

Putting People 1st



Annual Report and Landlord Report 2023 – 2024



Contents

Chairperson's Report for 2023/2024.....	2
Service Development and Improvement.....	3
Resident and Customer Forum.....	4
Performance Summary.....	5
Pineview's People.....	6
Donations and Wider Activities.....	7
Our Finances.....	8
Future Service Priorities.....	9
Our Vision, Mission, Values and Behaviours.....	9
Scottish Social Housing Charter Report 2023 - 2024.....	10-20

Chairperson's Report for 2023/2024

Welcome to our Annual Report. 2023/2024 saw us adapting from temporary arrangements to address the pandemic to established practices that are now embedded into Pineview's organisational culture and ways of working.

Many external factors have greatly impacted Pineview, our tenants, residents and customers. These have included the energy crisis and increasing cost; the political turmoil within the UK and Scottish governments and further afield; and the cost-of-living crisis with increased costs for everyone. Pineview's costs have continued to increase as the prices for services, labour and materials have increased well above inflation.

The Committee's priority has been to keep our tenants and staff safe, and to try and minimise the impact of these external factors as much as we could. However, much remains outwith our control. The costs of running Pineview and providing our services increased dramatically following the covid pandemic and has not come down since, indeed many have continued to rise.



Dan Martyn, Chairperson

However, we just have to get on with things and I believe we have dealt with the circumstances as positively as we can. We continually review and adapt our approach to external circumstances to maintain service delivery, and seek best value for money.

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



Service Development and Improvement

In last year's report we highlighted that one of our key priorities for 2023/2024 was to deliver on our commitments as set out in regulatory and statutory requirements; our transfer promises; and our participation action plans. Here is a flavour of what we have successfully achieved in the reporting year.

Transfer Promises: Support Community Engagement

Commit £10,000 per annum for five years to community regeneration projects.

We supported a range of initiatives and provided funding to maximise community engagement throughout the year. The funding support was aligned to our customers' priorities: youth work, measures to prevent anti-social behaviour, social and community activities and environmental improvements:

- Additional to our standard budget, £2,000 more was allocated to our resident summer outing to Heads of Ayr Farm Park to enable more residents to attend.
- £3,840 was allocated to work in partnership with the G15 Youth Project to deliver thirty weeks of youth outreach work and football coaching and £875 was provided to fund a youth club one night per week.
- £700 was provided to the Growchapel Project to provide facilities for group meetings and activities.
- We purchased environmentally friendly promotional products – including water bottles and key rings made from recycled plastic. We also purchased wildflower seed packets to be given away at community events and utilised for environmental projects with local schools to enhance our environment and biodiversity.

Our total spend supporting community engagement during the year was £9,877.

Tenant and Customer Participation Action Plan Objective:

To provide tenants and customers with good quality, accurate and easily understood information.

1. Property Plans

The Resident and Customer Forum worked with the staff team to produce meaningful information for our tenants. One of the areas developed was our Annual Property Plans. The aim of the Annual Property Plan is to advise tenants of the proposed cyclical and planned works due to be carried out to their homes over the next three years.

Annual property plans provide information for tenants which allows them to consider the timing of any home improvements they may be planning. For example, tenants may wish to consider delaying internal decoration when the property plan indicates a new kitchen is due to be installed.

Tenants have responded positively to the Annual Property Plans. During home visits tenants have been keen to discuss their individual property plans. Tenants have expressed they feel the property plans are a great source of information, that helps to clarify when work is getting done so they are not left wondering.

I saw the leaflet that said we were getting new kitchens, but I didn't think they would be done so quickly – I'm so glad they're getting done!"

2. Fact Sheets

We developed a range of fact sheets with input from our Resident and Customer Forum on the things that matter to them, the wider community and what information they would like to know. The fact sheets give an overview of:

- Our commitment to effectively managing Anti-Social Behaviour and Estate Management.
- How we plan and deliver services.
- Practical advice and clarification of tenant responsibilities.
- Contact details for other local services and specialist agencies.

Tenant communication has improved in response to our publication of the Estate Management Fact Sheet. Tenants are now more aware of how we plan and deliver the bulk uplift service. Tenants now phone up or ask which day they should put bulk out on, as opposed to just phoning in to report bulk.

We are very pleased that our tenants have given positive feedback about the clarity of information provided and the efficient service delivery.



Thank you very much, I noticed they have just collected it. That's an amazing quick service, compliments to the Estate Caretaking Team!

Resident and Customer Forum

As you can see from our Service Delivery and Improvement, the Resident and Customer Forum continues to work with us to best determine the needs, wants and aspirations of our customers. I would like to thank them for all their time and commitment to improving Pineview's service delivery. The forum was especially busy during the year, including:

- Engaging with local councillors, community police, and other public services to address areas of concern within the local community, for example:
 - ✓ Use of quad bikes and electric scooters.
 - ✓ Bonfire night and anti-social behaviour.
 - ✓ Drainage gullies and flooding issues.
 - ✓ Roads/Pavements and potholes.
- Policy reviews and scrutinising our work including reviewing our Tenant Participation Action Plan.
- Focus group for our ongoing customer satisfaction work, including reviewing our Tenant Satisfaction Survey Action Plan.
- Identifying opportunities for our wider role activities and planning our annual resident's away day.
- The Forum also help us design and develop our annual charter report to tenants each year. The Forum is satisfied that the report is well laid out, and easy to read.










Forum members play an essential role in the work of Pineview, ensuring that tenants' and customers' interests are kept at the heart of what we do and are invaluable to the non-tenant members of the Management Committee.

The Forum meets monthly, normally on the second Thursday of each month (excluding July and January). If you would be interested in joining or would like more information, please contact us.

Performance Summary

We performed well throughout 2023 - 2024, improved our outcomes from the previous year in a number of areas, and for most indicators, performed better than the national average.

We are always looking to improve our performance and have set our priorities and targets for the coming year. You can keep up to date with our progress on our website and in our newsletters. If you are interested in finding out more about our performance or the numbers behind the headline results, please just contact the office and speak to Isobel.

 <p>2.12 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.51 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>95.67% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>12.58 Days (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 55.6 Days</p>	 <p>4.12 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.11 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>6.87% (Target <7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.74%</p>	 <p>99.81% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.13% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

For 2024/2025 we are continuing to focus on reducing rent arrears. We know that rent arrears become harder to pay the higher they get, and we are working closely with all our tenants in arrears to put payment plans in place at the earliest opportunity.

We are also working to re-let our empty properties as quickly as possible, to avoid losing revenue and to ensure we can offer homes to those who need them.

Supporting our tenants is also a key priority and in December 2023 we started a programme of visits to all our tenants, which we hope to complete by December 2025. The aim of the visits is to get to know our tenants better, to listen to their concerns and priorities and to make sure that all of our properties are in a good state of repair.

Pineview's People

Thanks go to my dedicated Committee colleagues for volunteering their time and experience to manage Pineview's strategic business, ensuring our ongoing success and viability.

I would like to take this opportunity to thank Kenny McGinty, Myra Frater, David Syme and Josie McGinty who retired from the committee between August 2023 and August 2024. Their commitment to the local community over the time they served has been invaluable.

While we were sad to say goodbye to our former committee members, we were delighted to welcome four new committee members in the year; Lyndsey, Frazer, Aarti and Morven filled our casual vacancies and co-optee places.

All four new members stood for election at our Annual General Meeting (AGM) in July 2024. In addition, a tenant shareholder, Helena McNulty joined us at the 2024 AGM. Our new committee members bring with them different perspectives, skills, and experiences, contributing to our overall effectiveness and success in achieving our goals.

During the year committee took part in a range of training sessions and events to further develop their expertise and continued effectiveness. The Scottish Housing Regulator Framework, Health and Safety Responsibilities, and Making Sense of Finances are just a few of the topics we have covered.

As Chairperson I am committed to ensuring that I keep my own skills updated and relevant. In December 2023 I attended the Glasgow and West of Scotland Forum annual conference (Investing in our Homes and Communities). The conference covered some hot topics, including annual rent consultation, tenancy sustainment support and why does poverty affect health and what can we do to change this.

To comply with our rules, and the regulatory framework, we underwent another independent annual appraisal review during 2023/2024. The review concluded that it is clear that members want to be associated with and support an organisation that is successful and well-respected. Members want to be able to use their diverse knowledge, experience and skills for the benefit of tenants and the organisation.

Our rules allow us to have up to fifteen committee members. Being involved requires a few hours commitment for eight months of the year and you can make a real difference for our local community.

Committee of Management (August 2024)

Name	Position (last elected)	Position Held Since
Daniel Martyn	Chairperson (23/07/24)	01/01/22
Richard Bolton	Vice Chairperson (23/07/24)	20/09/23
Linda Devlin	Vice Chairperson (20/07/23)	20/09/23
Morven Baigent	Elected Member (23/07/24)	
Jamie Graham	Elected Member (20/07/23)	
Frazer Lord	Elected Member (23/07/24)	
Helena McNulty	Elected Member (23/07/24)	
Laura Nahar	Elected Member (20/07/23)	
Aarti Passi	Elected Member (23/07/24)	
Lyndsey Robinson	Elected Member (23/07/24)	
Anna Welsh	Elected Member (07/07/22)	

If you would like more information on what committee membership involves, please [contact us](#) as we would love to hear from you.

Staff Team

During 2023/2024 we were assessed by Investors in People for our We Invest in People Gold reaccreditation.

We were delighted to have retained our gold accreditation and are very proud of our achievements.

I would like to recognise the efforts of our staff team in achieving this fantastic outcome. We agree with Investors in People that the success of our organisation begins and ends with people.

If we make work better for everyone, we can contribute to making society stronger, healthier and happier.

The outcome report highlighted some areas to be proud of, including:

- ✓ The visible and supportive leadership led by the Director and senior team.
- ✓ Your people enjoy working for you and find you a very supportive place to work.
- ✓ The health and wellbeing of your staff is a strategic priority and you have created a positive workplace culture.
- ✓ The work you have done to embed your Values in staff attitudes and behaviours and putting the tenant first.

We will use the feedback and recommendations from the report to strive for ongoing improvement to continue to make Pineview a great place to work.



During 2023/2024 our staff turnover was as follows:

New Team Members	Leaving Team Members
Joanne Dunnett	Caitlin Mills
	Calum McLeod

We would like to thank our leaving team members for their commitment during their time at Pineview and wish them every success in their future careers.

2024/2025 will be an exciting time to be working at Pineview as we continue to support our people to succeed.

Two staff members will be taking up posts as trainee Housing Services Officers, while another staff member is taking up a temporary Assistant Housing Officer promotion.

We will also be joined by two new temporary Housing Assistants for a two year period. I look forward to reporting on the successes of our people in next years' annual report.

As at 01 April 2024 we had nineteen permanent team members:

Senior Staff:	4
Finance and Corporate Services:	2
Housing Services:	10
Estate Caretaker Service:	3

Donations and Wider Activities

Each year Pineview makes donations to local good causes that positively impact the lives of our tenants, customers and wider community. Our Rules state that the donations must further the objects of the Association and that the Committee shall report to the Members on donations. Our rules only allow us to make donations to registered charities.

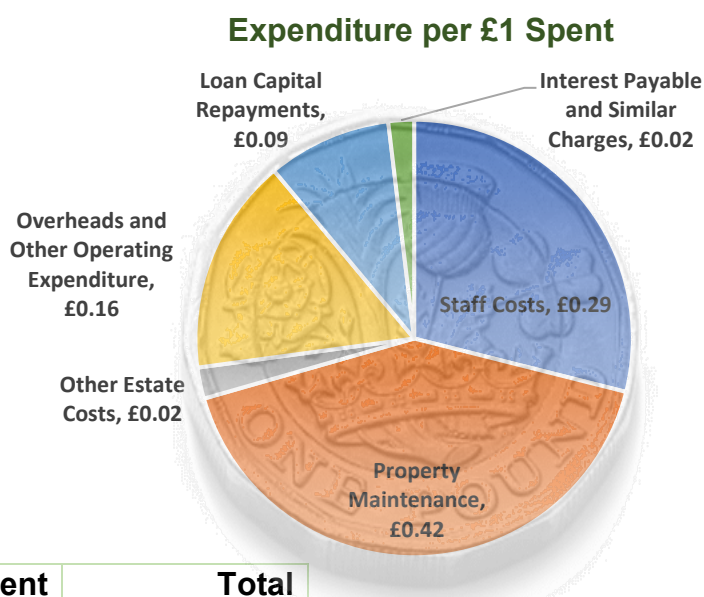
At our Annual General Meeting (AGM) on 23 July 2024, we reported to members that £2,000 was donated to various local charities including Drumchapel Foodbank, Men Matter Scotland, Drumchapel D70, G15 Youth Project, and New Hope Community.

Our Finances

We prepare short, medium, and long-term budgets which reflect our planned activities. Actual outcomes relative to budget are monitored on a quarterly basis to allow any corrective action to be identified and taken. Most of the income that we receive comes from the rents and service charges that we charge on the properties we let and manage.

As a non-profit making charity, any surpluses are set aside to fund future expenditure such as planned and cyclical maintenance including component replacements. The information below agrees with our audited financial statements; a full copy of these are available on our [website](#). However, the expenditure allocations below reflect the management accounts to provide a clearer picture of where money is spent, non-cash accounting adjustments for depreciation and amortisation are also omitted. Figures are rounded to the nearest whole £.

2023/2024 Income	Total
Net Rent and Service Charges Receivable	£3,816,535
Other Revenue Grants Receivable	£54,208
Interest Receivable	£160,947
Other Income	£103,773
	£4,135,463



2023/2024 Expenditure	Per £1 Spent	Total
Staff Costs	29%	£940,362
Property Maintenance <i>(Note 1)</i>	42%	£1,353,302
Other Estate Costs	2%	£74,935
Overheads and Other Operating Expenditure	16%	£521,906
Loan Capital Repayments	9%	£298,239
Interest Payable and Similar Charges	2%	£61,671
	100%	£3,250,414

Note 1:
Property Maintenance

Planned and cyclical maintenance: £243,092
Reactive maintenance costs: £423,243
Capitalised major repair costs: £686,968

The key figures from our balance sheet as of 31 March 2024 are as follows:

Historic Cost of Housing Properties	£68,466,264
Cash and Cash Equivalents	£5,417,301
Housing Loans <i>(Note 2)</i>	£2,066,739
SHAPS Pension Deficit Liability	£418,000
Net Assets	£16,607,154

Note 2: Housing Loans

In the past, the Association took out bank loans to allow us to build new homes and improve housing stock

There are several financial and information requirements, set out by our lenders within the loan agreements, known as loan covenants, which we must comply with. We are pleased to report that we continued to meet all the requirements of these loan covenants during 2023-24.

Future Service Priorities

We update our business plan every year with priorities for the next three years. Our business plan contains key performance targets to work towards over the coming year. If you would like a copy of our business plan please visit our [website](#) or [contact us](#) to request a printed copy.

Some Key Priorities for 2024 – 2025

- ✓ Review of our strategic objectives and delivery plan for 2025/2026/2027.
- ✓ Maintain a strong focus on performance and service delivery, with specific attention given to monitoring arrears and debt management.
- ✓ Continue to deliver property maintenance and improvement works.
- ✓ Strive to keep our rents affordable.
- ✓ Tender for our internal audit services.
- ✓ Build on our Investors in People work to continue to support our people to succeed.

We will keep you updated on our business and performance through our customer forum, our newsletters, our website, and social media.

Our Vision, Mission, Values and Behaviours

Vision Statement: To be a leading social landlord in Scotland.

Our Vision Strapline: “Pineview Housing Association - Putting People 1st”

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

Our Values and Behaviours: The Values that our staff and committee members are expected to adhere to at all times:

Community: engaging, collaborating, and including

Resilience: continuously learning, developing, and adapting

Integrity: being open, honest and fair

Diligence: working conscientiously and to a high standard

Dignity: treating everyone with respect and compassion

We have developed a behaviours framework which applies to all our staff and committee. The following link will take you to our Policies where you can get a copy of our [Behaviours Framework](#).

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, Dan Martyn, Chairperson

Scottish Social Housing Charter Report 2023 - 2024

Introduction

This report aims to outline the progress and achievements we have made in meeting the requirements of the [Scottish Social Housing Charter](#).

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 our performance 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 our performance and service delivery 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 first Charter came into effect on 1 April 2012 and was reviewed during 2016 and 2021.

The Charter has six standards, five of which apply to Pineview. Each standard describes what you should expect Pineview to achieve.

These achievements are called outcomes and there are 14 outcomes and standards that we aim to achieve and report on annually. Outcomes 12 and 16 do not apply to Pineview.



¹ The peer group used for comparison is SHN members which are urban RSLs with stock between 500 – 1000 properties.

² Drumcog: Cernach Housing Association, Drumchapel Housing Co-operative Kingsridge Cleddans Housing Association, Pineview Housing Association.

National Report on the Scottish Social Housing Charter

Headline Findings 2023 -2024

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

The general picture for the Scottish average shows: Almost 9 out of 10 tenants satisfied with the homes and services their landlord provides.

Scottish wide averages for 2023/24 in areas that the SHR advise matter most to tenants were:

- Emergency repairs response time improved slightly to 4 hours
- Tenants satisfied with the quality of their homes remained at 84%
- Tenants satisfied that their rent is good value for money remained at 82%
- Average weekly rent in 2023/24 increased to £91.81
- Tenants satisfied with their landlord’s contribution to neighbourhood management increased to 85%
- Anti-social behaviour cases which were resolved remained at 94%
- First stage complaints responded to in full remained high, increasing slightly to 97%
- Average rent increase applied in 2024/25 was 6%

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

Pineview performed better in all these averages.



Performance Information Available from the Scottish Housing Regulator

There is a volume of information about all Scottish RSLs available from the Scottish Housing Regulator on their [website](#). 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 at our office who will be happy to help you.

Charter Report Symbols For Benchmarking

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

<p>We will use the following symbols to demonstrate how we perform in comparison to the Scottish averages:</p> <p>Better than Scottish averages: </p> <p>Below Scottish averages: </p>	<p>We will use the following symbols to demonstrate how we perform in comparison with our internal targets:</p> <p>Target met or exceeded: T+</p> <p>Performance below Target: T-</p>
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Where there is no symbol, there are no internal targets set.

Some of the comparisons for 2022/2023 vary from what was given in our 2022/2023 report. This is due to some landlords reviewing their results mid-year after the 2022/2023 report was produced.

If you would like to be involved in setting our 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:

- they support the right to adequate housing.
- every tenant and other customer has their individual needs and rights 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.

Our Charter satisfaction results are from our 2022 tenant satisfaction survey. Research Resource were commissioned to carry out an independent satisfaction survey on our behalf and commenced face to face surveys in November 2022. Our next survey will be due in 2025.

Our Service Results:

Indicator 1	😊	😊	Indicator 2	😊	😊
Percentage of tenants satisfied with the overall service provided by their landlord.	2022/23 Results	2023/24 Results	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	2022/23 Results	2023/24 Results
Pineview HA	91.50%	91.50%	Pineview HA	97.36%	97.36%
SHN Average	89.82%	89.61%	SHN Average	95.75%	95.33%
DRUMCOG Average	91.31%	91.55%	DRUMCOG Average	97.69%	97.57%
Scottish Average	86.70%	86.49%	Scottish Average	89.68%	90.46%

Indicator 5	😊	😊
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	2022/23 Results	2023/24 Results
Pineview HA	99.41%	99.41%
SHN Average	94.86%	94.70%
DRUMCOG Average	96.22%	96.83%
Scottish Average	85.86%	87.67%

You can read our [Tenant and Customer Participation Plan](#) on our [website](#)

What else we do...

During the reporting year we:

- ✓ Commenced a programme of visits to all our tenants' homes, to support and facilitate the collection of equality data to meet individual needs and improve service delivery.
- ✓ Issued a range of documents to provide tenants and customers with good quality, accurate and easily understood information about the services we provide.
- ✓ Relunched our Customer Consultation Register to expand opportunities to participate and influence decision making.

For 2024/2025 we will:

- ✓ Carry out an accessibility audit of our website and online services.
- ✓ Continue to promote the collection of equality data and carry out data analysis to inform service delivery.
- ✓ Continue to deliver and report on our Tenant Satisfaction Action Plan.

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 (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.

Our Service Results:

Indicators 3 and 4				
1st and 2nd stage complaints responded to in full, and average time in working days for a full response.				
SPSO Time-scales to respond 1st Stage:5 days, 2nd Stage:20 days	2022/2023		2023/2024	
	1st Stage	2nd Stage	1st Stage	2nd Stage
No of complaints received	33	0	65	2
The percentage of all complaints responded to in full	100%	100%	98.46%	50%
The average time in working days for a full response	4.21 Days	N/A	4.12 Days	20 Days
Scottish Average time in working days for a full response	5.76 Days	19.3 Days	5.11 Days	17.52 Days

To capture details of where customers feel they have received excellent customer service, we record compliments we receive. During the reporting year we recorded thirty-four compliments.

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

Summer 2023 Newsletter looks great, well done and so good to see so much going on.

Very happy with new kitchen and workmanship.

Over the moon with repair to front close door.

Tenant commended the installation of the sheds at Growchapel (funded by Pineview) and the positive community benefit felt by users. Also stressed positive mental health impact they have experienced.

What else we do...

Recording, reporting, learning and publicising

Complaints provide valuable customer feedback. One of the aims of our Complaint Handling Procedure is to identify opportunities to improve services across our business. We must record all complaints in a systematic way so that we can use the complaints data for analysis and management reporting.

By recording and using complaints information in this way, we can identify and address the causes of complaints and, where appropriate, identify learning opportunities and introduce service improvements.

Reporting of Complaints

Complaint details are analysed for trend information to ensure we identify service failures and take appropriate action.

We publish, on a quarterly basis, on our website the outcome of complaints and the actions we have taken in response.

You can read our Complaints and Compliments report for 2023/2024 on our [website](#).

Housing Quality and Maintenance

What the Charter says:

4: Quality of housing

Social landlords manage their businesses so that:



- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.



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:

Indicator 6	T- 	T- 
Percentage of stock meeting the SHQS at the end of the reporting year.	2022/23 Our Target 100%	2023/24 Our Target 100%
Pineview HA	99.88%	99.88%
SHN Average	94.84%	96.42%
DRUMCOG Average	99.24%	99.56%
Scottish Average	78.98%	84.36%

Indicator 7		
Percentage of tenants satisfied with the quality of their home.	2022/23 Results	2023/24 Results
Pineview HA	86.22%	86.22%
SHN Average	85.22%	85.91%
DRUMCOG Average	87.49%	85.32%
Scottish Average	84.16%	84.01%

Indicator 8	T+ 	T+ 	Indicator 9	T+ 	T+ 
Average length of time taken to complete emergency repairs.	2022/23 Our Target 4 Hrs	2023/24 Our Target 4 Hrs	Average length of time taken to complete non-emergency repairs.	2022/23 Our Target 4 Days	2023/24 Our Target 4 Days
Pineview HA	2.84 hrs	2.12 hrs	Pineview HA	2.76 Days	2.51 Days
SHN Average	2.80 hrs	2.72 hrs	SHN Average	4.69 Days	4.47 Days
DRUMCOG Average	2.39 hrs	2.16 hrs	DRUMCOG Average	2.60 Days	2.73 Days
Scottish Average	4.17 hrs	3.96 hrs	Scottish Average	8.69 Days	8.95 Days

What else we do...

We are required by law to carry out an annual safety check and service to all gas appliances installed within our properties. Once in the reporting year a gas safety check was not completed within timescale. We identified why this happened, took remedial steps to rectify this and implemented new measures to prevent a reoccurrence.

All our properties require to have an Electrical Installation Condition inspection carried out every 5 years. At the end of the reporting year 100% of our properties had a valid certificate.

We issued information to all our tenants about [dampness, condensation, and mould](#) to raise awareness of what "Damp" means and how it can be addressed. We also published the information on our website and in our newsletters. Please remember, if you have any concerns about damp in your home, report it to us as soon as you are aware of it.

For 2024/2025 we will:

- ✓ Continue our programme to carry out two yearly property inspections.
- ✓ Undertake our Annual Stock condition survey and update information.
- ✓ Ensure cyclical works are carried out within required timescales and legislative requirements.
- ✓ Pending the outcome of the Scottish Government review, develop our response to ESSH2, Climate and Carbon reduction requirements.

Indicator 10	T- ☹️	T+ 😊
Percentage of reactive repairs carried out in the last year completed right first time.	2022/23 Our Target >95%	2023/24 Our Target >95%
Pineview HA	84.62%	96.27%
SHN Average	91.17%	93.11%
DRUMCOG Average	91.21%	96.31%
Scottish Average	87.80%	88.41%

Indicator 12	T- 😊	T- 😊
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	2022/23 Our Target >96%	2023/24 Our Target >96%
Pineview HA	91.71%	95.67%
SHN Average	89.27%	90.02%
DRUMCOG Average	91.44%	92.11%
Scottish Average	88.02%	87.31%



2023-2024 Bathroom Replacement Programme

We are committed to providing good quality, affordable housing. We aim to ensure our housing stock is well maintained and we have comprehensive repairs and maintenance targets and programmes to achieve this.

It is core to our business that our customers are satisfied with the repairs and maintenance carried out to their homes and that all repairs are completed within the timescales set by the Association and to the satisfaction of our customers.

If you are a tenant in one of our properties and you are not satisfied with the quality of your home, or your repair, please let us know so we can review this with you.

Did you know you can [report a repair on our website?](#)

Our Repairs and Maintenance section provides a range of information including:

- ✓ Repairs Explained
- ✓ Alterations and Improvements
- ✓ Estate Caretaking Service

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:

Indicator 13	2022/23 Results	2023/24 Results
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in		
Pineview HA	94.72%	94.72%
SHN Average	89.29%	89.26%
DRUMCOG Average	92.98%	91.87%
Scottish Average	84.30%	84.68%

Indicator 15	T- 2022/23 Our Target	T+ 2023/24 Our Target
Percentage of anti-social behaviour cases reported in the last year which were resolved	100%	100%
Pineview HA	98.17%	100.00%
SHN Average	97.66%	97.68%
DRUMCOG Average	92.98%	100.00%
Scottish Average	94.21%	94.29%

What else we 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 published several Neighbourhood and Community articles through our newsletters, website and social media. The articles covered a wide range of topics with information, advice and support for anyone experiencing issues within our community, including:

- ✓ Fireworks and bonfire night
- ✓ Bulk waste and fly tipping
- ✓ Common close cleaning
- ✓ Use of video doorbells
- ✓ Doorstep crime and bogus callers

We want to make sure that our neighbourhoods are clean, attractive and well maintained. We work in partnership with residents and other agencies to try to achieve this.

We participated in a community litter pick event with Glasgow City Council, other local Housing Associations and our tenants. We all came together to help clean the streets of Drumchapel. The turnout was very good and all the hard work made a real visible difference in the area for everyone to see.



May 2024 Community Litter Pick

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 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.

2023/2024 Self-Contained Stock Profile

Property Size	Property Type				
	House	4 in a Block	Tenement	Other Flat	Total Properties
2 Apt	0	10	75	72	157
3 Apt	195	7	159	28	389
4 Apt	205	0	17	3	225
5+	81	0	0	0	81
Grand Total	481	17	251	103	852

We also own and manage one House of Multiple Occupancy unit (HMO), where four residents live with 24 hour support.

Our Service Results:

Indicator 14	2022/23 Results	2023/24 Results	Indicator 16	T+ 2022/23 Our Target >90%	T- 2023/24 Our Target >90%
Percentage of tenancy offers refused during the year.			Percentage of new tenancies sustained for more than a year.		
Pineview HA	30.30%	15.56%	Pineview HA	90.24%	86.96%
SHN Average	24.72%	23.98%	SHN Average	93.35%	92.58%
DRUMCOG Average	14.77%	9.16%	DRUMCOG Average	93.38%	90.32%
Scottish Average	30.87%	30.48%	Scottish Average	91.23%	91.24%

Indicator 17	T+ 😊	T+ 😊	Indicator 30	T- 😊	T- 😊
Percentage of lettable houses that became vacant in the last year.	2022/23 Our Target <6%	2023/24 Our Target <6%	Average length of time taken to re-let properties in the last year.	2022/23 Our Target < 4 Days	2023/24 Our Target < 8 Days
Pineview HA	5.05%	3.99%	Pineview HA	16.43 Days	12.58 Days
SHN Average	5.94%	5.27%	SHN Average	28.15 Days	25.25 Days
DRUMCOG Average	5.84%	4.54%	DRUMCOG Average	22.67 Days	13.12 Days
Scottish Average	7.42%	7.18%	Scottish Average	55.61 Days	56.73 Days

Indicator 19	2022/23 Results		2023/24 Results	
i) % of approved applications for medical adaptations completed	% of adaptations completed	Number of households awaiting adaptations	% of adaptations completed	Number of households awaiting adaptations
ii) Number of households currently waiting for adaptations to their home				
Pineview HA	73.08%	5	89.29%	2
SHN Average	78.68%	-	82.35%	-
DRUMCOG Average	76.40%	5	93.67%	1
Scottish Average	79.84%	-	82.71%	-

Indicator 20 total cost of adaptations completed in the year: £54,595

We received 28 applications for medical adaptations this year. By the end of the reporting period, 25 applications were completed, one was withdrawn, and two were carried forward to 2024/2025. In total, 32 individual adaptations were installed, as some applications included multiple adaptations.

Indicator 21	T + 😊	T+ 😊
The average time to complete adaptations (working days)	2022/23 Our Target < 60 Days	2022/23 Our Target < 45 Days
Pineview HA	27.42 Days	33.38 Days
SHN Average	46.67 Days	48.04 Days
DRUMCOG Average	35.03 Days	40.28 Days
Scottish Average	46.83 Days	44.77 Days

What else we do...

We work with the other local Drumcog members to ensure a wide choice of housing options are available for those seeking housing opportunities. We advise all housing applicants to complete a Housing Options interview along with their housing application. Housing Options is an approach which offers personal advice to anyone who may need housing advice or assistance. For more information, see [Apply for a Property](#) on our website.

During the year our internal auditors carried out a review of our allocations and voids policies and procedures. The review considered the adequacy of our policies and procedures and whether these are adhered to by our staff team. Our internal auditors provided a substantial level of assurance surrounding the arrangements in place to effectively manage allocations and voids. Our audit report highlighted seven areas of good practice with one recommendation for improvement. When benchmarked against other landlords, the average number of recommendations in similar audits is four.

We aim to complete a settling in visit with all new tenants within six weeks of their tenancy commencing. These visits are key to proactively managing tenancy sustainment, developing positive relationships and support key business requirements including customer service and management of rental income.

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 provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.
- 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:

Indicator 18	T- 😊	T- 😊	Indicator 25	😊	😊
Percentage of rent due lost through properties being empty during the last year	2022/23 Our Target <0.10%	2023/24 Our Target <0.10%	Percentage of tenants who feel that the rent for their property represents good value for money	2022/23 Results	2023/24 Results
Pineview HA	0.46%	0.13%	Pineview HA	94.13%	94.13%
SHN Average	0.51%	0.42%	SHN Average	87.24%	86.49%
DRUMCOG Average	0.40%	0.17%	DRUMCOG Average	90.54%	89.12%
Scottish Average	1.37%	1.39%	Scottish Average	81.79%	81.59%

Indicator 26	T+ 😞	T+ 😊	Indicator 27	T- 😞	T+ 😞
Rent collected as percentage of total rent due in the reporting year	2022/23 Our Target >96.00%	2023/24 Our Target >96.00%	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2022/23 Our Target <7.0%	2023/24 Our Target <7.0%
Pineview HA	98.46%	99.81%	Pineview HA	7.78%	6.87%
SHN Average	99.89%	99.84%	SHN Average	4.34%	4.32%
DRUMCOG Average	99.37%	100.11%	DRUMCOG Average	4.43%	3.75%
Scottish Average	99.03%	99.43%	Scottish Average	6.86%	6.74%

Indicator 29	😞	😞	Indicator C.5	😊	😊
Percentage of owners satisfied with the factoring service	2022/23 Results	2023/24 Results	The percentage average weekly rent increase to be applied in the next reporting year	2022/23 Results	2023/4 Results
Pineview HA	50.00%	50.00%	Pineview HA	3.05%	5.00%
SHN Average	65.42%	64.98%	SHN Average	5.07%	5.96%
DRUMCOG Average	68.49%	68.49%	DRUMCOG Average	4.53%	5.48%
Scottish Average	61.79%	59.46%	Scottish Average	5.14%	6.05%

Indicator C.17	2023-2024 Results			
	Pineview	SHN	DRUMCOG	Scottish Average
Average Weekly Rents				
1 apt	N/A	£61.57	£48.92	£82.24
2 apt	£71.18	£81.26	£77.01	£87.87
3 apt	£81.76	£89.55	£84.12	£90.29
4 apt	£91.66	£99.30	£97.11	£98.30
5+ apt	£101.07	£108.80	£105.29	£108.27

What else we do...

During the reporting year our internal auditors carried out a review to assess the rent setting process at Pineview, ensuring tenant affordability is considered. A key aspect of the audit was to ensure that we have effective communication with tenants, tenants are offered an opportunity to provide feedback, and that they are provided with sufficient notice of any rent increase

We received a strong level of assurance surrounding the controls in place to complete our annual rent setting exercise. The audit confirmed that we complete a robust affordability analysis to ensure that increases adopted deliver value for money for tenants. The audit highlighted effective and sufficient consultation with tenants during the process, with sufficient notice provided prior to any increase being applied.

The audit highlighted nine areas of good practice and there were no recommendations for improvement. When benchmarked against other landlords, the average number of recommendations in similar audits is one.

In relation to the average weekly rent charges, our 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.

Our Resident and Customer forum contributed to the 2024/2025 Rent and Service charges proposal and the annual review of our Value for Money statement. The forum approved the Value for Money statement for continued use.

Our [Value for Money](#) statement puts our customers central to everything we do and is driven by the pursuit of quality service delivery.

Option 1 – 5% increase – this increase would allow core requirements to be met, but perhaps require an increase above inflation for a couple of years in the future.
Option 2 – 5.85% increase – a midpoint between Sept CPI and the lower choice at Option 1 above.
Option 3 – 6.7% increase – Sept CPI.

Any increase would be applied to the base rent within our rent setting structure and then calculated through to the chargeable rent. Below, we have illustrated the options on average weekly and average monthly rents.

Impact of proposals on the average weekly rent charges:

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

2024-2025 Rent and Service charge Proposal (extract)

Conclusion

We hope you have found this report informative and useful, and that it easily lets you see our results in comparison to last year and to other providers. We have 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 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 in our reporting and what you would like us to change in how we report. 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:

- ✓ Visit our website to complete an [online survey](#)
- ✓ email: mail@pineview.org.uk
- ✓ Text: 0741 834 7038
- ✓ Call office on 0141 944 3891 and speak to a member of staff



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.

Thank you for taking the time to read this report, it is very much appreciated.

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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.

Pineview
Housing Association Ltd

The logo for Pineview Housing Association Ltd features a stylized tree made of dots in shades of green and yellow above the word 'Pineview' in a bold, sans-serif font, with 'Housing Association Ltd' in a smaller font below it.

Putting People 1st