

Drumchapel Food Bank Christmas Appeal

Christmas is a joyous and happy occasion for most. For some, Christmas can be a struggle, with many people facing immediate food poverty.

Drumchapel Food Bank is an independent project relying on the generosity of local people, organisations and local businesses through food and financial donations. It takes a lot to keep up with the demand. More people than ever are using Drumchapel Foodbank services. In August 2023, 1,892 emergency food parcels were distributed by the foodbank.

Once again this year, Pineview's Management Committee, staff team, contractors and suppliers held a collection on behalf of Drumchapel Food Bank. We were overwhelmed by the generosity of everyone involved in this year's appeal!

On behalf of everyone involved in the appeal, we were delighted to present the food bank with:

- ✓ £1,000 of Farmfoods vouchers
- ✓ £720 cash donation
- ✓ £30 (approximately) in groceries, toiletries, and household essentials

Drumchapel Foodbank believe that it is not just about handing people a food parcel. Through strong connections with many local resources, they strive to help their clients with a range of issues they may face, such as, Debt Advice, Mental Health Support, Benefits Advice and much more.

For more information or to get in touch with Drumchapel Foodbank:

📍 Drumchapel Food Bank,
Unit 1, 15 Ladyloan Place, Drumchapel,
G15 8LB

☎ 0141 944 3335



Pineview Housing Officer Ben Keenan and Ryan McGeady of Drumchapel Foodbank

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Scheduled Office Closure

The staff team will be unavailable from 1:30pm on Friday 22 December 2023 until 09.00am Thursday 04 January 2024.

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

Welfare Fund - Wise Group Referrals

We understand that a lot of our tenants may be struggling due to the cost-of-living crisis. We have partnered with the Wise Group who can help our tenants in a number of ways such as;

- ✓ Tackling energy emergencies.
- ✓ Managing fuel debt and related issues.
- ✓ Saving money on fuel bills.
- ✓ Accessing energy grants and crisis funds.
- ✓ Accessing targeted schemes and initiatives.
- ✓ Optimising energy usage Increasing energy efficiencies.
- ✓ Specific energy advice and information.

The Wise Group focus on the customer's needs foremost so everything they do is person-centred. We find this to be the most effective method in achieving sustainable change and preventing the customer's need for repeated crisis support. The support is not time limited, recognising the unique needs and different levels of support required by each customer.

If this is support you feel you could benefit from – please call us on 0141 944 3891 or email us at mail@pineview.org.uk.

Energy and Food Vouchers

Following last year's successful roll out, we are pleased to announce that we have again been successful in securing funding to provide energy, fuel and food vouchers. Pineview has been awarded £21,000 and will begin roll out of the vouchers in January 2024.

The scheme will follow a similar pattern to last year. The staff team will be contacting tenants to find out what sort of meter they have and what shop they would like to spend their voucher in. This is to best tailor each set of vouchers to each household. Similar to last year, tenants will be notified when the scheme opens by text message. We will be working with Charis again this year to provide the vouchers. Charis are the trusted administrator for many essential funds and grants on behalf of major companies, authorities and charities.

We understand that everyone is feeling the increasing strain of the turbulent economic situation effecting our day to day lives and hope that even a small help such as this will be useful for tenants. Following feedback from tenants, we know that the provision of the food and fuel vouchers last year was greatly received.

This scheme is open to anyone facing hardship and we aim to help as many people as we can.

Pineview Welfare Fund Case Study

Miss X was referred to the service to access an emergency fuel top up. Miles spoke to Miss X, due to childcare, the call was a quick interaction to administer the emergency support. Miles arranged a time to call back with further assistance.

Miles called back; Miss X was struggling with winter fast approaching, two children and Christmas on the horizon, along with the cost-of-living crisis, Miss X was very worried. Miles was able to advise on low-cost behavioural changes that would help save on the bills this winter and going forward.

Miles was able to apply for the Warm Home Discount which is a payment of £150 towards energy cost.

Due to Miss X's circumstances, Miles gave advice on the Home Heating support fund and the option of applying for support. Miss X agreed, the application was successful and she was awarded £500. This will go a long way to supporting Miss X and her family this winter and ease some financial strain.

In our customer's words:

"I can't believe this service was there, and they took the time to call me back and listen and help. I've been telling all my friends about the service as we all need some help sometimes."

Rent Review 2024

To provide services for tenants and customers and to maintain properties, the Association needs to generate income to pay for these. The Association's income comes from the rents that tenants pay for the home they live in. This income needs to cover the day-to-day costs of the Association and needs to allow funds to be set aside for current and future cyclical maintenance works (such as painterwork, gas servicing, electrical safety) and current and future replacement and improvement works (such as replacement kitchens, bathrooms, windows, roofs).

Over the past few years, the costs of operating have increased dramatically. This is largely due to shortages of labour and materials, and the increase in the cost of the labour and materials available. This has resulted in increased direct costs and increased costs for our suppliers which then get passed on to us when we buy services and works. There have also been dramatic increases in other costs such as insurance, where our costs have increased by well over 100% - this has not been due to any claims history by the Association and instead is due to price rises throughout the insurance sector.

The Association reviews its rental charges every year to make sure we have enough income for the costs as above, but also reviews to strive for our rental charges to be as affordable as possible for customers whilst covering our costs. As part of this we also compare our rents with other social landlords – we consider average private sector rents, but these are always greatly higher, as you can see in the table below.

The Scottish Housing Regulator (SHR) collects average rents from all social landlords and publishes them through their [website](#).

The Association compares our rents with those published by the SHR and from our benchmarking group SHN (Scottish Housing Network), along with the other housing associations and co-operative in Drumchapel – Drumcog (made up of Cernach HA, Drumchapel HC, Kingsridge Cleddans HA and Pineview).

The latest published figures for SHR and SHN relate to rents from 2022/23 and are compared below.

2022/23 Average Weekly Rents:

Size	Pineview	Drumcog Average	SHN	Scottish Average	Pineview cheaper than Scottish Average by	Glasgow private rents average ¹
2 apt	69.14	73.28	77.21	83.46	-17.16%	149.54
3 apt	79.28	80.04	85.01	86.28	-8.11%	198.00
4 apt	89.01	92.44	94.78	93.96	-5.27%	252.23
5 apt	98.09	100.20	104.45	103.72	-5.43%	409.15
All	81.76	82.92	85.79	87.59	-6.66%	Not available

The Association begins this work in September to October each year. This includes reviewing past spend, considering future budgets (for the year ahead and the 30 years ahead for longer term planning), and consulting with tenants on proposed rent changes, which would be applied from 1 April.

The Association's Committee of Management has considered all these matters and decided the consultation process to commence for rent charges due from 1 April 2024.

The Association would normally consider using September inflation for determining rent increases. The September 2023 inflation rate for consumer price index inflation (CPI) was 6.7%, published in October 2023. As explained earlier, the rent charge affects what the Association can do. Our costs have increased considerably above CPI so any rent increase below CPI will mean reduced income and therefore reduced money to be able to be spent on tenant and property services.

¹ [Glasgow monthly average](#) x 12 then divided by 52 weeks.

Rent Review 2024, continued...

The Management Committee is acutely aware of the impact of the cost-of-living crisis on tenants, with lots of people struggling with higher prices for food, energy and general living costs. The Management Committee are also aware of the many inflationary pressures and increasing costs which the Association has been facing.

However, with a focus on our tenants and in recognition of how tight things are for everyone right now the Management Committee believe our priority is to take action to minimise increases. We aim to do this without creating service concerns for tenants or stocking up problems for the future that could result in high rent increases. As such, the Management Committee have agreed to consult on three options:

Option 1 - 5% Increase

- this increase would allow core requirements to be met, but perhaps require an increase above inflation for a couple of years in the future.

Option 2 - 5.85% Increase

- a midpoint between September 2023 CPI and the lower choice at Option 1.

Option 3 - 6.7% Increase

- September 2023 CPI.

Any increase would be applied to the base rent within our rent setting structure and then calculated through to the chargeable rent. Due to rounding this can result in some charges being slightly less or slightly more than a straight % increase on the current charge. Below, we have illustrated the options above on average weekly and average monthly rents. There are 5 remaining properties with capped rent and these will incur a higher increase in order to bring them in line with all rents.

Impact of proposals on the average weekly rent charges:

Property Size	No. Units	2023-24 Average Weekly Rent	Average Rent Option 1 5%	Average Increase Option 1 5%	Average Rent Option 2 5.85%	Average Increase Option 2 5.85%	Average Rent Option 3 6.7%	Average Increase Option 3 6.7%
2 apt	157	71.17	74.76	3.59	75.34	4.17	75.96	4.79
3 apt	390	81.70	85.83	4.13	86.50	4.80	87.22	5.52
4 apt	224	91.69	96.30	4.61	97.06	5.37	97.86	6.17
5+ apt	81	101.07	106.15	5.08	106.98	5.91	107.86	6.79
Total	852	84.22	88.47	4.25	89.16	4.94	89.89	5.67

Impact of proposals on the average monthly rent charges:

Property Size	No. Units	2023 Current Average Monthly Rent	Average Rent Option 1 5%	Average Increase Option 1 5%	Average Rent Option 2 5.85%	Average Increase Option 2 5.85%	Average Rent Option 3 6.7%	Average Increase Option 3 6.7%
2 apt	157	308.43	323.94	15.51	326.48	18.05	329.17	20.74
3 apt	390	353.99	371.89	17.90	374.81	20.82	377.89	23.90
4 apt	224	397.33	417.33	20.00	420.60	23.27	424.06	26.73
5+ apt	81	437.96	460.00	22.04	463.60	25.64	467.41	29.45
Total	852	364.99	383.39	18.40	386.40	21.41	389.57	24.58

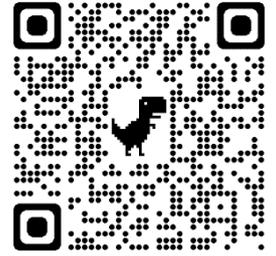
Service charges are charged separately – our tenant service charges only relate to three customers currently for specialist door services.

Rent Review 2024, continued...

Your opinion matters – please let us know your thoughts through our consultation

Before deciding on the increase, the Association will seek the views of our tenants. We will be sending out rent consultation correspondence to every tenanted home during December to ask your view on this.

When you receive the rent consultation correspondence, please can you take the time to consider the consultation and let us know your opinion by 4pm on Friday 5th January 2024. Following this, the Management Committee will consider the consultation responses (all responses will be reported anonymously) and decide on charges to apply from 1 April 2024.



This outcome will be advised to everyone by letter by the end of February 2024. Scan the QR code to take part in the consultation or visit our [website](#).

The Importance of Paying Your Rent!

We appreciate that we are living in difficult times and many of our tenants are finding it harder to meet their rent payments. It is important that you continue to make rent payments and to make payments towards any arrears you may have on your account. We have recently had to evict some tenants who failed to make rent payments and left us with no other option but to take legal action.

Pineview will always work with tenants who are finding it difficult to pay the rent and we can assist by making you an appointment with the Citizens Advice Bureau to discuss your benefit entitlement and provide advice on debt management. We will always view eviction as a last resort – and there are several things you can do to avoid losing your home:

- ✓ Get in touch with us! – We can help you to make an arrangement to pay your rent and make an agreement with you for an extra monthly sum to pay any arrears you have. We can also arrange for you to make payments directly from your Universal Credit each month.
- ✓ Make sure your rent is paid when it is due – we have various payment methods available to help you avoid getting into arrears.
- ✓ Agree a realistic and manageable repayment plan for your arrears – It is important to make an agreement that you can manage to pay every month as missed payments will lead to legal action being taken.
- ✓ Stick to your plan! – Make sure that you make your arrears payments every month.
- ✓ Keep in touch with us! – if you think you are not going to be able to pay your rent or meet your arrears payments please get in touch with us as early as possible so that we can help you.

Why not pay your rent using the
allpay App

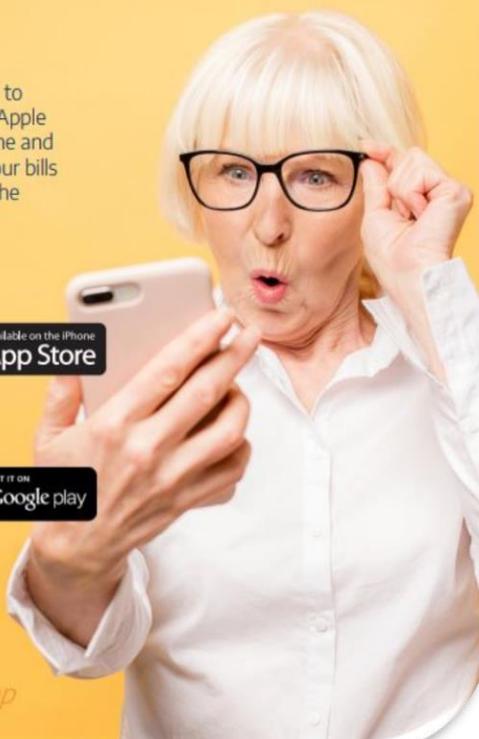
The allpay App is free to download from your Apple or Android smartphone and enables you to pay your bills quickly and easily at the touch of a button.



Available on the iPhone
App Store



GET IT ON
Google play





Please help us avoid any further evictions and keep a roof over your head!

Christmas Love to Shop Vouchers

As you may be aware, each year at Christmas the Association delivers a £10 shopping voucher to each of our tenants or joint tenants who are over the age of 60. This year is no exception, and our Customer Forum members were very keen for this tradition to continue.

This year the staff team have been out chapping doors and speaking to residents while delivering the vouchers. A total of £2,970 in vouchers have been distributed.

Wider Action

Pineview continues to work closely in partnership with the G15 Project to deliver street outreach work, football coaching and providing funding for a youth club for one night per week for a year. We have also supplied equipment for the youth club activities.

A further two sheds have been purchased for the Growchapel Community Allotment Gardens to help and encourage residents to use the facilities available to keep active and have a space to promote both healthy mental and physical health.

Pineview has approximately £3,000 left in the wider action budget for the financial year 2023-2024. The remaining funding will focus on further environmental improvements in the Cairnsmore area. We are proposing that recycling pods, benches or planters be installed. We would like Cairnsmore residents (Abbotshall Avenue, Halgreen Avenue and Kendoon Avenue), to feedback and suggest ideas that they want to see to help improve the environment. For feedback and ideas on this proposal please contact the office on 0141 944 3891 or email mail@pineview.org.uk

Sources of Help this Winter

Winter can be especially difficult for some of us. However, there are services and resources in Glasgow here to support you:

Drumchapel Food Bank	Unit 9, KCEDG main reception, Ladyloan Pl, Glasgow G15 8LB. Open 9am – 3pm Monday to Friday
Scottish Welfare Fund	Offer crisis grants that aim to support people in emergency or disaster situations. To check if you are eligible or how to apply you can visit their website .
Glasgow Helps	Glasgow Helps is a search tool to help people find support in their communities. They have a telephone service where you can receive advice on the support available to you. Interpreters can be arranged for this service. The number is 0141 276 1185 or visit their website
Glasgow Community Food Network Food Services Map	This map hosted by Glasgow Community Food Network shows a range of food services active in Glasgow. This includes food banks and pantries, community meals, and community gardens.
Health Improvement Information from NHS Greater Glasgow and Clyde	You can find out more about NHSGGC's Health Improvement projects and initiatives on their website . You can find information on healthy living as well as signposting to available services.
Cost of Living Support Services	Glasgow Health and Social Care Partnership have compiled a list of supports available in Glasgow. These include Food Supports, Money Advice Supports, Energy and Fuel Supports, Crisis Supports, Specific Population, Housing/Legal Supports, Practical Supports, Support Directories and Helpline Supports. The list can be viewed below. Glasgow Cost of Living Guide

Doorstep Crime and Bogus Callers

Doorstep Crime is when rogue tradespeople visit your home uninvited and try to convince you to sign up to their services or buy goods from them. They can often act in an intimidating manner and will often overcharge for poor workmanship.

Here at Pineview, we are committed to the safety and well being of our tenants and the wider community and take measures to prevent our tenants falling victim to this type of crime. If a Pineview staff member or any of our appointed contractors visit your home, we will normally make an appointment with you in advance, and will display appropriate identification, for example an I.D badge. If you become aware of any suspicious activity or have any doubts about the authenticity of any of our contractors, please phone Pineview directly, and if necessary, contact Police Scotland on 101.

For further information and tips on how you can safeguard yourself and the wider community from Doorstep Crime, please refer to [Police Scotland's website](#).

Welfare Benefits

We offer appointments on Tuesday and Friday mornings with a Welfare Benefits Officer from Citizen Advice Bureau. This is a free service we offer to all our customers. The Benefits Officer can assist with a variety of issues including Universal Credit, Housing Benefit or carry out a full Benefits Check to establish if you may be entitled to any other benefits assistance, as well as provide help with a variety of other financial matters.

Please contact the office on 0141 944 3891 to arrange an appointment or alternatively you can also contact Drumchapel Citizens Advice Bureau directly on 0141 944 2612 or visit their website for further information. Please remember to call and cancel your appointment with us if you can no longer attend so we can offer this to someone else.

Maintenance Update

Bathroom Replacement Programme

Pineview's bathroom replacement program will soon commence in Jedworth Avenue and Jedworth Road.

Surveys will be carried out throughout December 2023 with work commencing in January 2024. Further information will be issued over the coming weeks.

Individual Three Yearly Property Plans

All tenants should have received their individual property plans and we hope you find it useful to know what works are being proposed at present for your home over the next 3 years.

Please contact Housing Services staff if you have any queries and they will be happy to help.

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.

Performance

Below is a summary of 2023 -24 performance outcomes to 30 September 2023.

The Scottish Average figures noted relate to the 2022-23 year end performance as reported by the Scottish Housing Regulator.

 <p>2.20 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>3.29 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>87.08% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>10.95 Days (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 55.6 Days</p>	 <p>4 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.75 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>6.90% (Target <7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.86%</p>	 <p>99.92% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.13% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

Our Housing Services staff have worked hard to improve performance across all service areas and will continue to do so.

In terms of arrears performance, we still have some improvements to make. We appreciate how challenging household budgets continue to be but would stress that rent needs to be paid and we will do all that we can to support and advise anyone who is having rent payment difficulties.

Committee of Management

We keep our website updated so customers can see who makes up our Committee of Management.

The Agendas and Minutes of committee meetings are also 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 Joyce. Tel 0141 944 3891 or 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

Compliments and Complaints

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.

Tenant stated they were happy with the service provided and that any time they call regarding a repair it gets dealt with quickly and professionally. "Staff are always friendly and helpful".

Tenant wanted to pass on their thanks for the recent copy of our newsletter: "That's the best ever!"

Tenant: "Over the moon with repair to front close door".

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. Below is an example of how complaints help us develop and improve our service.

You Said...	We Did...
<p>We received comments from customers who feel that we do not respond to complaints quick enough or follow through on agreed actions.</p>	<p>We have delivered training to all staff on the MCHP with a focus on front line resolution, improving customer communication and recording of complaint outcomes.</p> <p>This will empower staff to effectively manage complaints within timescale, ensuring all complaints and actions taken are recorded.</p> <p>It will also ensure that we engage with our customers throughout the complaint process as well as following up on completion of agreed actions.</p>
<p>The most common reason for complaints relates to estate management issues:</p> <ul style="list-style-type: none"> • dissatisfaction with standard of the estate management service; • dissatisfaction with timescales for works being carried out; and • issues regarding bulk and fly tipping. 	<p>In response to customer feedback we have:</p> <ul style="list-style-type: none"> ✓ Increased the staff presence on our estates. ✓ Managers are getting out and about more. ✓ We are working with residents to increase awareness of how to dispose of bulk items and how to help us keep our estates safe, clean and tidy.

If you have a complaint about our service delivery, or simply have a suggestion that you think would be good for us to consider so we can make our service better, please let us know.

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](#)

Property Inspections

In our Summer 2023 newsletter we advised we would be commencing a programme of house visits. The visits commenced in December 2023. These visits provide an opportunity to inspect our properties and improve the service we deliver. The visits are also a good way for us to get to know our customers and have a better understanding of what our customers' needs and expectations.

We will use the visits to update our records. We will be able to identify customers who need more support that we have not been able to identify as having additional needs. At present only a relatively small percentage of our customers engage with us on a regular basis. We will endeavour, where possible, to carry out the visits at times that suit our customers. We will work with our customers to avoid carrying out the visits at unsuitable times by carrying them out at times such as when the annual gas service is taking place.

Staff are carrying these visits out to get information to improve our records and service to our customers. They are not coming to poke around your house regardless of what you may have heard.

If you wish to discuss the visits further please contact the office on 0141 944 3891 and discuss with your Housing Officer.

Taking Over Your Tenancy if Something Happens To You

If a tenant passes away, there are some circumstances where a person who is living at the address at the time of the tenant's death is allowed to take over the tenancy – this is known as “succession to the tenancy.”

The law relating to succession was changed in the Housing (Scotland) Act 2014 and came into effect on 1st November 2019.

Joint Tenants and Partners

A joint tenant may take over the tenancy if the house was his or her only or principal home at the time of the tenant's death.

The tenant's spouse, civil partner or co-habitee (someone living with the tenant as their partner) may be able to succeed to the tenancy if the house was their only or principal home at the time of the tenant's death. In the case of a co-habitee – he or she must have occupied the house as their only or principal home for at least 12 months before the death of the tenant. This 12-month period cannot begin unless we have been told in writing that the person is living in the property as their only or principal home.

Family Members

If there is no joint tenant, spouse, civil partner or co-habitee, a member of the tenant's family who is living in the property as their only or principal home at the time of the tenant's death may be able to take over the tenancy.

A family member must also have occupied the house as their only or principal home for at least twelve months. This 12-month period cannot begin unless we have been told in writing that the individual is living in the property, and it is their only or principal home.

What does this mean for me?

If you have someone living with you as a partner or a family member, and your house is their only or principal home, you must let us know. If you do not let us know, that person will not be able to take over the tenancy if anything happens to you. The law does not allow us any discretion and we have recently had to refuse several requests to take over a tenancy when the tenant has passed away.

Don't delay – let us know today!

Dampness, Condensation and Mould – Useful Information

Sometimes you will hear people say a building (whether their home, office or other property) is damp – but what does this mean and how can it be addressed? There are essentially four situations that are commonly referred to as damp:

- * Rising Damp
- * Penetrating Damp
- * Defective Plumbing Damp
- * Condensation

If you have any concerns about damp in your home, please report it to us as soon as you are aware of it. How we deal with the matter depends on the type of damp.

There are four situations normally referred to as “damp”. A short summary of each of these is given below. Before we can determine what action needs taken, we need to determine what type of dampness it is and what are the root causes.

<p>What is Rising Damp?</p> <p>Rising damp is caused by water rising from the ground into the walls of a building through capillary suction of brick or stone. Water breaks through or around a broken damp proof course and rises into the wall through the porous mortar and masonry used.</p>	<p>What Does Rising Damp look like?</p> 
<p>What is Penetrating Damp?</p> <p>Penetrating damp occurs when water penetrates the walls of a property through an external defect like cracked rendering, missing pointing to the brickwork, a loose tile on the roof, a blocked gutter, leaking water pipe, seals around windows failing, old brickwork that has become porous, an existing cold bridge or perhaps spalled bricks/concrete.</p> <p>This type of damp is usually much more noticeable after it has rained, and you’ll normally see a damp patch on the wall or ceiling that looks and feels damp to the touch.</p>	<p>What Does Penetrating Damp look like?</p> 
<p>What is Defective Plumbing Damp?</p> <p>Whether it’s a leak from the toilet, shower, sink or a pipe, defective plumbing can affect internal walls, and ceilings. It can also show on floors if the leak is from a water pipe under floor or a leak in a radiator pipe. Appearing as an obvious damp patch, it will appear no matter the weather outside. However, it may get worse after a certain utility is used, such as when the shower is turned on or when the toilet is flushed.</p>	<p>What Does Defective Plumbing Damp look like?</p> 
<p>What is Condensation?</p> <p>Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can’t hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.</p>	<p>What Does Condensation look like</p> 

Please remember - If you have any concerns about damp in your home, please report it to us as soon as you are aware of it.

Reporting concerns will allow us to inspect and check what is causing the issue so it can be dealt with correctly. You will not be able to deal with rising, penetrating, or plumbing dampness on your own and we will need to deal with this with the correct building professionals. Most condensation issues can be dealt with by you directly. However, not all can, and it would still be best to report any concerns about condensation, and especially condensation mould, so we can offer assistance and advice on how best to deal with it.

Visit our [website](#) for more information about the most common types of dampness, examples of what they look like, and how they can be dealt with.

There is also some useful information on the [Energy Trust website](#) about the most common issue of condensation -

Bulk

With Christmas on the way, many households will be looking to clear out unnecessary items to make way for new. We would like to take this opportunity to remind tenants to dispose of all bulk items appropriately and in a timely manner. If you are unable to dispose of bulk items yourself, please note that Glasgow City Council offer a chargeable uplift service.

Pineview also provide an uplift service free of charge, however, please keep in mind that we do not have a timeframe for uplift and would appreciate tenants' assistance getting items disposed of sooner rather later.

Should you need our assistance with removing bulk, please call the office on 01419443891.

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

- Beds/Mattresses
- Wardrobes
- Chairs/Sofas
- Tables
- Tv units
- Tv's
- 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

In addition to the above services Pineview staff have been working with officers from Police Scotland. They have been visiting areas where there have been issues of flytipping bulk items and visiting residents to attempt to identify who is dumping at these areas. Residents in these areas have also been leafleted about the problems of flytipping

Christmas and New Year Bin Collection Dates

Regular Collection Day

Monday 25 December

Tuesday 26 December

Monday 1 January

Tuesday 2 January

Revised Collection Day

Wednesday 27 December

Thursday 28 December

Wednesday 3 January

Thursday 4 January



Equalities Update

Housing Association is committed to equality of opportunity for everyone, and striving to ensure that, in our service provision, everyone's human rights are protected. As part of this we have a number of actions that we undertake such as training for our staff; undertaking equality impact assessments; equalities data collection and analysis; and updating our equalities action plan.

Our staff received their regular equalities training in October 2023, and some further related training will be completed in November 2023.

We collect equalities data from our customers, to help us consider whether or not we are under or over representative of any particular groups and to help us identify if we need to do anything to assist any particular group. This information is anonymised and considered. We will report the anonymised outcomes to our Committee of Management through annual reporting and to our customers through our newsletters and/or our website. The staff training planned for November will assist us to have comparative data to review our outcomes against. Our visits to tenants from Nov/Dec 2023 onwards, and the collection of equalities data from these visits, will allow us to develop a more detailed and robust database. When we have more detail, and comparative data, we will report on this to you.

Equalities can be a sensitive matter and no one is required to give us any of their details if they do not want to, unless it is detail that is essential for us to conduct our business and support our customers. The volume of essential data is small and will be explained to customers.

If any of our customers would like any more information about our collection process for customers please contact our Senior Housing Officer, Robert Reid who will be happy to assist.



Your Rights to Information

Your right to information about yourself

The UK General Data Protection Regulation (UK GDPR) gives you the following rights in relation to the personal information we hold about you (in certain circumstances):

- ✓ The right to be informed about how we hold and use your personal information.
- ✓ The right to request a copy of your personal information.
- ✓ The right to request correction of any incomplete or inaccurate personal information.
- ✓ The right to request deletion of your personal information where there is no valid reason for us continuing to hold and use it or where you object to us holding and using it.
- ✓ The right to have our use of your personal information restricted.
- ✓ The right to stop us from using your personal information if we have committed a breach of the UK GDPR.
- ✓ The right to have your personal information transferred to another organisation.

Your right to information about the work we do

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). Your request does not need to refer to FOI or the EISRs or explain why you want access to the information.

Before making a request, please check our website and the Scottish Housing Regulator's website, as a lot of information is available there. A useful starting point is our publication scheme, which can be viewed at: <https://www.pineview.org.uk/freedom-of-information/>. This sets out the information we publish in different classes and links will take you directly to the information.

If you wish to make a UK GDPR rights request, a FOI or EISRs request or have any questions, please contact our Data Protection Officer, Daradjeet Jagpal by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07852 905 779; or in writing at our office.

Strapline, Mission, Vision and Values

The Association's strapline, mission, vision and values were reviewed at the committee and staff strategy day in March 2023. These summarise what the Association wants to achieve.

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

Our 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.

What are Pineview's Strategic Objectives?

1. To help our tenants live in an affordable and sustainable way.
2. To deliver on the promises we make to our tenants.
3. To develop our response to climate change.
4. To engage effectively with our tenants and the wider community.
5. To explore opportunities for partnership and wider action.
6. To support our people to succeed.
7. To ensure the ongoing financial viability and sustainability of the organisation.

All our operational activities should contribute to one or more of the seven strategic objectives and it is the responsibility of the staff team to ensure that this is the case.

How to Get Involved with Your Association

There are several 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.

Customer Forum



At Pineview we are always looking at ways we can expand and explore tenant participation. We have a Customer Forum Group which meet once a month in our offices. This is a lively group who contribute greatly with feedback and suggestions on the services we provide. The forum also have input into things such as choosing the venue for the annual resident away day.

We are looking to expand the number of members and can recommend this as an enjoyable rewarding experience to anyone who can give up a couple of hours per month. The next meeting will

be held **6:00pm, Thursday 08 February 2024 at our offices**. Please come along and join the fun! All are welcome!

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

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Facebook: @pineviewha



Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

We can also arrange home visits, telephone, or video appointments to meet customers' individual needs. Please let us know if you would like any alternative arrangements.

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/