do is within the guidelines and is undertaken in such a way as to maximise safety, reduce risk and provide service. There will be no quick return to the old "normal", as restrictions on gatherings and requirements for physical distancing will remain for some considerable time.

However, over time we are hoping to be able to increase the amount of normal operations. We are reviewing a number of areas to allow us to consider, for example: what aspects of our estate caretaking and management services that we can start reintroducing; what arrangements we can make with contractors to allow the reintroduction of our non-emergency repair service; what arrangements we can make with contractors to recommence external cyclical works, such as painterwork; what aspects of our work do we need to be in the office for and how do we make this safe for everyone.

There are no easy answers, and we need to consider the safety of everyone involved tenants, customers, staff, contractors, and other agencies with whom we work etc. However, we are looking to find safe and workable solutions and we want to make sure that our tenants and customers know that we are working on these matters and that we will keep you updated.

Our staff team are working as best they can within the restrictions to deliver for you. Like

everyone in society, our staff members are also dealing with personal matters and difficulties during these times, and are doing a fantastic job keeping things going. If we are able to do something for you, we will. Please remember that where we are unable to do something, or are asking you to do something, we are doing so for the wellbeing of everyone.

Thank you for your understanding during these times, we know it is frustrating. And thank you to all the tenants who have taken the time to contact and thank the staff team for the work they have been doing this really means an awful lot to us.

Please remember we are here for you and would encourage you to contact us if you are struggling, need support or would simply like to have a chat with someone we are here to listen and help.

TAKE CARE AND KEEP SAFE.

Joyce Orr, Director



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 & 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

Our Mission:

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

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

Our Values: 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.

Resident and Customer Forum

The Association has an active Resident & Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office, however, these meetings are currently on hold due to Covid19 gathering restrictions. We are reviewing alternative arrangements with the Forum of how to maintain communication during these restricted times.

Our customer forum play an essential role in the work of the Association and in ensuring that tenants' and customers' interests are kept at the heart of what we do. The Association is very grateful for the work undertaken by the forum and would like to thank them for everything they do. The forum are a great group of local people who would welcome anyone wanting to get involved.

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

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

If you are interested in getting involved please do not hesitate to contact our Housing Services Manager, Karen 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 (June 2020) and will be available on our website. The business plan is a "live" document and is the focus of the Association's work. Various elements of performance against the business plan is reported to and considered by the Management Committee each month. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, which are detailed within the reporting calendar of the business plan.

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

Our Data Protection Officer

We were among the first housing associations in Scotland to have appointed a Data Protection Officer (DPO) when the General Data Protection Regulation (GDPR) applied from 25 May 2018.

Our DPO is Daradjeet Jagpal and he is an external consultant from an organisation called Information Law Solutions, who work with a number of other housing associations in Scotland. Daradjeet has been involved in data protection for nearly 20 years.

Daradjeet advises the Association on the GDPR, checks we are complying with it and delivers data protection training to staff. He helps us with data protection risk assessments and deals with requests from individuals, including when they ask us for a copy of the personal information we hold about them.

The benefit of having an external consultant as our DPO is that he shares his experience of working with other housing associations with us. This means we can learn from other associations and they can learn from us.

From November 2019, Daradjeet expanded his role to cover freedom of information, which gives you the right to request information about the housing services we deliver and also the information we have provided to the Scottish Housing Regulator about our financial wellbeing and governance.

Further information on the GDPR, freedom of information and your rights is available from Daradjeet 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.



HOME ENERGY SCOTLAND - here to help

Who they are:

Home Energy Scotland, an energy advice service funded by the Scottish Government. They provide free, impartial advice to help people to stay warm, make the best use of energy and save money on their bills. Many people will see their energy bills rise because of the current lockdown, and Home Energy Scotland are keen to speak to anyone who's worried about this.

How can they help during Covid-19

Their local advisors are all working from home and ready to take calls. They can help with:

- Clear advice on ways to save energy and reduce fuel bills while staying warm at home
- Practical help for people who find themselves without heating or hot water
- Support for households with prepayment meters who are worried about topping up during the lockdown
- The latest information about emergency measures from energy suppliers to make sure vulnerable people do not get cut off



How to get in touch: If you are, or someone you know is worried about energy bills, phone 0808 808 2282 to chat to a friendly advisor. Calls are free and they are available Monday to Friday 8am to 8pm and Saturday from 9am to 5pm. Alternatively, email adviceteam@sc.homeenergyscotland.org or request a call back on their website.

Information for women experiencing domestic abuse

You are not alone. The lockdown does not prevent you from leaving your home to flee abuse if you need to, and even if you are unable to leave your home, Scotland's Domestic Abuse and Forced Marriage services are still available to support you digitally or over the phone.

You can find contact information for your local Women's Aid group on their website and anyone looking for support should contact their local group in the first instance.

Do not hesitate to get in touch. The police, the NHS, and all other support services you may need, have made it clear that domestic abuse is an absolute priority in this time of crisis, they are here to help.

Scotland's Domestic Abuse and Forced Marriage Helpline remains fully operational and can be contacted 24/7 by anyone experiencing domestic abuse, or those who are concerned about someone else.



Important information about Free TV Licences for over 75s

The BBC has decided that, because of coronavirus and the challenges to the UK, changes to over 75 licences will not now happen until 1 August 2020. This means that current free licences will remain valid until then.

If you are receiving Pension Credit and you are ready to apply for your free licence now, you can still do this. But there is plenty of time so there is no hurry and please do not feel you need to apply straightaway if you are worried about leaving your home.

If you have already applied for your new licence and sent information about your Pension Credit, TV Licensing will be processing your application and have advised they will be in touch with you before the new policy starts.

If you are not receiving Pension Credit, you do not need to do anything just yet. TV Licensing have advised they will write to you in plenty of time before the policy changes to let you know what you will need to do.

For more information go to:
<https://www.tvlicensing.co.uk>

Changes to Universal Credit due to Covid-19

Depending on your household income, you may be eligible to claim Universal Credit (UC). Universal Credit is a means tested benefit that takes into account your household income. The standard applicable amount for Universal Credit has been increased by £86.67 per month from 6 April 2020 for a period of one year.

How to Claim Universal Credit

To find out more about Universal Credit, check your eligibility or claim online, visit the Government website www.gov.uk/universalcredit/eligibility. If you don't have online access, you can phone 0800 328 5644 and choose option 2. When you make an online application for Universal Credit you will be asked to verify your ID. If you have never done this before, the Government use websites such as the Post Office. If you cannot access these, as the demand has increased recently, don't worry! Just select the option to verify at your appointment.

Jobcentre staff will call you and ask you for documents. If you do not have these, they should ask you simple questions to verify who you are. Like most other employees the Jobcentre staff are not meeting people face to face. Therefore, you may find that this will increase the number of telephone calls or email/journal requests you receive from them.

Advance Payment

When you have made your claim for Universal Credit and have verified your identity, you can ask for a benefit in advance payment up to 100% of your entitlement. This payment is an interest free loan provided by the Department of Work and Pensions (DWP) that you will have to pay back at 30% of your initial payment and then the remainder over the next 11 months. It is important to remember that this payment is a loan. Use it for essentials such as to help with your bills such as rent, council tax, childcare, food and fuel.



Have you lost your job and are looking for work?

You may be able to claim Income Related Jobseekers allowance, Contribution Based Jobseekers allowance, new style Jobseekers Allowance or you can claim Universal Credit as a jobseeker. You must be looking for work and fit for work to claim Jobseekers Allowance. You can only claim Income related jobseekers' allowance if you receive a severe disability premium or have received the severe disability premium within the last month. To make a claim for Jobseekers allowance visit: <https://www.gov.uk/jobseekers-allowance/how-to-claim> or call 0800 055 6688.

Entitlement to contribution-based Jobseekers Allowance & New style Jobseekers Allowance (Paid with UC) is based on your national insurance record contributions, you must have been employed or Self-employed in the last 2 to 3 years. You'll also need to meet National Insurance conditions for the last 2 complete tax years before you claim: in 2020 these years are 2017/18 and 2018/19.

To meet the National Insurance conditions, you'll need to have either paid enough National Insurance:

- in both of the last 2 tax years
- in 1 of the last 2 tax years and been credited with enough National Insurance contributions in the other tax year

You can get contribution-based JSA for up to 182 days (about 6 months). After this you can talk to your work coach about your options.

Claims for Universal Credit have to be made online at: <https://www.gov.uk/apply-universal-credit> If you are not able to make a claim online please contact the Universal Credit helpline on 0800 328 5644.

Message from Drumchapel Community Council

Unfortunately due to the coronavirus outbreak and social distancing the Community Council's last meeting was held on March 9th and at the moment we still wait for confirmation as to when it will be safe to resume meetings.

At that evening we established 2 sub-groups from our 14 strong member council to:

(a) Plan and produce a questionnaire to consult with local people, agencies and service users about what the community wants and needs from the new community hub that is being planned to be built in the Drumchapel area.

(b) We received a donation from Thriving Places of £6,000 to host a Community Family Fun Day in the shopping centre and had hoped this FREE event would have taken place on Glasgow Fair Saturday July 16th but needless to say this will need to be delayed but will definitely happen when the pandemic is over and it's safe to socialise again in large numbers. (Watch this space)

(c) Another issue raised at the meeting was the road and public pavement which was in a state of collapse outside the West Centre opposite the hackney taxi rank. This became extremely serious and very dangerous and as you'll be aware led to that part of Kinfauns Drive being closed and traffic diverted along Hecla Avenue. We have been told it could be August before it's safe to reopen as its major repairs.

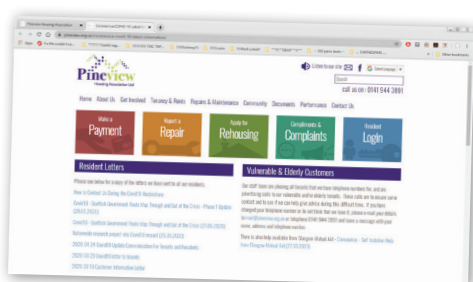
Many other issues were discussed and debated and I have to say that our Community Council do represent the views of the community and our meetings are open to the public and we hope to reconvene as soon as possible. Stay safe and take care folks.

Cheers, Andy Lynch , Chairperson Drumchapel Community Council

Communication

In light of current restrictions, we have postponed issuing all but essential communication by post and have improved systems to communicate by email and text message. It is important, even more so during these challenging times, that customers provide us with up to date contact details. This will allow us to keep you up to date with our service provision and share important information with you.

To update your contact details, email mail@pineview.org.uk with your name, address and confirm the email address and mobile number we can use to communicate with you. Alternatively, leave a voice mail message on 0141 944 3891 and a member of staff will call you back.



We have a dedicated section on our website which provides a wide range of support and advice relevant to the Covid-19 situation. Visit our website at www.pineview.org.uk.

LIKE AND SHARE OUR FACEBOOK PAGE TO KEEP UP TO DATE WITH OUR SOCIAL MEDIA POSTS @PINEVIEWHOUSING.

Factoring Payments

Due to the Covid-19 situation, we understand that some customers may find it challenging to manage their income and household bills.

We want to reassure you that we are here to support you during this difficult time. Our experienced Housing Services Team are available during normal office hours to discuss your circumstances and offer advice and support. You can call us on 0141 944 3891 and leave a voicemail and a member of staff will call you back. Alternatively, you can email mail@pineview.org.uk.

Customers, where possible, should continue to make their agreed regular payments, make payment of any outstanding charges and plan ahead for the issue of their next invoice, which includes essential building insurance cover charges.

You can find more information on ways to pay, along with advice and information on debt and welfare benefits in this newsletter.

Annual Buildings Insurance

As your factor, we arrange a block policy for annual buildings insurance which includes cover for factored properties. The policy is designed to protect everyone's interests and to ensure adequate cover in the event of an insured act, such as fire or storm damage. If your Deed of Conditions allows, owners can opt out of the block policy, if they provide sufficient evidence that their part of the building is adequately insured. Many owners find the block policy convenient and offers great value for money compared to an individual policy. Annual cover is in place effective from 01 April 2020. The charge for annual insurance cover will be invoiced in July 2020.

You can request a copy of the Summary of Cover by emailing mail@pineview.org.uk and confirming your name and address.

Is your child starting nursery or P1?

The Scottish Government will provide low income families with £600 for the birth of a first child and £300 for subsequent children. Eligible families may qualify for two further payments of £250 when the child commences nursery, and again when starting school.

To qualify, you must:

- be lawfully resident in Scotland and
- receive a qualifying benefit or are a parent and under 18 years of age or still a dependent child of a parent who meets the financial test.

Qualifying Benefits are any of the following:

Universal Credit • Child Tax Credit • Working Tax Credit • Income Support • Income Based Jobseekers Allowance • Income Related Employment & Support Allowance • Housing Benefit • Pension Credit

Applications can be made anytime from the 24th week of pregnancy until 6 months after the birth of your baby. Payments will usually be made into a bank or credit union account of your choice and will not affect other benefits.

Early Learning Nursery Grant

This grant can be applied for from the date of your child's 2nd birthday until 6 months after their 3rd birthday.

School Age Grant

Applications opened on 1st June for this grant. To claim your £250, you can apply online at mygov.scot/benefits or telephone on 0800 182 2222. Don't miss out!!



Tenant Satisfaction Survey Outcomes

The Association works to provide excellent service to our tenants and other customers. During 2019 and 2020 we carried out two rounds of independent Tenant Satisfaction Survey work, following discussions with our Resident and Customer Forum. Following the 2019 survey, the Resident and Customer Forum considered the results and, along with the Management Committee of the Association, agreed an action plan to be implemented.

Scottish Social Housing Charter Measure	Pineview HA % tenants satisfied 2019	2018/19 Scottish Average
Satisfaction with Housing Association's overall service	90.20%	90.12%
Satisfaction with being kept informed about services and decision	96.40%	91.60%
Satisfaction with opportunities to participate in decision making	93.60%	86.48%
Satisfaction with quality of home	88.50%	90.79%
Satisfaction with repairs service	90.50%	91.66%
Satisfaction with Housing Association's contribution to the management of the neighbourhood	90.30%	87.77%
Rating of rent as very good or fairly good value for money	83.40%	83.21%

The 2019 results, in respect of the tenant satisfaction questions contained within the Scottish Social Housing Charter are given in the table. The table also gives the 2018/19 Scottish averages, which the Scottish Housing Regulator (SHR) collects and publishes, for comparison.

While our results compared well with the Scottish averages they were not quite as good as the results we got in 2016, although largely still better than the 2013 results. However, it is important to recognise that satisfaction was still recorded as high with more than 9 out of 10 tenants satisfied in 5 of the 7 indicators.

The Association has also received higher satisfaction results when we are carrying out ongoing surveys, for example, settling in visit surveys with new tenants; repair satisfaction surveys for all repairs; or in the feedback we get from the Resident and Customer Forum.

The Association, however, takes any drop in satisfaction very seriously and the Resident and Customer Forum and the Management Committee agreed an action plan to address this matter, with a commitment to asking tenants their satisfaction views again during March and April 2020. All tenants were advised of this during December 2019.

Action Plan to Address Satisfaction Concerns:

- Update website with access to information details and will continue to keep the website updated with our news and service developments.
- Continue to promote tenant involvement through the Resident and Customer Forum; the Management Committee; our consultation register; and through ad hoc surveys and consultations.
- Provide regular updates on property improvements that we have carried out.
- Provide all tenants with five year plans of all cyclical maintenance and planned replacement work due to be undertaken at their home, allowing tenants to plan well in advance.
- Encourage tenants to complete repair satisfaction surveys and to let us know of any concerns they have about our service provision.
- Clarify what aspects of neighbourhood service the Association can influence and which are the responsibility of other agencies such as Glasgow City Council, Police Scotland etc.
- Implement our new rent structure from April 2020 following consultation and positive feedback from tenants.
- Develop a Value for Money Statement and consult with tenants on this, the Statement was agreed with the Resident and Customer Forum on 6 December 2019 and was issued to all tenants with the 2020 rent proposal consultation on 10 December 2019.

Following the implementation of this action plan, the Association carried out a further independent tenant satisfaction survey during March and April 2020 to measure the impact of the action plan and to ask tenants what else we could do, if anything, to increase satisfaction. Satisfaction increased between the 2019 and 2020 survey in all but two areas: overall service and repairs.

Scottish Social Housing Charter Measure	Pineview HA - % tenants very & fairly satisfied 2019	Pineview HA - % tenants very & fairly satisfied for 2020	2018/19 ARC Scottish ARC Average
Satisfaction with Housing Association's overall service	90.20%	87.11%	90.12%
Satisfaction with being kept informed about services & decision	96.40%	97.33%	91.60%
Satisfaction with opportunities to participate in decision making	93.60%	94.67%	86.48%
Satisfaction with quality of home	88.50%	90.22%	90.79%
Satisfaction with repairs service	90.50%	98.21%	91.66%
Satisfaction with Housing Association's contribution to the management of the neighbourhood	90.30%	92.89%	87.77%
Rating of rent as very good or fairly good value for money	83.40%	89.33%	83.21%

The 2020 Covid19 restrictions were implemented one week into our 2020 survey, severely limiting the service and repair delivery that we could provide. This is likely to have affected these results, as these were the areas most affected by the restrictions. We will review these areas again as Covid19 restrictions are lifted and services can return to normal.

CORONAVIRUS IN SCOTLAND: Scottish Government Advice

Please help protect yourself, your family, your friends, your neighbours and everyone in the country by following the Scottish Government advice and guidance. The purpose of the government guidance is to help minimise opportunities for the virus to transmit from one person to another.

Scottish Government advice to protect yourself and others:

- stay at home as much as possible
- only go outside for essential food, health and work reasons
- stay 2 metres (6 feet) away from other people
- wash your hands regularly and as soon as you get home

The government is asking everyone of us to follow their guidance and exercise our judgement and consider our safety and the safety of others at all times.

The following is an extract from the current guidance:

Before leaving your home you should plan how you will keep safe and minimise risk. For example, consider whether and how you will avoid touching surfaces that others have touched and how you will practice good hygiene.

Also consider circumstances where physical distancing might be impaired and how you will avoid or mitigate the risk. And consider what additional things you may need to take with you, such as hand sanitiser or a bag for discarded tissues etc.

When we reduce our day to day contact with other people, we will reduce the spread of the infection. That is why three main measures are in place:

- requiring people to stay at home, except for very limited purposes
- closing certain business and venues
- stopping most gatherings of more than 2 households in public

Every person in Scotland must comply with these measures. The relevant authorities, including the police, have been given the powers to enforce them including through fines and dispersing gatherings. These measures are in force for 6 months in the first instance, unless revoked. These measures are reviewed at least once every 21 days.

The government is continually updating guidance and you should regularly check their website for updates: <https://www.gov.scot/coronavirus-covid-19/>

Scottish Government Advice on Staying Home and Going Out

You should stay at home as much as possible. You should only leave the house for very limited purposes, for example:

- shopping for basic necessities (such as food and medicine) and at other shops that are open
- exercise and other outdoor activity alone or with members of 1 other household at a time
- To use outdoor spaces for other recreational purposes, for example to sit or relax alone or with members of 1 other household at a time
- to ensure basic animal welfare needs are met, including taking dogs out when necessary
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- Travelling for work purposes, but only where you cannot work from home
- to access recycling or waste disposal services, for example, local authority household waste recycling centres
- When doing these activities, you should ensure you are 2 metres apart from anyone outside of your household.



**STAY SAFE, STAY AT HOME,
PROTECT THE NHS**

What should I do to prevent catching and spreading the virus?



Wash hands frequently with soap and water or use a sanitiser gel



Catch coughs and sneezes with **disposable tissues**



Throw away used tissues (then wash hands)



If you don't have a tissue **use your sleeve**



Avoid touching your eyes, nose and mouth with unwashed hands



Avoid close contact with people who are unwell

Source: NHS

BBC

Housing Applications and Letting our Properties under Covid 19 Regulations

Housing Applications

We are still accepting and processing applications for housing although the numbers have been low.

If anyone wishes to apply for housing please download an application form from our website at www.pineview.org.uk/. If you wish to discuss your application please phone the office on 0141 944 3891 and leave a message and someone will return your call. Alternatively you can email your enquiry to mail@pineview.org.uk

Letting our Properties

We are currently not letting any properties at the moment from our housing list. This is due to compliance with social distancing advice and current restrictions on contractors carrying out repairs.

We will however identify and let suitable void properties on a temporary basis during the Covid 19 crisis to Glasgow City Council for emergency circumstances.

This will ensure that any empty properties we may receive during this time are occupied and therefore do not become a potential target for vandalism.

Paying your rent

We have a range of ways to enable tenants to make rent payments, as detailed below:

- Allpay App (The app is available to download from the Apple App Store and Google Play enabling you to pay your rent from an Apple or Android device)
- Callpay (Using a Debit Card by phoning the office)
- Pay point (At any outlet that has pay point, using your rent payment card)
- Post Office (At any post offices)
- Direct Debit (By contacting the office to set up direct debit)
- Standing Order (By contacting the office for a standing order form to complete and send to your bank)
- Online at www.allpay.net
- By phoning Allpay on 0844 557 8321

If you do not have an Allpay payment card, please contact the office on 0141 944 3891 and leave a voicemail. A member of staff will order this for you and arrange for it to be sent to your home. Alternatively you can e-mail mail@pineview.org.uk or text 07418347038.



Due to the coronavirus we appreciate there could be some difficulty in making rent payments. We are here to support you during this time and our experienced Housing Services Team are available during usual office hours to discuss your circumstances. It is important that you contact us early enough to allow us to help you access the help and support available. Please take a look at our debt and welfare advice articles for further information.

Maximise your money

There are various external agencies and schemes available which may be able to assist you and maximise your income:

The Scottish Welfare Fund is a discretionary scheme administered by local authorities. A discretionary scheme means it provides grants that do not have to be repaid and provides a better service to vulnerable members of the local community. There are two types of grants available: crisis grants and community care grants. Both can be applied for online at <https://www.glasgow.gov.uk/swf>. Should you require assistance with completing the form or you do not have online access, please advise us of this and we can assist you further.

You may be able to seek advice from the Department for Work and Pensions (DWP). Depending on your circumstances, DWP may pay a short term benefit advance, hardship payments, budgeting loan, sure start maternity payment or assistance with funeral costs.

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.

Drumchapel Food Bank provide an invaluable service to those within the community who are facing financial hardship. They can be contacted on 0141 944 3335.

If you are having difficulties maintaining credit agreements such as bank loans, overdrafts, credit card re-payments or hire purchase costs, please contact your bank or loan provider. They may be able to offer you a payment holiday or reduce your payments for a short period of time.

Welfare Benefit Officer

This is a reminder that we are still offering appointments with our Welfare Benefit Officer (WBO) to discuss your financial circumstances. These appointments are being held each Friday morning and are now being conducted over telephone. This is a free service which is offered to all of our customers.

The WBO can assist you with any problems relating to housing benefit or universal credit; carry out a full benefit health check to establish whether you may be entitled to any other benefit assistance, as well as help with a variety of other financial matters.

Should a Friday morning telephone appointment be unsuitable, you can contact Drumchapel Citizens Advice Bureau on 0141 944 2612 and seek advice from them directly. Alternatively, you can contact us and a member of staff will pass your details on to Citizens Advice for someone to call you back.

This has proven to be an invaluable service, which could benefit you financially and maximise your income. Many of our tenants and residents have already used this service, and many have reported an increase to their income and/or benefits that they were not aware they were entitled to previously.



Mental Health Support for Adults and Young People

Lifelink have been doing everything they can to adapt the service in line with social distancing requirements, while still providing the same high level of mental health support that they have always done.

With their staff working from home, they have moved to providing a telephone counselling service in replacement of their previous face-to-face. In response to requests from clients, they are now also able to offer a video counselling service for people who would prefer this option.

They are also encouraging referrals for people who feel that they would benefit from simply having someone to talk to about anything they're struggling with at the moment. Lifelink are keen to encourage referrals from anyone who might benefit from our more relaxed service during this pandemic – working with a therapist for a single session and developing some coping strategies may be enough to greatly improve your mental health.

Lifelink support adults and young people of secondary school age living in a Glasgow postcode and young people enrolled in a local authority run secondary school in Renfrewshire and West Dunbartonshire. You can refer yourself or someone else for Lifelink's services by completing a referral form at the website address below or by calling us on 0141 552 4434.

lifelink.org.uk [Coronavirus Update](#)



Mental Health Support for Adults and Young People

Coronavirus Update

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You can refer yourself or someone else for Lifelink's services by completing a referral form at the website address below or by calling us on **0141 552 4434**.

lifelink.org.uk

Stop Smoking

Pineview Housing Association is 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 and 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.

Want to Stop Smoking?

Stopping smoking is the single most important thing a smoker can do to improve their health and will immediately reduce risk of heart disease, cancer, stroke, diabetes, rheumatoid arthritis and dementia. In addition a 20-a-day smoker paying £8.50 a packet will save over £3,100 a year. Many thousands of people in Scotland stop smoking for good every year, often without any support. Many suffer a number of "failed" attempts but stick with it and eventually succeed.

Please Note: Quit Your Way Community services will be offering telephone based support instead of face to face smoke free support until further notice. To find out more information please call 0800 916 8858 or visit www.QuitYourWay.Scot

We're helping to deliver a **tobacco-free generation** by 2034



Join the movement today www.ashscotland.org.uk/charter

0800 84 84 84

Phone or chat online with a trained advisor
Monday to Friday, 8am to 10pm
Saturday and Sunday, 9am to 5pm

QUIT YOUR WAY
with our support

Glasgow City Council - Bin collections and Recycling

Please note that the following services will continue as normal

General waste bin collection. Blue recycling bin collection.
Resumed: Brown recycling bin collection

Suspended Services

In order to focus on resources on maintaining the uplift of general waste bins, GCC have taken the decision to suspend the following services until further notice:-

Food Waste Collections

Collection of food waste from flats was suspended from Wednesday, 25 March, 2020 until further notice. Please place food waste into your green/metal general waste bin.

Glass Bin Collection

Collection of glass from front and back door properties was suspended from Wednesday, 25 March, 2020 until further notice. Please do not present your purple bin for collection.

Subject to the current rules on social distancing and public gatherings, residents can still use the network of public collection points for glass bottles and jars, which are still being serviced by council staff. Details on the network of points are available on the council website.

Bulky Waste

Collection of bulky waste was suspended from Thursday, March 19, 2020 at 12 noon until further notice.

While the suspension of bulk uplift is in place please do not leave items on the street. These items will not be collected. Please leave any unwanted items safely on your own property such as your back garden or your back court and remain mindful of any fire risk.

Whilst adhering to the Government advice on social distancing, please share the above with any neighbours who may not have access online to this information.

Household Waste and Recycling Centres (HWRCs) - Restricted Reopening

From Monday 1 June, Glasgow City Council are reopening their household waste and recycling centres. These centres will be open Monday to Friday, 10 am to 4pm each day (last entry 3.45pm).

As it is anticipated that the centres at Dawsholm, Shieldhall, Polmadie and Easter Queenslie will be very busy in the first weeks of opening and residents are urged to consider whether visiting is urgent or essential.

Please note that anyone in self isolation or with Covid-19 symptoms must not visit the HWRCs under any circumstances. Please check on Glasgow City Councils website for further information and instructions for attending the centres. <https://www.glasgow.gov.uk/coronavirus>

COVID-19 Home Fire Safety Checklist

With all of us spending more time at home due to Covid-19, there can be an increased risk of fire. Here are some steps to help you stay safe in these challenging times:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, smoke outside, at an open external door or window and never while under the influence
- Always use an appropriate ashtray.
- Using a laptop? Make sure it's placed on a hard surface to prevent overheating.
- Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time, it is important that flammable items like cardboard or paper are safely stored.

At night when you go to bed

- Ensure white goods such as washing machine, tumble dryer and dishwashers are switched off and are never used while sleeping or out.
- Switch off all electrical appliances not designed to be left on overnight.
- Don't leave chargeable items like phones and tablets charging overnight.
- Keep mobility aids and any methods of calling for help accessible for a cared for person.
- Before going to bed, check that all cigarettes and candles are extinguished.
- Make sure that main door keys are accessible and in a safe place.
- Close all the internal doors before going to bed.
- Make sure that you have working smoke alarms. Test them once per week.



How Did We Do? Performance Summary

What we measure	2019/2020 Target	Performance to 31 March 2020	Target Met	2018/19 Performance Year End
Getting Good Value from Rents & Service Charges				
Total Arrears Non-Technical (Current & Former)	3.10%	3.77%	✗	3.46%
Void Rent Loss	0.05%	0.04%	✓	0.04%
Housing Quality & Maintenance				
Emergency Repairs: Average Completion Time (hrs)	4	1hr 50 mins	✓	1hr 43mins
Non-Emergency Repairs: Average completion time (days)	4	2.5	✓	3
% of Reactive Repairs completed Right First Time	95.00%	97.37%	✓	96.13%
% of Repairs Appointments Kept	95.00%	95.88%	✓	96.13%
How many times in reporting year was gas safety check not complete within timescale (No.)	0	0	✓	0
Access to Housing & Support				
Average Relet Time (Days)	3	3	✓	3
Applications: Average number of days to process	5	2	✓	4
Neighbourhood & Community				
Percentage of anti-social behaviour cases reported in the last year which were resolved	100.00%	97.10%	✗	100.00%

Given the current and ongoing situation with coronavirus we will strive to maintain our service and performance as long as possible. Rent should however continue to be paid. We know how difficult it has been for some tenants who have lost or reduced income and have concerns about rent arrears building up. Staff will continue to provide advice and assistance to help, please do not hesitate or feel embarrassed to contact us, it is especially important to do so in these difficult times.

Performance Key

✓ Target Met

✗ Target not Met

Complaints and Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2019 to 31 March 2020 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April 2019 - 31 March 2020	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2019	0	0%		
Complaints Received				
Equalities Related Issues	0	0%	0	0%
Other Issues	26	100.00%	0	0%
Total Number of Complaints	26		0	
Progress				
Ongoing	0	0%	0	0%
Responded to in Full	26	100.00%	0	0%
Responded within SPSO Timescales	26	100.00%	0	0%
Outcomes:				
Upheld	13	50.00%	0	0%
Partial Upheld	4	15.38%	0	0%
Not Upheld	9	34.62%	0	0%

SPSO Timescales to resolve complaint: 1st Stage: 5 days 2nd Stage: 20 days

PHA Average time to resolve complaints: 1st Stage: 3 days 2nd Stage: N/A

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

Learning From Complaints

This summary 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	10	5	Contractor follow up liaison meeting /Follow repairs work
Repairs & Maintenance	8	6	Procedure Change/Staff Training/ Contractor Follow Up
Staff	1	1	Staff Training
Housing Management	7	5	Staff Training
Grand Total	26	17	

*Relates to complaints upheld and partial upheld

Complaint: 780

Tenant arranged a maintenance appointment time with PHA for contractor to attend their property. Tenant advised PHA that contracted did not attend as agreed.

Investigation and Follow Up

Contractor had no record of appointment being arranged with PHA staff.

PHA staff discussed the complaint, acknowledging the importance of processing repair requests promptly and ensuring follow up action is taken.

An apology was issued to the tenant. The tenant was satisfied with the action taken in response to their complaint.

Learning Outcome

Importance of staff planning and organising their work to ensure all required actions and follow up are carried out to ensure efficient customer service provision.

Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. A total of 20 compliments were recorded during the year. Over and above the recorded compliments, front line staff consistently receive compliments from our customers for the work they are doing. We are looking to improve on how we capture compliments and record these on our system.

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas. We would be delighted to hear your feedback on all areas of services delivery.

Estate Caretakers and Estate Management

You will have noticed that our Estate Caretaking service has not been operational during the lockdown. This is now changing.

As with other work and service provision we are closely following the guidance being issued by the Scottish Government.

We have started our service again from the 8th June. We have looked to attend to the areas of common ground initially and backcourts that are safely accessible for staff.

We propose to carry out litter picking, backcourt maintenance, play areas and estate inspections. We expect to have additional staff onsite to assist the caretakers carrying out additional external inspection and estate management tasks.

We will then consider the re-introduction of the close cleaning service.

Our staff will be issued with appropriate Personal Protective Equipment and follow social distancing rules.

We ask for the assistance of residents to allow our staff to carry out their duties safely by socially distancing when they are in your area and closes.

Planned Maintenance Updates

2020 Cyclical and Planned Maintenance Programme

Due to Covid 19 restrictions the Association has had to postpone many of our 2020 cyclical and planned maintenance programmes of work.

If you are one of those affected, for example you were due to have a new kitchen installed, please be reassured that this work will be re-programmed as soon as we and our appointed contractors are able to in accordance with government guidance.

Please also accept our sincere apologies for the delay and any inconvenience caused outwith our control and thank you for your continued patience during this unprecedented period. We will be in touch just as soon as we can.

If you require any further information at this stage, please do not hesitate to contact us.

Outdoor Works

With the recent partial easing of the Covid 19 restrictions to allow outdoor work to re commence we are assessing what work we and our contractors may be able to carry out e.g. painterwork and drainage works.

Our priority consideration will be to ensure safe working practices for our residents, contractors and staff taking into account government advice.

If you would like any further information about these matters please contact us.

Repairs

We understand that this is a challenging time for everyone however, we would like to remind you that in terms of repairs, Pineview is only able to carry out a limited range of works because of the restrictions under the Scottish Government Covid 19 guidance.

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.

You should also test your alarms weekly and let us know if there are any issues.

SMOKE ALARMS & CO ALARMS SAVE LIVES:
please help protect your family and home by testing weekly.



Annual Gas Safety Checks- Business as usual during the Covid 19 Pandemic

Annual Gas Safety

We appreciate that these are anxious and uncertain times for our tenants, but we need to ensure the safety of you and your neighbours by carrying out your annual gas safety check when this is due.

During the current Covid 19 crisis the Association is still required by law to continue to carry out an annual safety/service check to all properties.

We have additional precautionary measures in place to ensure the safety of your household and our contractor when carrying out the safety checks. This includes the engineer wearing full Personal Protective Equipment in appropriate circumstances.

We would like to extend a special thanks to all our tenants who have been very accommodating in allowing access to their properties to have the safety check carried out thus ensuring Pineview Housing Association remains compliant with the law.

The current arrangements are that a member of the Housing Services team will make contact initially by phone or e-mail to arrange a suitable date for our gas maintenance contractor to visit your home and also to discuss with you any special requirements you require.

Please remember that your gas service visit should only take approximately 20-30 minutes to complete.

Should you have any queries or concerns please contact the office on 0141 944 3891 or e-mail: mail@pineview.org.uk and a member of our team will respond.

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.

Electrical Testing

The Association would normally carry out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. Due to the Covid 19 outbreak and contractor availability these tests have had to be suspended.

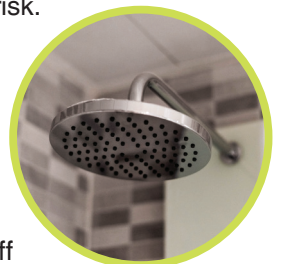
We will let you know when we are able to resume these inspections and when your home is due for an inspection. It is important that when we do so you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.

Legionella - Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.



Repairs

We understand that this is a challenging time for everyone however, we would like to remind you that in terms of repairs Pineview is only able to carry out a limited range of works because of the restrictions under the Scottish Government Covid 19 guidance.

Repairs service emergency repairs only:

To ensure the safety of our residents and contractors and to adhere to Government guidance we are only carrying out emergency repairs at this time and until we are told it is safe to resume normal services.

Emergency repairs are defined as “Emergency repairs shall include any incidents which may be a risk to health and safety, which make a property uninhabitable or are required to avoid serious damage to a property.”

Examples of emergencies are as follows

- Significant floods or leaks
- Electrical faults that might endanger a building or resident
- Full loss of electricity
- Blocked drains causing a backup of waste into property
- Broken windows
- Security of the property

Any other repairs are being recorded by staff and as restrictions are lifted we will catch up with these again as soon as we are able to. We really do appreciate your co-operation and understanding, the health and wellbeing of our customers, contractors and staff is our top priority.

We are here to help you

At Pineview Housing Association, we will always offer assistance and support to our tenants and residents whenever possible.

If we are not able to assist you, we will ensure that we find the appropriate service through other organisations to offer you advice and support.

Although we fully appreciate that these are challenging times, we continue to operate a zero tolerance approach in terms of aggressive behaviour, violence, threats and harassment towards our staff team.

We would like to remind residents that this behaviour is not acceptable.



This type of behaviour may be conducted over the telephone, through e-mail or on social media.

Ground maintenance and grass cutting

We are pleased that due to easing of restrictions regarding outdoor work our grounds maintenance contractor, Idverde is back on site and will be carrying out grass cutting and ground maintenance as part of the ongoing contract over the upcoming weeks.

We would ask that all communal areas of grass and eligible gardens are completely clear of any bulk or dog foul that will prevent staff from carrying out these tasks.

Please note that all work Idverde carry out throughout the estate will be in line with the recent changes in Covid 19 guidance issued by the Scottish Government.

We would therefore ask that all of our tenants continue to adhere to social distancing measures of keeping at least 2metres/6 feet apart and do not approach the staff while they are on site.

If you have any queries regarding the work that Idverde are carrying out then please do not hesitate to get in contact with one of our Housing Services Team who are available during usual office hours. Alternatively, you can also send in any queries to email to mail@pineview.org.uk.



Kendoon Transfer Proposal Update

Pineview Housing Association (Pineview) wrote to all Pineview tenants on the 5th March 2020 advising that Kendoon Housing Association (Kendoon), having reviewed their position for over a year, had made the decision to seek a Transfer of Engagements (transfer) to Pineview. We advised that the proposed transfer would bring significant benefits to tenants of both Kendoon and Pineview.

The benefits include, but are not restricted to, rental charges, tenant engagement, and savings that can be spent on tenant services. Pineview has lower rental charges and Kendoon tenants would benefit from transferring to Pineview charges. Pineview has active tenant participation through our Customer and Resident Forum and Kendoon tenants would benefit from the skills and experience of the Pineview group and could positively work together to ensure our tenants voice is continually heard. Pineview tenants would also benefit as the increased size and strength of Pineview, through the transfer of the 319 Kendoon properties, would allow administrative savings and therefore allow more resources to be dedicated to continually improving our services to tenants and customers.

Shortly after we had written to all tenants to advise on this, the Coronavirus emergency situation became the focus of everyone's priorities. This has meant that the efforts of both Pineview and Kendoon has had to be on the more immediate matters of protecting the safety and wellbeing of our tenants, customers, staff and wider communities. As such, the planned public meeting, to give Pineview tenants more details on this, has had to be cancelled. Similarly, the consultation with Kendoon tenants has been put on hold due to social distancing restrictions.

As both Associations get used to the new ways of working under Coronavirus restrictions, we will begin to review what, if anything, we can do to restart the process in a meaningful way. We will keep tenants updated on progress. In the meantime, if you want to discuss any of the above please just contact me by doing one of the following means:

Telephone: 0141 944 3891 and leave a message and your contact number and I will call you back;

Website: complete a contact form on our website
<https://www.pineview.org.uk/contact-us/>

E-mail: j.orr@pineview.org.uk

Annual General Meeting (AGM) Update

The Association normally holds its AGM in early July. This year's AGM had been planned for Tuesday 7th July.

Unfortunately due to the restrictions on gatherings we are unable to have the AGM as planned.

We have provisionally set a new date of Tuesday 1 September 2020. However, it may well be that the gathering restrictions still remain and that we will be unable to take it forward then either. We are currently discussing this with our Solicitors and with the Scottish Federation of Housing Associations (SFHA) to look at if there are any alternative methods, such as holding a virtual meeting or the use of proxies that our Rules might allow.

Please put the 1st September 2020 in your diary as we will try to arrange a virtual meeting and would love as many people as possible to attend.

WE WILL KEEP YOU UPDATED AS MATTERS PROGRESS.

