

Celebrating 20 Years Service



This year Pineview celebrates a major milestone as Finance & Corporate Services Assistant, Mandy Kemp marks 20 years service. Mandy joined Pineview two decades ago as a Customer Service Assistant. As the first point of contact for many residents, Mandy built strong community relationships and gained a deep understanding of tenant needs. Over the years, Mandy progressed into the role of Finance & Corporate Services Assistant.

Reflecting on the past 20 years Mandy said "the best part of this job has always been the people. Seeing families thrive in the community we help support makes every day worthwhile. Two decades and two very different roles but the same wonderful community. I am very proud of my journey at Pineview".

Summer Outing 2026

Final arrangements are currently being made for this year's Summer outing to Edinburgh Zoo on Friday 7th August 2026.

If you have registered to attend this year's trip you will receive further information in the coming weeks.

Confirmation will be sent by email if you have provided this.

Previous years' outings have been a huge success, and the Association has received lots of positive feedback from the residents who attended these trips.



We look forward to seeing you for another great day out!

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Scheduled Office Closure

The staff team will be unavailable from 17:00pm on Thursday 16th July until 09:00am on Tuesday 21st July 2026.

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

Tenant Funding

As you will be aware, we have some great assistance from the local Drumchapel branch of the Citizens Advice Bureau. Welfare Benefits Advisors come into the office every Tuesday and Friday and provide advice and assistance to our tenants and their household members to help with anything from pension credit queries, to bedroom tax issues and of course Universal Credit claims. Each year they are able to help our tenants claim thousands in due assistance. The overall financial gain this service has been able to secure for our tenants over the last financial year totals £293,091.95.



An example of the great work they do would be in the case of a tenant who got in touch as they were approaching State Pension age. Reaching out before they moved on to State Pension meant that they had everything in place to make the transition easier. It also meant our welfare benefits advisor could assist them in a full assessment and see what other entitlements they would have with many of their entitlements due to change with the move to State Pension. It became apparent the tenant was entitled to Adult Disability Payment (ADP) and CAB helped apply for this. As a result, the tenant was awarded ADP which was backdated to the beginning of their claim. This incredible work from the Welfare Benefits Advisor resulted in the tenant being over £1,500 financially better off each year.

Please contact the office on 0141 944 3891 to arrange an appointment or you can contact Drumchapel Citizens Advice Bureau directly on 0141 944 2612 or visit their [website](#) for further information.

Allocations – Questions and Answers

Q) Where am I on the list?

A) We do not offer list positions as applicants circumstances can change frequently which consistently updates the list position. Please ensure to inform us of any change of circumstance.

Q) How long will it be until I am offered a property?

A) Pineview will assess your application and award points based on your individual needs and circumstances. The greater your points value and dependant on your circumstantial needs we may offer you a property sooner if stock is available and suitable for your needs. It may be worth noting that 4 properties were let to the housing list last year due to low turnover.

Q) How do I bid for a property?

A) Pineview does not offer a bidding system, it is a points-based system only which is assessed on your circumstances in line with our common allocations policy.

Q) Will I hear from you throughout the application process?

A) We will only contact you if we require further information regarding your application or we are considering you for an offer of housing. Another would be when we are carrying out our annual review of the housing register.

Please keep your phone number and email address up to date so we can contact you during the annual housing review and keep your application active.

Also let us know about any changes to your circumstances, such as a new address or anyone joining your household. Staying updated ensures you receive the correct points for rehousing.

Staffing Update



Housing Assistant – Kaitlyn Baxter

Hello, my name is Kaitlyn and I am new to Pineview, I am covering maternity leave and so far I am enjoying my role at Pineview, my colleagues are all very welcoming and supportive of my journey into the housing sector, I come from a local government background so I love engaging and supporting Pineview's tenants to the best of my ability. I am really looking forward to seeing where this journey takes me in my career.

University Triumph

In our Spring 2026 newsletter we mentioned that our newly promoted Housing Service Officers Caitlin Gillespie and Sinead Sharkey undertook a Post Graduate Diploma in Housing Studies. We are extremely proud to announce that they have both had confirmation from the University of Stirling that they both passed the course with flying colours. Congratulations Caitlin and Sinead.



Pineview in Bloom!

As reported in our Spring 26 newsletter, our very popular Garden Competition has returned.

During July, staff will be out and about carrying out our usual estate and close inspections.

We will be looking out for the best kept and most imaginative and original gardens in the community.

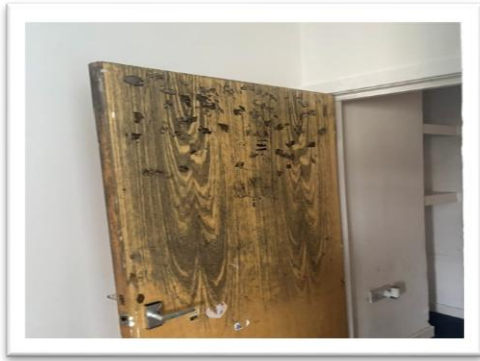
The competition will be judged by our Customer Forum at their August meeting and prizes will be on offer for the best gardens!

If you would like to put your garden forward for the competition or nominate the garden of a neighbour or a friend, please get in touch with us on 0141 944 3891



Void Update

A void refers to an empty property where a tenancy has ended. At Pineview, one of our objectives is to repair and re-allocate void properties as quickly and as efficiently as possible. Our target timeframe is 8 days. How quickly we can re-let a void property depends on several factors such as carrying out repairs, clearing debt on meters etc, but the most common hurdle we encounter is the condition of the property once keys are returned by the outgoing tenant. Below are some pictures of properties and the conditions they have been left in;



As you can see, the property was left in a poor condition and was not cleared to a satisfactory standard. As a result, we had to dedicate a lot of time and resources to remove all items from the property and complete the required repairs. Tenants can help us in this process by ensuring properties are cleared of all personal belongings, arranging repairs before handing back keys and following the correct termination process. We understand clearing a property can be a difficult process, but remember, we are here to assist and can give advice on sources of help. There are charities that might be able to assist such as the British Heart Foundation who offer a free collection service. By working effectively together, we can ensure that you experience a smooth termination process and avoid any potential re-charges. We can also vastly reduce our re-let times which means another person or family can benefit from a new home as quickly as possible.

Leaving your property for an extended period of time?

As a reminder to all tenants, if you are leaving your property for an extended period of time, 4 weeks or more, as per your Tenancy Agreement you must inform the Association. This is in case we require access to your property for emergency repairs, annual gas and electrical inspections. Please contact the office on 0141 944 3891 or email mail@pineview.org.uk

2026 Annual General Meeting (AGM)

Our Annual General Meeting was held on Tuesday 23rd June 2026 at Drumchapel St Marks Church. Thank you to all our members who came along in person or submitted a proxy for the meeting.

As the number of members standing for election at the AGM was less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with Rule 40.1.

The Agendas and Minutes of committee meetings are uploaded to our website - [Committee of Management information](#).

If you would like to know more, consider getting involved, or give us some feedback about our committee meeting minutes please contact us and ask to speak with Isobel or Joyce. Tel 0141 944 3891 or mail@pineview.org.uk.

Committee of Management	
Name	Position
Linda Devlin	Chairperson
Morven Baigent	Vice Chairperson
Lyndsey Robinson	Vice Chairperson
Daniel Martyn	Elected Member
Kenny McGinty	Elected Member
Helena McNulty	Elected Member
Laura Nahar	Elected Member
Anna Welsh	Elected Member
Kirsty O'Neil	Elected Member
Callum Scouler	Elected Member
Nanre Kums Yusuf	Co-optee

Customer Forum

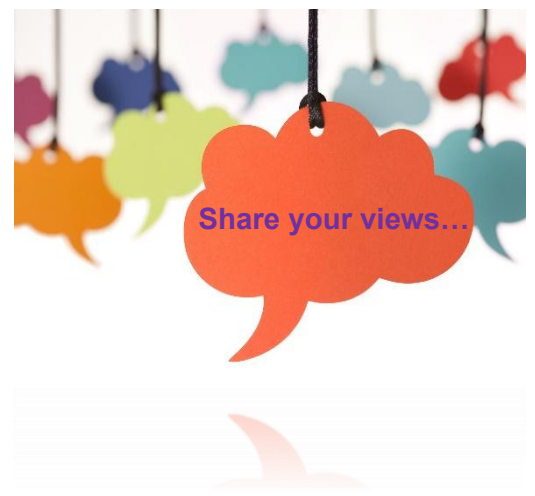
The Customer Forum is looking to get more tenants, residents and service users involved in their essential work with Pineview. The Forum are instrumental in shaping customer services at Pineview Housing Association and they are keen to have the input of more people. The Forum have changed the night of their meetings to see if this could possibly suit more people and encourage more people to get involved.

Meetings currently arranged as follows:

- Wednesday 12th August 2026
- Wednesday 9th September 2026
- Wednesday 7th October 2026

If you are interested, why not come along to a meeting to try it out. The meetings are being held in Pineview's offices at 5 Rozelle Avenue, G15 7QR, and you can also join by Microsoft Teams if this is more convenient for you- just let us know.

If you would like more information before attending, please contact staff at the Pineview office by telephone 0141 944 3891 or by e-mail to mail@pineview.org.uk.



Legislative Updates

Scottish Secure Tenancy Agreement (SST) - The Secure Scottish Tenancy Agreement (SST) will have some changes this year in line with new legislation set out from the Scottish Government. These changes will happen throughout 2026 and some have already come into force.

Domestic Abuse

There will be more protection for victims of Domestic Abuse allowing landlords to have the ability to remove the preparator from the tenancy and allowing the victim to remain in the family home if that is their wish. These changes are due to come into practice from August 2026.

Pineview will always look to support tenants in response to reported incidents of domestic abuse. This involves taking a survivor-centred approach which looks to tailor a response to the needs and circumstances of each case. We will support tenants and their relatives to find the best solution. This can include supporting survivors to remain in the property, finding new accommodation where possible, taking tenancy action against perpetrators, or implementing remedial repair works to resolve any damage within the property



Legislative developments:

- For tenants who have engaged in abusive behaviour, a new ground (section 15A of Schedule 2) has been inserted into the 2021 Act to enable recovery action to be taken against the perpetrator
- Where the perpetrator is the sole named tenant, recovery action must be accompanied by the intention to offer the tenancy to the person who has suffered the abuse
- Where the perpetrator is one of the joint tenants, the landlord will have the power to apply to remove that person from the tenancy, leaving the other joint tenant in the tenancy
- The new ground defines the perpetrator to be either a spouse or former spouse, or civil partner or former civil partner, or a person with whom the abused person has lived with in the house to which the tenancy relates as if a spouse, for a period of at least six months in the twelve months prior to the proceedings being raised. This can include intermittent periods that amount to six months in total within the last twelve months
- Landlords will be required to give the perpetrator, as well as any qualifying occupier, advice and assistance regarding alternative accommodation. This advice and assistance must be provided as soon as is reasonably practicable after raising the proceedings
- In using any of these powers and duties, landlords must have regard to any guidance produced by the Scottish Government.

Useful Contacts:

- **Police**
Phone 101 or in an emergency phone 999 to receive immediate support. The Police can also assist in an emergency situation by contacting other support agencies.
- **Scotland's Domestic Abuse and Forced Marriage Helpline**

Phone 0800 027 1234 (24 hour service)
Provides confidential information and support to anyone affected by forced marriage or domestic abuse.
- **Scottish Women's Aid**
Phone: 0131 226 6606
Provides advice, support and safe accommodation for women (and their children) who have been abused.
- **Shakti Women's Aid**
Phone: 0131 475 2399
Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse.
- **Hemat Gryffe Women's Aid**
Phone: 0141 353 0859
Provides advice, support and safe temporary refuge accommodation for Asian, black and minority ethnic women and young people who are experiencing, or who have experienced, domestic abuse.
- **AMIS (Abused Men in Scotland)**
Phone: 0808 800 0024
Supports men who are experiencing or have experienced domestic abuse.
- **Men's Advice Line**
Phone: 0808 801 0327
For men experiencing domestic abuse from their current or ex-partner.
- **Victim Support Scotland**
Phone: 0800 160 1985
Provides information and support for victims and witnesses of crime.
- **Rape Crisis Scotland**
Phone: Helpline on 08088 01 03 02
Provides a rape crisis helpline and email support for anyone affected by sexual violence.
- **National LGBT Domestic Abuse Helpline**
Phone: 0300 999 5428 or 0800 999 5428
Provides help and support for lesbian, gay, bisexual and transgender people who are experiencing, or who have experienced, domestic abuse.

Successions

The eligibility criteria for Successions to a Scottish Secure Tenancy (SST) following a death have changed. If you reside in a property and the primary tenant dies, you will qualify to succeed the tenancy if you have resided there for a minimum of 6 months and Pineview was made aware that you resided in the property. The previous eligibility requirement was 12 months residing in the property. These changes are included in the Housing Scotland Act 2025 and passed into law in November 2025.

Bulk Uplift Update

Pineview Continues to provide a bulk uplift and removal service utilising local facilities. Locally, there continues to be a significant amount of bulk, both for Pineview uplift as well as fly-tipping reported to Glasgow City Council. The pictures below highlights some of the bulk our estate team tackle on a regular basis.



Pineview currently operates a planned bulk route:

Your Collection Days:

- **Monday:** Waverley
- **Tuesday:** Pinewood
- **Friday:** Cairnsmore & Broadholm



Our estate caretakers try to attend to bulk uplifts as soon as practically possible. However, we would ask tenants to always consider the items they put out for uplift and where possible try to remove items themselves as increased demand can potentially

cause a backlog for the wider community.

Dawsholm Recycling Centre – There are currently no issues forecasted for any closures however we will keep tenants updated on any news as and when we receive it.

For further information please contact our office on 0141 944 3891 or visit the Glasgow City Council website www.glasgow.gov.uk

Bulk is household furniture, assembled or broken down such as:

- ✓ **Beds/Mattresses**
- ✓ **Wardrobes**
- ✓ **Chairs/Sofas**
- ✓ **Tables**
- ✓ **Tv's/Tv units**
- ✓ **Broken down sheds/ old decking/ old fencing**
- ✓ **Large old toys (please consider charity shops though)**

We cannot take:

- × **Fridge/freezers**
- × **Household recycling inc. large cardboard (to be broken down and put in recycle bin)**
- × **Clothes – charity shop or clothes bins**
- × **Black bags – if it fits in a bag, it fits in a bin**
- × **Grass cuttings/ garden waste**

Repairs and Maintenance – Cyclical and Planned Maintenance Update

Bathroom Contracts

Works for the current bathroom contract have now commenced at Pinewood Phase 4, 54-64 Jedworth Avenue, 3, 5 and 7 Jedworth Road and 22 & 24 Rozelle Avenue and are being carried out by our contractor MCN.

Windows Contracts

Surveys are currently being carried out at Pinewood Phase 4 - 54-64 Jedworth Avenue. 1, 3, 5 & 7 Jedworth Road and 20, 22 and 24 Rozelle Avenue by our contractor MSI with works due to commence August 2026.

Kitchen and Boiler Replacements 2025/2026

Kitchen/Boilers – 2025/26 contract has been finalised. The 2026/27 kitchens and boilers contract are being put out to tender.

Roof Anchors

Contractor Paterson's have been onsite since May 2026 with works currently ongoing.

Gutter Cleaning

Contractor Paterson's completed 2025/26 contract end of May 26. The works for 2026/27 are being put out to tender.

External Paint Works

Contractor JS Harvie commenced works May 26 at Abbotshall Avenue, followed by Waverley Phases 1, 4 and 5 and 12 Foswell Place.

EICR

Contractor Magnus onsite working on these as and when due for the year.

Ground Maintenance

Contractor linear have been onsite since April 26 with the contract going well.

Stock Condition Surveys

Stock Condition Surveys were carried out by our Contractor JMP in properties throughout May and June 26 and are now complete.

Legionella – Reduce Your risk



The risk of contracting legionella in the domestic home is minimal and most protection from legionella must be undertaken by people 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:

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

Smoke, Heat and Carbon Monoxide (CO) Alarms

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.

Smoke, Heat and Carbon Monoxide (CO) Alarms

All smoke, heat and CO alarms installed in our properties are tested at the time of the annual gas service.

If any of the alarms are faulty, we will replace them. Please test your alarms weekly and let us know if there are any issues.



Smoke, Heat & CO Alarms Save Lives - help protect your family and home by testing weekly.

Alterations, Improvements and External Structures

We have recently dealt with two serious health and safety concerns which are the result of unapproved and illegal external structures which were fitted by tenants to the back of their properties without making us aware. In both cases, there was the potential for the structures to disrupt and limit the required flow of air from the external boiler flue, which could pose the risk of carbon monoxide poisoning.

Both cases were only identified as a result of the annual gas safety inspections when City Building engineers conducted safety checks. Pineview was not notified of the structures and no permission was granted prior to them being constructed. Both structures have now been dealt with. Pictures of both structures are shown below to highlight what was encountered.

We use these as examples to tenants of why it is vital that you request permission prior to looking to construct any sort of external structure. Failure to notify us prior to making structural amendments will result in any works being removed at a cost to the tenant until the property is returned to a compliant condition.

Building additional structures also poses serious health and safety risks to you and your family and, if appropriate permissions are not sought and building regulations followed, there is the potential that you and your household members could be at serious risk of fire or gas safety breaches.

Alterations and improvements can be made to your home but must be approved by the Association before any works are carried out. This is so that ensure that health and safety requirements are met.

Please contact us before any works commence. Examples of works you need permission for as follows:

- ✓ replacing or moving fixtures such as lights, kitchen units, doors, taps, or electric sockets
- ✓ erecting garden sheds, fences, satellite dishes, or other external structures
- ✓ undertaking any internal or external alterations

All works should be carried out by qualified tradesmen. This is particularly important to any alterations which involve the electrics in the property. Even something as seemingly simple as fitting downlighters can breach electrical regulations. We have had several tenants facing costs to bring their lights up to the correct electrical standard because of the health and safety risks of their alteration. Any electrical works must be carried out by a qualified electrician (NICEIC qualified) and a Minor Works Certificate completed and submitted to Pineview once work completed.

Please also note we will not allow any alterations which will affect the internal layout or structure of your home without specific permission and necessary local authority Building Control consents.












National Panel of Tenants and Service Users



The National Panel of Tenants and Service Users has more than 420 members. It is open to anyone who is a social housing tenant or uses a social landlord’s services. Membership is diverse and includes people from urban and rural areas, across age bands, local authority and RSL tenants. Anyone interested in joining the Panel should contact Engage Scotland at natpan@engagescotland.co.uk

Performance

Below is a summary of 2025 -26 performance outcomes to 31 March 2026.

 <p>3.74 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 3.89 hrs</p>	 <p>3.3 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 9.13 Days</p>	 <p>95.25% (Target >95%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 86.75%</p>
 <p>18.87 Days (Target 10 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 60.59 Days</p>	 <p>4.17 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.35 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 93.44%</p>
 <p>3.64% (Target <5%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.17%</p>	 <p>100.58% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 100.15%</p>	 <p>0.23% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.27%</p>

We are currently compiling data for our 2025–2026 Annual Report and Landlord Report, which we aim to publish in October 2026. This report will compare our performance against the Scotland-wide averages for 2025-26, provided by the Scottish Housing Regulator (SHR). In addition, we work with the Scottish Housing Network (SHN) and local Drumchapel housing providers through Drumcog to include further benchmarking data where available. To help track progress over time, we also include results from the previous year. This information will allow you to see how our performance has changed year-on-year, as well as how it compares with other landlords.

If you would like more information on our performance, please visit our website <https://www.pineview.org.uk/> or contact our staff team by telephone, email or visiting the office.

Complaints and Compliments

It is encouraging when someone lets us know that they think we have done something well and it gives our team member(s) a nice boost.

Pass on thanks to Jamie ECT, big improvement on the close cleaning this week looks great and lovely guy

Tenant terminated tenancy and advised had been a tenant for over 20 years & very grateful to Pineview for all the help & support we have given her and that we have been a great landlord

Tenant was grateful for Pineview's prompt & thorough response to a repair she had logged, said she 'just couldn't fault the team at Pineview'

We don't always get things right though! We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

We take any complaint about our service delivery very seriously, and always want to improve on anything we have not got quite right.

We record all our complaints and report on these anonymously to the Committee of Management every quarter. You can read our latest complaints performance report on our [website](#)

Strapline, Mission, Vision and Values

What are Pineview's Vision, Mission and Values?

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

Mission: To provide quality affordable homes and deliver excellent service through listening to and engaging with our customers.

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

Community – engaging, collaborating, and including.

Resilience – continuously learning, developing, and adapting.

Integrity – being open, honest, and fair.

Diligence – working conscientiously and to a high standard.

Dignity – treating everyone with respect and compassion.

The Association is committed to our vision, mission and values. If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve. Please contact Joyce through our office on 0141 944 3891 or send an email to mail@pineview.org.uk

Business Plan

Our business plan is made publicly available on our website for all our customers.

The update planner details when each section of the business plan is scheduled to be updated - [Business Plan](#).

If you would like more information on this, please contact us and ask to speak with Joyce. Tel 0141 944 3891 or mail@pineview.org.uk welcome!

You can contact us or keep updated with our news in several ways:

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk



Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

Useful Contacts

National Gas Emergency Service	0800 111 999
Police Scotland	101
Emergency Services	999
Women's Aid	0800 027 1234 https://womensaid.scot/contact/
NHS 24	111 https://www.nhs24.scot/
Samaritans	116 123 https://www.samaritans.org/samaritans-in-scotland/

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Registered Society under the Co-operative and
Community Benefit Societies Act 2014 - 2375R(S).
Registered Scottish Charity No.SC038237.
Registered Social Landlord, Scottish Housing Regulator
registration no. HAC231.
Registered Property Factor No. PF000151.
HMO Licence - HMO01004.

