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Office
Opening Hours
Standard Opening Hours

Our standard office
opening hours are:
Monday - Thursday
9.00am until 5.00pm
Friday 9.00am - 4.00pm

We can arrange appointments
to see customers out with
these times if required. Please
contact our office if you require
alternative arrangements.

Easter Colouring Competition

Our winner was Olivia Johnston (pictured right)
who received £25.00 worth of Love 2 Shop vouchers.
Well done Olivia!



EASTER

2017/18 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 22/09/2017 & Monday 25/09/2017 (re-open Tuesday 26th September at 9.00am)

For emergency repairs when the office is closed, please call City Building on Freephone 0800 595 595.

Getting 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 (monthly meeting excluding July and December)
- Joining the Customer and Resident Forum (meetings normally the first Wednesday of each month)
- 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 resident and customer involvement, if you have any suggestions for getting involved or 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:

Visiting our office at
5 Rozelle Avenue,
Drumchapel, G15 7QR

Mon - Thurs 9.00am to 5.00pm,
Fri 9.00am to 4.00pm

Telephone: 0141 944 3891
E-mail: mail@pineview.org.uk
Website: www.pineview.org.uk

Love Food, Hate Waste!

Have you ever thought about how much money you could save by reducing the amount of food you waste?

The Love Food Hate Waste campaign from Zero Waste Scotland aims to help you do just that. In Scotland alone, we throw away **£1 billion** worth of food every year. For the average household that works out at about **£460 a year, £38 a month, or about £8.80 a week.**

To put the weekly cost of food waste into perspective, let's compare average weekly costs of other household expenses* that are less than food waste:

Internet	–	£3.10
Mobile Phone	–	£7.00
Alcoholic Drinks	–	£7.80
Household Insurance	–	£4.60
Bus & Coach Fares	–	£1.30
Takeaway Food Eaten At Home	–	£4.70
Medicines & Prescriptions	–	£2.20

* Information from Epic 360 April 2017 Newsletter

You may be surprised at what £8.80 on a weekly basis can buy you! But as you can see, the average cost of food thrown away is higher than a lot of other common household expenses.

The two main reasons we tend to waste food are that we prepare too much, and we don't eat it in time. This results in us wasting money when good food that could have been eaten goes in the bin. Just think what that money could have been spent on!

But not to worry! You can take matters into your own hands by following the 5 top tips from Epic 360:

Plan Ahead

Planning your meals is one of the best ways to cut food waste. Before you shop, check your cupboards, fridge and freezer so you know what you already have. Write a shopping list of what you need and stick to it. This means avoiding tempting "buy one get one free" offers that often aren't a bargain if you can't plan the items into a meal.

Use The Freezer

You can freeze most foods – from bananas to butter. Look for the snowflake logo on pre-packaged food. You can freeze foods any time before its use by date, so a good tip is if you know you won't get round to eating something before the use by date, pop it in your freezer to make it last longer.

Know Your Dates

Knowing the difference between “use by” and “best before” will help you get the most out of your food. The use by date relates to perishable foods like meat and dairy; never eat food after the use by date, even if it looks and smells fine. The best before date is different; foods that have passed the best before date are still safe to eat, they just may not taste their best.

Portioning

Portioning foods such as rice and pasta will help you cook the right amount you need, without being left with food you're not sure what to do with. If you do cook too much though, don't worry – as you can always store it in the fridge or freezer for a meal for another day. When cooking rice, a rough guide to follow is ¼ mug for one person. There are many ways to portion food, from weighing to using measuring cups – use what works for you for the perfect portion.

Store Food In The Right Way

Storing food properly helps it stay fresh for longer. Follow the storage instructions on food packaging. Keep fruit and veg in the bag they come in. Fruit and veg last longer in the fridge, in a bag that's lightly tied.

Epic360

Epic 360 is a Big Lottery funded financial capability organisation, working to support the citizens of Glasgow with financial capability skills. Over 6 one-to-one, free and confidential sessions, we can support people with budgeting, analysing spending, financial products, preparing for changes in income and planning ahead.

Want to refer to Epic 360?

Epic 360 accept referrals and self referrals. The easiest

way is to go to the website www.epic360.co.uk and click on the blue button. If you have any problems, call Epic 360 on 0141 630 4324/5 or email on info@epic360.co.uk

W: www.epic360.co.uk

F: [facebook.com/Epic360](https://www.facebook.com/Epic360)

Twitter: [@Epic360_BLF](https://twitter.com/Epic360_BLF)



Northmuir Community Garden



We are in Northmuir Road, Drumchapel, open 24/7 if you want to look around! Adults and accompanied children welcome. Its free! See our facebook page for more information on when we are gardening together, weather permitting – people just turn up and leave when they want to, no pressure, usually Monday and Friday 4pm-6pm, Sunday 10am - 12noon. Our garden tutor also attends regularly to help us.

Gardening is fun, meet new people, learn a new skill, plant your own fruit, veg and flowers to enjoy in the garden and to take home with you. Our garden tutor helps us with anything we need advice on. We can have our own 'bed' to grow in, or we can garden together in community beds.

Growing your own could save you money on your fruit and vegetable costs, you wont have to buy if you grow them free yourself, and you know they are fresh and no nasty pesticides were used!

How to plant seeds is easy, can you do this:

Make a hole with a pencil, pop a seed in, cover, water, watch it grow – watering when its dry weather. Easy and free food! Educational for children too. Open all year, even during school holidays.

Members of other community gardens also welcome to join ours. More weekday sessions planned.

Why not come along? Accompanied children and friendly dogs on leads also welcome!

The garden is also open for you to enjoy the setting and chat to other visitors and volunteers, even if you don't fancy trying your hand at growing things yourself and just want some fresh air in a nice setting.

Friend us on:

<https://www.facebook.com/NorthmuirGarden>

Bereavement Support—FASS

FASS are offering Peer Bereavement Support to adult family members who have lost a loved one due to drug or alcohol problems.

This support is provided by one of their volunteers who is COSCA Certified and has completed CRUSE Bereavement Training, she has experienced personal bereavement of losing a child due to drug problems.

This support is ideal for those who would like to speak to someone on a one to one basis who has an understanding of the many complex issues that affect a family following a bereavement through substance use.

For more information or to access this service please contact FASS on 0141 4202050 or info@fassglasgow.org



Glasgow City Adult Low Vision Service

What is the Low Vision Service?

The Low Vision Service within Glasgow enables people with low vision (people whose sight cannot be improved by spectacles or contact lenses) to be able to see an optometrist (optician) who will make an assessment to see if there are any low vision aids that could help them with their needs.

The types of aids they might offer include lights and magnifiers. There is no charge for the appointment with the optometrist, and any aids that they might suggest are available on loan. Again, there is no charge.

The optometrist may also refer the person to other services in the area that could be helpful – for example, voluntary eye care services.

How does someone get referred into the Glasgow City Low Vision Service?

Individuals can refer themselves to one of the participating optometrists (see the list below) or a friend or family member can refer them if that is easier. Health or care professionals they are in contact with might refer them - for example:

- A community optometrist
- Social services
- Community services
- An ophthalmologist
- Friend or family member

It is not necessary to make an appointment with a GP in order to be referred.

To find out who to refer to please see the list of participating optometrists right.

How will the assessment be made?

The optometrist will carry out a specialised eye examination, and assess how vision aids and appliances may be able to

help. The whole process usually takes about an hour, although this may vary according to individual needs.

Does the person have to pay?

There will be no charge for the assessment or any equipment issued.

The scheme provides all aids and appliances on a loan basis. If for any reason the person decides not to use the aids, they should be returned to the optometrist who supplied them.

Participating Optometry Practices

Nicola McElvanney Optometrists
138, Woodlands Road, Glasgow G3 6LF
0141 353 3666

Darroch Timlin Optometrists
12, Kings Place, Glasgow G22 6LL
0141 336 4900

Frank Munro Optometrists
1050, Cathcart Road, Mount Florida
Glasgow G42 9XW
0141 649 0354

Neil Leslie Opticians
426, Carntynehall Road, Glasgow G32 6HL
0141 778 2362

Munro Optometrists
45, Main Street, Bridgeton G40 1QB
0141 554 3341

Munro Optometrists
139, Byres Road, Glasgow G12 8TT
0141 339 7555



Calling all Voluntary Organisations!

The Glasgow 2018 European Championships will rely on the commitment, enthusiasm and friendly faces of thousands of volunteers to make Glasgow 2018 a success – and we need your help recruiting volunteers! Can you please share this opportunity with contacts and relevant networks?



The Glasgow 2018 Volunteer Team would love to come along and speak to groups at upcoming events. We'd be delighted if you could let us know of any opportunities where this would be of interest? To book a Volunteer Team visit please drop us an email at volunteer2018@glasgow.gov.uk.

Glasgow 2018 is committed to supporting applicants with specific needs and those with additional barriers to participation. Should you need application support, a paper copy or to apply over the phone please contact the Volunteer Team at volunteer2018@glasgow.gov.uk or 0141 276 1818.

More information on volunteering roles and FAQs can be found at glasgow2018.com/volunteering.

**Many thanks for your help,
Glasgow 2018 Volunteer Team**

Baby News

Congratulations to our Committee Member Amanda Smith who had a beautiful baby girl Lucy on 4th April 2017 weighing 6lb 12oz.

We wish Amanda and her family all the best. Big brother Aiden, good luck with the baby sitting!



Garden Competition

Housing Services Officers will be out and about during August looking for nominations/taking photos to put forward into one of the categories below:

- Green Green Grass of home – General lovely colourful gardens
- Lovely Lawns and Landscapes – well maintained lawns/landscaped gardens
- Pot luck – Window boxes or plants in pots

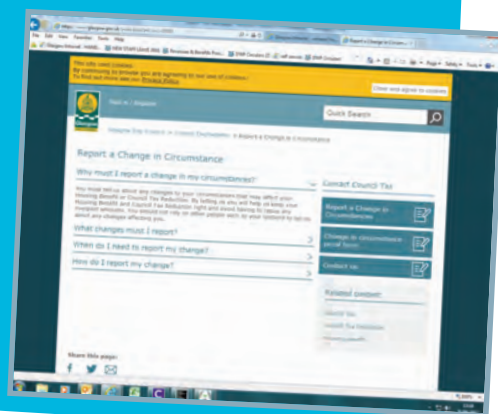
The competition will be judged at our September Customer Forum meeting by members of this group and winners will be notified shortly after this.

If you feel proud of your garden and wish to be considered for the competition, then please contact your Housing Services Officer who will be happy to come and look, take photos and put your name forward. Likewise, if you would like to nominate a neighbour for an award then please let us know.



Change of Circumstances

You can now report any change in your circumstances that may affect your Housing Benefit claim by logging into the Glasgow City Council websites. Changes such as changes in benefits, income, who is living in your house can be reported. All you need to do is to go to Glasgow city Council's website (www.glasgow.gov.uk) and search for "change in circumstances". You will then need to set up an account to allow you to manage your account. You may be lettered after this to provide proof of any change in your circumstances, many of these can be supplied via e-mail.



Welfare Benefit Adviser

This is a reminder that we can offer you an appointment for assistance with any housing benefit issues you have or if you would like to have a benefit check carried out to see if you are entitled to housing benefit. If you would like to meet with our Welfare Benefits Adviser then please contact our office on 0141 944 3891 and we will be happy to arrange an appointment for you.

This is a free service offered to all our tenants and appointments are available at our office on a Friday morning between 9.45am and 11.15am.

It is an invaluable service that could benefit you financially and many of our tenants have used this service and had income maximised and benefit paid out that they weren't aware they were entitled to have.

We would like to hear from our tenants and will be providing a community corner in future issues of the newsletter. We would love to hear your news and views so please get in touch and let us know of any special birthdays, anniversaries or events along with your pictures, comments and any news of anything going on in our community. You can contact the Association by post, telephone, email or through our Facebook page.

Have Your Say...

Dog Fouling – Anti Social

Pineview Housing would like to remind ALL dog owners that allowing your dog to foul without disposing of it properly is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your tenancy conditions. This also applies to anyone visiting your property too. We have had a spate of recent reports of this going on in your area. We operate a Zero Tolerance to this type of anti-social activity and will take further action against anyone found responsible. You will be fined by Glasgow City Council/taken to court if you refuse to pay this fine and then have to sign an Acceptable Behaviour Contract for breach of tenancy conditions.

We all have a duty to be responsible dog owners and to ensure that visitors act in a responsible manner (you will be held liable for their behaviour under the terms of your tenancy agreement).

If you witness anyone responsible for this unacceptable behaviour in your community, please get in contact with your Housing Services Officer (Janie Preston or Murray Landale) in complete confidence with the details so that we can work to stop this type of behaviour. Alternatively you can report incidents direct to Glasgow City Council's Environmental Task Force on 0141 287 9700, twitter - @theenvtaskforce or Facebook – Envtaskforce. Alternatively you can download the App – My Glasgow app.

While it can take some time to deal with such matters, a tenant could be evicted from their home as was the case recently in Aberdeen where Langstane Housing Association recently evicted a tenant as a result of persistently allowing her dogs to foul the common areas of the development she lived in and not cleaning up after her pets. The Association first received complaints from neighbours in August 2014 about the dog fouling. Following warnings regarding the dog mess and following investigation permission to keep her pets was withdrawn. The tenant assured the Association that there would be no more issues with fouling and she was allowed to keep the pets. Unfortunately complaints about the dog fouling were again received from neighbours, and again after investigation permission to keep her pets were withdrawn for the second time. Despite the tenant being given a reasonable opportunity to find an alternative home for her pets she refused to do so leaving the Association no other option than to begin legal action to end her tenancy. The Association's solicitor applied for an eviction order and at a hearing in December 2016 at Aberdeen Sheriff Court the tenant admitted that she had persistently allowed her dogs to foul in the common areas and had not cleaned up after them. The Association was pleased to have been supported in their action by the neighbours, one of whom was prepared to appear as a witness in court. The Association also worked closely with an Aberdeenshire Council Dog Warden.

We would hope that no Pineview tenants would let matters get so serious but we will not fail to act if we need to.

Environmental Task Force

The Environmental Task Force (ETF) marks a new approach to service delivery across the city of Glasgow. This new approach encourages integrated working across a range of Council family services and partner organisations to share common objectives, a shared understanding of success, and the improved tasking and coordination of services.

Some of the ETF objectives that will improve communities are:

- Tackling environmental crime such as dog fouling, littering, fly-tipping and general environmental dereliction.
- Improving neighbourhoods through environmental enhancement.
- Building effective citizen engagement and communication that encourages greater reporting and involvement.
- Improving service delivery through effective tasking of resources and enhanced links with partner organisations.

Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue?

Use the MyGlasgow app or call 0300 343 7027.

The ETF completed a clean-up /de-litter project at the lane from Jedworth to Kinfauns Drive and the undernoted photos show a great example of the improvements made. It looks so much nicer/cleaner and it is hoped that residents will take on board the work that has been involved in this and be encouraged to help contribute to keeping the environment in which you live in a better place.



How Did We Do? Performance Summary

We have provided a summary in the tables below of how we are performing in key activity areas compared with targets we set.

As you can see, the Association continues to demonstrate mainly good results across our main service areas but we will continue to strive to improve our performance.

2016-17

What we Measure	2016/17 Target	2016/17 Performance	2016/17 Target Met	Performance Change from Previous Year	2015/16 Performance Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	2.33%	2.53%	X		2.42%
Void Rent Loss	0.05%	0.02%	✓		0.04%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4.00	1.91	✓		1.95
Non-Emergency Repairs: Average completion time (days)	4.00	2.33	✓		1.98
% of Reactive Repairs completed Right First Time	95.00%	94.34%	X		93.62%
% of Repairs Appointments Kept	95.00%	95.73%	✓		97.95%
% of properties with current gas safety record	100.00%	100.00%	✓		100.00%
Access to Housing & Support					
Average Relet Time (Days)	3.00	2.24	✓		3.25
Applications: Average number of days to process	2	1.06	✓		2.20
Neighbourhood & Community					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	95.45%	X		93.10%

Performance Key:

Target Met **✓**

Target Not Met **X**

Performance Improving

No change in Performance

Performance Declining

Performance Summary 2017-18

1st April to 30th June 2017

What we Measure	2017/18 Target	Q1 Performance June	Q1 Target Met	Q1 Performance Change from Previous Year End	2016/17 Performance Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	1.79%	2.54%	✗	☹️	2.53%
Void Rent Loss	0.05%	0.020%	✓	☹️	0.02%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4.00	1.50	✓	😊	1.91
Non-Emergency Repairs: Average completion time (days)	4.00	2.00	✓	😊	2.33
% of Reactive Repairs completed Right First Time	95.00%	96.50%	✓	😊	94.34%
% of Repairs Appointments Kept	95.00%	97.49%	✓	😊	95.73%
% of properties with current gas safety record	100.00%	100.00%	✓	☹️	100.00%
Access to Housing & Support					
Average Relet Time (Days)	3.00	3.33	✗	☹️	2.24
Applications: Average number of days to process	2	10.60	✗	☹️	1.06
Neighbourhood & Community					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	100.00%	✓	😊	95.45%

Housing Services staff will continue to pursue rent arrears and other debt owed to the Association in order to reduce the overall arrears figure.

The average relet time is higher than normal because we received keys for some void properties on the Thursdays of public holiday weekends and we were unable to begin repair work in order to relet these properties until the Tuesday i.e. 4 calendar days extra void period for each property.

The average number of days to process applications has increased. The Association joined the Glasgow Housing Register in May 2017 and we have received a significant increase in the number of applications for housing. The volume of applications has had an impact on our processing timescales but we have an Action Plan in place to reduce our average number of days to process an application.

AGM

Thank you to all our members who came along to the AGM on 04 July 2017. 35 members attended ensuring the meeting was quorate with the majority of members joining in the fun once the business of the AGM was done.

Drumchapel Community Centre continues to be a popular venue for our AGM, with crèche facilities provided by Occasions Mobile Crèche and catering by Orchard Café.

Thank you to our Customer & Resident Forum who assisted with the planning of the night including the format of the member's draw and the fun activity...yes it was eyes down for bingo!

Member's Draw Winners

Name	Prize
Margaret McFadyen	£50.00 Vouchers
Myra Frater	£25.00 Vouchers
Mrs Cowie	£25.00 Vouchers
George Hollinsworth	£25.00 Vouchers
Josie Simpson	£25.00 Vouchers
Anna Welsh	£25.00 Vouchers
Angela Black	£10.00 Voucher
Mary Frew	£10.00 Voucher
Stuart Pollock	£10.00 Voucher
Peter Fee	£10.00 Voucher
Mrs Quinn	£10.00 Voucher
Victoria Phelps	Bottle of wine
Alex Knox	Litre of Whiskey
George Hollinsworth	Litre of Vodka
Rose West	Litre of Vodka
Janette Murphy	Nivea Gift Set
Billy Simpson	Bottle of Prosecco
Donna Edwards	Box of Chocolates
Margaret Livingstone	Power Bank
Winnie McPhail	Bottle of wine
Jean Black	Bottle of wine
Duncan Corbett	Bottle of wine
Annamarie Bunton	Bottle of wine
Mr Cowie	Bottle of wine

Prize Bingo Winners

Name	Prize
Joe McNutt	Chocolates
Margaret McFadyen	Yankee candle
Amanda Smith	Tent
Mary Johnstone	Chocolates
Winnie McPhail	Yankee candle
Annamarie Bunton	Hairdryer
Margaret Jones	Chocolates
Josie Simpson	Yankee candle
Josie Simpson	Portable grill & charcoal

Bottles and other gifts donated by our Contractors: DG Joiners, W Mc Heating & Plumbing, DF Builders, C2C Electrical, CMBS Construction, Bell Decorating Group



Management Committee Update

As the number of Members standing for election at the AGM was less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with Rule 40.1. Your new committee members for 2017/18 are:

Josephine McGinty, Chairperson | Jean Black, Vice Chairperson | Myra Frater, Treasurer

Gail Boyle	Sharon Kane	Winifred McPhail	Jim O'Connor
Victoria Phelps	Amanda Smith	Anna Welsh	

Rule (11.1.3):
If the Committee is satisfied that you have failed to attend or submit apologies for five annual general meetings we may end your membership and cancel your share.

The Association is looking for additional people to be co-opted onto the Committee. We are underrepresented with some sections of Scottish society and would like to increase members from the following groups:

- Young people, Male or Female
- Minority Ethnic tenants – we know we have people from other countries living in our community. It would be good to have one or two of them on the committee. [Male or Female](#)
- **Men.** The majority of our Committee members are women and we would like to break up the gender bias by encouraging more men to join the committee
- Anyone who is interested in Pineview Housing Association and our customers

We are keen to have tenants involved in the running of the Association, so if you feel you would be interested in joining the committee, please contact Joyce or Isobel to discuss in more detail.

We hope you can join us for the 2018 AGM and remind all our members of the Association's Rules in respect of attendance at the AGM (11.1.3).



Complaints & Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2017 to 30 June 2017 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April - 30 June 2017	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2017	1	17%		
Equalities Related Issues	0	0%	0	0
Other Issues	5	83%	0	0
Total Number of Complaints	6	0		

SPSO Timescales:
1st Stage: 5 days
2nd Stage: 20 days

Progress				
Ongoing	0	0%	0	0
Responded to in Full	6	100%	0	0
Responded within SPSO Timescales	5	83%	0	0

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

Outcomes:				
Upheld	4	67%	0	0
Partial Upheld	1	17%	0	0
Not Upheld	1	17%	0	0

Compliments

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

Housing Applicant/New Tenant

Housing Officer was very helpful and informative throughout the allocation of my new tenancy. Very happy with the way everything was dealt with.

Maintenance News

Paintworks

Pineview are pleased to have completed both phases of our paint contract within phase 6 of Waverley and 44 to 52 Jedworth Avenue. The improvements have given the buildings a new lease of life. The contract was carried out over a 6 week period by Bells. We would like to thank our residents for their patience whilst the work was being carried out.



Kitchen replacements

We are currently working with our contractor Mears to resolve a number of issues before the Kitchen contract commences for this year. We are installing 51 Kitchens within Pinewood and Waverley area's which should be commencing soon. We would like to apologise for the delay of the kitchen replacements. We will be contacting residents individually to advise of the start date.



Boiler replacements

We have installed 58 boilers to our properties within the Pinewood and Waverley areas which required replacement this financial year. We will be inspecting the works carried out by our contractor to ensure that the level of workmanship is to the highest standard for our customers. We will require to power flush the system of the properties that have had new boilers installed through this contract to ensure that the system is at optimum usage for our residents. We will be writing to all residents to arrange a date for these works to be carried out.



Gas Servicing to Boilers

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

The Association carries out these checks on a 10 monthly cycles so that we can make sure the work is complete and you are safe before the anniversary. The gas service 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 we will be able to do the service. If the gas engineer calls at your property and you have no credit in either of your meters and the annual service cannot be carried out, the engineer may have to cap off the 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 will 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 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 every 5 years for safety purposes.

Update on the District Heating System

The Association has 93 properties in Waverley connected to our district heating system. As previously advised, due to issues with the permanent plant / boiler room, a temporary plant facility has been set up in Summerhill Road.

The Association also had options appraisal work undertaken by district heating specialists to determine how best to move forward and a tenant consultation exercise was carried out in order to get tenant views before a final decision was made.

The Management Committee decided to replace the district heating system with individual boilers in each property.

A significant factor in reaching this decision was the overwhelming support for this option expressed by tenants who responded during the consultation.

We would like to thank again everyone who contributed.

A formal procurement process with Public Contracts Scotland requires to be carried out to engage a contractor along with arrangements being made with Scottish Gas Networks to carry out works to connect gas supplies to each property – both of which can involve a lengthy period of time.

The Association started this process immediately the Management Committee decision was known and by the time you receive this newsletter it is anticipated that we will be at an advanced stage re contractor appointment and likely works commencement dates.

We are working as a matter of priority to ensure works start as soon as possible and will keep you up to date with progress made.

The common stair is your only means of escape in the event of a fire.

Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
 or visit our website at
www.firescotland.gov.uk



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland



Making a difference in the lives of children and families in Drumchapel by providing support, strengthening relationships and empowering families to make a positive change.



3D Drumchapel Spring Family Programme (August – October 2017)

ALL classes and activities are FREE OF CHARGE. Crèches are provided where stated For more details or to book places, please contact us: tel: 0141 944 5740 or email: info@3ddrumchapel.org.uk or www.facebook.com/3ddrumchapel

Due to our current recruitment process we are not running all of our activities this term. These activities will resume next term.

MONDAY

1pm – 3pm Mellow Bumps: Six-week programme for pregnant mums that aids stress relief and relaxation. Spaces limited. Starts 4th September, crèche provided

WEDNESDAY

10am – 11.30am Triple P peer support: Open to anyone who is doing, or has done, the Triple P programme. Monthly 13th September, 4th October

10am – 11.30am SPACE peer support: Group for parents/carers of children with additional support needs. Monthly 30th August, 24th May, 27th September, crèche provided

1pm – 2.30pm Well Baby Clinic & Breast Feeding Support Group: Drop in session offering advice and support to parents and carers. Delivered by NHS Staff.

1pm – 2.45pm Kids' SPACE (1–4 years): Sensory play, rhythm & movement and parent & child massage, designed for kids with additional support needs and their parents. Monthly 20th September, 25th October

1.30pm – 2.45 Baby & Me (0–1 year): Drop in session with a mix of tea, chat and fun play for babies and parents/carers. No need to book, just come along! Starts back 30th August after the summer dates.

THURSDAY

1pm – 2.15pm Shake, Rattle & Roll (1–5 years): Our popular flagship parent & child music and play session. No need to book, just come join in! Starts 31st August

12.30pm – 2.30pm Family Lunch (pre-birth–1 year): For new and expectant parents. Come along with family and children, eat lunch together and get to know some other people also having babies. No need to book a place, just drop in! Starts 31st August

7pm – 9.30pm Mums Night: Grab a bit of 'me' time! Everything from bingo to films nights to laser quest and more! Fortnightly, starts 31st August at St Andrew's Church

THE SERVICES BELOW ARE AVAILABLE ON A PRIORITY BASIS. FOR MORE DETAILS OR TO BOOK A PLACE TEL: 0141 944 5740 OR EMAIL: info@3ddrumchapel.org.uk TO MAKE A REFERRAL PLEASE EMAIL: referral@3ddrumchapel.org.uk OR USE THE ONLINE FORM: <http://www.3ddrumchapel.org.uk/index.php/referral.html>

MONDAY

1pm – 2.30pm Baby Massage (6 weeks – 6 months): 10 week course to practice infant massage, meet other parents and learn about baby development. Starts 28th August, crèche provided.

THURSDAY

10am – Noon Baby Steps (6 months – 1 year): 7 week programme to promote bonding, attachment, development and have lots of fun! Starts 31st August.

AT HOME

Triple P Positive Parenting Programme (18 months – 8years): A positive parenting and family support programme done individually with families in the comfort of their own homes. For more information please contact us.

BABY BASICS & TODDLER TOGS

We have a bank of good quality second-hand baby and children's clothes (0-5 years), equipment and toys available on request, please ask for more details or email info@3ddrumchapel.org.uk All requests dealt with in complete confidence.

**Our services are available to families in Drumchapel, Yoker and Knightwood
See what we're up to on Facebook and Twitter @3ddrumchapel
All activities at your premises unless otherwise stated.**

Tel: 0141 944 5740

www.3ddrumchapel.org.uk

The Open Gate, 44 Hecla Square, Drumchapel, Glasgow G15 8NH

Summer outing 2017

This year for our annual summer outing we took our residents and families to Ayr Beach, around 70 residents and their families enjoyed the day.

All residents are welcome to submit any suggestions for future trips/events, please contact Isobel or Mandy at the office on 0141 944 3891.

Have a look at some of the pics and comments we received for the trip.

Fabulous day let's do it again...

..... Kids really enjoyed themselves!

Had a fantastic day, weather not too bad too...

Kids really enjoyed themselves!



Loads to do never got bored.



Amazing day away we all enjoyed it!



Rain stayed away, great day!



Poppy enjoyed herself great day out.



Good day really enjoyed it.



Competition Time

R	A	W	A	Y	R	Y	A	Y	A	P	A	P	B
B	N	E	E	R	L	R	A	B	B	Y	E	E	L
N	A	E	B	R	M	R	N	E	A	R	W	A	U
B	N	S	A	E	P	E	R	N	N	R	A	I	E
R	A	A	P	B	E	B	E	P	E	E	T	B	B
S	B	L	B	K	E	P	O	E	A	B	E	N	E
E	S	I	R	C	A	S	A	P	T	W	R	K	R
E	Y	B	I	A	Y	A	E	E	E	A	M	L	R
G	E	R	W	L	O	R	E	P	N	R	E	Y	Y
N	P	R	I	B	B	N	H	L	T	T	L	M	M
A	A	A	K	C	O	R	E	R	L	S	O	O	N
R	R	A	R	M	A	E	L	I	M	E	N	E	C
O	G	S	E	G	N	M	P	E	B	R	K	I	T
S	P	L	A	E	E	L	P	P	A	B	E	U	I

-  **RASPBERRY**
-  **LIME**
-  **BLACKBERRY**
-  **BLUEBERRY**
-  **WATERMELON**
-  **ORANGE**
-  **BANANA**
-  **PAPAYA**
-  **LEMON**
-  **KIWI**
-  **STRAWBERRY**
-  **GRAPE**
-  **APPLE**

To be in with a chance of winning £25.00 worth of Love 2 Shop vouchers please complete the word search and return to our office by **Wednesday 20th September 2017**.

Name: _____

Address: _____

Contact Number: _____

Our Mission:

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

Our Values & Behaviours:

In everything we do, we will be:

- **Honest & transparent**
- **Fair & adaptable**
- **Polite & approachable**
- **Positive & kind**
- **Knowledgeable and listening**

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