



**Merry Christmas and  
A Happy New Year**

to all our Tenants  
from Pinewiew

## Office Closure Update

Our priority is to ensure that our tenants, customers, contractors and suppliers are safe along with ensuring a high level of service provision whilst being aware of community infection rates.

Our office remains closed to the public with staff continuing to work remotely. This complies with Scottish Government Guidance that staff should only return to the office if work is unable to be completed remotely.

Estate caretaking, maintenance and estate management works / inspections however are currently being carried out by staff in the Pineview areas as we want to be out and about engaging with tenants and visible on estates. We have strict covid procedures in place to do so while keeping everyone as safe as possible in these unpredictable times.

In following the government guidance, our office remains closed, and staff are working using a mixture

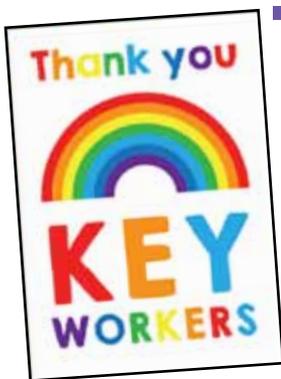
of working from home, working from the office, and working out on the estates. The office is open to customers by appointment only. This is for circumstances that other means of communicating and meeting are not suitable or not working effectively.

We are undertaking home visits again under certain circumstances and with covid/infection control measures in place.

Telephone, email and video calls will continue to be the main means of contact with and by us for the safety of tenants and customers and staff.

We will keep this regularly under review and in line with government guidance.

**We will keep our website updated with any developments: <https://www.pineview.org.uk/coronavirus-covid-19-latest-information/>**



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.

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 waste services THANK YOU.

## Scheduled Office Closures

The staff team will not be available from 2pm on Friday 24th December 2021 until 9am on Thursday 6th January 2022.

## 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

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## Staff Working Hours

**Our standard working  
hours are:**  
**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.

## Pineview Values

Following on from the transfer of engagement earlier this year (Feb 2021), the Association has been revisiting our Values and Objectives to ensure that they are fit for purpose and meet our aims and aspirations. This work has formed a large part of reviewing our business plan. A lot of work has gone into this over the summer, and we are pleased to now share the changes.

### Our Vision

Pineview Housing Association – Putting People 1st

### Our Mission Statement

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

### Our Values

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

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

The review of our Values also feeds through into our strategic objectives and we have reviewed these for the period 2021 – 2023 – more details within this newsletter.

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

The Association is committed to our vision, mission and values. If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve.

## 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.**



## Our Strategic Objectives 2021 - 2023

As reported elsewhere in the newsletter, the Association has carried out a review of our objectives for the period 2021 – 2023 and have updated our business plan accordingly.

<https://www.pineview.org.uk/business-plan-budgets-and-management-accounts/>

Alongside the strategic objectives sit various strategic and operational activities and associated priorities. All our operational activities should contribute to one or more of the 7 strategic objectives and it is the responsibility of the staff team to ensure that this is the case. Nonetheless, the Management Committee recognise that there are some high-priority, corporate-wide priorities which will be absolutely critical to the success of achieving the strategic objectives. The Management Committee will monitor the implementation of these strategic priorities to ensure the desired outcomes are delivered. These priorities include:

	Strategic Objectives	Strategic Priorities
1.	To help our tenants live in an affordable and sustainable way.	<ul style="list-style-type: none"> <li>• Work with our tenants to understand what “affordable” and “sustainable” means to them.</li> <li>• Develop our response to EESSH2/climate and carbon reduction requirements.</li> <li>• Review our approach to estates management.</li> <li>• Maximise our tenancy support.</li> <li>• Continue to benchmark our costs and rents.</li> </ul>
2.	To deliver on the promises we make to our tenants.	<ul style="list-style-type: none"> <li>• Deliver on our commitments as set out in regulatory and statutory requirements; our transfer promises; and our participation action plan(s).</li> <li>• Establish a new outcome evaluation tool.</li> <li>• Explore a participatory approach to dispersing our wider action fund.</li> <li>• Continue to benchmark our service outcomes.</li> </ul>
3.	To develop our response to climate change.	<ul style="list-style-type: none"> <li>• Explore the sustainable provision of energy to our homes.</li> <li>• Introduce a green office strategy.</li> <li>• Review our estate management policy.</li> <li>• Maximise the use of community benefit clauses.</li> <li>• Support partners environmental projects.</li> </ul>
4.	To engage effectively with our tenants and the wider community.	<ul style="list-style-type: none"> <li>• Update our engagement strategy.</li> <li>• Seek opportunities to widen our engagement &amp; reach.</li> <li>• Explore options for enhanced self-service.</li> <li>• Clarify our responsibilities with improved signposting.</li> </ul>
5.	To explore opportunities for partnership and wider action.	<ul style="list-style-type: none"> <li>• Review our current activities, resources &amp; partnerships.</li> <li>• Enhance our inhouse skills &amp; resources.</li> <li>• Explore the potential for quick-win projects.</li> <li>• Consider the need for a Wider Action Plan.</li> </ul>
6.	To support our people to succeed.	<ul style="list-style-type: none"> <li>• Review the skills and resources required &amp; fill any gaps.</li> <li>• Embed new staffing structure.</li> <li>• Continue to invest in learning &amp; development.</li> <li>• Strengthen our approach to succession planning.</li> <li>• Update and embed our Behaviours Framework.</li> </ul>
7.	To ensure the ongoing financial viability and sustainability of the organisation.	<ul style="list-style-type: none"> <li>• Pursue VFM across all business areas.</li> <li>• Demonstrate rent affordability.</li> <li>• Effectively manage costs and maximise efficiency.</li> <li>• Continue to demonstrate effective governance and assurance.</li> </ul>

A delivery plan will be developed and reported quarterly to allow Committee to effectively monitor implementation and outcomes.

If you would be interested in getting involved or finding out more about this, please contact Isobel or Joyce at our office – [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

## Gas Servicing to Boilers

The Association is required by law to carry out an annual safety 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.

## Consultation Corner

### How to Get Involved with Your Association

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

- **Joining the Management Committee**
- **Joining the Resident and Customer Forum**
- **Adding your details to our Consultation Register**
- **Contacting us at the office when you want to know more**

We are always looking for ways to have more residents and customers involvement, if you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know. We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

You can contact the Association or keep updated with our news in a number of ways:

**Telephone: 0141 944 3891**

**E-mail: [mail@pineview.org.uk](mailto:mail@pineview.org.uk)**

**Website: [www.pineview.org.uk](http://www.pineview.org.uk)**

### Resident & Customer Forum

The Association has an active Resident and Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office; 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.**

## Rent Payments Over the Festive Period

Whilst we appreciate that many people may still be struggling financially as a result of Covid 19 and the impact that it has had on employment, benefits and income, December is a particularly very busy and expensive period for everyone. Please remember that Pineview Housing Association do not have any rent-free periods and that includes the festive period. Your rent is still due to be paid. Please pay your rent before it's spent.

If you are experiencing any financial difficulties and/or have a problem paying, please contact us quickly so that we can offer advice and assistance to you. You can contact a member of our team during working hours or e-mail us outwith working hours. Please call us on 0141 944 3891 or e-mail us using [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

Janie and John are leading on this area of work, but any member of the housing services team will be able to assist you initially, so don't think you can only speak to Janie or John.

A referral can also be made to our Welfare Benefits Adviser who may be able assist you to secure benefits. If you would like assistance with your benefits or income issues, please simply get in touch with us as above.

### Ways to pay your rent

- **Callpay** (Using a Debit Card by phoning or visiting the office)
- **Pay point** (At any outlet that has pay point, using your rent payment swipe card)
- **Post Office**
- **Direct Debit**
- **Standing Order**
- **Online at : [www.allpay.net](http://www.allpay.net)**

If you do not have an Allpay payment card, please contact a member of our team immediately and we will arrange for one to be sent out to you. If you wish to discuss your rent account with us please call us on 0141 944 3891 or email at [mail@pineview.org.uk](mailto:mail@pineview.org.uk).



## Repairs and Maintenance

Pineview continues to provide a full repairs service and are still ensuring that each contractor has a robust process in place to prevent any cross infection of Covid-19 through the use of social distancing, PPE and other standard measures.

The Painterwork Work Programme at Abbotshall Avenue. as now been completed. The five yearly electrical testing and smoke alarm installation has resumed with our contractor Magnus.

The Planned Maintenance kitchen and boiler works programme for this year is currently being surveyed and is programmed to start in January 2022 with our contractor MCN.

The upgrading of existing ventilation systems in the Waverley area is underway with our contractors DG Joiners and Garring Electrical.

**Pineview will continue to keep our residents updated on future proposals and programmes.**

## Family Holiday Association

Unpaid carers or families on low incomes who struggle to find the time or money to take a holiday can now apply for a subsidised short break stay in Scotland.

Funded by the Scottish Government, the ScotSpirit Holiday Voucher Scheme officially opened for applications in October. Some of the businesses who have signed up to take part include hotels, B&B's, Hostels & popular visitor attractions.

If you wish to apply for a ScotSpirit break, your application must be supported by someone working with you such as a teacher, social worker or family support worker. This person must be registered as a referrer with the Family Holiday Association – if not already registered, they can do so via: [www.familyholidayassociation.org.uk](http://www.familyholidayassociation.org.uk).

Carers can apply for a break through their local Carers Organisation. You can find out who is operating the scheme in your local area by visiting: [www.sharedcarescotland.org.uk](http://www.sharedcarescotland.org.uk).

## Glasgow City Council - Bin collections and Bulk waste

We are happy to report that Glasgow City Council's bulk waste collection has now resumed. The link below highlights the ongoing impact following the recent industrial action taken by Council workers and will continue to provide updates on the situation.

A bulk waste request can be made through the GCC 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 etc to ensure the service is only used by Glasgow residents. If residents are having issues with getting rid of bulk, you can contact staff who will try to assist where possible.

### Bins

Please remember that 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.

### Fly-Tipping

Since the first lockdown, there have been serious issues of fly-tipping 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 those responsible. If you see someone fly-tipping 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.

## Domestic Abuse

The Festive Period can unfortunately be a time where relationships can become strained, which can in some cases result in instances of domestic abuse.

Domestic abuse can be defined as "an incident, or pattern of incidents, of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer."

If you are experiencing domestic abuse, you can receive confidential advice and assistance, including information on housing options, by contacting the following agencies:

- *Scottish Woman's Aid 0131 226 660*
- *Domestic Abuse Helpline on 0800 027 1234 (24 hours)*
- *Shakti Womans Aid 0131 475 2399*
- *National LGBT Domestic Abuse Helpline 0300 999 5428*

If you are homeless or threatened with homelessness, you can obtain independent advice from Shelter Scotland by contacting them on 0800 800 4444. They are open 24 hours a day.

*If you need advice and assistance about temporary or longer-term accommodation needs, you can contact Glasgow City Council Homeless Team on 0800 838 502.*



## Contents Insurance Reminder

Christmas can bring us a lot of new gifts, particularly those which are of high value such as games consoles, televisions and jewellery. We are aware that some tenants choose not to purchase contents insurance policies, but we want to remind everyone of the importance of having cover in place. All tenants are reminded that damage to their own possessions following an event such as a flood from their neighbour, bad weather or fire, is not covered by the Association. Tenant's only recourse in these situations is to make a claim on their contents insurance policies.

A contents insurance policy can also include cover for forcing entry and changing locks in the event of a tenant losing their keys. The cost of this will not be met by the Association and will be re-chargeable to the tenant.

We cannot stress enough the importance of having a contents insurance policy. All tenants qualify for low cost insurance rates through the Scottish Federation of Housing Association Insurance Scheme. You may think that this is a cost you cannot afford however, as a number of tenants can confirm, the cost of contents insurance works out considerably cheaper than having to replace like for like from your own disposable income.

We urge tenants to take out contents to protect you against unexpected and unforeseen loss.

**You can contact Thistle Insurance Services on 0345 450 7286 to discuss your options, or you can apply online at <https://www.thistletenants-scotland.co.uk/>**

**You can contact Diamond Insurance Services on 0141 332 8113 to discuss your options, or you can apply online at <https://www.sfha.co.uk/diamond-insurance>**

These options may not be suitable for all, so please shop around to ensure you receive the best advice.

## Welfare Benefit Officer

This is a reminder that we have appointments with our Welfare Benefit Officer's (WBO) to discuss your financial circumstances. We currently offer appointments each Tuesday afternoon and Friday morning. All appointments continue to be held over the telephone. This is a free service which is offered to all our customers.

Our Welfare Benefits Officer can assist with a variety of problems relating to Universal Credit, Housing Benefit or carry out a full benefit check to establish if you may be entitled to any other benefit assistance, as well as help with a variety of other financial matters.

If the appointment days we offer are unsuitable, you are also able to contact Drumchapel Citizens Advice Bureau on 0141 944 2612 and seek advice directly. Alternatively, you can contact a member of staff and they will pass your details on to Citizens Advice for someone to call you back.

**This service has proven to be very valuable to our customers and could also 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.**



## Debt Advice

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.

## Customer Satisfaction Surveys

If you have recently reported a repair, you may shortly receive a call from the Housing Services Team to carry out a customer satisfaction survey. The purpose of the surveys is to ensure that we are providing an excellent repairs service to our tenants and to identify areas where we could have done better.

The surveys do not take long to complete. You will be asked four questions relating to the most recent repair which you have reported. You then have the option to answer how satisfied you have felt in relation to each question. There is also an option for you to record any additional comments which you feel are relevant.

Some examples of comments we have had over the recent weeks have been.

***“Always happy with the service provided by the contractor”***

***“Everything was brilliant”***

All comments received enable us to identify areas where we can improve and where we can implement more robust working practices. We are now holding regular contractor liaison meetings, and any concerns which have been raised during the survey are being highlighted to the contractor in question. Going forward, this will ensure a better service and greater levels of efficiency for our tenants.

Thank you to all tenants who have taken the time to complete the repairs satisfaction survey when called. If you have not already been contacted and would like to take part and provide us with useful feedback on a recent repair you have had carried out to your property please call us at the office to do so.



## Simon Community Scotland - Christmas Care Appeal 2021

Simon Community Scotland do their very best to provide information, support and care for people experiencing, or at risk of, homelessness. Simon Community Scotland are asking for your support to help fund the provision of care packs to everyone they support, over the festive period and throughout 2022.

Simon Community Scotland do their very best to provide information, support and care for people experiencing, or at risk of, homelessness.

Simon Community Scotland always strive to give comfort, hope and dignity. This year, 2021, they will have helped over 6,000 people. Sometimes, the people they support have literally nothing but the clothes on their back.

Every time they support someone experiencing homelessness into emergency, temporary or supported accommodation, or into a new permanent home to call their own, a individually tailored care pack is provided. A little box of essentials and some nice goodies which are tailored to individual needs.

It's not just about a place to stay. It's about dignity, comfort, and hope.

*"Simon Community Scotland caught me, they cradled me. They sat with me, they fed me. I felt as though someone liked me, that someone genuinely cared. I was looked after, I was warm, I had a bed. I got my own room, a television, they got me a telephone - that was my lifeline. I could talk to the people that I love. I've never been given that kind of support."* **Richard, who is living at one of our supported accommodation sites.**

Caring is such a wonderful thing because it makes a difference to other people. Caring provides comfort, caring can make someone smile, caring can give people a boost and caring can give people hope, dignity, identity, meaning and empowerment

**Your donation, your connection, your care, will make a difference to someone whom Simon Community Scotland are supporting.**



## ESTATE MANAGEMENT

### Wilfull Fireraising

We recently received reports from our tenants in Jedworth Avenue that there had been a fire within the communal back courts. Upon further investigation by staff, it was found that two bin stores had deliberately been set alight by vandals. Our Estate Caretakers worked throughout the day to clear the debris and to make the area safe for all to use.

This incident highlights the importance of ensuring that all household waste is disposed of correctly. Should you see any individuals behaving suspiciously within the local area, please report this to Police Scotland by calling 101.



## The New Kinfauns Centre

The New Kinfauns Centre is located at 436 Kinfauns Drive and is home to many local businesses and community activities.

Some of the activities on offer include the following:

- *Carries Dance Company (open 6 days per week)*
- *Yoga (every Wednesday from 7pm until 8pm)*
- *Force Taekwondo (every Tuesday, Thursday & Friday)*
- *Tea Dance (every Monday, Thursday & Friday)*

Some of the businesses located within the Kinfauns Centre include the following:

- *Café Tropicali*
- *Coco Beach*
- *Lunistics Massage Therapy*
- *Acrabell Beauty*
- *Nova Hair*
- *Hair by Ashley*
- *Cakes by Darcy – and many, many more.*

To find out more about the businesses and activities on offer, the New Kinfauns Centre have social media pages on both Instagram and Facebook which will provide you with the info that you need. Please contact them if you wish to take part in any community activities or to support a local business.

## Drumchapel Foodbank Collection

Christmas is a joyous & happy occasion for most, however for some families, Christmas this year will be a struggle due to the challenging circumstances which they are facing. These families may have to rely on a foodbank to allow them to have a Christmas dinner & feed themselves over the Festive period. They may also have to use the foodbank to ensure that their children & families receive a Christmas gift.

In light of this, our Assistant Housing Officer Lauren McLaren, organised a collection amongst the staff team & our contractors to raise funds to purchase Argos vouchers.

**A huge thank you to our colleagues & the following contractors for their kind donations: Magnus Electrical, WMac Heating & Plumbing, DG Joiners & Jim Gilmour Painting & Decorating.**

The donations and vouchers were delivered to the Foodbank on 7/12/21 and we are delighted to announce that £560 worth of Argos vouchers were donated. This will go a long way to ensuring that individuals and families within the local community are all able to have a Merry Christmas.



## Warm Home Discount

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. The money is not paid directly to you – it is a one-off discount on your electricity bill between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Please contact your supplier to find out more information.

Please note that the discount will not affect your Cold Weather Payment or Winter Fuel Payment.

There are two way in which to qualify for the Warm Home Discount Scheme:

- You receive the “Guarantee Credit” element of Pension Credit
- You are on a low income and meet your energy supplier’s criteria for the scheme

How you apply for the Warm Home Discount Scheme is dependent upon the criteria above. For further advice and assistance on how to apply, please contact a member of our team on 0141 944 3891 where a member of staff will arrange an appointment with our Welfare Benefits Advisor.

## Winter Fuel Payment

If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills. This is known as a “Winter Fuel Payment”.

You will get your Winter Fuel Payment automatically you do not need to claim if you’re eligible and either:

- Receive the State Pension
- Are in receipt of another social security benefit (not Housing Benefit, Council Tax Reduction or Universal Credit)

If you do not get either of these you may need to make a claim. If you’ve got a Winter Fuel Payment before, you do not need to claim again unless you’ve deferred your State Pension.

**The deadline for you to make a claim for Winter 2021 to 2022 is 31 March 2022. Most payments are made automatically in November or December. You should receive the Winter Fuel Payment by 14 January 2022.**



## How Did We Do? Performance Summary

Performance Summary 01 April 2021 – September 2021

What we measure	2021 Target	Performance to 30 September 2021	Target Met	Scottish Average SHR Figures 2020/21	PHA 2020/2021 Performance Year End
<b>Getting Good Value from Rents &amp; Service Charges</b>					
Total Arrears Non-Technical (Current & Former)	7.8% From Aug 21=6%	7.00%	✗	6.14%	8.63%
Void Rent Loss	0.10%	0.16%	✗	1.37%	0.22%
<b>Housing Quality &amp; Maintenance</b>					
Emergency Repairs: Average Completion Time	4hrs	2.8 hrs	✓	4hrs 13mins	2hrs 44mins
Non-Emergency Repairs:	4 days	4.39 days	✗	6.74 days	6.62 days
Average completion time	>95%	91.16%	✗	91.46%	91.57%
% of Reactive Repairs completed Right First Time	>95%	89.66%	✗	N/A	94.39%
% of Repairs Appointments Kept	>95%	89.66%	✗	N/A	94.39%
How many times in reporting period was gas safety check not complete within timescale (No.)	0	0	✓	17420 total	2
<b>Access to Housing &amp; Support</b>					
Average Relet Time	6 days	24 days	✗	56.29 days	16.14 days
Applications: Average days to process	5 days	2.16 days	✓	N/A	7 days
<b>Neighbourhood &amp; Community</b>					
Percentage of anti-social behaviour cases reported in the period which were resolved	100.00%	87.5%	✗	94.4%	97.30%

Performance Key

Target Met ✓ Target not Met ✗

### Explanations for Performance Outwith Target

**Void loss and average relet time** – Although outwith target at present, performance has improved and is expected to continue to do so due to improved processes / communications within the Housing Service Team.

**Anti-social behaviour cases** – Staff training being arranged on anti-social behaviour complaints handling to improve performance.

**Repairs** – The repairs performance indicators outwith

target continue to be due to 2 main reasons:

1. *Materials shortages due to Covid and Brexit supply chain shortages.*
2. *Tenants not being able to give access due to Covid isolation periods and / or other reasons.*

**Rent Arrears** – Our arrears action plan has been reviewed and updated to maximise rental income while also supporting our tenants with the financial difficulties that they may be experiencing due to the current climate.



## Helping you stay warm for less

**Home Energy Scotland provides households with free and impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice, Home Energy Scotland’s friendly advisors can offer vital support to tenants.**

Home Energy Scotland is a network of local advice centres covering all of Scotland. Their expert advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel and cutting water waste. Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

### We’ll help you stay warm and well

Recent research by Home Energy Scotland\* has revealed that 70% of people in Scotland feel concerned about energy bills rising, with almost two thirds using more energy than usual during the first 12 months of the pandemic. The research also found that 59% of Scots have noticed a worrying rise in their energy bills already.

Simple steps like changing your thermostat settings in the warmer months, regularly switching your energy supplier or changing the way you pay can all make positive changes to the amount you spend on keeping you warm and well at home.

### Speak to an advisor

If you’re worried about your energy bills or would simply like some advice about saving energy at home, call Home Energy Scotland free of charge on 0808 808 2282. You can also contact the Advice Team by email at [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org).

\* Energy Saving Trust, “Climate Change Research” April 2021

**HOMEENERGYSCOTLAND.ORG**  
**0808 808 2282**  
FUNDED BY THE SCOTTISH GOVERNMENT

delivered for Scotland by  
**energy saving trust**



## Maintenance issues during Winter

### Help Prevent Frost Damage This Winter

Try and avoid burst pipes and damage to your home by keeping it reasonably warm, day and night. You should set the radiator valves to at least frost protection position. If you do get a burst pipe, turn off the main stop cock (which is usually under the kitchen sink or in a hall cupboard) **and then call City Building on 0800-595-595 to report this immediately.**

If you intend to go away overnight or for a longer period leave the heating on to maintain a reasonable background temperature to prevent any pipes from freezing.

If you fail to take reasonable precautions to prevent burst pipes, you may be held responsible for the damage caused to the property. Your neighbours might also have a claim against you for any damage to their property and contents. Burst pipes can cause considerable damage to your home.

### Electrical and Fire Safety

Once again we find ourselves spending more time at home due to Covid-19, unfortunately this can sometimes mean 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 and ensure this is emptied on a regular basis and keep matches and lighters out of the reach of children.*
- *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.*

Most importantly:

- *Make sure that you have working smoke alarms. Test them once per week.*
- *Make sure you and your family know what to do in an emergency – prepare a fire escape plan.*

Additional risks during the festive period:

- *Check faulty fairy lights – fairy lights never fail to put a smile on our faces however they can be dangerous and sometimes deadly. Don't use old lights and check that cables and wires are not exposed – if in doubt buy new lights.*
  - *Don't leave the lights on when the room is empty.*
- Remember to switch them off when you go to bed and when you go out of the house*
- *Don't allow children to play with lights*
  - *Keep naked flames such as candles away from Christmas tree*
  - *Remember to buy batteries for children's toys that need them – never be tempted to use batteries from smoke alarms in the property*



**Have a safe and happy Christmas**

## April - September 2021

# Complaints and Compliments Report

The Association's Complaints Handling Procedure (CHP) is based on the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (MCHP). A revised MCHP was issued by the SPSO in 2020 and was fully implemented by the Association from 1 April 2021. The SPSO is developing guidance on Key Performance Indicators and the Association will continue to develop systems for recording and reporting complaints in line with the SPSO guidance.

This report details the Association's performance against the MCHP draft mandatory key performance indicators from 01 April to 30 September 2021.

### Summary Outcomes:

- Seven Stage 1 complaints were recorded in the reporting period.
- One Stage 2 complaint was carried forward into 2021/2022 as it was received at the end of March 2021. This complaint is ongoing due to the complex and technical nature of issues involved.
- One Stage 1 complaint escalated to Stage 2 for investigation.
- The average time for Stage 1 complaint resolution was 4.6 days.
- The average time for escalated Stage 2 complaint resolution was 25 days.
- 71.43% (5) Stage 1 complaints were processed within SPSO time scales (5 days).
- 0% (1) escalated Stage 2 complaints were processed within SPSO timescales (20 days).
- 71.43% of Stage 1 complaints were upheld.
- 100% of escalated Stage 2 complaints were upheld.

### Indicator One: Learning from complaints

1. An overview of the actions taken in response to complaints and complaint trends, including examples to demonstrate how complaints have helped improve service delivery.
2. Actions taken to share the learning from complaints within the organisation (or more widely).
  - 57.14% (4/7) of Stage 1 complaints responded to in full related to repairs and maintenance issues (dissatisfaction with timescales for works being carried out/dissatisfaction with estate management).
  - 42.86% (3/7) of Stage 1 complaints responded to in full related to housing management issues (dissatisfaction with administrative process timescale/dissatisfaction with advice and information given).
  - 100% (1/1) of Escalated complaints responded to in full related to repairs and maintenance (failure of contractor to identify faults).
  - Complaints were investigated by staff, with follow up visits/external audit/works arranged and feedback to customers detailing action taken.
  - Staff training/procedure updates:
    - responding to individual circumstances and improved communication to maximise customer service.
    - effective contract management as part of the full relaunch of estate management service.
    - management of boiler failure.
    - Complaints discussed within staff teams and at monthly staff meetings.

## Case Study - Complaint: 924

The tenant had complained that a contractor had attended on 3 occasions over a 2-day period and did not correctly identify that the boiler flue was corroded. The boiler manufacturer then visited and condemned the boiler. On receipt of this notification Pineview immediately authorised for the boiler be replaced.

The tenant was unhappy that the contractor had not identified and rectified the problem. The complaint was then revised to include an issue with the location of the CO detector after the tenant had sought trade knowledge.

### Investigation

The Senior Maintenance Officer obtained reports from both the boiler manufacturer and the contractor, which made counter claims against each other.

The complaint was escalated to stage 2 as further detailed investigations were required and an independent specialist report commissioned. Only photographic evidence was available as the contractor had disposed of the boiler. The report concluded that the boiler flue issue should have been investigated further by the contractor and the CO detector positioning was correct.

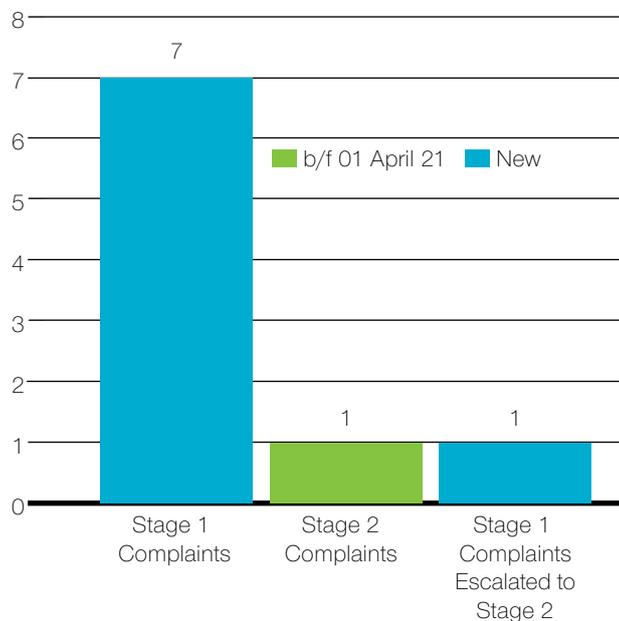
The contractor agreed to carry out further training for the operatives involved on the specific boiler type. The contractor also agreed to improve their process of reporting warranty issues to the boiler manufacturer.

The tenant advised they were happy with the action taken and outcome.

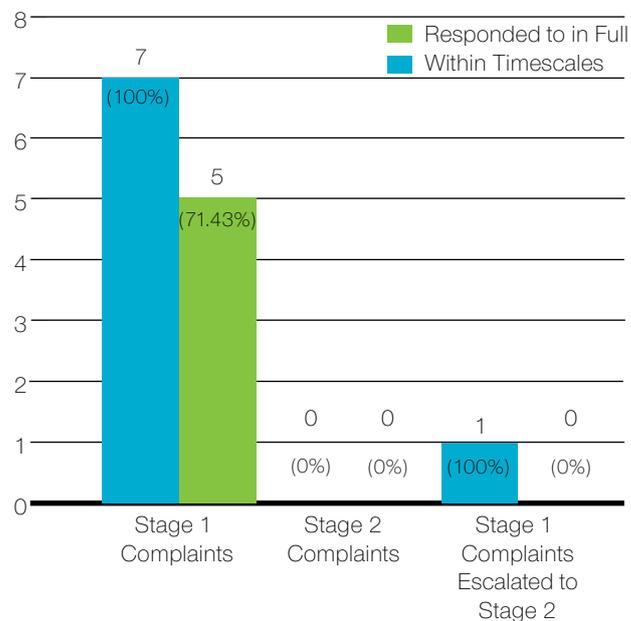
### Learning Outcome

Pineview's processes updated to ensure that timescales to retain and quarantine any condemned boiler is clearly communicated to the contractor.

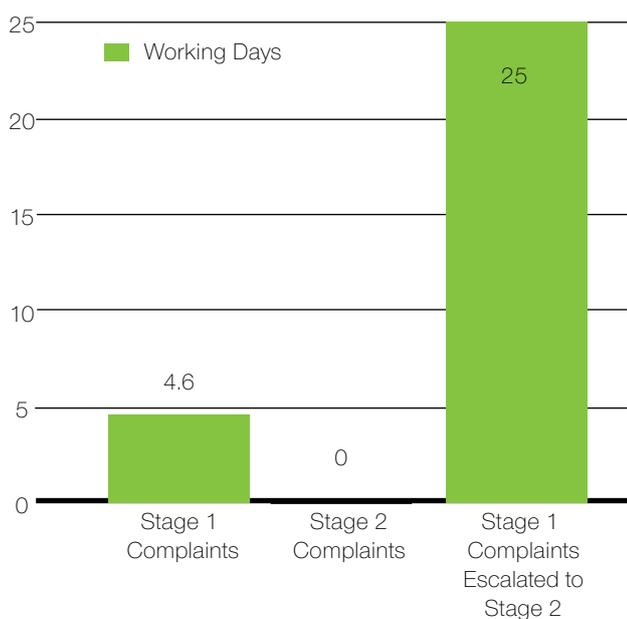
**Indicator Two:** The total number of complaints received



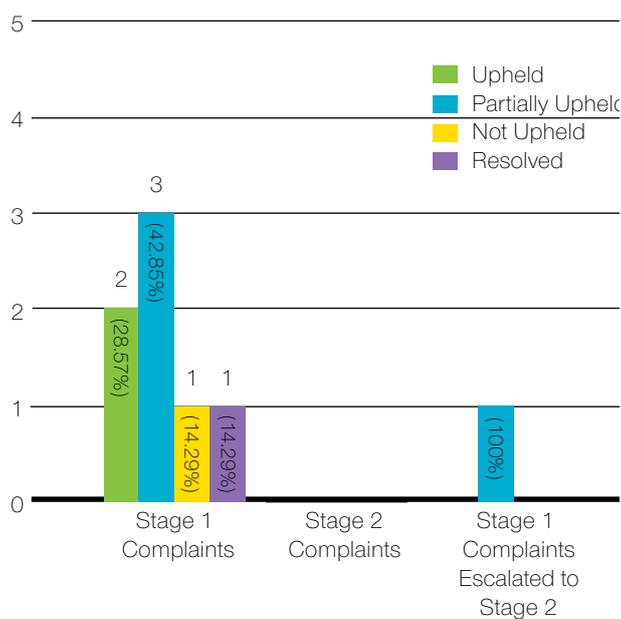
**Indicator Three:** The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days



**Indicator Four:** The average time in working days for a full response to complaints at each stage



**Indicator Five:** The outcome of complaints at each stage as a % of all complaints closed



## Compliments

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

Ref	Date	Comment	Source
936	24/08/2021	Tenant thanked ECT for cleaning up the mess outside their front door.	Tenant
939	26/08/2021	Tenant was very pleased that housing assistant had dealt with them when making a complaint.	Tenant
945	15/09/2021	Tenant emailed in to thank PHA for winning paper free competition.	Tenant
946	15/09/2021	Tenant stated that the staff member who did the viewing with them was very helpful and answered all their questions.	Tenant

## Get Involved

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas.

**Customer feedback is really important to us and helps to shape the services that we offer.**

We are developing our Customer Consultation Register. The purpose of the consultation register is to identify customers who would be interested in being kept informed of what we are doing and offer us regular feedback. We are looking for customers from across our housing stock to get involved. If you would like the opportunity to share your views on our services and improve them for the future, then please let us know.

**T: 0141 944 3891 • E: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) • W: [www.pineview.org.uk](http://www.pineview.org.uk)**



## 2022 Rent Charges and Management Fees Review

The Association requires to review its income requirement each year and feed this through to the rents we charge tenants and sharing owners, and the management fees we charge sharing owners and the management fee we charge owner occupiers (Services charges are charged at cost only to those to whom they are applicable). Once we have had an initial look at these we then consult with tenants, sharing owners and owner occupiers.

Pineview is a non-profit making charity and only makes charges to ensure there are funds to undertake our ongoing work. We forecast into the future to make sure there will always be sufficient resources to provide services and maintain homes and areas. We forecast for different periods of time (1 year, 5 years and 30 years) for these planning purposes. While they cover different periods of time these forecasts are all linked together and feed into our financial business plan. In order to have a forecast we need to make an assumption within our financial business plan about the amount our income will increase each year to allow us to meet our costs which increase each year. The base line assumption is the October CPI % increase.

During 2020 and 2021 we have seen our costs rise by much more than we had assumed within our financial business plans. This has largely been due to costs associated with Covid19 and the impact of material and labour shortages as a consequence of the UK's withdrawal from Europe (Brexit). Property maintenance costs have increased sharply, some by about 40%, due to increased costs by suppliers and contractors.

As such, while we want to keep charges to tenants, sharing owners and owners as low as we can, we need to acknowledge the increase in costs. We need to get a balance between what we charge and what services we can provide, and this is where consultation is crucial as we need to make everyone aware of the impact of the choice they make. The lower the increase to charges in April 2022 are, the larger the impact, which would reduce funds for expenditure over the 30 year period. For example, if we were to use Sept CPI at 3.1% as opposed to Oct CPI at 4.2%, this reduces funds by more than £1.52m – a loss in resources that would otherwise be available to spend on services and maintenance. We can have lower increases but these ultimately need to be met with lower spend. Examples of this is to extend the time period between replacing items in homes such as kitchens.

The Association continually looks to reduce costs and provide value for money. We do this in a number of ways including regularly tendering for works and services so we are getting the best current value; regularly reviewing our contracts for supplies and services such as our stationary, office utilities, office equipment; and continually looking to review how we provide services and seeing if there are efficiencies that can be made without reducing quality and customer satisfaction.

The Association has restricted rent increases to the October rate of inflation (CPI) since 2017. During 2020 this was a low figure of 0.7%. However, CPI in October 2021 was 4.2% (RPI was 6%).

The Management Committee are aware that 2021 has been a particularly difficult time for everyone, with many changes to employment, increases in costs such as gas and electricity, and uncertainty across many aspects of everyone's lives. Committee understand that people may be prepared to have less services in future so they can have more of a financial saving now.

### As such, the Management Committee have agreed to consult on three options:

- **Option 1 – 2.6% increase.** This is the September rate of inflation (CPI) less 0.5%.
- **Option 2 – 3.1% increase.** This is the September rate of inflation (CPI) and is less than the October rate that we would normally use (Oct 2021 rate if 4.2%).
- **Option 3 – 3.6% increase.** This is the September rate of inflation (CPI) plus 0.5%.



### • Capped Rents

As part of the rent restructure some rents were capped so as not to increase too much at any one time. Over time these rents will be increased at a higher rate than other rents so that they catch up. For 2022 it is proposed that the increase for 2021 capped rents is restricted to the October CPI rate of 4.2%.

### • Tenants Rents

Rents are calculate according to the size, type and amenities of a property. Points are awarded for each of these and they are then added up and multiplied by a factor to give the monthly rent. The rent structure details the points for each factor and is included within the newsletter and available on our website - <https://pineview.org.uk/how-rents-are-set/>

### • Sharing Owners Charges

Sharing owners are charged a proportion of the rent for a rented property in line with the % that the Association owns. A deduction is then made for a maintenance allowance (as sharing owners need to pay for their own repairs, pay for a share of common repairs and maintenance, and pay for their own replacements such as kitchens and boilers). A shared owner management fee is then added on for managing and factoring. Other charges are for services as appropriate, such as gas servicing. For sharing owners the consultation options relate to the core rent element and sharing owner management fee, with service charges being charged at cost.

### • Owner Occupiers Charges

Owners are charged an owner occupier management fee for factoring, and also charged service charges for any services as applicable to the property/owner. The consultation options relate to the management fee, with service charges being charged at cost.

**Please can you take the time to consider this consultation and let us know your opinion. Please can you let us know your opinion by 4pm on Monday 10th January 2022. Following this, the Management Committee will consider the consultation responses (all responses will be reported anonymously) and make a decision for charges to apply from 1 April 2022. This outcome will be advised to everyone by letter by the end of February 2022.**

**To let us know your views:**

- ✓ Complete an online survey at <https://www.pineview.org.uk/customer-consultation/>
- ✓ email: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) stating: 2022 Charges option 1, 2022 Charges option 2 or 2022 Charges option 3
- ✓ Text: 0741 834 7038 stating: 2022 Charges option 1, 2022 Charges option 2 or 2022 Charges option 3
- ✓ Call the office on 0141 944 3891 and speak to a member of staff



## Rent Structure 1<sup>st</sup> April 2022



The rent structure calculates on the basis of points, according to property type, additional bedrooms and property attributes, as shown below.

Base Points	Property Type	Additional Bedroom	Attributes	Example:
<ul style="list-style-type: none"> <li>14.3 for</li> <li>Tenement Flat</li> <li>One Double Bedroom</li> <li>Recessed Kitchen</li> </ul>	<ul style="list-style-type: none"> <li>Main Door Flat + 0.35</li> <li>Cottage Flat + 0.65</li> <li>Mid Terrace + 1.00</li> <li>End Terrace + 1.40</li> <li>Semi Detached + 1.60</li> </ul>	<ul style="list-style-type: none"> <li>For each single bedroom + 1.35</li> <li>For each additional double bedroom + 1.75</li> </ul>	<ul style="list-style-type: none"> <li>Recess Kitchen - 0.80</li> <li>Additional WC + 0.45</li> <li>Additional Shower Room + 0.45</li> <li>Additional WC and Additional Shower Room + 0.85</li> <li>Tenement Stair Cleaning + 0.65 (if you receive this service)</li> </ul>	<ul style="list-style-type: none"> <li>Base Points 14.3</li> <li>Semi Detached + 1.60</li> <li>1 Additional Double Bedroom + 1.75</li> <li>Additional WC + 0.45</li> <li><b>Total Monthly points = 18.10</b></li> </ul>

**Example** - The points total for a property is multiplied by the cost per point to give the monthly rent.

The consultation options for the monthly cost per point for 2022/23 are –

Option 1 (2.6%) = £20.07, Option 2 (3.1%) = £20.17, Option 3 (3.6%) = £20.26.

In the above example, if we multiply the points total of 18.10 with the monthly Options this gives the monthly rent of

Option 1 = £363.27, Option2 = £365.08, Option 3 = £366.71.

## Data Protection and Your Christmas Shopping

This Christmas, many of us will be relying on online shopping to buy and send presents to our family and friends.

While online shopping is convenient and avoids us going into busy and crowded shops during a pandemic, we also need to remember to stay safe online.

### Here's our top 10 tips for staying safe online this Christmas:

1. Make sure the device you use for accessing the Internet has anti-virus software. There are many free options available and some are just as good as the paid for versions.
2. Do some research on the online retailer before you buy. The pandemic and panic buying at this time of year means stock can be low and you need to search far and wide for presents. Only buy from an online retailer with good reviews who you can trust.
3. Check if the website of the online retailer is secure. A padlock symbol or "https" in the address bar of your Internet browser means that it is.
4. Navigate the website "cookie wall" carefully, and check what cookie permissions you are giving the online retailer and their partners when browsing their website. "Reject All", "Object to All" and "Accept only necessary cookies" options can be useful, if you don't want cookies to be placed on your device.
5. Find out how the online retailer will use your or your gift recipient's personal information by reviewing their privacy policy.
6. Don't give the online retailer more personal information than they need to fulfil your order by e.g. completing online surveys.
7. When paying for your presents, refuse the option for your browser to remember your payment card information. This might be convenient the next time you are shopping online, but there are security risks attached to this.
8. After buying from an online retailer, you might start receiving promotional e-mails and texts from them. You have the right to opt out of receiving these at any time.
9. Clean up after yourself and delete your digital footprint once you are finished shopping online by removing your browsing history from your device. Check your device manufacturer's website for instructions on how to do this.
10. Keep your eyes peeled for phishing e-mails. These e-mails look as though they are from your bank and online retailers you have bought from. However, they are dressed up this way and are usually sent by scammers to get their hands on your account details. One way to identify them is to check the sender's e-mail address.

Please have a data protected Christmas and stay safe online!



## 60+ Christmas Gift Voucher

As you may be aware, each year at Christmas the Association donates a £10.00 shopping voucher to each of our tenants or joint tenants who are over the age of 60.

The £10 Christmas Shopping voucher will be delivered to your home before 24th December 2020.

Merry Christmas and a Happy New Year from Everyone at Pineview Housing Association



## Prize Draw – Rent Consultation

All residents who respond to the Rent Consultation article on page 21 will be entered into a prize draw. **Four lucky winners will each receive a £25 voucher.** Please let us know your opinion by **4pm on Monday 10th January 2022**

To let us know your views:

- ✓ **Complete an online survey at** <https://www.pineview.org.uk/customer-consultation/>
- ✓ **email:** mail@pineview.org.uk stating: 2022 Charges option 1, 2022 Charges option 2 or 2022 Charges option 3
- ✓ **Text:** 0741 834 7038 stating: 2022 Charges option 1, 2022 Charges option 2 or 2022 Charges option 3
- ✓ **Call the office** on 0141 944 3891 and speak to a member of staff

Good Luck