

## In this issue:

Page 2  
Our Mission

Page 5  
Thank you, Key Workers

Page 8  
Maintenance News

Page 10  
Meet new team members

Page 11  
Suicide Awareness

Page 12  
Caravan Project

Page 12  
Welfare Rights

## Office Opening Hours

Monday – Thursday  
9.00am until 5.00pm  
Friday 9.00am – 4.00pm

We can arrange telephone or video appointments to speak with customers out with these times if required. Please contact us on 0141 944 3891 or [mail@pineview.org.uk](mailto:mail@pineview.org.uk) if you require alternative arrangements

### Office Closure

Our office is currently closed to the public due to the Covid-19 Scottish Government guidance. This is regularly reviewed in line with government guidance. We will keep our website update with office closure information.

## Pineview News Goes Digital!!!

As part of our commitment to going digital and reducing our environmental footprint, we are now focusing on producing our newsletter in a digital format. Our newsletters can be 16 to 20 pages long, and a printed copy for over 900 customers is a lot of paper to print, a lot of ink to use, a lot of envelopes to post, and a lot of electricity energy in producing the print and delivering the newsletter. As such we are making the online version our primary source of news.

Where we have your e-mail address, we will email you a copy of the newsletter as soon as it is produced. Please can you assist us by ensuring that we have your correct current e-mail address by sending us an email – please send as follows:

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

Subject – Customer e-mail address update

Body of e-mail – please detail your name, home address, telephone number and e-mail address that you would like us to use.

We will also be doing an e-mail drop, text and telephone round to check details on a regular basis. Please feel free to update us any time you change your contact details.

We will also continue to publish the newsletter on our website for anyone to access - <https://pineview.org.uk/newsletters/>

However, we are aware that not all our tenants and service users have internet access or want a digital version. As such, we will keep a register of all tenants and service users who express a preference to receive a printed version of the newsletter. For those who prefer a printed format we will print this in house and issue. Please let us know if you would like to be added to this register – please call our office on 0141 944 3891 and ask to have your details added to the Register for Printed Newsletters.

This summer newsletter is the first that will be issued in this way. In order that we do not miss anyone out on this first round we will be sending a letter to every tenant and service user to let them know the newsletter has been issued and asking them to let us know if they have a preference for print.

**As ever, we would welcome your comments on our newsletter. If you have any queries, wish more information on this, or want to give some newsletter feedback, please do not hesitate to contact us by telephoning 0141 944 3891 or e-mailing [mail@pineview.org.uk](mailto:mail@pineview.org.uk) and a member of our team will be pleased to assist you.**

### Scheduled Closures

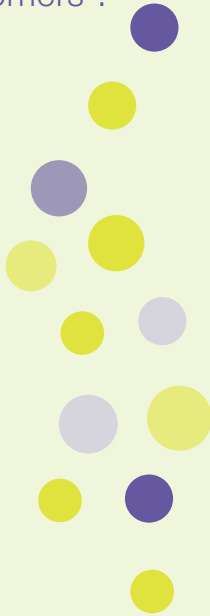
Due to upcoming public holidays we will be closed for business on the following days: Friday 16 July, Monday 19 July

### Emergency Repairs

For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call City Building on 0800 595 595

## Our Mission:

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



**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.**

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.

## Gas Servicing to Boilers

The Association is required by law to carry out an annual safety/service check to all gas pipework, boilers and appliances installed within Association properties. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, City Building (Glasgow), will postcard each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595, or Pineview on 0141 944 3891.

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



## Smoke Alarms & CO Alarms (Carbon Monoxide) –



All smoke & CO alarms installed in Association properties should be tested at the time of the annual gas service. If any of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues.

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

## Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. The Association will let you know if your home is due an inspection. It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.

## Legionella – Reduce Your Risk

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

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

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



## 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 & 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](mailto:mail@pineview.org.uk)**  
**Website: [www.pineview.org.uk](http://www.pineview.org.uk)**

### Resident & Customer Forum

The Association has an active Resident & Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office, however, these meetings are currently taking place virtually via MS Teams due to Covid19 gathering restrictions

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 is continually updated and is available on our website. The business plan is a “live” document and is the focus of the Association’s work. Various elements of performance against the business plan is reported to and considered by the Management Committee each month. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, which are detailed within the reporting calendar of the business plan.

The Committee of Management are currently undertaking a review of the business plan and are working on this over the Spring and Summer months. We will keep the website updated on any developments.

**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.**



**Pineview Housing Association would again 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.**

## How we respond to your request for information

Freedom of Information (FOI) gives you the right to request information about the housing services we deliver and the information we have provided to the Scottish Housing Regulator about our financial wellbeing and governance. You can also request environmental information we hold under the Environmental Information (Scotland) Regulations 2004 (EISRs).

We must respond to your request promptly and, in most cases, within 20 working days of receiving your request. Our response could be one of the following:

- Provide you with the information you have asked for, if we are able to provide it free of charge.
- Issue a fees notice, if there is a charge for providing you with the information you have asked for in accordance with our Access to Information Charging Statement.
- Provide you with some, but not all, of the information you have asked for.
- Refuse to disclose all of the information you have asked for.

The last two responses can apply in situations where:

- An FOI or EISRs exemption from disclosure applies and we choose to apply it to your request.
- We do not have the information you have asked for.
- You have not provided enough detail to allow us to find the information you have asked for, and we have tried to help you to clarify your request.
- It will cost us more than £600 to provide the information you have asked for, and we have tried to help you adjust your request to bring it within the £600 limit.
- Your request is vexatious.
- You have made a repeat request.
- You have asked for the information to be provided in a format that we cannot reasonably provide.

We aim to be an open and transparent organisation, and will always try our best to provide you with the information you have asked for without charging you a fee, where possible. In the very rare cases where we need to refuse all or part of your request and / or charge you a fee, we will clearly explain to you why we have done this. If you are unhappy with our response, you can always ask us to review our decision on your request.

We put details regarding any FOI or EISR requests we have received on our website disclosure log - please visit <https://www.pineview.org.uk/disclosure-log/>

**If you wish to make a FOI or EISRs request or have any questions about a request you have made, please contact our Data Protection Officer, Daradjeet Jagpal by: e-mail at [pineviewdpo@infolawsolutions.co.uk](mailto:pineviewdpo@infolawsolutions.co.uk); telephone on 07575 838 625; or in writing at our office.**

### Contacting us:

**Following the office closure, staff continue to work our standard hours by working from home where suitable. If you need advice or assistance from us during this time please use our website contact form [www.pineview.org.uk](http://www.pineview.org.uk) or e-mail us through [mail@pineview.org.uk](mailto:mail@pineview.org.uk) and we will be in touch.**

**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 your call will be diverted to a staff member to answer. If we are busy on the phone, please leave a message giving your name, address, contact number and some brief details and someone will call you back.**

**We also have a text messaging service, you can contact us by texting 0741 834 7038. Please remember to give us your name, address and mobile number to text or phone you back on.**

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

## Housing Applications and Letting our Properties under Covid 19 Regulations

### Housing Applications

We are still accepting and processing applications for housing. We have now introduced an online application form which can be completed on our website at <https://www.pineview.org.uk/apply-for-rehousing/>

If you wish to discuss your application, please phone the office on 0141 944 3891 to speak to a member of the Housing Services Team. Alternatively, you can email your enquiry to [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

### Letting our Properties

As of 1st April 2021, we are happy to announce that we have resumed our full allocations service to include letting vacant properties to housing register applicants. To ensure compliance with the current Covid-19 regulations, we have had to adjust our letting process slightly in order to reduce contact between staff & housing applicants. Previously, all paperwork was completed & signed at the office however going forward, this will be completed during the viewing of the property. Should you have any questions relating to our new processes, please do not hesitate to contact the office to discuss this further.



## Glasgow City Council - Bin collections and Bulk



### Bulk waste

The council's bulk waste collection is back in place. A bulk waste request can be made through their website at <https://www.glasgow.gov.uk/index.aspx?articleid=15893> or alternatively by downloading their app for your phone or tablet. You can also dispose of waste at the council's recycling centre at Dawsholm. You will require to provide proof of your address such as a utility bill to ensure the service is only used by Glasgow residents. If residents are having issues with getting rid of bulk you can contact a member of the Pineview team who will assist.

### Bins

The council have changed the frequency of bin collections and you should have been advised of this by the council directly. If you have not, you can check at <https://www.glasgow.gov.uk/index.aspx?articleid=16567> You can also request a larger bin or replacement bins at this website.

### Flytipping

Since the first lockdown there have been serious issues of flytipping in the Drumchapel area. Pineview have been working with Glasgow City Council and Police Scotland to identify areas of concern and to try and identify who is responsible. If you see someone flytipping in your area it can be reported to the council through their website at <https://www.glasgow.gov.uk/index.aspx?articleid=20233> or via the council's app.

## Garden Maintenance



With us now coming into summer again it is time to get back out into the garden. Staff have reported that a lot of residents have taken the enforced time tied to their houses to make some fantastic improvements in their gardens during lockdown.

Pineview appreciates the efforts being made by residents to improve their gardens and make their neighbourhoods a nicer place to live. If you have not received a garden waste bin you can request one at <https://www.glasgow.gov.uk/index.aspx?articleid=16566>

### Glasgow City Council – Assisted Garden Maintenance

Glasgow City Council have yet to resume their Assisted Garden Maintenance Scheme. Please see below for an extract from their website.

**“The suspension of the service will ensure that our resources are prioritised towards the delivery of essential services such as cleansing and our crematoria.**

**In addition, no new applications for the service will be processed at this time.**

**If any existing service user is able to cut their grass, or has someone who can assist, doing so as regularly as possible will help to shred any clippings and minimise the amount of waste produced. Otherwise, the advice is to please compost clippings wherever possible or if you are unable to compost from home, please store your garden waste in a corner of your garden until the service resumes.”**

**We apologise for any inconvenience this may cause and are grateful to the patience of householders during this challenging time. Future updates on this service will be posted on their page.**

## Repairs and Maintenance

On the 11th May 2021, The Scottish Government lifted restrictions to allow Pineview to provide a full maintenance and repairs service. We are currently working through the backlog of repairs gathered over the lockdown period. If you have already reported any repairs to us, you will be contacted to advise when our contractors will be attending to carry these out.

Pineview have been ensuring that each contractor has a strong process in place to prevent any cross infection of Covid-19 through the use of social distancing, PPE and other standard measures.

The Planned Maintenance kitchen works have commenced in Halgreen Avenue, Grogarry Road, Backmuir Road and Springside. The paintwork contract has resumed in the Waverley area. The five yearly electrical testing and smoke alarm installation will also shortly resume.

We are now looking at the project work that was planned to start in our 2021/22 budget and will keep residents advised when the work is due to go on site.

**If you have any repairs to be carried out and you haven't yet reported this, please contact the office on 0141 944 3891.**

### Keep Drumchapel Tidy

During the month of June 2021 Drumchapel Thriving Places are asking Drumchapel residents, organisations and businesses to pledge 30 minutes of their time to litter-pick. If you are interested in taking part in this activity please register your interest at:

<https://keepdrumchapeltidy.com/>

The staff at Pineview are keen to participate in the litter pick & we hope to see you there.





## Kendoon Transfer Update

As we reported in the Spring newsletter, following robust consultation and tenant voting, the tenants of Kendoon Housing Association (88.5% of tenants voting) chose Pineview as their new landlord. The transfer went ahead on 1st February when we transferred all Kendoon Housing Association (KHA) stock and welcomed all the tenants to Pineview.

Continuing Covid19 restrictions have prevented us doing some of the work we would like to do – getting out and meeting tenants in their homes, operating a full repair service, maximising our engagement. However, as restrictions begin to ease and we are permitted to increase what we can do, if it is done safely, we intend to increase our presence and engagement as quickly as we can. This applies to all Pineview areas and not just ex KHA areas.

## Delivering on Our Promises

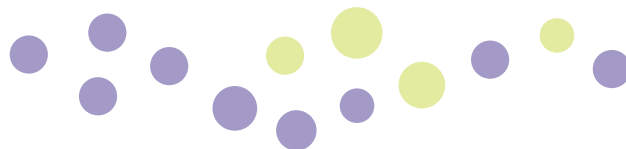
As part of the work before transfer we made several promises to the then Kendoon tenants. These promises revolved around providing the same level of services to tenants that Pineview tenants get and which KHA tenants had only recently started getting. Pineview is committed to delivering on the promises we made. As part of this, we will be reporting on what we have done each quarter to our tenants, our Customer Forum, our Committee of Management and the Scottish Housing Regulator. We will publish this information on our website, so it is publicly available. We will also refer to it in our newsletters to remind everyone that it is there and being reported on.

The promise performance reporting will begin in July/August and be every quarter thereafter. This allows customers to see what we are doing and to hold us to account if they think we are failing on any of our promises. The reporting will take the format of detailing what the Kendoon objective was; what was the transfer requirement to improve outcomes for tenants; what Pineview said it would do; and what Pineview has done to date. An example of this is given below.

### Objective 1 – Improve rent affordability

Transfer Requirement	Pineview Promise	Outcome to date
Address the issue of Kendoon rents being higher than the Scottish average and inconsistencies in levels between house types and size along with affordability.	<ul style="list-style-type: none"> <li>• Implement PHA rent setting policy.</li> <li>• Limit any increase at £10 per month (increased with inflation annually).</li> <li>• CPI only increases for 3 years.</li> </ul>	<ul style="list-style-type: none"> <li>• PHA rent setting policy implemented 01/04/21. More than 84% of tenants had rent decrease</li> <li>• Less than 16% of tenants had rent increase, with any increase capped at maximum of £10 per month.</li> <li>• CPI only increase to rent structure 2021.</li> </ul>

**If you have any queries or wish more information on this, please do not hesitate to contact us by telephoning 0141 944 3891 or e-mailing [mail@pineview.org.uk](mailto:mail@pineview.org.uk) and a member of our team will be pleased to assist you.**



## Welcome to our new team members



My name is **Caitlin Mills** and I have recently joined Pineview as a Housing Assistant. I studied Business Management for 3 years at university and graduated in 2020 with an honour's degree. Alongside this I was working as a call handler in an OOH repair line for over 5 years dealing with a variety of emergency repairs for different housing associations across Scotland & England. My interest in housing grew from there, I am looking forward to learning more about the housing world and hopefully will get to meet you all soon!



Hi, my name is **Kirsty Dickson** and I have recently started with Pineview Housing Association as a Housing Assistant. Prior to joining Pineview I worked within the Civil Service for 7 years and have 7 years retail experience. I am new to the housing sector and I am currently undertaking a formal qualification through the Chartered Institute of Housing to further develop my skills and knowledge in the field. I am delighted to be part of the team at Pineview and I look forward to meeting with you all in the near future.



Hi, my name is **Jane Craig** and I transferred over from Kendoon Housing Association at the end of January 2021. Prior to the transfer I was employed with Kendoon Housing Association for 12 years working within Finance and Corporate Services. I am delighted to be part of the Pineview team. I look forward to meeting you all in the future.



Hi, My name is **Derek Mayer** and I have recently joined Pineview Housing Association. I have previous experience working with the public and previously worked with RSBI the manufacturing side of City Building and have been involved with the furnishings of Void properties for the GCC Temporary Accommodation dept which gave me an interest for a career change in the Housing Sector. I am delighted to be part of Pineview and looking forward to furthering my knowledge and skills in this area while helping you all along the way. I look forward to meeting you all in the future.



Hi, my name is **Zubeida Yusuf** and I recently joined Pineview Housing Association as a Housing Assistant. I have previously worked as a Support Worker supporting vulnerable people living independently in the community. This led to an interest in working in the housing sector. I started my career in housing as a Trainee Housing Assistant with NG Homes in North of Glasgow where I worked for 3 years. I then secured a permanent position with Partick Housing Association where I have been working for the last 3 years before joining Pineview. I look forward to being part of the team and meeting many of you some time.



Hi, My name is **Gerry Will**, Maintenance Officer and I have recently joined Pineview Housing Association. I previously worked for Kendoon Housing for 20 years and transferred over to Pineview as part of the transfer. I am delighted to be part of Pineview and look forward to the future and meeting you all.

## Suicide Awareness – help is available and myths about suicide

If you're dealing with suicidal thoughts or thinking about self-harm, it's important to know that you're not alone. Help is available when you're feeling low – you don't have to hurt yourself or suffer in silence. If you're in crisis or struggling to cope, reach out to one of the services below.

Are you experiencing thoughts like this? "I can't cope." • "Am I suicidal?" • "I can't do this anymore." • "I want to die."

Sources of help are available, many 24/7 - Services are available on the phone and through text or webchat – so you don't have to talk if you don't want to.

### NHS

In an emergency, dial 999. The 111 service provides urgent mental health assessment and support 24/7. Phone: 111

### Breathing Space

<https://breathingspace.scot/>  
Phone: 0800 83 85 87

### Samaritans

A helpline for anyone feeling low or considering suicide.  
<https://www.samaritans.org/scotland/samaritans-in-scotland/about-samaritans-scotland/>  
Phone: 116 123

### Childline

A service for young people under 19 struggling with mental health issues, or any other problem.  
Phone: 0800 1111  
Webchat:  
<https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>

### YoungMinds Crisis Messenger

A 24/7 text messaging service for young people in crisis.  
Text: Text YM to 85258

### SAMH

Source of advice and help.  
<https://www.samh.org.uk/about-mental-health/suicide/suicide-prevention>

### Why is it important?

In 2018, in the UK and Republic of Ireland, more than 6,800 people died of suicide. Two people die by suicide every day in Scotland. Every life lost to suicide is a tragedy. And we know that suicide is preventable, it's not inevitable. If you are feeling suicidal, or you are concerned about someone, it is important to talk and to listen. Talking about suicide is highly stigmatised. But if you can succeed in talking to someone you know about their unhappiness and distress, you could literally save a life. Emotional support can help reduce the risk of people taking their own lives and give them the opportunity to find a solution other than suicide.

### Myths about Suicide (Samaritans):

**Myth:** Talking about suicide is a bad idea as it may give someone the idea to try it.

**Fact:** Suicide can be a taboo topic. Often, people who are feeling suicidal don't want to worry or burden anyone with how they feel and so they don't discuss it.

But, by asking someone directly about suicide, you give them permission to tell you how they feel. People who have felt suicidal will often say what a huge relief it was to be able to talk about what they were experiencing.

Once someone starts talking they've got a better chance of discovering options that aren't suicide.

Evidence shows asking someone if they're suicidal can protect them. They feel listened to, and hopefully less trapped. Their feelings are validated, and they know that somebody cares about them. Reaching out can save a life.

### Rory O'Connor, Professor of Health Psychology at Glasgow University

**Myth:** People who say they are going to take their own life are just attention seeking and shouldn't be taken seriously.

**Fact:** People who say they want to end their lives should always be taken seriously.

It may well be that they want attention in the sense of calling out for help, and helping them get support may save their life.

**Myth:** People who talk about suicide aren't serious and won't go through with it.

**Fact:** People who kill themselves have often told someone that they do not feel life is worth living or that they have no future. Some may have actually said they want to die.

It's possible that someone might talk about suicide as a way of getting attention, in the sense of calling out for help.

It's important to always take someone seriously if they talk about feeling suicidal. Helping them get the support they need could save their life. The majority of people who feel

## Suicide Awareness – help is available and myths about suicide (cont.)

suicidal do not actually want to die - they do not want to live the life they have.

**Myth:** If a person is serious about killing themselves then there's nothing you can do.

**Fact:** Often, feeling actively suicidal is temporary, even if someone has been feeling low, anxious or struggling to cope for a long period of time. This is why getting the right kind of support at the right time is so important.

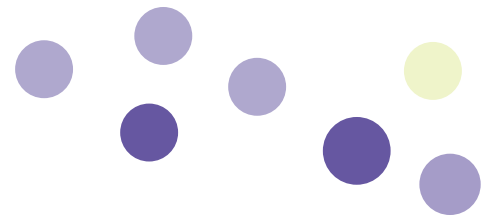
**Myth:** People who are suicidal want to die.

**Fact:** The majority of people who feel suicidal do not actually want to die; they do not want to live the life they have. The distinction may seem small but is very important. It's why talking through other options at the right time is so vital.

**Myth:** Most suicides happen in the winter months.

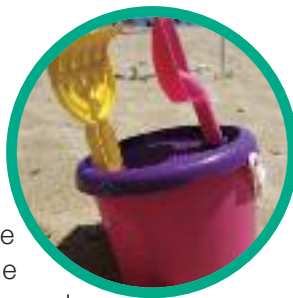
**Fact:** Suicide is complex, and it's not

just related to the seasons and the climate being hotter or colder, and having more or less light. In general, suicide is more common in the spring, and there's a noticeable peak in risk on New Year's Day.



## Caravan Project

Following the lifting of Government restrictions, the Caravan Project are again able to start offering holidays through to the end of October (COVID19 permitting). At present we have been advised that there is some availability for late August/September and October. A reminder of the criteria for those eligible for a holiday would be:



- The family or group must be referred by someone who knows the family or group in a professional capacity and is aware of the family or group circumstances, for instance a social worker, health visitor, teacher or support worker or any organisation who will support them until they go on the break
- The family or group can't have any other opportunity to go on holiday this year.
- The family or group must be on a low income and experiencing challenging issue.
- The family or group must not have been on holiday in the last three years.
- The family or group referral agent must be able to pay for the holiday at least six weeks before the holiday can take place.

**If you are interested in applying for a holiday or day out, or you know someone who you feel may benefit from this, please contact Lauren McLaren, Assistant Housing Officer, on 0141 944 3891 for further information.**

## Welfare Benefit Officer

This is a reminder that we are still offering appointments with our Welfare Benefit Officer (WBO) to discuss your financial circumstances. Due to the increased number of tenants and increased demand for appointments we are now offering these appointments each Tuesday afternoon and Friday morning and are at present being conducted over the telephone. This is a free service which is offered to all 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 Tuesday or Friday 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 our office 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 previously entitled to.

## How Did We Do? Performance Summary

Performance Summary 01 April 2020 – 31 March 2021

What we measure	2020/2021 Target	Performance to 31 March 2021	Target Met	2019/2020 Performance Year End
<b>Getting Good Value from Rents &amp; Service Charges</b>				
Total Arrears Non-Technical (Current & Former)	5.80%	8.63%	✗	3.77%
Void Rent Loss	0.10%	0.22%	✗	0.04%
<b>Housing Quality &amp; Maintenance</b>				
Emergency Repairs:				
Average Completion Time (hrs)	4	2.73 hours	✓	1hr 50mins
Non-Emergency Repairs:				
Average completion time (days)	4	6.62 days	✗	2.52
% of Reactive Repairs completed Right First Time	>95.00%	91.57%	✗	97.37%
% of Repairs Appointments Kept	>95.00%	94.27%	✗	95.88%
How many times in reporting year was gas safety check not complete within timescale (No.)	0	2	✗	0
<b>Access to Housing &amp; Support</b>				
Average Relet Time (Days)	6 days	16.14 days	✗	3.19
Applications: Average number of days to process	5 days	7 days	✗	2.25
<b>Neighbourhood &amp; Community</b>				
Percentage of anti-social behaviour cases reported in the last year which were resolved	100.00%	97.30%	✗	97.10%

**Performance Key**      Target Met ✓      Target not Met ✗

Similar to other Registered Social Landlords performance results across our main service provision areas have been significantly impacted by Covid 19 restrictions / lockdowns.

2 ex Kendon Housing Association properties had expired gas certificates at transfer. Compliance was actioned on transfer to Pineview Housing Association.

Pineview's arrears management case load increased significantly following the transfer of Kendoon Housing Association properties. Our team are working with tenants to ensure they have all the assistance / advice they need to make rent payments.

Repairs completion time calculations require us, to use the date the repair was reported to us, even if we not allowed to do the work. Repairs reported during lockdown when government guidance stated we were not permitted to attend as well as contractor availability during these periods has increased the average time taken to complete.

## 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 2020 to 31 March 2021 and outlines the number of complaints received and the Association's performance in responding to complaints.

<b>SPSO Complaints</b>				
01 April 2020 – 31 March 2021	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2020	0	0%		
<b>Complaints Received</b>				
Equalities Related Issues	0	0%	0	0%
Other Issues	23	100.00%	1	0%
<b>Total Number of Complaints</b>	<b>23</b>		<b>1</b>	
<b>Progress</b>				
Ongoing	0	0%	1	1000%
Responded to in Full	23	100.00%	0	0%
Responded within SPSO Timescales	23	100.00%	0	0%
<b>Outcomes</b>				
Upheld	7	30.43%	0	0%
Partial Upheld	6	26.09%	0	0%
Not Upheld	10	43.48%	0	0%

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

**PHA Average time to resolve complaints: 1St Stage: 2.48 days 2nd Stage: N/A**

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

## Learning From Complaints

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

Complaint Category	Resolved	Upheld <sup>1</sup>	Learning From Complaints
Contractor	3	2	Contractor Follow up
Repairs & Maintenance	9	5	Contractor Follow up/staff training
Housing Management	8	4	Staff Training
Allocations	1	1	Staff Training
Staff	2	1	Staff Training
<b>Grand Total</b>	<b>23</b>	<b>13</b>	<sup>1</sup> Relates to complaints upheld and partial upheld

### Complaint: 859

The tenant expressed frustration with the delay to works being carried out.

#### Investigation

Delay to work being carried out partly due to Covid restrictions combined with Cleck of Work delays in providing status reports on extensive works required.

Apology was issued to tenant. Tenant advised they appreciated the apology and understood the impact of Covid restrictions. Tenant was advised of follow up with Clerk of Works and steps being taken to remedy the situation.

HO contacted Clerk of Works regarding the importance of honing communication in order to provide an excellent level of customer service to tenants.

### Learning Outcome

The importance of communication with contractors and keeping tenants up to date with progress

### Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. Some recent comments include:

Ref	Date	Comment	Source
887	11/02/2021	Tenant called to thank Pineview for the speedy response provided in response to an emergency situation.	Tenant

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.

Phone: 0141 944 3891 • Email: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) • Text: 0741 834 7038

## Pest control

Coming up to the warmer weather we would like to remind everyone of ways to prevent any infestation of rats in or around your property. These are small things every one of us can do to contribute in combatting this issue. The best way to deter rats is to deny them access to food, water and shelter. Unlike mice, rats need daily access to a water source. They only drink between 15ml and 60ml of water a day, but they need access to it easily and consistently. They're renowned for eating just about anything, but rats prefer to eat small amounts of a wide variety of foods, giving them a very varied diet.

### Rat prevention top tips:

- Keep foodstuffs in metal or glass containers with tight fitting lids.
- Tidy inside the house and around the garden - less clutter means less places to hide.
- Put outdoor rubbish bags in bins with securely fitted lids to stop them feeding from contents.
- Clean up pet food and bird seed debris, and store pet food in robust containers with fitted lids - preferably above ground level.
- Keep gardens free from debris and keep clutter to a minimum.
- If you have a compost heap don't include organic food waste, as

this will attract them.

- If you have already spotted signs of rats, such as droppings, prevention may already be too late. We would advise you to act quickly to get rid of rats and prevent a larger infestation developing.

Something else to bear in mind is feeding birds in your garden. While it is often nice to see the birds feeding, throwing food into your garden can also contribute to the issue with rats. This is something which we would strongly recommend that you avoid doing.



## Reminder Super prize draw gets drawn in July!

A little reminder that our Go Paperless prize draw to win £200.00 of love to shop vouchers is coming up in July.

If you would like to enter our amazing prize draw, all you must do is request to go paper free. You can do this 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 from the list of participants. We will notify you and let you know when your paper free communication has been put in place. The draw will take place in July 2021; however, you can still request to go paper free anytime.

Good luck!

