

# Pineview

SPRING 2017

# NEWS

Pineview Housing Association Ltd, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR T: 0141 944 3891 E: mail@pineview.org.uk W: www.pineview.org.uk

## Welcome to our Spring Newsletter...

### 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 if you require alternative arrangements.

#### Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 14.04.17  
Monday 17.04.17  
Monday 1.05.17  
Friday 26.05.17  
Monday 29.05.17  
Friday 16.06.17  
Friday 14.07.17  
Monday 17.07.17

For emergency repairs during this time, please call: 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 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: Visiting our office at

5 Rozelle Avenue, Drumchapel, G15 7QR

Mon – Thurs 9.00am – 5.00pm, Fri 9.00am – 4.00pm

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)



---

## Customer Satisfaction Survey 2016

A very big thank you to everyone who gave up their time to take part in our 3 yearly tenant and owner satisfaction survey.

The Association carries out these surveys to get feedback from residents to help highlight areas where the Association can improve the service it provides and to find out where residents think we are performing well. We also require to carry out these surveys to meet our regulatory requirements and our Scottish Social Housing Charter obligations.

The survey was carried out by an independent company, Research Resource, and we have enclosed a summary copy of their key findings with this newsletter. If you would like a full copy of the report please contact Karen at our office.

Overall the results are very positive and we are very pleased to hear this! Although dissatisfaction levels appear low we would still like to improve our performance and therefore we are in process of developing an action plan based upon these results to enable us to improve further in some service provision areas. If you would like to be involved with this please contact Karen at our office to discuss arrangements.



# Staffing Changes

There have been some recent staffing changes at the Association that we are keen to tell our residents about. Following two successful recruitment processes the Association now have two new members of staff.

## Estate Caretaking Services:

Kris Daly joined the Association in January 2017 as an Estate Caretaker, filling the role previously filled by Tony Walker. Tony has moved on to another position within the sector. Kris faced a big task to fill the void left by Tony but he has quickly become part of the team and is keen to get involved and provide a good service to all our customers. You will see Kris out and about with the other members of the estate caretaking team (Stuart and James).



## Maintenance Services:

John Ritchie has been providing maintenance services for the Association on a temporary basis since August 2016, and has been providing a great service. John is due to leave the Association at the 31 March and enjoy a well-earned early retirement. We will all miss John and wish him all the very best for the future.

Joe McGuiness previously filled the permanent post of Housing Services Officer (Maintenance). Joe has now left the employment of the Association and we wish him well for his future. We now have a new member of staff to fill the vacancy left by Joe.

Duncan McLeary started working with the Association during March and is looking forward to putting his experience to use to help provide a first class service to our customers:

*"I have worked within housing for the last 18 years. I have worked as a Housing Officer within repairs for 13 of those years. In my last role I was responsible for the procurement of contractors, ensuring that the quality of repair work was to a high standard, looking for value for money and good customer service for my clients. I am qualified in Housing and Development studies at Post-Graduate level, I have recently completed my IOSH qualification and I am in the process of completing my Construction Management qualification. These blends of skills will provide a quality service to my new customers at Pineview Housing Association who I am looking forward to meeting".*

Duncan will be a great addition to our housing services (management and maintenance) team and we wish him all the best in his employment with the Association. If you would like to meet Duncan please feel free to pop into our office to say hello.





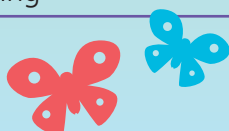
# Consultation Corner

## Policy Reviews Completed

The following policies have been reviewed during the period February 2016 – February 2017. If you would like to know more about the changes made please contact our offices to discuss with the member of staff identified.



<b>Policy:</b>	<b>Date Approved By By Management Committee</b>	<b>Staff Member to contact for more detail:</b>
Risk Management Policy	23/02/2016	Joyce
Audit Policy & Procedures	29/03/2016	Joyce
Attendance & Absence Management Policy	29/03/2016	Joyce
Dignity at Work	31/05/2016	Joyce
Disclosure	31/05/2016	Joyce
Contractor Management & Procurement Policy	31/05/2016	Karen
Complaints Handling Procedure	31/05/2016	Isobel
Smoke Free Policy	31/05/2016	Isobel
Committee Member Recruitment Policy	31/05/2016	Joyce
Governing Body Performance Review Policy	28/06/2016	Joyce
Model Code of Conduct For Governing Body Members	25/10/2016	Joyce
Tenancy Management Policy	25/10/2016	Karen
Model Entitlement, Payments & Benefits Policy	25/10/2016	Joyce
Model Code of Conduct for Staff Members	25/10/2016	Joyce
Child Protection Policy	25/10/2016	Karen
Abandonment Policy	25/10/2016	Karen
Void Management Policy	25/10/2016	Karen
Tenancy Management Policy	25/10/2016	Karen
Customer Care Policy	25/10/2016	Isobel
Disaster Recovery Plan	29/11/2016	Joyce
Office Call-Out Policy and Procedures	29/11/2016	Isobel
Information Communication Technology Policy	29/11/2016	Isobel
Right to Compensation for Improvements	28/02/2017	Karen
Safety Policy & Procedures	28/02/2017	Isobel
Disposals Policy & Register	28/02/2017	Joyce
Recruitment & Selection Policy	28/02/2017	Isobel
Whistleblowing	28/02/2017	Joyce



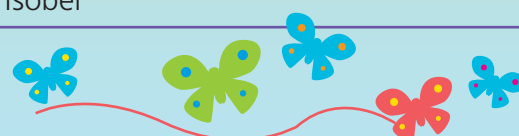
## Policy Reviews Due

The following policies are due to be reviewed during the period March 2017 – February 2018. If you would like to know more about the proposals please contact our offices to discuss with the member of staff identified. Once you have made an enquiry and shown an interest in being involved, our staff members will keep you advised of when the policy will be reviewed and work with you to allow you to contribute your views.

### Policy:

### Staff Member to contact for more detail:

Data Protection	Isobel
Staff Appraisal Policy	Joyce
Stock Condition Survey Policy	Joyce
Governing Body Performance Review Policy	Joyce
Stress Policy	Joyce
Flexible Working Hours Policy	Isobel
Committee Structure, Standing Orders & Delegated Authority	Joyce
Sabbatical Policy	Isobel
Allocations Policy	Karen
Donations Policy	Joyce
Membership Policy	Isobel
Financial Regulations and Procedures	Joyce
Asbestos Management Policy & Procedures	Karen
Model Code of Conduct For Governing Body Members	Joyce
Tenancy Management Policy	Karen
Model Entitlement, Payments & Benefits Policy	Joyce
Model Code of Conduct for Staff Members	Joyce
Treasury Management Policy	Joyce
Disaster Recovery Plan	Joyce
Office Call-Out Policy and Procedures	Isobel
Alcohol and Substance Misuse Policy	Isobel
Tenant/Customer Participation Policy	Karen
Adult Protection Policy & Procedure	Karen
Challenging Behaviour Policy	Karen
Shared Parental Leave	Isobel
Risk Management Policy	Joyce
Child Protection Policy	Karen
Safety Policy & Procedures	Isobel



## 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 2016 to 31 December 2016 and outlines the number of complaints received and the Association's performance in responding to complaints.

<b>SPSO Complaints</b> <b>01 April - 31 December 2016</b>	<b>1st Stage Complaints</b>		<b>2nd Stage Complaints</b>	
	<b>Number</b>	<b>Percentage</b>	<b>Number</b>	<b>Percentage</b>
<b>b/f 01 April 2016</b>	0	0%	0	0
Equalities Related Issues	0	0%	0	0
Other Issues	16	100%	0	0
<b>Total Number of Complaints</b>	<b>16</b>		<b>0</b>	
<b>Progress</b>				
Ongoing	0	0%	0	0
Responded to in Full	16	100%	0	0
Responded within SPSO Timescales	12	75%	0	0
<b>Outcomes:</b>				
Upheld	11	69%	0	0
Partial Upheld	0	0%	0	0
Not Upheld	5	31%	0	0

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

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.

### 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:

#### Tenancy Support

Had a difficult time with rent/benefit issues and it was very stressful. Tenant stated the "Housing Officer has been brilliant and very supportive would not have got things sorted if it were not for them. They obviously care about their job/tenants."

#### Repairs

Following a routine repair tenant advised that "the electrician did an excellent job"

#### Housing Applicant/New Tenant

"Can't thank Housing Officer enough for their help and invaluable information that was provided to allow me to make a decision on a property."

### Learning from Complaints

The Association continually reviews the nature of complaints so that we can learn from them and improve our service. We have taken a number of steps to address the concerns raised so far this year and to learn from the complaints we received, including:

- Training, learning and development through one to one coaching with relevant staff and contractors regarding procedures to be followed and standards to be adhered to.

Following an internal audit in November 2016 the overall conclusion was that the Association's Complaint Handling & Tenant Communication Policies & Procedures were "Strong". The Association wishes to continue to build on this strength to provide our customers with the best possible service.

### We value your comments

To help us deliver customer service excellence we would like you to share your views and experiences with us.

# Maintenance News

## Planned Maintenance

We recently undertook a tender exercise through Public Contracts Scotland for our Kitchen & Boiler replacement programme for 2017/18. The tender has been won by the Mears Group.

We are hoping start the survey work for the replacement Kitchens & Boilers from April/May onwards.

If you are due to have your kitchen or boiler renewed, we will write to you in advance to advise you and to arrange for a survey to take place. For kitchens, you will be given a choice of colours for the units and worktops.

Please note that if you have any debt with the Association i.e. rent arrears, rechargeable repairs/court expenses, and are not currently keeping to a suitable payment arrangement, we would urge you to contact your Housing Officer on 0141 944 3891 as soon as possible as you may be excluded from these replacement works.

## Cyclical Works

### Cyclical Painter Work 2017/18

We have started to carry out property surveys in preparation for the paintwork contract. Bell's, our paintwork contractor, will be back on site during 2017/18 to carry out works in Pinewood Phase 1 (44 – 52 Jedworth Avenue) and Waverley Phase 6 (4 – 50 Kilcloy Avenue, 150 – 188 Ladyloan Avenue & 27 – 33 Peel Glen Road).

Residents will be notified in advance of these works commencing and also contacted to discuss colour choices.

Some rear timber and metal fencing from last year's programme was unable to be completed due to weather conditions. Bell's will therefore complete this work when they return to site for this year's programmed works.



### Smoke Alarms

In 2016/17, we carried out a Smoke Alarm replacement programme. We will be continuing with this programme during 2017/18.

If your smoke alarm is due for renewal, we will be contacting you to advise that a new smoke alarm(s) will be installed in your property.



### Electrical Testing

In 2016/17 we carried out over 100 electrical safety tests that were due. These tests are carried out every 5 years to ensure the electrical systems within our properties remain safe.

In 2017/18 there are around 60 electrical safety tests to carry out. We will be writing in advance to those tenants from whom we require access for this essential safety work. If the date/time does not suit, we would ask that you contact the office as soon as you receive the access request letter so that a more suitable appointment can be made for the Electrical Test to be carried out.

### Close Cleaning

If you live in a tenement, you may have noticed that we have installed a new Close Cleaning rota sign in the communal area. The sign also has Health & Safety information on it regarding slip hazards.

The rota will be signed by the staff member cleaning the communal area each time they are cleaned. These areas will also be audited on a regular basis by your Housing Officer.

If there are any concerns you may have regarding the weekly close cleaning, we would appreciate if you contact the office to let us know.

## 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 cycle 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.**



## Update on the District Heating System

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

One of the original boilers had failed and there were problems with the other 2 boilers. This was causing issues for some of our customers and our concern was that either of the remaining boilers could fail, which could have resulted in no heating or hot water facilities for all our customers.

Under such circumstances we took the decision to have a temporary plant installed, which will be in operation for a number of months while we carry out a detailed appraisal on the best future service provision for our district heating customers.

Unfortunately, with any work on such a system there will normally always be some settling problems. Such problems can happen when a system is shut down and restarted and can be caused by different factors such as air locks or

sludge movement in the system - it is not always the same issue in each property. Some properties have had no problems at all whilst others have had mixed and intermittent issues. Also some of these problems have been simple to resolve whilst others have been more complicated requiring a number of visits and some replacements parts to be arranged.

We understand that all district heating customers are now receiving the same heating / hot water service as they did before the temporary plant was installed and the Association would like to apologise for any inconvenience caused.

We would like to thank our district heating customers for their patience and understanding, it is much appreciated.

We are currently working as a matter of priority with independent specialist consultants in order to produce and implement an action plan for the district heating system. We will regularly keep our residents up to date with progress.

## 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. If you need more details there are several videos online that give further detail.
  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 have to make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
  5. If you have an electric hot water tank you have to make sure that you are fully heating the water in it and then using the water immediately after at least 2- 3 times per week.
- 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.



## Reporting Bulk/Fly-tipping

Fly-tipping is against the law. Never be tempted to dump large items in an inappropriate manner. You will risk being prosecuted and having action taken against you for breach of tenancy conditions.

Fly tipping is the dumping of waste or refuse illegally instead of using an authorised method such as kerbside collection. It is illegal to deposit any refuse from a single bin bag to bulk items, such as old furniture etc. on any common ground, pavements, road or around privately operated skips. The illegal disposal of waste is anti-social behaviour that is adversely affecting the community and the pride we take in our neighbourhoods. Fly-tipping poses a threat to humans and animals, damages our environment, and spoils our enjoyment of our neighbourhoods.

Glasgow City Council offer a **free** uplift service so there is no reason for anyone to be fly-tipping. If you have any unwanted items that need to be disposed of, please contact 0141 287 9700 and arrange for it to be uplifted.

If you witness anyone responsible for fly-tipping you can report them direct to Glasgow City Council on 0141 287 9700 or you can let your Housing Services Officer know by contacting Janie Preston or Murray Landale on 0141 944 3891.

## Refuse Bins

### Are you using your refuse bins properly?

If refuse bins are not used correctly they can become contaminated and may not be emptied by cleansing due to this contamination. This can then lead to overflowing bins and vermin. If you need more information on how to use your bins correctly please contact Glasgow City Council who can provide you with the information.

## Wilful Fire Raising

It has been brought to our attention that in the Waverley area, youths have been stealing bins from properties and burning them.

We have not been made aware of who these people are or where they reside. However, we would ask that if you have any information relating to these incidents, that you contact the Association on telephone 0141 944 3891 and also report the matter to Police Scotland on tel 101. Action can be taken against the householders responsible for those starting the fires, and we would urge you to report this to us.

It is costing a great deal of money to provide replacement bins and this comes directly from tenants rent money.

**If you see something, say something!**

## Environmental Task Force

The Environmental Task Force (ETF) aims to revolutionise the way the city is maintained and gives the public the opportunity to make its voice heard through Facebook and Twitter. This real time information from the public will be gathered at a state-of-the-art command centre in Bridgeton, with 30 rapid response teams dispatched to tackle the issues as quickly as possible. The ETF's main aim is to tackle environmental issues including fly tipping, littering and dog fouling. An emphasis will also be placed on improving neighbourhoods throughout the city through environmental enhancement.

The ETF model sees the city's 21 wards grouped into four Task Force Cycles. An ETF team will arrive in a ward each week and work on that area before starting again in a new ward the following week. A typical ETF team comprises of specialist units who will focus on graffiti removal, improving roads, dog fouling, community payback and littering.

And as part of the programme a major recruitment drive will take place which will see unemployed people of all ages from across the city trained up as ETF officers.

In January the ETF issued 16 fixed penalty notices, 5 for dog fouling and 11 for littering. In addition they have dealt with 7 fly-tipping uplifts and 249 bulk uplifts.

You can report the following problems to The Environmental Task Force:

- Litter
- Dog Fouling
- Graffiti
- Fly posting
- Fly Tipping (illegally dumping waste).

You can report in a variety of methods

Twitter - <https://twitter.com/theenvtaskforce>

Facebook - <https://www.facebook.com/envtaskforce/>

Telephone - 0300 343 7027

There is also a My Glasgow app for your phone.

## 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 your 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 0300 343 7027, 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.

## Meter Tampering

Pineview have recently been coming across an increasing number of incidents where tenants have been tampering with their electricity meters. Not only is this a criminal offence, carrying a potential fine of £2000 and/or five years in prison, but it is extremely dangerous both to the people who have done this, and also to their neighbours due to the fire risk. It will also invalidate any house insurance policies that people doing this may have.

Not only that, but it's estimated to cost customers, suppliers and the energy industry £400,000,000 a year (figure from OFGEM). These costs are passed on to all of us in increased energy bills. If you are approached by someone offering to give you free or cheap electricity through an adjustment to your meter, please think about the implications of tampering with your meter and say NO! If you are struggling to pay your electricity bills firstly contact your supplier who may be able to put you onto a different and more manageable tariff. They can also refer you to a relevant energy trust who can provide assistance with this. If you would prefer to source more independent advice there are other organisations such as the Energy Saving Trust who can give you impartial advice on how to cut down on energy usage, tariffs and other advice.



## Strathclyde fire brigade advice

The fire risk in common areas is the same as inside your home.

Key recommendations for common areas are :



### FREE OF COMBUSTIBLE MATERIAL AND ANYTHING THAT COULD PREVENT ESCAPE OR HINDER FIREFIGHTER ACCESS.

- DO NOT LEAVE ANY ITEMS OR RUBBISH ON THE LANDINGS OR UNDER STAIRWELLS
- MOVE UNWANTED ITEMS OUT OF THE BUILDING AND ARRANGE FOR AN UPLIFT (0141 944 9700 – FREE SERVICE)
- IF A FIRE BREAKS OUT IN THE CLOSE, STAY IN YOUR HOME, YOUR FLAT IS A SAFE REFUGE AREA.
- CLOSE ALL WINDOWS AND DOORS.
- CALL THE FIRE & RESCUE SERVICE.
- ONLY LEAVE YOUR FLAT IF YOU ARE DIRECTLY AFFECTED BY THE FIRE OR ON INSTRUCTION OF A FIRE AND RESCUE/POLICE OFFICER.

Strathclyde Fire & Rescue Department offer a FREE Home Fire Safety visit, please contact:  
**www.strathclydefire.org or 0800 0731 999** to arrange a free visit or for additional advice.

Help us to ensure that any potential incidents are prevented by not storing anything in the common areas.

If you see anyone leaving items/rubbish on the landings/stairwells please inform your Housing Services Officer (Janie Preston/Murray Landale) immediately so that it can be promptly dealt with. Tel: 0141 944 3891

Thanks for your co-operation

## Gardening season will soon be upon us

It won't be long now until the gardening season starts. Pineview Housing Association would like to remind all tenants of their obligation to ensure that the garden is well maintained throughout the season. Your garden will be inspected regularly and if your garden is kept well, it could be recommended for a prize as part of our annual garden competition. Further details of this will follow in our next newsletter.

If you fail to keep it cut/tidy then you are in breach of your tenancy agreement. Action will be taken against anyone who fails to keep their garden tidy at all times. Thank you all for your continued co-operation with this matter, all of which helps contribute to a nicer environment in which to live.



### Anniesland Council Tax and Housing Benefit service at 841 Crow Road is closing on 24 February 2017.

An alternative, appointment based, face to face service will be available in **Anniesland Library** located at 833 Crow Road from Monday 27 February 2017.

To secure your appointment please phone 0141 287 5050

Documents and forms can also be hand delivered to a Glasgow City Council mailbox at this address.

In addition, you can make an enquiry about council tax or housing benefit using these options:

- Report, Pay or Apply on our website [www.glasgow.gov.uk](http://www.glasgow.gov.uk)
- Manage your claim or account online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)
- Phone us on **0141 287 5050** or visit us at the following location:
- **City Centre GCC Service Desk, 45 John Street, G1 1JE**





# Glasgow Housing Register (GHR)/Common Allocation Policy

Registered Social Landlords (RSL'S) in the North West of Glasgow have been working closely with Glasgow City Council in order to set up a Common Housing Register - Glasgow Housing Register (GHR).

The GHR is a computer based single housing list which participating social landlords use to register applicants for housing. It is designed to make it easier and quicker for applicants to apply for housing by completing only one application form.

Pineview, along with other local RSL's in Drumchapel (Cernach, Kendoon & Kingsridge Cleddans) wish to make it as straight forward as possible for applicants. As such, we are developing a Common Allocation Policy to operate alongside the GHR.

Applicants looking to be rehoused by the members of the Common Allocation Policy will only need to complete one application form and they will also be pointed / prioritised in exactly the same way.

The purpose of the Common Allocation Policy is to

ensure that everyone who applies for housing is treated fairly, consistently and with respect. The Common Allocation Policy sets out how to apply for housing, how an application will be assessed based on your housing need and how properties are allocated to meet the needs of applicants on the GHR.

The Common Allocation Policy is in the final draft stage and a "live" date for the GHR will be announced at a later date. Further updates will be provided.

If you currently have an application for housing with Pineview Housing it would be helpful for the preparation of these changes if you can ensure that we have your up to date contact details, including your email. Please contact us on 0141 944 3891.

There will be a Consultation event on the proposed Common Allocation Policy to explain the changes being introduced. The consultation event will be held at Cernach Housing Association offices, 79 Airgold Drive, Drumchapel at 6pm on 24th April 2017. Please let us know if you would like to attend.

## Local Housing Allowances

There has been a lot of discussion in the press about the freezing of Local Housing Allowances levels, it is being spoken of as the "New Bedroom Tax" and has possible implications for tenants.

Local Housing Allowance (LHA) was introduced on 7 April 2008 to provide Housing Benefit entitlement for tenants renting private sector accommodation in England, Scotland and Wales. The LHA system introduced significant changes to the way Housing Benefit (HB) levels are restricted and how benefit is paid. It has recently been extended to determine levels of Housing Benefits to the social rented sector, including housing association tenants.

### GCC - LHA Rent Levels 2017/18

Greater Glasgow	1 Bedroom Shared	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms
	68.28	92.06	116.53	137.31	206.03

Above is the current weekly figures for LHA in the Greater Glasgow area for various house sizes and below is the average rent for the same sized properties in Pineview for 2017/18.

2 apartment	3 apartment	4 apartment	5 apartment
62.31	72.08	81.20	87.67

As you can see from the figures the freeze on LHA will not have any effect on Pineview tenants immediately. The people most likely to be affected by this freeze will be private sector tenants and people who have higher rents such as supported accommodation although the Government has pledged that safeguards will be put in place for vulnerable individuals. The transfer of control over welfare benefits to the Scottish Government may also have an effect on the implementation of this.

If you would like some more information on this matter, please contact Murray or Janie at our office.

# How Did We Do? Performance Summary

## October - December 2016

Here is the summary 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 on last year's figures.

What we Measure	Current Target	Q2 Performance September	Q3 Performance December	Q3 Target Met	Q3 Performance Change	2015/16 Performance Year End
<b>Getting Good Value from Rents &amp; Service Charges</b>						
Total Arrears Non-Technical (Current & Former)	2.33%	2.51%	2.72%	✗	😞	2.42%
Void Rent Loss	0.05%	0.009%	0.02%	✓	😞	0.04%
<b>Housing Quality &amp; Maintenance</b>						
Emergency Repairs: Average Completion Time (hrs)	4.00	1.34	1.48	✓	😞	1.95
Non-Emergency Repairs: Average completion time (days)	4.00	3.00	2.00	✓	😊	1.98
% of Reactive Repairs completed Right First Time	95.00%	92.92%	94.71%	✗	😊	93.62%
% of Repairs Appointments Kept	95.00%	98.00%	96.42%	✓	😞	97.95%
% of properties with current gas safety record	100.00%	100.00%	100.00%	✓	😊	100.00%
<b>Access to Housing &amp; Support</b>						
Average Relet Time (Days)	3.00	2.00	2.00	✓	😊	3.25
Applications: Average number of days to process	2	1.73	1.31	✓	😊	2.20
<b>Neighbourhood &amp; Community</b>						
Anti-social behaviour cases resolved within locally agreed targets	100.00%	90.50%	94.30%	✗	😊	93.10%

Performance Key:

Target Met ✓ Target Not Met ✗ Performance Improving 😊 No change in Performance 😐 Performance Declining 😞

## 3D Drumchapel

3D Drumchapel are passionate about the future generation and the health and wellbeing of children growing up in the area. On Tuesday mornings we work in partnership with one of the local nurseries delivering the 10 week healthy lifestyle MEND programme to families with children aged between 2 - 4 years. We are looking for volunteers that are interested in working with children and families and/or health and wellbeing. We guarantee that

you will be offered training, gain experience, meet new people, make a difference in the local community and have FUN!!!. If you are available from 9am - 12.30pm on Tuesday mornings, please get in touch with Gillian Jamieson, Volunteer Development Co-ordinator on 0141 944 5740 or [gillianjamieson@3ddrumchapel.org.uk](mailto:gillianjamieson@3ddrumchapel.org.uk) to find out more.

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 (April - June 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](mailto:info@3ddrumchapel.org.uk) or [www.facebook.com/3ddrumchapel](http://www.facebook.com/3ddrumchapel)

### MONDAY

1pm – 3pm Mellow Bumps: Six-week programme for pregnant mums that aids stress relief and relaxation. Spaces limited. Starts 8th May, crèche provided

### TUESDAY

9.30am – 2.30pm Empowering Pathways: 12 week course in partnership with the Young Women's Movement to strengthen women's civic engagement. Returns 18th April  
10am – 11.30am MEND (2–4 years): 11 week programme of fun family activities to help lead fitter, healthier, happier lives. Returns 18th April @ Chesters's Nursery

### WEDNESDAY

10am – 11.30am Triple P peer support: Open to anyone who is doing, or has done, the Triple P programme. Monthly 10th May, 7th June  
10am – 11.30am SPACE peer support: Group for parents/carers of children with additional support needs. Monthly 26th April, 24th May, 21st June, 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 – 2.30pm Kids' SPACE (1–4 years): Sensory play, rhythm & movement and parent & child massage, designed for kids with additional support needs and their parents. Monthly 19th April, 3rd May, 7th June  
1pm – 3pm Cloverbank Heroes (P3 pupils): Series of fun craft-based workshops about books for kids and dads/male role models. Starts 26th April @ Cloverbank Nursery  
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 12th April

### THURSDAY

12.35pm – 1.25pm Lunch Club (S1 & S2 pupils): Fun, games & chat every lunchtime. Starts 19th April @ Drumchapel High School  
1pm – 2pm Shake, Rattle & Roll (1–5 years): Our popular flagship parent & child music and play session. No need to book, just come join in! Starts 27th April  
7pm – 9.30pm Mums Night: Grab a bit of 'me' time! Everything from bingo to films nights to laser quest and more! Fort nightly, starts 6th April @ St Andrew's Church

### FRIDAY

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 21st April

### SATURDAY

10.30am – 12.30pm Tuff & Rumbo (0–9 years): Fun play and activities for dads/males carers and kids. Starts 1st April, @ Drumchapel Community Centre

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](mailto:info@3ddrumchapel.org.uk) TO MAKE A REFERRAL PLEASE EMAIL: [referral@3ddrumchapel.org.uk](mailto:referral@3ddrumchapel.org.uk) OR USE THE ONLINE FORM: <http://www.3ddrumchapel.org.uk/index.php/referral.html>

### MONDAY

10am – 11am 3D Play: Fun play session for parents, carers and kids, delivered in a small group. Starts 24th April  
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 24th April, crèche provided  
3.15pm – 4.45pm Antonine Family After School Club (P1 – P5): A safe place for P1-P5 families to come together to play and build stronger relationships, peers and gain a better understanding of their community resources. Starts 24th April

### TUESDAY

3.30pm – 5.30pm Family John Muir Award Group: Mixing outdoor activities and exploration with hands on learning, to enable connecting with, enjoying, and caring for wild places. Monthly, Wednesday 12th April, Tuesday 9th May, Tuesday 13th June

### WEDNESDAY

3.30pm – 5.30pm Transitions (P7 pupils): Personal development award programme focused on fun, team building and making the step up to high school. Runs @ Drumchapel High School

### THURSDAY

10am – Noon Give Us a Break (S1 & S2 pupils): 8 week programme for young people who have experienced loss or change. It's an opportunity to speak in confidence and set personal goals. Starts 2nd April, @ Drumchapel High School  
1.30pm – 2.30pm Couples Baby Massage (6 weeks – 6 months): 10 week baby massage course, especially for couples to do together. Starts 27th April

### FRIDAY

10.30am – Noon Baby Steps (6 months – 1 year): 6 week programme to promote bonding, attachment, development and have lots of fun! Spaces limited. Starts 5th May  
Triple P Positive Parenting Programme (18 months – 8 years): 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](mailto:info@3ddrumchapel.org.uk) All requests dealt with in complete confidence

OUR SERVICES ARE AVAILABLE TO FAMILIES IN DRUMCHAPEL, YOKER AND KNIGHTSWOOD

SEE WHAT WE'RE UP TO ON FACEBOOK & TWITTER @3DDRUMCHAPEL

ALL ACTIVITIES AT OUR PREMISES UNLESS OTHERWISE STATED

0141 944 5740

[www.3ddrumchapel.org.uk](http://www.3ddrumchapel.org.uk)

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

# Struggling with Finances... Don't Know Where to Turn?

Pineview Housing Association working in partnership with other local housing providers (DRUMCOG) have secured funding for the services of a Debt Advisor one day a week.

Dorothy Divers (CAB) will be working from Cernach Housing Association on a Thursday from 12th January 2017, between the hours of 9-5pm and can give free and confidential advice on:

- budgeting & saving
- credit & borrowing
- insurance
- pensions & retirement planning
- personal finance
- housing benefit/council tax benefit
- debt issues



**Take the first step to help end your debt worries.  
Contact Cernach Housing Association to make an appointment on 0141 944 3860**

Alternatively, call our office on 0141 944 3891 and speak to your Housing Services Officer, Janie Preston or Murray Landale for more information. You can also still book an appointment at our office on a Friday morning to see the Welfare Benefit Officer.

## Our Mission

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

## Our Values and 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.

## Competition Time

To be in with a chance of winning £25.00 worth of Love to Shop vouchers we have inserted an Easter colouring sheet for you to colour in and return to the office by 28.04.17. Please put your name address and contact number on the back of the sheet. Open to all ages.

We have a poor response in competitions and would like your views or suggestions in what you would like to see for future competitions example quiz, colouring etc.

**Congratulations  
to our  
winter newsletter  
competition winner  
Margaret Sheeran  
who has won  
£25.00 Love to Shop vouchers.**



## Contacting the Office

We aim to respond to your enquiries efficiently, with a service that is easy and quick for you to use. You can contact the Association in a range of ways:

**Pineview Housing Association Ltd,  
5 Rozelle Avenue, Drumchapel, Glasgow G15 7QR Tel: 0141 944 3891  
Request a call back via text message: 0795 147 2472  
Email: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) Web: [www.pineview.org.uk](http://www.pineview.org.uk)**

