



Annual Report for 2020/2021

Pineview Housing Association

Chairperson's Report for 2020/2021

Welcome to our Annual Report:

The year 2020/2021 was dominated by the Coronavirus pandemic and impacted greatly on the work of the Association as well as the lives of our tenants, customers, staff, committee, and the whole Drumchapel community. The Committee's priority was to keep our tenants and staff as safe as we could. The virus has not gone away and continues to affect our work and will do for some time.

I would like to thank all our tenants, customers, Committee, and staff, for working together during this period to keep everyone safe. It has been a difficult time and continues to be so with the ongoing infection rates.

Following my chairperson's report is our annual charter report which details our results against achieving the outcomes of the Scottish Social Housing Charter.

Performance Summary:

While we were unable to meet our performance targets in a number of areas of our work during 2020/2021, due to covid restrictions, the team kept working throughout to minimise impact and to provide a service to customers where we could. While our performance was not what it usually is, we still performed well in many areas when compared against the Scottish national averages for 2020/2021, for example:

- We took an average of 2hrs 43 mins to complete emergency repairs against a Scottish average of 4hrs 13 mins.
- 95.08% of tenants were satisfied with the Pineview repairs service compared to the Scottish average of 90.05%.
- We only had 2 gas services not met on time, compared to 17,420 Scotland wide.
- We lost 0.07% of rental income through voids compared to the Scottish average of 1.37%.

Our priority during 2020/2021 was to keep tenants safe in their homes and we carried on with safety works when we were allowed to do so, including gas servicing and fire safety works.



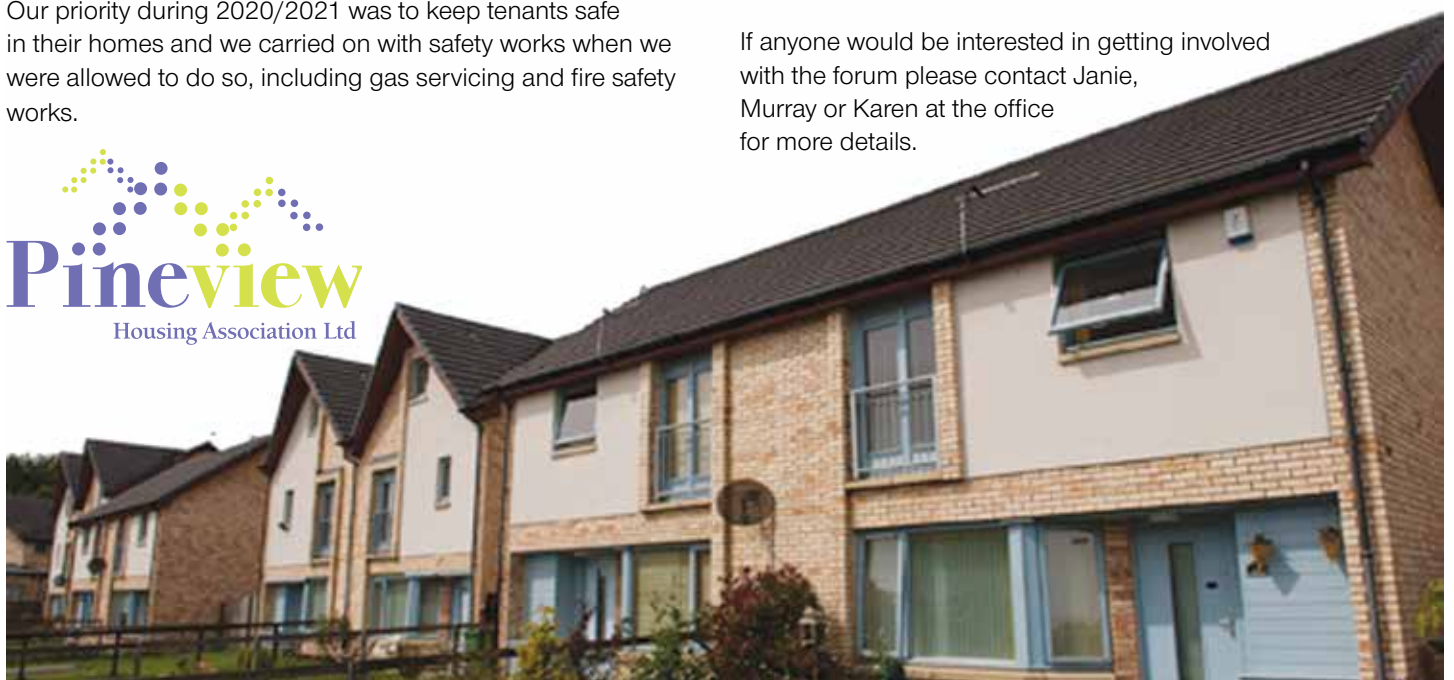
Resident and Customer Forum:

As always, I would like to thank our resident and customer forum for their work with the Association. Forum members have got involved with online meetings and as ever they play an essential role in the work of the Association and in ensuring that tenants' and customers' interests are kept at the heart of what we do.

The forum have been involved in various activities this year, including:

- Reviewing Service Delivery during Covid-19 restrictions.
- Contributing to our proposal for a potential transfer of engagements from Kendoon Housing Association.
- Pursuing local community updates with Councillors on matters of local interest.
- Reviewing a number of policy updates including the Model Complaints Handling Procedure.
- Reviewing the format and design of our Charter annual report to tenants.

If anyone would be interested in getting involved with the forum please contact Janie, Murray or Karen at the office for more details.



Service Developments and Improvements:

In last year's report we highlighted future service developments and improvements we wanted to achieve during 2020/2021. How have we done?

What we said:	What we did:
Continue to safely provide Pineview's high level of service to our tenants and customers while we adapt to, and with, the coronavirus pandemic and the Scottish Government restrictions and guidance.	Continued to deliver services in line with Scottish Government restrictions and guidance. Maintained standard working hours with staff working from home and enhanced ICT systems to facilitate long term remote working and customer communication.
Supporting and helping our tenants through coronavirus and beyond.	Carrying out wellbeing calls, identifying vulnerable residents and working in partnership with other services to ensure support and help available. Newsletters, website, social media and mailings to provide updates on PHA service delivery, coronavirus guidance and signposting to support services.
Supporting our staff through coronavirus and adapting our ways of working to help staff and still provide quality services to customers.	Work with Flexibility Works to carry out an employee engagement survey and focus group discussions to shape service delivery post pandemic.
Support the Resident and Customer Forum's continued development, including meeting virtually.	Provided guidance and assistance to allow members to participate in virtual meetings. Implemented virtual meetings from October 2020.
Pursue the Transfer of Engagement process with Kendoon Housing Association (KHA) to improve the service provision and rental charges to more local Drumchapel tenants.	88.5% of KHA tenants who voted, voted Yes to the transfer. Transfer of Engagement process completed 01 Feb 2021. Over 84% of ex Kendoon tenants benefited from reduced rent charges from April 2021. Estate Caretaker services and welfare benefits services expanded to cover ex KHA properties.
Healthy Working Lives (HWL) Accreditation.	HWL programme suspended – NHS staff redeployed to manage service demand during Covid-19 pandemic. We continued HWL campaigns throughout.
Review of Data Protection Officer (DPO) Service.	Review undertaken January 2021, existing contract with Information Law Solutions extended for the two year period April 2021 – March 2023.
Investors In People (IIP) accreditation re-assessment.	Fully met the requirements of the IIP Standard and achieved improved accreditation at Gold Standard.
Review of our Rules – SFHA 2020 Model.	Management Committee approved changes to model rules in March 2021. Model Rules presented to membership for approval at 2021 AGM.
Independent tenant satisfaction survey work on an ongoing basis.	Snap shot surveys work provided useful information for us to work on over the year. An in house survey on tenants priorities during the summer of 2021.
Consideration of implementing an online tenant engagement / satisfaction tool.	This has been incorporated with the Association's priorities to be considered further during 2021/22.

Pineview People 2020/2021: Committee

Thanks go to my dedicated Committee member colleagues for volunteering their time and experience to manage the strategic business of the Association and ensuring our ongoing success and viability. Following the transfer of engagements we were delighted to welcome onboard three former Kendoon committee members.

A total of fourteen different members served on the Management Committee at varying times throughout the year; there were resignations throughout the year for personal reasons. We would like to thank the retiring members, Jean Black, Jim O'Connor, Sharon Kane and Winnie McPhail for their time and commitment to the Association.

At varying times during the year, six committee members were granted Special Leave mainly in response to Covid-19 restrictions. Attendance, excluding special leave for current members, as at 31 March 2021 was 80.65%. Our target for attendance at Committee meetings is 70%.

Our current Committee, as determined at the September 2021AGM:

Name	Position (last elected)	Position Held Since
Victoria Phelps	Chairperson (08/09/2020)	02/07/2019
David Syme	Vice Chairperson (16/09/2021)	08/09/2020
Daniel Martyn	Vice Chairperson (16/09/2021)	08/09/2020
Matthew Dillon	Elected Member (02/07/2019)	
Josephine McGinty	Elected Member (08/09/2020)	
Myra Frater	Elected Member (08/09/2020)	
Anna Welsh	Elected Member (16/09/2021)	
Richard Bolton	Elected Member (16/09/2021)	
Linda Devlin	Elected Member (16/09/2021)	
Jamie Graham	Elected Member (16/09/2021)	
John Brechany	Elected Member (16/09/2021)	
Rosie Stephen	Elected Member (16/09/2021)	

During 2020/2021 Committee training with the other local housing associations (Drumcog) was suspended due to Covid-19 restrictions on physical meetings during most of the year. Drumcog virtual training sessions commenced in February 2021 ensuring that Committee continued to have access to external experience and information.

As Chairperson I am committed to ensuring that I keep my own skills updated and relevant. I had the opportunity to undertake the Governance of Scottish Housing Associations (GOSHA) SQA Qualification and successfully achieved the award in October 2020.

To comply with our rules, and the Scottish Housing Regulator's regulatory framework, the Committee underwent another independent annual appraisal review during 2020/2021. The review confirmed that there is strong confidence in the effectiveness of Pineview's governance, in the contributions of individual members and in the relationship between committee and staff. The review highlighted Pineview's strong and effective response to the pandemic was all the more notable when it is considered that 2020/21 was also the year in which PHA progressed a successful ToE from Kendoon HA.

While committee members have very serious legal and regulatory responsibilities the priority of providing good services to customers is still the same. As long as you have this commitment anyone, with support and training, can be a good committee member, so please do not be afraid to get involved. The Association is always looking to get more people involved in the Management Committee. Our rules allow us to have a Committee of up to 15 members. Being involved requires a few hours commitment each month and you can make a real difference for our local community. If you would like more information on what committee membership involves, please contact us as we would love to hear from you.



Future Service Priorities:

The Association updates our business plan every year with priorities for the next three years and with a volume of key performance targets to work towards over the coming year. If anyone would like a copy of our business plan please just visit our website <https://www.pineview.org.uk/business-plan-budgets-and-management-accounts> or contact us to request a printed copy.

Our primary focus for the current and immediate future is to continue to safely provide quality services to our tenants and customers. While many legal covid restrictions have been lifted the virus is still with us and infection rates remain high. We have a duty of care to all our people to ensure that what we do we do safely and in a way to help control the infection rate.

In all our work we continue to follow the Scottish Government coronavirus guidance to ensure everyone's safety. The current asking from the Scottish Government is that we continue to support home working and that we consider, for the longer term, a hybrid model of home and office working. As part of our planning for this we have been consulting with tenants and asking them how they would like to communicate with us. The most popular response from tenants was that they preferred contact by telephone, followed by e-mail and then letter or office visit. When asked about our office and when it should be open:

- **44% said open by an appointment system**
- **27% said open some of the time**
- **27% said open as before Covid**

We are currently working on our plans and will keep you updated.

In the meantime, we will continue with our adapted working practices to allow customers to engage with us, including through us undertaking covid safe home visits, using telephone, text, e-mail, and virtual meetings.

We will keep you updated on our business and performance through our customer forum, our newsletters, and our website. As always, any feedback is welcome and much appreciated.

Staffing

During 2020/2021 our staff turnover was as follows:

New Team Members	Leaving Team Members
Jane Craig (Transfer from KHA)	Blair Halliday (14/12/2020)
Gerry Will (Transfer from KHA)	Audrey Murphy (31/03/2021)
Alan Skimins (Transfer from KHA – Temporary Post)	
Audrey Murphy (Transfer from KHA – Temporary Post)	
Jamie McAlinden – Estate Caretaker (New Post)	

We would like to thank Blair and Audrey for their commitment during their time at Pineview and wish them every success in their future careers.

2020/2021 Summary

As at the 31 March 2021 we had 15 permanent staff members.

o Senior Staff:	3
o Finance & Corporate Services:	3
o Housing Management & Maintenance:	6
o Estate Caretaker Service:	3

Our staff team has grown since the 31 March 2021 with 4 new housing assistants joining us in April, a temporary Senior Housing Officer joining us in June and a temporary Housing Officer joining us in August – we would like to welcome Caitlin, Derek, Kirsty, Zubeida, Robert and John to the team.

The Association also purchases services from external specialist as follows:

- o Financial Services – FMD
- o Data Protection Services – Information Law Solutions

3.56% of working days were lost due to staff sickness (all absences). Target was <5%.

Staff Structure as at 30 September 2021

Executive Officer	Director Joyce Orr					
Senior Management Team	<u>Housing Services</u>				<u>Finance and Corporate Services</u>	
	Housing Services Manager Karen Byrne				Finance Manager/ Agent FMD	
Management Team	Senior Maintenance Officer Alan Skimins		Senior Housing Officer Robert Reid		Finance & Corporate Services Officer Isobel Ferguson	
	Housing Officer Janie Preston	Housing Officer Murray Landale	Housing Officer (Temp) John McShane	Maintenance Officer Gerry Will		
Assistant Officers	Assistant Housing Officer (P/T) Linda Macmillan	Assistant Housing Officer (P/T) Cathy McAnerney	Assistant Housing Officer Lauren McLaren			
Assistants	Housing Assistant Zubeida Yusuf	Housing Assistant Derek Mayer	Housing Assistant Kirsty Dickson	Housing Assistant Caitlin Mills		
Estate Caretaking	Caretaker James Milliken		Senior Caretaker Stuart Walker		Caretaker Jamie McAlinden	

Our Finances

The Association prepares short, medium and long term budgets, reflecting its planned activities. Actual output against budget is measured on an ongoing quarterly basis to monitor results and to allow any corrective action to be identified and taken. The majority of the income that the Association receives comes for the rents and service charges that we charge on the properties we let and manage.

As a non-profit making charity, any reserve after spend in the year is set aside to be used to fund future expenditure including cyclical maintenance and planned replacement work. The information below has been extracted from the Association's audited financial statements – a full copy of these are available on our website

<https://www.pineview.org.uk/annual-financial-statements/>

Turnover	£2,546,514
Coronavirus Job Retention Scheme Government Grant	£15,279
Interest Receivable and Other Income	£26,877
Total	£2,588,670

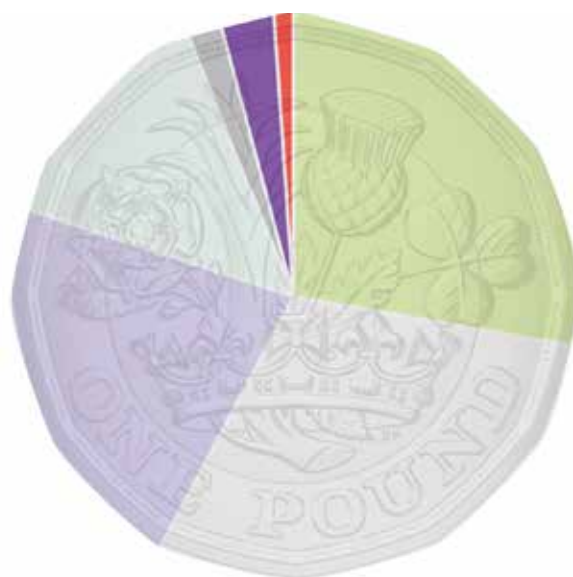
Cost Centre	Per £1 of Spend	Total Spend
Property Maintenance (Note 1)	£0.28	£550,554
Staffing	£0.30	£589,179
Loan Interest and Capital Payments	£0.22	£419,347
Overheads	£0.14	£266,529
Other Costs	£0.02	£35,000
Service Costs	£0.03	£53,733
Wider Role Activities	£0.01	£21,013
Total	£1.00	£1,935,355

Over the last 30 years the Association has borrowed money through loans from banks to allow us to improve the housing stock and build new homes. At 31/03/2021 the Association had outstanding loan balances to the value of £3,039,208.

There are a number of financial and information requirements, known as loan covenants, that the Association need to comply with under the terms of these loans. The Association is pleased to report that it continued to meet all the requirements of the loan covenants during 2020/21.

Note 1 - Property Maintenance

Planned and cyclical maintenance, including major repairs	£222,852
Reactive maintenance costs	£232,107
Capitalised major repair costs	£95,595
TOTAL	£550,554



- Property Maintenance
- Staffing
- Loan Interest and Capital Payments
- Overheads
- Other Costs
- Service Costs
- Wider Role Activities

I hope you have found the information in my report informative and useful. The rest of our report relates to our performance against achieving the outcomes of the Scottish Social Housing Charter.



If you would like any further information about either report or would like to become involved in any way with Pineview we would love to hear from you. Please contact us for more details.

Thank you
Victoria Phelps, Chairperson

2020/2021 CHARTER REPORT

Introduction

This report aims to outline the progress and achievements made by Pineview Housing Association in meeting the requirements of the Scottish Social Housing Charter. The details of the Scottish Social Housing Charter can be found on the Scottish Government website

<https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/>

This report compares our results with the Scottish wide averages from the Scottish Housing Regulator (SHR). We have also worked with the Scottish Housing Network (SHN)¹ and with the other local Drumchapel housing providers (Drumcog)² to provide further comparable benchmarking data where possible. To provide a comparison over time we also include results from last year. This information should allow you to see any change in our results in comparison to last year, as well as in comparison to other landlords.

Whilst our results are good, it is important to remember that when considering results it is not enough to just look at benchmarking results. Doing so can lead to misunderstanding and misinterpretation. Benchmarking is important but needs to be seen in context and not viewed in isolation. As such, we would encourage anyone who is interested in knowing more about this to come along and join our Resident and Customer Forum and look at what lies behind our results.

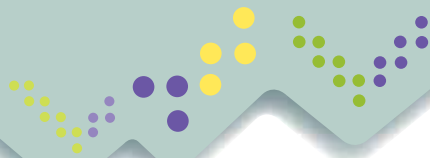
What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter was developed in consultation with the Scottish Housing Regulator, tenants, representative bodies, homeless people, other stakeholders and social landlords. It requires Registered Social Landlords (RSLs) to demonstrate how they perform against a number of outcomes. It is a way of measuring how social landlords are performing and how they are meeting the needs of their customers.

The Charter has five main sections that apply to Pineview Housing Association. Each section describes what you should expect us to achieve. These achievements are called outcomes and there are 14 outcomes and standards listed below that we aim to achieve and report on annually. Outcomes 12 & 16 do not apply to Pineview Housing Association.

¹ The peer group we have used for comparison is SHN members which are urban RSLs with stock between 500 – 1000 properties
² Cernach HA, Drumchapel HC, Kingsridge Cleddans HA, Pineview HA and Kendoon HA. Kendoon HA results are as reported to SHR for the period ending 31 January 2021, prior to the transfer of stock to PHA on 01 February 2021.





Customer Landlord Relationship

Outcomes 1, 2, & 3

- Equalities
- Communication
- Participation



Housing Quality & Maintenance

Outcomes 4 & 5

- Quality of Housing
- Repairs, Maintenance and Improvements



Neighbourhood & Community

Outcome 6

- Estate Management, Anti Social Behavior, Neighbour Nuisance & Tenancy Disputes



Access to Housing & Support

Outcomes 7, 8, 9, 10 & 11

- Housing Options
- Access to Social Housing
- Tenancy Sustainment



Getting Good Value From Rents & Service Charges

Outcomes 13, 14 & 15

- Value for Money
- Rents & Service Charges

Scottish Social Housing Charter

Impact of Covid-19 on the Standards and Outcomes of the Scottish Social Housing Charter

Each year the SHR produces a report based on the information reported to them by social landlords on their performance in achieving the standards and outcomes in the Scottish Social Housing Charter.

This year, the SHR report has a different focus and look from previous years recognising the unique and challenging context the COVID-19 pandemic created for social landlords.

The SHR report is intended to help tenants, social landlords, the Scottish Government and others understand the impact of the public health response to COVID-19 on landlords' performance and the scale of recovery that is required.

Key Findings:

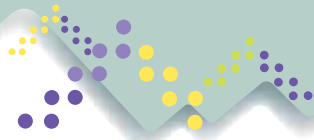
The general picture shows:

- Almost 9 out of 10 tenants satisfied with the homes and services their landlord provides.

Areas that matter most to tenants:

- Emergency repairs response time - increased - 4.2 hours
- Tenants satisfied with the quality of their homes - unchanged - 87%
- Tenants satisfied that their rent is good value for money - decreased - 83%
- Average weekly rent - increased - £83.70
- Tenants satisfied with their landlord's contribution to neighbourhood management decreased - 86%
- Anti-social behaviour cases which were resolved - unchanged - 94%
- First stage complaints responded to in full – down to 96.9%
- Average planned rent increases 2020/21 down to 1.2%

Source: SHR - You can read the full report on the [SHR website](#)



Performance Information Available From the Scottish Housing Regulator (SHR)

There is a volume of information about all Scottish RSLs available from the SHR on their website: (www.scottishhousingregulator.gov.uk). The SHR also has an online tool which can be used to compare one landlord's results against the Scottish average and against other landlords.

If you need some assistance to access this information, please contact Isobel or Joyce at our office who will be happy to help you.

Annual Report Symbols

Throughout this report we will use the following legends to illustrate our comparative results.

We will use the following symbols to demonstrate how we rate in comparison to other similar landlords	Better than all averages:	A+ 😊
	Average:	A 😐
	Below all averages:	A- 😞

We will use the following symbols to demonstrate how we rate in comparison with our internal targets	Better than Target:	T+
	Average:	T
	Below Target:	T-

Where there is no symbol, there are no internal targets set.

Some of the comparisons for 2019/2020 vary from what was given in our 2019/2020 report. This is due to some landlords reviewing their results mid-year after the 2019/2020 report was produced.

If you would like to be involved in setting Pineview's targets please contact Joyce or Isobel to discuss how you can get involved.



The Customer Landlord Relationship

What the Charter says:

1: Equalities

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

The Pineview HA satisfaction results are from our 2020 tenant satisfaction survey. Research Resource were commissioned to carry out an independent satisfaction survey on our behalf and commenced face to face surveys in March 2020. The 2020 Covid19 restrictions were implemented one week into the survey, severely limiting the service and repair delivery that we could provide. Surveys were then carried out over the telephone. This is likely to have affected the results in respect of overall service and repairs, as these were the areas most affected by the restrictions.

During the reporting year, Research Resource carried out additional independent snapshot surveys. The main aim of the snapshot surveys was to monitor ongoing tenant satisfaction and service delivery during 2020-2021. The surveys explored a range of areas including:

- Service delivery and priorities for tenants
- Tenants' views on 2021/2022 proposed rent increase
- The financial impact of covid on tenants
- Perceptions of value for money

Overall results from the snapshot surveys were positive and compared favourably when benchmarked to other organisations where Research Resource asked the same questions.

Our Service Results:

I.1	Percentage of tenants satisfied with the overall service provided by their landlord	2019/2020 Results		2020/2021 Results	
		Percentage	Grade	Percentage	Grade
	Pineview HA	87.11%	A- 😞	87.11%	A- 😞
	SHN Average	92.10%		91.92%	
	DRUMCOG Average	89.68%		89.64%	
	Scottish Average	89.19%		89.95%	

I.2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	2019/2020 Results		2020/2021 Results	
		Percentage	Grade	Percentage	Grade
	Pineview HA	97.33%	A+ 😊	97.33%	A+ 😊
	SHN Average	96.19%		96.33%	
	DRUMCOG Average	96.41%		95.98%	
	Scottish Average	91.98%		91.71%	

I.5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making	2019/2020 Results		2020/2021 Results	
		Percentage	Grade	Percentage	Grade
	Pineview HA	94.67%	A 😊	94.67%	A+ 😊
	SHN Average	94.21%		94.03%	
	DRUMCOG Average	94.83%		94.54%	
	Scottish Average	87.21%		86.57%	

Service Complaints

We appreciate our customers taking the time to let us know when things go wrong as it helps us to improve our service. Our Complaints Procedure is based on the model published by the Scottish Public Services Ombudsman (SPSO).

Not all service complaints are responded to in full (i.e. resolved) within the timescale of the SPSO model due to some complaints requiring more detailed investigation before conclusion. We aim to resolve all complaints as quickly as possible but would rather take longer with some to allow a full and proper investigation of the issues raised, and to achieve an appropriate outcome.

One Stage 2 complaint was carried forward into 2021/2022 as it was received at the end of March 2021. This complaint is ongoing due to the complex and technical nature of issues involved. Outcomes for the Stage 2 complaint will be reported in our 2021/2022 Charter Report.

The 2020/2021 Scottish average for responding to 1st stage complaints was 5.04 days, longer than Pineview's average of 2.48 days.

When anyone complains about our service we aim to:

- Identify quickly why they are unhappy with our service;
- Find a solution;
- Resolve it as quickly as possible;
- Encourage our staff to take responsibility for resolving complaints at first point of contact.

In 2020/2021 we received 24 complaints, 13 of which were upheld. Throughout the year we review the nature of the complaints we receive so that we can learn from them and improve our service.

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

Detailed reports on complaints handling are issued through our quarterly newsletters and on our website.

I.3 & I.4	1st and 2nd stage complaints responded to in full, and average time in working days for a full response. (SPSO Time-scales: 1st Stage: 5 days / 2nd Stage: 20 days)	2019/2020		2020/2021	
		1st Stage	2nd Stage	1st Stage	2nd Stage
	Pineview Results				
	No of Complaints Received	26	0	23	1
	The percentage of all complaints responded to in full at Stage 1 & 2	100%	N/A	100%	N/A
	The average time in working days for a full response at Stage 1 & 2	3.08 Days	N/A	2.48 Days	N/A

What else do we do:

During the year a range of training events have been delivered to staff, including, a review of the SPSO Complaints Handling Procedure, complaints recording systems, Hate Crime and Third Party Reporting procedures.

Pineview is committed to ensuring equality of access to all our services and as part of this commitment we subscribe to Happy to Translate which is an award-winning not-for-profit initiative which uses an easily recognised logo and specialist tools and training to help people to overcome communication barriers. It enables people to receive information and services on an equal basis, in keeping with legislative requirements on equality issues. Staff training on how to make best use of the Happy to Translate tool kit was delivered during the year.

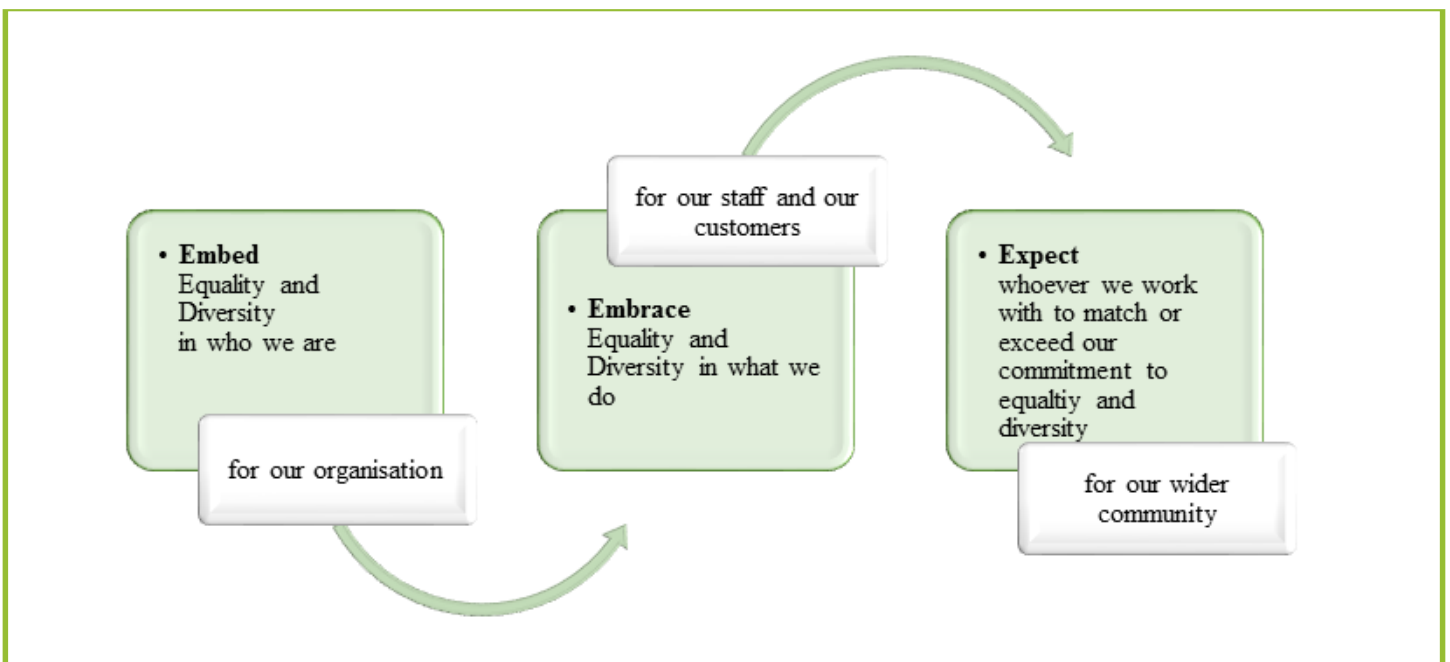
We aim to provide information about the services we provide in a variety of formats. All our documents, including policies, newsletters, information leaflets can be produced in various formats, for instance, in larger print or audio-format; and can also be translated into other languages, as appropriate. We also have a hearing loop system in our office, and a portable system for home visits.

If you feel that any of these services would assist you or you have any other suggestions which would make your communications with us easier, please do not hesitate to let us know. Pineview is committed to providing good quality, non-discriminatory services to all.



The residents and customer forum give their time to keep the Association aware of what is important to our customers and to help us to try to continually improve local services for tenants and residents. The forum is a great way to encourage communication between the Association and our customers and we would encourage anyone with an interest in Pineview and the services we provide, to get involved. The forum is always looking to welcome new members – please let us know if you would like to become involved.

Customer feedback is really important to us and helps to shape the services that we offer. During 2021-2022 we will be developing our Customer Consultation Register. The purpose of the consultation register is to identify customers who would be interested in being kept informed of what we are doing and offer us regular feedback. We are looking for customers from across our housing stock to get involved. If you would like the opportunity to share your views on our services and improve them for the future, then please let us know.



Housing Quality and Maintenance

What the Charter says:

4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

5: Repairs, maintenance and improvements

Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

Our Service Results:

I.6	Percentage of stock meeting the SHQS at the end of the reporting year	2019/2020 Pineview HA Target 100%			2020/2021 Pineview HA Target 100%		
	Pineview HA	99.81%	A+ 😊	T-	99.88%	A+ 😊	T-
	SHN Average	98.13%			97.12%		
	DRUMCOG Average	99.45%			99.48%		
	Scottish Average	94.36%			90.96%		
I.8	Average length of time taken to complete emergency repairs	2019/2020 Pineview HA Target 4 Hrs			2020/2021 Pineview HA Target 4 Hrs		
	Pineview HA	1.83 hrs	A+ 😊	T+	2.73 hrs	A 😊	T+
	SHN Average	2.18 hrs			2.45 hrs		
	DRUMCOG Average	2.41 hrs			2.91 hrs		
	Scottish Average	3.63 hrs			4.22 hrs		
I.9	Average length of time taken to complete non-emergency repairs	2019/2020 Pineview HA Target 4 Days			2020/2021 Pineview HA Target 4 Days		
	Pineview HA	2.52 Days	A+ 😊	T+	6.62 Days	A 😊	T+
	SHN Average	3.50 Days			4.40 Days		
	DRUMCOG Average	2.57 Days			3.87 Days		
	Scottish Average	6.42 Days			6.74 Days		
I.10	Percentage of reactive repairs carried out in the last year completed right first	2019/2020 Pineview HA Target > 95%			2020/2021 Pineview HA Target > 95%		
	Pineview HA	97.37%	A 😊	T+	91.57%	A 😊	T-
	SHN Average	93.92%			92.43%		
	DRUMCOG Average	97.78%			93.56%		
	Scottish Average	92.36%			91.46%		

Similar to other Registered Social Landlords, performance results across our main service provision areas were significantly impacted by Covid 19 restrictions.

Repair completion time calculations require us to use the date a repair was reported up to the date a repair was completed. Repairs reported during the global pandemic when government guidance prohibited all but essential repairs being carried out has increased the average time taken to complete repairs.

Our repair times, whilst better than the Scottish average, were not as good as the previous year and appear not as good as some of our peer groups. However, when discussing performance with some peer groups it appears that not all have counted and measured outcome in the same way. Pineview's times may appear longer but they are an accurate reflection

based on the calculations required by the Scottish Housing Regulator.

The impact of this was some dissatisfaction with the repairs and maintenance service. This was highlighted in our 2020-2021 snapshot surveys, with those dissatisfied with customer care during the global pandemic explaining their reasons for dissatisfaction was due to delays in the repairs and maintenance service, even though this was out with our control.

We were unable to maintain our 100% gas servicing record to fulfil our statutory duty to complete gas safety checks on time during the year, with two services being out with timescale. These two properties did not have a gas safety record when they transferred to Pineview from Kendoon HA. Both properties are now compliant with gas safety regulation.

I.12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	2019/2020 Pineview HA Target > 98%			2020/2021 Pineview HA Target > 96%		
		Pineview HA	98.21%	A+ 😊	T+	95.08%	A 😊
	SHN Average	93.27%			92.45%		
	DRUMCOG Average	94.77%			95.59%		
	Scottish Average	91.35%			90.05%		

I.7	Percentage of tenants satisfied with the quality of their home	2019/2020 Results		2020/2021 Results	
		Pineview HA	90.22%	A+ 😊	90.22%
	SHN Average	89.85%		89.98%	
	DRUMCOG Average	87.57%		88.28%	
	Scottish Average	87.15%		87.14%	

What else do we do:

We keep our stock condition information updated so we can accurately plan for future works to maintain modern standards throughout our properties. During 2020-2021 we undertook an audit exercise to ensure that our property and component information was accurately recorded and consistent across our IT systems. This ensured that we had an up-to-date profile for all our properties to assist with financial planning for component replacements and long term budgets.

When we replace components such as kitchens, tenants are given a range of choices to customise the design to their own taste. When undertaking works we strive to achieve value for money by getting good quality at an affordable price as we know that just buying cheaply can be counterproductive. Tenant feedback is invaluable for feeding into future works and continuously trying to improve.

Where government restrictions permitted, we were able to deliver our planned and cyclical maintenance work, including:

- Drainage Works
- Door Replacements.
- Passivent replacements
- Drimaster replacements
- Kitchen and boiler replacements
- Common close controlled entry replacements
- Common close flooring replacement
- Common closes asbestos management surveys
- Heat and smoke detector replacements

Of all the tenants asked during the 2020 tenant satisfaction survey about their satisfaction with the quality of their home, only 5 tenants advised that they were dissatisfied. If you are a tenant in one of our properties and you are not satisfied with the quality of your home, please let us know so we can review this with you.

Neighbourhood and Community

What the Charter says:

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Our Service Results:

I.13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	2019/2020 Results		2020/2021 Results	
		Pineview HA	92.89%	A+ 😊	92.89%
	SHN Average	90.28%		90.30%	
	DRUMCOG Average	91.69%		89.52%	
	Scottish Average	87.40%		86.08%	

I.15	Percentage of anti-social behaviour cases reported in the last year which were resolved	2019/2020 Pineview HA Target 100%			2020/2021 Pineview HA Target 100%		
		Pineview HA	97.10%	A 😊	T-	97.30%	A 😊
	SHN Average	97.94%			97.77%		
	DRUMCOG Average	99.42%			96.13%		

What else do:

We encourage customers to let us know about any anti-social behaviour and neighbour issues or concerns they are experiencing. Thank you to everyone who took the time to report these matters to us - we can only do something if we are made aware.

During the year we received 37 anti-social behaviour complaints, a reduction of 32 on the previous reporting year, which we suspect was due to covid lockdown and people gathering restrictions. One complaint was received in late March 2021 and resolved at the start of April 2021 within our timescales. Our performance in this area is better than the Scottish average 94.40%.

At various times throughout the year we had to restrict our Estate Management service provision in line with Government guidance to manage the impact of the Covid-19 pandemic. Where restrictions permitted our ground maintenance contractor was on site carrying out ground maintenance works. The impact of restrictions, for example smaller work crews, meant there were delays in restoring the full ground maintenance works standards.

Again, where permitted, our Estate Caretaking team were on site and prioritising bulk uplifts to deal with the backlog of work following the suspension of the bulk uplift service by Glasgow

City Council. In February 2021 we increased the number of Estate Caretakers from two to three and extended the service to former Kendoon HA properties.

Our Housing Services team also recommenced estate audits and follow up work to manage and monitor estate management standards.

Pineview held remote meetings with local councillors, Glasgow City Council, Police Scotland and other RSLs. The aim of these meetings was to identify actions to manage anti-social behaviour and safety issues throughout the year while adhering to Government guidance on delivering housing services during the global pandemic.

We continue to work with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour complaints reported to us. Please continue to let us know if you are experiencing any anti-social behaviour concerns and we will do our very best to assist where we can or to advise on the assistance available from other agencies.

The Association takes the management of our properties and tenancies seriously and will take action against those not adhering to the terms of their tenancy. During 2020/2021 we had to initiate court action against one tenant and two decrees for recovery were granted. No evictions required to be carried out.

Access to housing and support

What the Charter says:

7, 8 and 9: Housing options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords work together to ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

11: Tenancy sustainment

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Our Service Results:

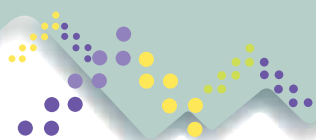
I.14	Percentage of tenancy offers refused during the year	2019/2020 Results		2020/2021 Results	
		Pineview HA	3.57%	A+ 😊	20.00%
	SHN Average	26.05%		23.85%	
	DRUMCOG Average	14.44%		15.54%	
	Scottish Average	34.20%		31.94%	

I.16	Percentage of new tenancies sustained for more than a year	2019/2020 Pineview HA Target > 90%			2020/2021 Pineview HA Target > 90%		
		Pineview HA	93.33%	A+ 😊	T-	88.89%	A- 😞
	SHN Average	92.36%			93.63%		
	DRUMCOG Average	90.72%			95.33%		
	Scottish Average	89.14%			90.89%		

2020/2021 Self-Contained Stock Profile

Property Size	Property Type				Total Properties
	House	4 in a block	Tenement	Other Flat	
2 Apt	0	10	75	72	157
3 Apt	196	7	159	28	390
4 Apt	204	0	17	3	224
5 Apt+	81	0	0	0	81
Grand Total	481	17	251	103	852

The Association also owns and manages one House of Multiple Occupancy unit (HMO), where four residents live with 24 hour support.



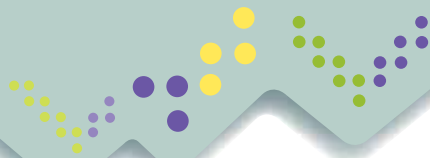
I.17	Percentage of lettable houses that became vacant in the last year	2019/2020 Pineview HA Target < 6%		2020/2021 Pineview HA Target < 6%	
	Pineview HA	5.07%	T+	2.93%	T+
	SHN Average	6.78%		5.87%	
	DRUMCOG Average	6.85%		4.07%	
	Scottish Average	8.42%		6.95%	

I.23	% of referrals under section 5, and other referrals for homeless households made by a local authority	2019/2020 Results			2019/2020 Results		
		% referrals resulting in offer	% referrals resulting in let	% referrals resulting in let	% referrals resulting in offer	% referrals resulting in let	% referrals resulting in let
	Pineview HA	77.78%	76.19%	59.26%	100%	66.67%	66.67%
	SHN Average	59.55%	78.22%	46.58%	80.41%	81.62%	63.16%
	DRUMCOG Average	57.10%	85.78%	48.98%	84.38%	84.86%	73.13%
Scottish Average	51.97%	74.07%	40.33%	53.29%	79.64%	SHR not published	

I.30	Average length of time taken to re-let properties in the last year	2019/2020 Pineview HA Target < 3 Days			2020/2021 Pineview HA Target < 6 Days		
	Pineview HA	3.19 Days	A+ 😊	T-	16.14 Days	A+ 😊	T-
	SHN Average	12.23 Days			34.63 Days		
	DRUMCOG Average	10.80 Days			29.94 Days		
	Scottish Average	31.54 Days			56.29 Days		

I.19	i) % of approved applications for medical adaptations completed ii) Number of households currently waiting for adaptations to their home	2019/2020 Results		2020/2021 Results	
		% referrals adaptations completed	Number of households awaiting adaptations	% referrals adaptations completed	Number of households awaiting adaptations
	Pineview HA	91.67%	1	56.25%	7
	SHN Average	86.76%	3	73.60%	5
	DRUMCOG Average	97.70%	1	68.57%	5
Scottish Average	83.76%	21	SHR not published	27	

I.20	Average cost of adaptations completed in the year	2019/2020 Results	2020/2021 Results
	Pineview HA	£1,486	£2,461
	SHN Average	£1,687	£2,592
	DRUMCOG Average	£1,694	£2,184
	Scottish Average	£1,511	SHR not published



I.21	The average time to complete adaptations (working days)	2019/2020 Pineview HA Target < 30 Days			2020/2021 Pineview HA Target < 30 Days		
	Pineview HA	22.14 Days	A+ 😊	T+	31.93 Days	A 😐	T-
	SHN Average	37.39 Days			36.26 Days		
	DRUMCOG Average	26.68 Days			19.64 Days		
	Scottish Average	41.51 Days			58.00 Days		

What else do we do:

During the year the Association carried out adaptations to tenants’ homes to enable them to continue to live in their home. The grant funding for adaptations is provided by the Scottish Government through Glasgow City Council. The Association can only complete those adaptations which have been approved and requested by an occupational therapist and for which there is grant funding available. If you need any adaptations please contact us for advice and assistance.

Pineview works with the other local Drumcog members and GHA to ensure a wide choice of housing options are available for those seeking housing opportunities. We take part in the Glasgow Housing Options service and undertake housing options interviews and follow up work with all applicants who wish to take part. Anyone is free to apply for housing at any time and applicants can review their housing options with us at any time.

During 2020 we launched our online application form to make it easier for people to apply to Pineview for rehousing following Covid-19 restrictions which resulted in the office closure.

Pineview operates a Common Allocation Policy which was developed in partnership with other local housing providers (Cernach HA, and Kingsridge Cleddans HA). The policy sets out an agreed, common approach that we will use to allocate homes that become available for let. During 2020/2021 we have been working in partnership to

develop an online common housing register. The online register will make it easier for people to apply for rehousing in the local area to all three housing providers at the same time. We aim to introduce this service during 2021/2022.

From time to time people get into difficulties with managing their tenancy and we are here to help at such times. Unfortunately not everyone takes this offered help and this can result in their tenancy not lasting. If you are experiencing difficulties and/or are concerned that you may need to give up your home, please contact us first for some assistance – we will try to help you to enable you to remain in your home. If you do not want support direct from Pineview, we can find alternative sources of help for you.



Getting Good Value from Rents and Service Charges

What the Charter says:

13: Value for Money

Social landlords manage all aspects of their business so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rents and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services
- tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.



Our Service Results:

I.18	Percentage of rent due lost through properties being empty during the last year	2019/2020 Pineview HA Target < 0.05%			2020/2021 Pineview HA Target < 0.05%		
	Pineview HA	0.04%	A+ 😊	T+	0.07%	A+ 😊	T+
	SHN Average	0.26%			0.57%		
	DRUMCOG Average	0.19%			0.30%		
	Scottish Average	0.92%			1.37%		

I.25	Percentage of tenants who feel that the rent for their property represents good value for money	2019/2020 Results		2020/2021 Results	
	Pineview HA	89.33%	A+ 😊	89.33%	A+ 😊
	SHN Average	87.79%		87.11%	
	DRUMCOG Average	85.11%		84.60%	
	Scottish Average	83.56%		82.77%	

I.26	Rent collected as percentage of total rent due in the reporting year	2019/2020 Pineview HA Target >99.00%			2020/2021 Pineview HA Target >99.00%		
	Pineview HA	98.65%	A- 😊	T-	99.42%	A 😊	T+
	SHN Average	99.22%			99.50%		
	DRUMCOG Average	98.93%			100.40%		
	Scottish Average	99.30%			99.06%		



I.27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2019/2020 Pineview HA Target <2.60%			2020/2021 Pineview HA Target <3.10%		
	Pineview HA	3.77%	A+ 😊	T-	8.63%	A- 😞	T-
	SHN Average	4.40%			4.99%		
	DRUMCOG Average	4.82%			5.38%		
	Scottish Average	5.81%			6.14%		

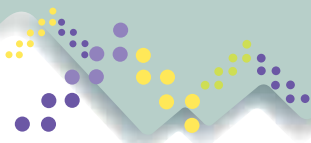
Pineview's rent arrears are much higher than previous years due to the Kendoon transfer of engagements which involved the transfer of historical and current high debt levels. Pineview has an action plan in place to support tenants in debt and to reduce arrears levels.

Pineview's rent increase for April 2021 was 0.7%, compared to the Scottish average of 1.2%. For April 2020 these figures were 1.49% for Pineview, compared to the Scottish average of 2.49%. As part of the Kendoon transfer, more than 84% of transferring tenants got a rent decrease on 1 April 2021. These tenants now have rent charges set in line with the Pineview rent setting policy, which has resulted in fairer and more equitable rent charges across all tenants.

Average Weekly Rents	2019/2020 Results				2020/2021 Results			
	Pineview HA	SHN	DRUMCOG	Scottish Average	Pineview HA	SHN	DRUMCOG ³	Scottish Average
1 apt	N/A	£53.06	£43.39	£ 73.46	N/A	£48.35	£45.19	£73.61
2 apt	£ 65.81	£70.88	£ 69.53	£ 78.03	£67.37	£71.79	£71.17	£79.48
3 apt	£ 76.04	£79.23	£ 76.84	£ 80.11	£77.20	£80.24	£77.72	£82.60
4 apt	£ 85.65	£89.11	£ 89.19	£ 87.08	£86.73	£89.96	£91.04	£89.81
5+ apt	£ 94.23	£97.54	£ 95.39	£ 96.16	£95.56	£100.64	£97.31	£99.97
Total	£ 78.25	£79.83	£ 79.62	£ 81.46	£79.64	£81.81	£80.83	£83.70

³ Excludes Kendoon HA

I.28	Average annual management fee per factored property	2019/2020 Results	2020/2021 Results
	Pineview HA	£109.21	£110.90
	SHN Average	£92.47	£73.83
	DRUMCOG Average	£89.22	£89.45
	Scottish Average	£101.64	£103.12



1.29	Percentage of owners satisfied with the factoring service	2019/2020 Results		2020/2021 Results	
	Pineview HA	77.78%	A 😊	77.78%	A 😊
	SHN Average	76.17%		74.30%	
	DRUMCOG Average	78.18%		78.18%	
	Scottish Average	66.84%		65.05%	

What else do we do:

The Association is keen to ensure that the rents we charge represent value for money to our tenants. Our 2020 tenant satisfaction survey results show 89.33% of tenants thought that their rent represented good value for money (4% gave a neutral response and only 7% thought the value for money was poor). This result compares very well to the Scottish average of 82.77%.

In relation to the average weekly rent charges, Pineview’s average rents are lower than the Drumcog, SHN and the Scottish averages. However, average rent figures can be largely misleading as it is not clear what services are provided or what property types make up the average rents. As such, it is very difficult to compare rent charges using average figures and these can give little meaningful information for comparison purposes.

Pineview has worked with other local landlords to try and get more local rent comparisons, although they are still subject to the same comparative issues.

Pineview also strives to achieve good performance by minimising void rent loss to the Association. By working to keep void times low we maximises the amount of rental income we have to invest in the housing stock, and a quick turnaround also allows us to help individuals and families in need secure good quality housing quickly.



A Pineview AGM



A Pineview Committee Meeting

Conclusion

We hope you have found this report informative and useful, and that it easily lets you see the results of the Association in comparison to last year and to other providers. The Association has consulted with our Management Committee, Resident and Customer Forum and with tenants through our newsletter on the content of the Annual Report. We would be keen for more tenants, residents and customers to be actively involved in deciding the focus and scope of the report as well as the design. To do this we need you to get involved or at least let us know what you think – please!

We would like you to tell us your views on the report so that we know what we are getting right and what you would like us to change. Please could you take the time to let us know your thoughts?

- **Did you like the design of the report?**
- **Did you get the information you needed from the report?**
- **Have we missed anything – what else would you like to see in the report?**
- **What are we getting right and what would you like us to change about the report?**

To let us know your views:

- **Complete an online survey at**
<https://www.pineview.org.uk/customer-consultation/>
- **email: mail@pineview.org.uk**
- **Text: 0741 834 7038**

Our Management Committee, Resident and Customer Forum and staff will continue to assess how we present information to our residents and customers.

If you would like to be involved or simply want to give your views, please just contact Joyce or Isobel at our office.



A past Pineview Gala Day



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Registered Society under the Co-operative and Community Benefit Societies Act 2014 - 2375R(S).

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Registered Social Landlord, Scottish Housing Regulator registration no. HAC231.

Registered Property Factor No. PF000151.

HMO Licence - HMO01004.