

Employee Career Development Award

Pineview has been awarded the Employee Career Development Award, presented by s1homes at The Herald/S1 Jobs Top Employer Awards. The award announcement stated "Judges selected Pineview for its exceptional commitment to internal career development and support. By prioritising values-led recruitment, bespoke training, formal qualifications, mentoring, and rotational opportunities, Pineview empowers staff to grow within the organisation. This approach has driven high retention, internal promotions, enhanced service delivery, and measurable business success, setting a benchmark in workforce development."

The team at Pineview are delighted with this award and the recognition it gives. Joyce Orr, Director advised "This award recognises the strategic leadership from our committee of management to devote significant investment in the development of their employee staff team. It is only because the committee support our ambition and make the resources available that we can do this. It also recognises that Pineview have a staff team that is committed to career development for themselves and for the organisation as a whole, and the Association is delighted that this forward-thinking partnership between committee and staff has been recognised with this award."



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Contact Us

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Scheduled Office Closure

The staff team will be unavailable from 1:30pm on Wednesday 24 December 2025 until 09.00am on Tuesday 06 January 2026. For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call **City Building on 0800 595 595**.

Staffing Update – Ben Keenan Secures Promotion to Senior Housing Officer at Pineview

Ben Keenan has been promoted to Senior Housing Officer. Please join us in congratulating Ben for this success. Ben's hard work and commitment in his current role has earned him this success.

Ben secured this promotion through a competitive process and was up against another three exceptional interview candidates, shortlisted from almost twenty applications.

Previously as Housing Services Officer at Pineview, Ben Keenan was named the [winner of the NextGen Leaders Award](#) at the 2025 Scottish Federation of Housing Associations Annual Conference in June.



Ben will begin his new role in January 2026 and will be working very closely with Karen, Housing Services Manager, to further enhance his knowledge and skills to allow him to thrive and succeed in his promoted role.

Tenant Satisfaction Survey 2025

We have asked an independent company, Research Resource, to carry out a satisfaction survey for us. This survey will ask customers about views on the services that we provide and your satisfaction with your home and neighbourhood. It is really important to us to know customers views so that we can keep doing the things that work well and change the things that do not.

The interviews will commence on Monday 8th December 2025 and will be conducted across a random sample of all our tenants and owners. The interviews will be carried out on your doorstep. If you would prefer, an interview can be carried out by telephone. Also, if you are missed during the initial attempt, Research Resource may try to reach you via telephone. Interviews will be carried out during the day, early evening and at weekends.

The information we are collecting, and your feedback is important to us - it really will make a difference. However, taking part is completely voluntary and if you do not want to take part in the survey then you can opt out by calling Research Resource on 0141 641 6410.

The survey will be completely confidential and anonymous. You can find out more about how Research Resource will treat the data in their Privacy Notice on their website (www.researchresource.co.uk). Once the interview process has been completed Research Resource will provide a report on the findings to Pineview Housing Association. This will be anonymous, and they will not provide individual feedback, unless you have requested that this happens.

As Pineview Housing Association looks to continually improve our service, the completion of this survey is important, and we would like to thank everyone in advance for their co-operation and time in completing the survey.

Resident and Customer Forum



The Association has an active Resident & Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Association holds monthly meetings with our Resident and Customer Forum. Our customer forum plays 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 is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions are then passed to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

Upcoming meetings will be held:

- 10 December 2025
- 11 February 2026
- 11 March 2026



Meetings start at 6.00pm and are held in Pineview's Offices at 5 Rozelle Avenue.

If you are interested in getting involved, please do not hesitate to contact our office for more details.

Committee of Management

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

The Agendas and Minutes of committee meetings are also uploaded to our website - [Committee of Management information](#)

If you would like to know more, consider getting involved, or give us some feedback about our committee meeting minutes please contact us and ask to speak with Joyce. Tel 0141 944 3891

or email mail@pineview.org.uk

Business Plan

Our business plan is made publicly available on our website for all our customers.

The update planner details when each section of the business plan is scheduled to be updated - [Business Plan](#)

If you would like more information on this, please contact us and ask to speak with Joyce. Tel 0141 944 3891 or email mail@pineview.org.uk

The Importance of Paying Your Rent!

We appreciate that we are living in difficult times and many of our tenants are finding it harder to meet their rent payments.

However, it is important that you continue to make rent payments and to make payments towards any arrears you may have on your account.

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

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



Christmas Funding

Christmas time and the run up to the festivities can be an expensive time for households and especially during this cost of living crisis. It helps to relieve some of the stress by planning ahead for this time of year.

Here are some ideas that may help lessen the burden and help you enjoy this most special time of year.

- Drumchapel Credit Union run a Christmas Club annually to help save for the festive period. They can also provide low interest loans for members if they meet their criteria. For more information about the credit please call 0141 944 8593.
- Think about recycling. Cash for clothes pay for clean wearable clothing and shoes, jewellery and other fashion accessories i.e. belts, bags etc. They have a depot in Clydebank where you can drop your items off and get paid there and then. Search for Cash4Clothes online. Have a sort through of the kids toys and see if anything can be sold i.e. Facebook Marketplace.
- Watch out for free events coming up that you can attend. There is lots on offer either locally or within a short bus, train or car journey. Check social media or local newspapers for events.

Pineview's Commitment to Equality

At Pineview, we are committed to ensuring equality of opportunity for everyone and protecting human rights in all aspects of our service. To achieve this, we take a number of important steps, including:

- ✓ **Staff training** on equality and inclusion
- ✓ **Equality impact assessments** to review our services
- ✓ **Data collection and analysis** to understand our community better
- ✓ **Regular updates** to our Equalities Action Plan



One of the most important actions in our plan is collecting equalities data from our customers, committee members and staff team. This helps us understand whether certain groups are under, or over represented and identify if we need to do anything to assist any particular group.

We understand that equalities information can be a sensitive matter. Providing details is always voluntary, unless certain information is essential for us to deliver our services. Whenever essential data is needed, we will explain clearly why it matters, helping customers to understand the benefits of providing the data.

All information collected is anonymised and reported annually to our Committee of Management and shared with customers through newsletters and our website. The report compares the protected characteristics profile of our committee, employees, and the community we serve within the Drumchapel/Anniesland Ward, and wider Glasgow population, utilising data from the National Records of Scotland; Glasgow and Drumchapel/Anniesland Ward (2022 Census).

Key Findings from Our Latest Report

Sex

The Drumchapel/Anniesland ward population is 52.9% female and 47.1% male. While the committee, 69.23% female (9/13) shows a stronger female representation than the Drumchapel/Anniesland ward, the employee group, 57.14% female (12/21) more closely reflects the local population. Given the small numbers in each group, these figures are broadly comparable to the gender structure of the ward, Glasgow City (50.8% female), and Scotland overall (51.4% female).

Pineview has a higher percentage of female tenants, accounting for 73% of current tenants compared to only 27% male tenants. The Housing Register consists of 65% female applicants compared to 35% male applicants.

Of the 30 new tenants signed up between April 2024 and March 2025, 18 were female and 12 were male.

Ethnicity

Historically, Drumchapel has had a lower proportion of ethnic minority residents compared to the Glasgow average. According to Scotland's Census 2022, 87.3% of Drumchapel/Anniesland residents identify as White, compared to 80.67% in Glasgow City.

92.3% of committee identify as White, while 100% of employees identify as White. Given the small numbers in each group, these results are broadly aligned, though they may also highlight underrepresentation of ethnic minorities in governance and employment.

The information currently available suggests that as much as 98% of Pineview's current tenants identify as white, with 95% of these tenants identifying as white Scottish and 2% as "white other".

Religion

The Drumchapel/Anniesland ward shows a relatively secular population, with 46.13% reporting no religion. The next largest group is Christianity - Catholic, comprising 18.88% of the ward population. This pattern is roughly reflected in the committee and employee data: No religion: 48.57% (17 out of 35) and Christianity – Catholic: 20% (7 out of 35).

Both groups reflect the two dominant belief categories in the ward. Given the small sample sizes, these figures are consistent with the ward's religious profile. This is reflected also in the information provided by current tenants, new tenants and applicants.

Disability

In Glasgow, 22.9% of the working-age population identify as disabled. At Pineview 19.05% (4/21) of employees identify as disabled. The proportion of disabled employees at Pineview is slightly below the Glasgow average, but still within a broadly comparable range.

The percentage of our current tenants who identify as disabled is slightly higher, at 46% and lower on the housing register at 32%.

Age

Committee members are unrepresented in the 16 to 24 age group, with 0% of committee members in this age banding, while 9.52% of employees represent this age banding. This shows a gap in youth representation at the governance level. 85.34% of committee members (11/13) are fairly evenly distributed across three age groups ranging from 35 to 64. Similarly, there is a strong representation of employees 90.48% (19/21) across four age bands covering ages 24 to 64, indicating a well-balanced age spread.

Areas for Consideration/Further Action

- ✓ Consider initiatives to increase committee membership in the 16 to 24 age group.
- ✓ Consider, where appropriate, apprenticeships or similar opportunities to increase or maintain current levels of employee representation in the 16 to 24 age group.
- ✓ Advertise committee and employee roles widely, including through community centres, faith groups, and minority-led organisations to reach a broader audience.
- ✓ Continue to source up to date, comparable data, to develop the reporting and meaningful analysis of equality monitoring data.
- ✓ Continue to collect data on applicants and new tenants as now and on current tenants.

Future Data Collection

Equalities information is currently collected from current tenants as part of our rolling programme of two-yearly visits to all tenants. We aim to have visited all current tenants by the end of December 2025 and will then commence another programme of visits to all tenants.

To ensure that our data remains up to date and avoid duplication, we are proposing to collect fresh data from our current tenants on an ongoing basis via our programme of home visits. This will ensure that data remains current and up to date and will provide us with a full set of definitive equalities data on our current tenants every two years.










Love to Shop Vouchers

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

Our staff team will be out during December chapping doors and speaking to residents while delivering the vouchers. This year a total of £3,300 in vouchers will be distributed.

Performance Summary

Below is a summary of 2025-26 performance outcomes to 30 September 2025. The Scottish Average figures noted relate to the 2024-2025 year end performance as reported by the Scottish Housing Regulator.

 <div> 2.36 Hrs (Target 4 Hrs) </div> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 3.89 hrs</p>	 <div> 3.61 Days (Target 4 days) </div> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 9.13 Days</p>	 <div> 96.74% (Target >95%) </div> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 86.75%</p>
 <div> 11.2 Days (Target 10 Days) </div> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 60.59 Days</p>	 <div> 3.06 Days (Target 5 Days) </div> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.35 Days</p>	 <div> 100% (Target 100%) </div> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 93.44%</p>
 <div> 3.87% (Target <5%) </div> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.17%</p>	 <div> 99.52% (Target >96%) </div> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 100.15%</p>	 <div> 0.18% (Target <0.10%) </div> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.27%</p>

Complaints Handling Performance

Total Complaints Received	Stage 1	Stage 2
Brought forward (01 Apr 25)	1	0
New complaints	49	3
Total	50	3
Complaints Closed Within Timescales	Stage 1 (5 days)	Stage 2 (20 days)
Responded in full	50/50 (100%)	2 (100%)
Within timescales	47/50 (94%)	1/2 (50%)
Complaint Outcomes	Stage 1	Stage 2
Upheld	28 (56%)	0 (0%)
Partially upheld	4 (8%)	1 (50%)
Resolved	4 (8%)	0 (0%)
Not upheld	14 (28%)	1 (50%)
Total closed	50 (100%)	2 (100%)

Average Response Time

- Stage 1: **3.06 days** (153 days / 50 responses), Stage 2: **23 days** (46 days / 2 responses)

Improving Service Delivery:

Case Study: Bathroom Renewal Concern (Case 1781)

- Tenant unhappy neighbours received new bathrooms while theirs was not renewed.
- Explained cyclical replacement (tenant’s bathroom replaced in 2016, next due 2046).
- Tenant reported poor condition and embarrassment.
- Outcome: Repairs identified and carried out after inspection.

You Said – We Did

- **You said:** Your bathroom was in poor condition and should be replaced.
- **We did:** Explained renewal cycle, arranged inspection, identified repairs, and completed works.

Lesson: Listening, explaining clearly, and following through with practical solutions ensures tenant satisfaction.

Compliments – Just a few of the kind words over the last few months.

- ✓ Just like to say thank you to the plumber guy from Pineview, he was an absolute gentleman. Sorted everything out cleaned it all up even washed it all. Replaced everything needed. This man deserves recognition for his hard work. Can't thank him enough Quick and efficient. Thanks again.
- ✓ I really want to take the time to thank Ben and Brittney for this morning. They really made me feel comfortable in the meeting speaking about the situation that had happened to myself. I feel really supported at this moment in time.
- ✓ Repairs are always very quick. Staff are excellent and repairs guys are out straight away. They're always lovely and get things done straight away. I knew I could always phone up and get stuff sorted. And whether it was one of the girls on reception or a contractor I can always have a chat
- ✓ I called to say my key was stuck and the guy was at the door within 5 minutes. You can't ask for better service!
- ✓ Thank you for everything you've done for me and for understanding where am coming from.

**Maintenance Update****Bathrooms**

MCN have recently completed the scheduled bathroom works and we have received lots of positive feedback from customers.

Kitchen and Boiler Contract

Contractor James Frew are currently onsite with works expected to finish January 2026

Stair lighting Upgrade

Our contractor City Building are currently onsite at Kendoon Avenue, Halgreen Avenue and Abbotshall Avenue. Works commenced November 2025 and due for completion mid-December. So far positive feedback has been received regarding these improvements to close lighting.

Gutter Cleaning

Gutter Cleaning (all areas) – Works commenced November.

External Paint Works

External Paint Works – JS Harvie have completed this year's planned paintwork. Positive feedback received.

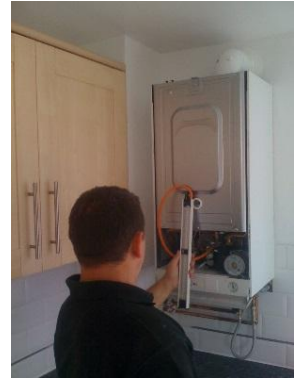
Gas Servicing to Boilers

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

The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, City Building (Glasgow), will postcard each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building on 0800 595 595, or Pineview on 0141 944 3891.

Please Note – As long as you have some credit in both your gas and electric meter the engineer will be able to do the service. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.



Smoke Alarms and CO Alarms (Carbon Monoxide)

All smoke & CO alarms installed in Association properties should be tested at the time of the annual gas service. If any of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues. Smoke alarms and CO alarms help save lives - please help protect your family and home by testing weekly.



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all of our properties every 5 years. The Association will let you know if your home is due an inspection. It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.



Fly Tipping and Bulk Waste

Fly Tipping

Fly-tipping is the illegal dumping of waste items like white goods, furniture, garden waste, etc. This is an ongoing serious problem as it can contaminate land and water, and damage wildlife habitats.

The consequences of fly-tipping

If you are caught fly-tipping, you could face a fine or even imprisonment. You may also have to pay for the clean-up costs. Fly-tipping is illegal and can be harmful to the environment and local wildlife. It can contaminate land and water and cause pollution. It can also spread disease and vermin. It is unsightly and can be hazardous.

How to prevent fly-tipping

Pineview Housing Association provide a free bulk uplift service to try and prevent incidents of fly tipping by our tenants. Other ways to help prevent fly tipping are:

- To put your rubbish in the correct bins and present your bins for emptying on the correct day.
- If you are able take your bulk items to a recycling centre for correct disposal.
- Glasgow City Council also provide a chargeable bulk uplift service, and you will find details of this on the council website www.glasgow.gov.uk
- If you notice fly tipping, please report this to the council so that they can address it quickly.

Bulk Waste

How do I arrange an uplift with Pineview?

Bulk should be left out the night before or the morning of the scheduled uplift day for your area. Any bulk left out at times other than scheduled will not be able to be uplifted and may result in tenancy breaches. All bulk must be placed at the front of your property – we will not collect from back gardens. We ask tenants to be mindful when using the bulk service and keep to items that genuinely qualify as bulk.

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

- ✓ Beds/Mattresses
- ✓ Wardrobes
- ✓ Chairs/Sofas
- ✓ Tables
- ✓ Tv's/Tv units
- ✓ Broken down sheds/ old decking/ old fencing
- ✓ Large old toys (please consider charity shops though)

Bulk is Not:

- ✗ Fridge/freezers
- ✗ Household recycling inc. large cardboard (to be broken down and put in recycle bin)
- ✗ Clothes – charity shop or clothes bins
- ✗ Black bags – if it fits in a bag, it fits in a bin
- ✗ Grass cuttings/ garden waste

With Christmas on the way, many households will be looking to clear out unnecessary items to make way for new. We would like to take this opportunity to remind tenants to dispose of all bulk items appropriately and in a timely manner. If you are unable to dispose of bulk items yourself and you require our assistance with removing bulk, please call the office on 0141 944 3891.

Frozen Pipes in Winter

Frozen water pipes can be a huge problem in winter. Not only do frozen pipes stop your heating and hot water systems from working properly, but, as water expands when it freezes, it can cause pipes to crack and burst which can cause leaks, or even flooding

Why do pipes freeze in winter? When temperatures drop below zero, the water in your pipes can freeze putting pressure on the pipe itself – causing it to crack or burst.

If you think your pipes have frozen over, you'll need to act quickly to prevent any further damage. Following the simple steps below can help reduce the risk:

How to stop pipes freezing

- Have your boiler serviced yearly
- Insulate your pipes and water tank such as outside pipes or colder areas in home. Foam or fibre glass sleeves can cover these.
- Turn off water if not going to be at home for a few days
- Run taps regularly
- Fix any leaking taps
- If you have pipes and tanks in unheated loft spaces, open hatch during icy weather to allow warm air from downstairs to rise.
- Ensure if frosty outside ensure it's not too cold inside, British gas recommend keeping thermostat to at least 7 degrees even if you're not at home.

Look out for the warning signs

- Your central heating makes gurgling sounds when it's on
- Your boiler won't turn on
- There's no water coming out of your taps, or just a trickle
- Your sink is clogged, and your toilet is flushing slowly.



If you suspect you have frozen pipes because of water not running out of taps or heating not working report it to the office on 0141 944 3891 or if out of hours contact City Building on 0800 595 595

Wider Action Update

Pineview are very pleased to have donated funds to assist with hall hire for G15 Youth Club. This funding has helped the youth group to facilitate Pickleball in the local high school and sports centre, and to have a weekly youth club in the Phoenix Centre.

Pickleball is an indoor sports game and has been a great success at G15 Youth Club and they even made it to the Scottish Nationals. The funding allocated comes from one of the core priorities of youth work and we are very proud to work closely with G15 Youth Club.

Pineview Wear it Pink 2025

Once again, this year Pineview staff needed no encouragement to Wear it Pink to raise funds for the Wear it Pink Cancer Awareness Day on Friday 24th October 2025.



As well as wearing pink for the day, the staff organised activities during lunch time. A big thank you to everyone who contributed on the day.

Everyone involved made a tremendous effort with the staff fundraising tally reaching a fantastic total of £118.08, which included a generous £50 donation from our very own Customer Forum.

The Wear it Pink Campaign assists with seeking out world-class research projects, wherever they are in the UK and Ireland, bringing the brightest minds together to share knowledge and produce better, quicker results to make sure progress reaches patients effectively and quickly.

For more information about the work they fund please visit <https://breastcancernow.org/>

Drumchapel Foodbank Christmas Appeal 2025

Christmas is a joyous and happy occasion for most, however for some families, Christmas can be a struggle due to ongoing challenging circumstances. Drumchapel Foodbank is an independent project relying on the generosity of local people, organisations and local businesses through food and financial donations.

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

On behalf of everyone involved in the appeal, the Association will be presenting the food bank with:


- ✓ £1160 cash donations
- ✓ £350 Farmfoods vouchers



Drumchapel Foodbank believe that it is not just about handing people a food parcel. Through strong connections with many local resources,

they strive to help their clients with a range of issues they may face, such as, Debt Advice, Mental Health Support, Benefits Advice and much more.

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

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

 0141 944 3335

Arrears and Tenant Support

The Association continues its work to reduce the level of debt carried and to support tenants in arrears and facing hardship and difficult financial circumstances. We have had some really positive results and outcomes in getting customers the support they need. This has resulted in a number of tenants being able to enter into effective repayment arrangements and others have also paid off their full arrear.

We made sure to make use of a recent Glasgow City Council scheme which allowed us to apply in line with specific criteria to have financial assistance provided to selected tenants to assist with reducing their housing debt. We have so far had funds approved totalling over £12,600. This money has directly addressed specific debt cases which we have been able to support.

The positive impact of our arrears and tenancy support work can be seen in the continued downward trend of arrears debt carried out by the association. Between September 2022 and September 2025, total gross rent arrears has reduced from 7.65% to 3.87%.

We also want to remind tenants that, should you be facing financial hardship, including energy debt and advice issues, we can assist with arranging appointments with Drumchapel Citizens Advice. CAB are excellent at resolving issues with benefits, pension credit queries, or applying for extra bedroom (DHP) payments. Please contact our office if you require any assistance and we can book you in for an appointment.

Protect Your Privacy Online This Festive Period

Stay safe online this festive period by following our top 10 tips.

1. Ensure your device has the latest software and security updates.
2. Only buy from a reputable online retailer with good reviews. It is important to do your research beforehand and check for any issues with the retailer.
3. Check if the website you are buying from is secure. A padlock symbol or “https” in the address bar of your Internet browser is a good indicator that it is.
4. Navigate the website “cookie wall” carefully and check what cookie permissions you give. Look out for “Reject All”, “Object to All” and “Accept only necessary cookies”.
5. Find out how the online retailer will use your or your gift recipient’s personal information by reviewing their privacy policy.
6. Avoid giving the online retailer more personal information about you than they need to complete your order.
7. Refuse the option for your browser to remember your payment card information when paying because there are security risks if you do this. Consider using a third party payment services provider, such as PayPal or Stripe, to avoid handing over card details.
8. Remember you can opt out of receiving any promotional e-mails and texts from an online retailer at any time. You can report any unwanted e-mails and texts you receive after you have opted out to the Information Commissioner’s Office.
9. Delete your digital footprint by removing your browsing history from your device using the tools built into your browser software. There are also many free third party tools that can do this for you.
10. Watch out for “phishing” e-mails. These can look like they are from a bank or online retailers you have bought from but can be sent by scammers to get their hands on your account and other details.

Strapline, Mission, Vision and Values

What are Pineview’s Vision, Mission and Values?

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

Mission: To provide quality affordable homes and deliver excellent service through listening to and engaging with our customers.

Our Values – CRIDD: The values that our staff and Committee members are expected to adhere to at all times:

Community – engaging, collaborating, and including.

Resilience – continuously learning, developing, and adapting.

Integrity – being open, honest, and fair.

Diligence – working conscientiously and to a high standard.

Dignity – treating everyone with respect and compassion.



We all know that Santa loves the Drum!

He will be out and about again this year on Christmas Eve from 4pm to bring some joy and excitement.

Check out [Santa Tours the Drum](#) Facebook page for more details and route.

Wishing you all the best for the festive period and the year ahead

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

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm



Useful Contacts

National Gas Emergency Service	0800 111 999
Police Scotland	101
Emergency Services	999
Women's Aid	0800 027 1234 https://womensaid.scot/contact/
NHS 24	111 https://www.nhs24.scot/
Samaritans	116 123 https://www.samaritans.org/samaritans-in-scotland/