

Putting People 1st



**Annual Report and
Landlord Report 2021 – 2022**

Housing Association Ltd



Chairperson's Report for 2021/2022

Welcome to our Annual Report

Like 2020, the year 2021/2022 was very much shaped by the Coronavirus pandemic. The pandemic continued to impact 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, whilst also maintaining high-quality services to our tenants. The virus has not gone away and continues to affect our work and will do for some time. However, we must learn to live with it and during 2021/2022 we reviewed and adapted how we work to best deal with the circumstances and still deliver.

I would like to thank all our tenants, customers, Committee, and staff, for working together during this period to keep everyone safe and trying to keep things as normal as possible. It has been a difficult time and is likely to continue to be so with the impact of infection rates rising at this time.



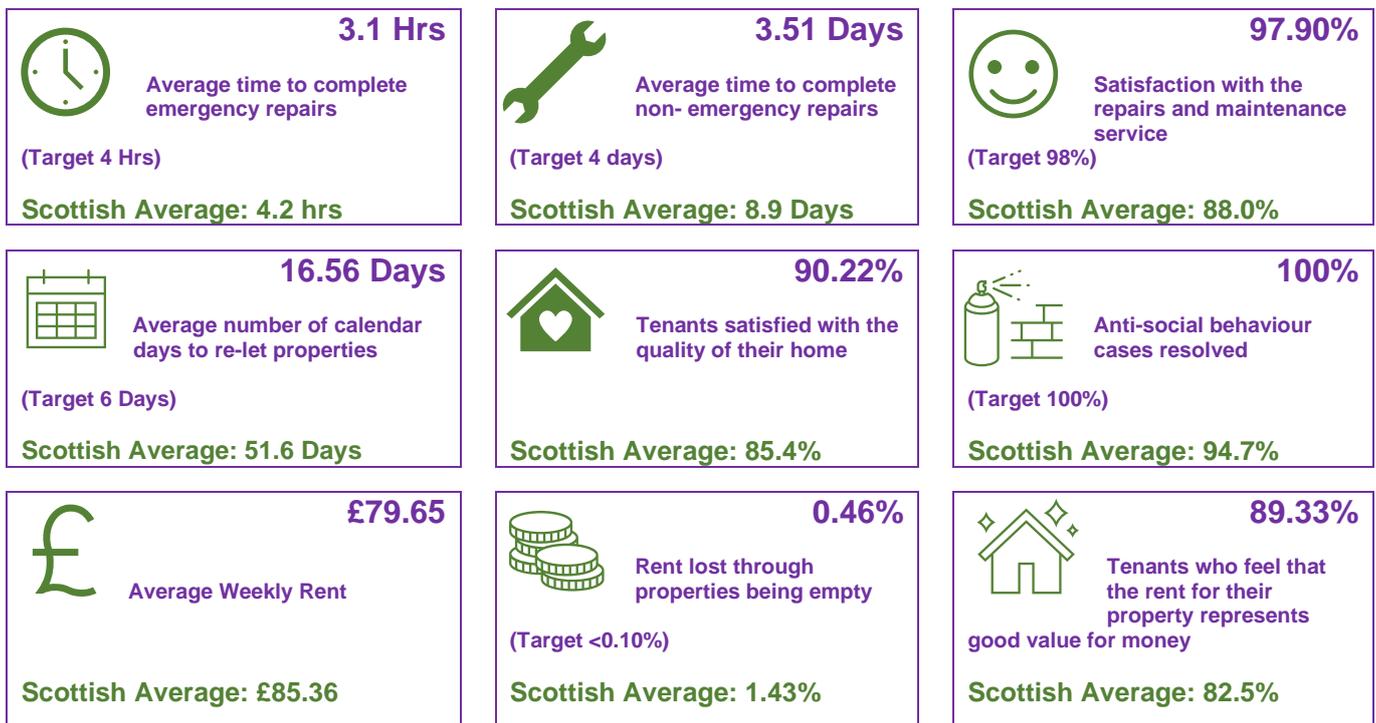
Dan Martyn, Chairperson

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 all our performance targets in a few areas of our work during 2021/2022, due to covid restrictions, the team kept working throughout to minimise impact and to provide a service to customers where we could.

While some areas of our performance was not as good as it has traditionally been, we still performed well in many areas when compared against the Scottish national averages for 2021/2022, for example:



Resident and Customer Forum

Despite the difficulties of the last two years, our resident and customer forum continued to work with us through remote and hybrid meetings. I would like to thank the forum members for all their work. Forum members play an essential role in our work, ensuring that tenants' and customers' interests are kept at the heart of what we do.

The forum was especially busy during the year, including:

- Informing Pineview's service delivery in line with Scottish Government guidance and the lifting of covid restrictions.
- Receiving updates from local councilors about Glasgow City Council priorities.
- Engaging with local councilors to address areas of concern within the local community.
- Contributing to the Scottish Housing Regulator's review of the Social Housing Charter.
- Taking part in policy reviews and scrutinizing our work.
- Being a focus group for our ongoing customer satisfaction work and identifying opportunities to increase the number of forum members.
- Reviewing our Value for Money statement.

The Forum also help us design and develop our annual charter report to tenants each year.

Transfer of Engagement (TOE)

2021/2022 was the first full year tenants living in the ex Kendoon HA properties were part of Pineview. We made several promises to the tenants in the Cairnsmore area as part of the transfer process. Whilst the impact of covid, particularly the labour and material shortages, has impacted on what work has been completed, a lot has been achieved. We will continue to work to achieve the promises made. Some key outcomes for 2021/2022 are noted below:

Rent Reductions
Pineview rent setting policy implemented. More than 84% of tenants had a rent charge decrease in April 2021.
Improved Repairs Service
Pineview systems implemented from date of transfer. 96% of Cairnsmore area tenants satisfied with the repairs and maintenance service during 2021/2022.
Estate Caretaking Service
Our estate caretaking service was introduced in the Cairnsmore area. This created additional employment with a Drumchapel resident joining the team. Tenants have commented on the improvements this service is making.

We provide quarterly reports to let tenants see how we are delivering the promises we made. Reports are published on our [website](#) for anyone to see.

Service Development and Improvement

In last year's report we highlighted our primary focus for the current and immediate future was to continue to safely provide quality services to our tenants and customers.

How did we do?

Working from Home

Like many businesses, most of our office staff were working from home during 2021/2022. Our staff team have remained very positive throughout. Thankfully, with greater protection through vaccination, we have been moving to a more normal way of working. Our office is now open with the staff team working flexibly; a mix of working from home and working from the office.

Adapting Working Practices

We adapted working practices to allow customers to engage with us:

- undertaking covid safe home visits;
- hosting virtual and hybrid meetings;
- implementing a video call service;
- planning and staff training to launch a text message feedback tool;
- publishing a digital newsletter

Minimising the Impact

Like the rest of the housing sector in the UK, and many other sectors, it has been difficult to get materials for much of the work we undertake; many of our suppliers have struggled to have sufficient labour to undertake the work. Much of this is related to Covid restrictions. Our suppliers also advise that the UK withdrawal from the European Union has created labour shortages and long delays in obtaining materials, all of which increase costs. We strived to minimise the impact of these factors through having good working relationships with locally based contractors and suppliers who always try their best to help us and our customers.

Cyber Security

During 2021/2022 we worked with our ICT support provider to strengthen our resilience against potential cyber threats. This linked to our priority to safely provide services with the growing threat of cyber-attacks. The Scottish Housing Regulator and the National Cyber Security Centre highlighted the increased risk of cyber-attacks linked to the covid pandemic.

We undertook a review of our ICT infrastructure, including home working and mobile devices. We then developed an action plan to ensure our systems complied with the requirements of the Cyber Essentials Scheme.



Cyber Essentials is an established government-backed scheme to provide assurance that organisations are equipped to protect themselves against a whole range of the most common cyber-attacks.

Following the implementation of our action plan, we achieved Cyber Essentials accreditation in April 2022. Accreditation demonstrates that we take the security of our customers' data seriously and that we have robust systems, policies, and procedures in place to protect against cyber-crime.

To find out more about cyber security visit the [National Cyber Security Centre](https://www.ncsc.gov.uk).

Pineview People 2020/2021:

Committee

Thanks go to my dedicated Committee colleagues for volunteering their time and experience to manage the strategic business of the Association and ensuring our ongoing success and viability.

Sadly, Winnie McPhail who had been a committee member since 2006 passed away in October 2021. Winnie was involved in other voluntary work with various community groups and was a great supporter of Pineview. Winnie is sadly missed by all committee and staff.

Committee have had a busy year, reviewing several strategic and governance matters. The overall purpose of the strategic review was to assess the current context and develop a draft strategic framework for the next three years which will be used to inform our business plan.

To comply with our rules, and the Scottish Housing Regulator's regulatory framework, we underwent another independent annual appraisal review during 2021/2022. The review provided a positive assessment of the effectiveness of the committee, collectively and individually. The review also highlighted our strong performance in the challenging environment of the pandemic and transfer of engagements.



We continued to host meetings using a hybrid approach. During the year, three committee members were granted special leave due to personal circumstances.

Committee Members (September 2022)

Name	Position (last elected)	Position Held Since
Daniel Martyn	Chairperson (02/07/19)	01/01/2021
David Syme	Vice Chairperson (02/07/19)	08/09/2020
John Brechany	Vice Chairperson (16/09/21)	30/06/2022
Teresa Brannan	Elected Member (07/07/22)	
Richard Bolton	Elected Member (16/09/21)	
Linda Devlin	Elected Member (16/09/21)	
Myra Frater	Elected Member (07/07/22)	
Jamie Graham	Elected Member (16/09/21)	
Josephine McGinty	Elected Member (07/07/22)	
Kenny McGinty	Elected Member (07/07/22)	
Laura Nahar	Casual Vacancy Member	
Victoria Phelps	Elected Member (07/07/22)	
Anna Welsh	Elected Member (07/07/22)	

During the year committee took part in a range of training sessions, including, Governing Body Leadership Programme; Drumcog virtual training on Equalities and Human Rights and Notifiable Events/Whistleblowing and Conflicts.

Our rules allow us to have up to fifteen committee 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.

Attendance, excluding special leave for current members, as of 31 March 2022 was 73.39%. Our target for attendance at Committee meetings is 70%.

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 visit our [website](#) 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 legal covid restrictions have been lifted the virus is still with us and infection rates are rising again. We have a duty of care to all our people to ensure that what we do we do safely and in a way that helps to control the infection rate.

In all our work we continue to follow the Scottish Government coronavirus guidance to ensure everyone's safety.

With the restrictions of the last couple of years we have not been able to have our annual outing, however, I am delighted to report that this is back for 2022! You can read about the success of the trip in our Autumn 2022 [newsletter](#).

Some Key Priorities for 2022 – 2023 are:

- ü Carry out our three yearly resident satisfaction survey.
- ü Promote and encourage a wide range of customer contact methods and feedback opportunities across all Housing Services service provision.
- ü Maximise estate management services to continually improve our areas, facilitate biodiversity and sustainability projects with partners and other organisations.
- ü Continue to deliver, review and report on our transfer of engagement promises.

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

Staffing

During 2021/2022 our staff turnover was as follows:

New Team Members	Leaving Team Members
Caitlin Mills (New Post)	Alan Skimins
Derek Mayer (New Post)	Kirsty Dickson
Kirsty Dickson (New Post)	John McShane
Zubeida Yusuf (New Post)	
John McShane (Temporary Post)	
Robert Reid (New Post - Temporary)	
Calum McLeod (New Post)	
Caitlin Gillespie	

We would like to thank Alan, Kirsty and John for their commitment during their time at Pineview and wish them every success in their future careers.

As at the 31 March 2022 we had one temporary and nineteen permanent team members:

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

We have had some changes to our staff team since March 2022 and you can see our current staff structure and team members on our [website](#).

During the reporting year 4.98% of working days were lost due to staff sickness

Target was <5%.

We also purchase services from external specialist as follows:

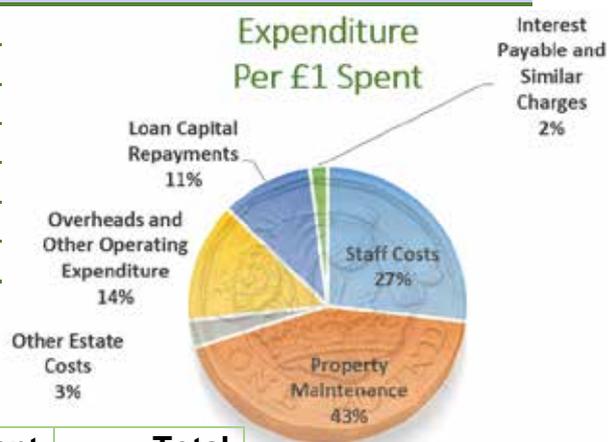
- Financial Services – FMD
- Data Protection Services – Information Law Solutions

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.

2021/2022 Income	Total
Net Rent and Service Charges Receivable	£3,608,870
Other Revenue Grants	£61,194
Interest Receivable	£10,095
Other Income	£9,968
	£3,690,128



2021/2022 Expenditure	Per £1 Spent	Total
Staff Costs	£0.27	£828,447
Property Maintenance (<i>Note 1</i>)	£0.43	£1,335,051
Other Estate Costs	£0.03	£95,872
Overheads and Other Operating Expenditure	£0.14	£432,345
Loan Capital Repayments	£0.11	£327,253
Interest Payable and Similar Charges	£0.02	£64,760
	£1.00	£3,083,728

Note 1:
Property Maintenance

Planned & cyclical maintenance: £314,202
Reactive maintenance costs: £382,548
Capitalised major repair costs: £638,301

The key figures from our balance sheet as of 31 March 2022 are as follows:

Historic Cost of Housing Properties	£67,755,404
Cash and Cash Equivalents	£4,270,538
Housing Loans (<i>Note 2</i>)	£2,711,955
SHAPS Pension Deficit Liability	£25,000
Net Assets	£14,727,945

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 2021-22.

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 2020 - 2021

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 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 us. 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 us.



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.

National Report on the Scottish Social Housing Charter

Headline Findings 2021 -2022

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.

The general picture for the Scottish average shows:

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

Areas that matter most to tenants:

- ü Emergency repairs response time – unchanged: 4.2 hours
- ü Tenants satisfied with the quality of their homes – decreased: 85%
- ü Tenants satisfied that their rent is good value for money – unchanged: 83%
- ü Average weekly rent – increased: £85.36
- ü Tenants satisfied with their landlord's contribution to neighbourhood management – decreased: 85%
- ü Anti-social behaviour cases which were resolved – increased: 95%
- ü First stage complaints responded to in full – unchanged: 97%
- ü Average planned rent increases 2021/2022 – increased: 3%

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

Performance Information Available from the Scottish Housing Regulator

There is a volume of information about all Scottish RSLs available from the SHR 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 or Joyce at our office who will be happy to help you.

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

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

Some of the comparisons for 2020/2021 vary from what was given in our 2020/2021 report. This is due to some landlords reviewing their results mid-year after the 2020/2021 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:

- 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.

Our 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 impacted the results in respect of overall service and repairs, as these were the areas most affected by the restrictions.

Our Service Results:

Indicator 1	L	L	Indicator 2	J	J
Percentage of tenants satisfied with the overall service provided by their landlord.	2020/21 Results	2021/22 Results	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	2020/21 Results	2021/22 Results
Pineview HA	87.11%	87.11%	Pineview HA	97.33%	97.33%
SHN Average	92.00%	91.16%	SHN Average	96.33%	96.04%
DRUMCOG Average	89.64%	90.57%	DRUMCOG Average	95.98%	94.37%
Scottish Average	88.95%	87.74%	Scottish Average	91.71%	91.15%

Indicator 5	J	J
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	2020/21 Results	2021/22 Results
Pineview HA	94.67%	94.67%
SHN Average	94.20%	94.00%
DRUMCOG Average	94.54%	94.01%
Scottish Average	86.57%	86.81%



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

What else we do...

During the reporting year, we carried out a Customer Engagement survey to understand our customers' priorities as we emerged out of the pandemic. The survey explored a range of areas including:

- service delivery (office opening hours, contact methods, digital services)
- investment priorities
- community spending
- participation opportunities

The survey results contributed to the development of our office reopening plan, Tenant and Customer Participation Action Plan and plans for investment over the next few years.

For 2022/2023 we have commissioned an independent resident satisfaction survey. The survey aims to ensure that we not only continue to meet the needs of our customers but that services continue to improve and adapt to accommodate future needs and aspirations.

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.

The 2021/2022 Scottish average for responding to 1st stage complaints was 5.76 days, longer than our average of 4.19 days.

One Stage 2 complaint was carried forward from 2020/2021 as it was received at the end of March 2021. The complaint was of a complex nature, requiring specialist investigation and major works which were impacted by Covid 19 restrictions. The Scottish average for responding to 2nd stage complaints was 27.44 days.

Our Service Results:

Indicators 3 & 4 1st and 2nd stage complaints responded to in full, and average time in working days for a full response.				
<i>SPSO Time-scales to respond</i> <i>1st Stage: 5 days, 2nd Stage: 20 days</i>	2020/2021		2021/2022	
	1st Stage	2nd Stage	1st Stage	2nd Stage
No of complaints received	23	1	21	5
The percentage of all complaints responded to in full	100%	N/A	100%	100%
The average time in working days for a full response	2.48 Days	N/A	4.19 Days	56.20 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 twenty-one compliments.

I was extremely satisfied with the contractor's professionalism, respect for my home and the standard of work carried out.

Thank you very much for dealing with my repair so promptly, emergency repair was carried out within 12 minutes of calling the office.

The staff member who did the viewing with me was very helpful and answered all my questions.

A thank you received from Keep Drumchapel Tidy to our estate caretakers for picking up their bags of litter and disposing.

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 training opportunities and introduce service improvements.

Reporting of Complaints

Complaints 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 2021/2022 on our [website](#).

New Tenant: happy and grateful for help and support from the Association.

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 (EESH) 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:

Indicator 6	T- J	T- J
Percentage of stock meeting the SHQS at the end of the reporting year.	2020/21 Our Target 100%	2021/22 Our Target 100%
Pineview HA	99.53%	99.30%
SHN Average	96.74%	90.18%
DRUMCOG Average	99.48%	97.83%
Scottish Average	90.96%	74.57%

Indicator 8	T+ K	T+ K
Average length of time taken to complete emergency repairs.	2020/21 Our Target 4 Hrs	2021/22 Our Target 4 Hrs
Pineview HA	2.73 hrs	3.14 hrs
SHN Average	2.44 hrs	2.72 hrs
DRUMCOG Average	2.91 hrs	2.56 hrs
Scottish Average	4.22 hrs	4.16 hrs

Indicator 9	T- K	T+ K	Indicator 10	T- K	T- K
Average length of time taken to complete non-emergency repairs.	2020/21 Our Target 4 Days	2021/22 Our Target 4 Days	Percentage of reactive repairs carried out in the last year completed right first time.	2020/21 Our Target >95%	2021/22 Our Target >95%
Pineview HA	6.62 Days	3.51 Days	Pineview HA	91.57%	90.99%
SHN Average	4.27 Days	5.43 Days	SHN Average	92.68%	90.80%
DRUMCOG Average	3.87 Days	3.16 Days	DRUMCOG Average	93.56%	94.92%
Scottish Average	6.74 Days	8.87 Days	Scottish Average	91.46%	88.27%

What else we do...

We were unable to meet our 100% gas servicing target to fulfil our statutory duty to complete gas safety checks on time during the year, with one service being out with timescale. One property was one day late due to Covid within the household and availability of PPE.

We keep our stock condition information updated so we can accurately plan for future works to maintain modern standards throughout our properties. During 2021/2022 we undertook an audit exercise to verify that property information transferred from Kendoon HA was accurate 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.

We implemented the new Drumcog Reactive Maintenance Framework and the Gas Servicing and Maintenance contract.

We are committed to providing good quality, affordable housing. We aim to ensure our housing stock is well maintained and have comprehensive repairs and maintenance services 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.

For more information about repairs and maintenance visit our [website](#).

Indicator 12	T- K	T- K	Indicator 7	J	J
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	2020/21 Our Target >98%	2021/22 Our Target >96%	Percentage of tenants satisfied with the quality of their home.	2020/21 Results	2021/22 Results
Pineview HA	91.57%	90.99%	Pineview HA	90.22%	90.22%
SHN Average	92.68%	90.80%	SHN Average	89.71%	88.11%
DRUMCOG Average	93.56%	94.92%	DRUMCOG Average	88.28%	89.78%
Scottish Average	91.46%	88.27%	Scottish Average	87.14%	85.44%

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.



Pinewood Phase 3 Play Area



Broadholm Area: Dewar Drive



Waverley Area
44 Summerhill Rd Close

Pineview Office: 5 Rozelle Avenue



Cairnsmore Area
Halgreen Avenue

Did you know you can report a repair on our website?

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

- P Repairs Explained
- P Estate Caretaking Service
- P Looking After Your Home



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	J	J
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	2020/21 Results	2021/22 Results
Pineview HA	92.89%	92.89%
SHN Average	90.28%	89.99%
DRUMCOG Average	89.52%	92.72%
Scottish Average	86.08%	85.09%

Indicator 15	K	J
Percentage of anti-social behaviour cases reported in the last year which were resolved	2020/21 Results	2021/22 Results
Pineview HA	97.30%	100.00%
SHN Average	97.78%	97.22%
DRUMCOG Average	96.13%	99.75%
Scottish Average	94.40%	94.67%

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.

Our Estate Caretakers identify any areas of concern during their day-to-day work and carry out a range of duties to ensure our neighbourhoods are well maintained and safe.

Our Housing Services team also carry out estate audit and follow up work to manage and monitor estate management standards.

We commissioned independent Fire Safety Risk Assessments for all our communal areas during the reporting year.

We continue to work with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour complaints reported to us.

We publish a range of information in relation to our neighbourhood and community, including performance against our priorities for the year, fire safety and anti-social behaviour news articles, and Estate Management performance results.

For more information visit our [website](#).



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.

2021/2022 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+	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	K	K	Indicator 16	T- L	T- L
Percentage of tenancy offers refused during the year.	2020/21 Results	2021/22 Results	Percentage of new tenancies sustained for more than a year.	2020/21 Our Target >90%	2021/22 ³ Our Target >90%
Pineview HA	20.00%	22.45%	Pineview HA	88.89%	85.71%
SHN Average	23.70%	22.99%	SHN Average	93.75%	93.77%
DRUMCOG Average	15.54%	15.10%	DRUMCOG Average	95.33%	92.92%
Scottish Average	31.94%	32.93%	Scottish Average	90.89%	90.75%

³ For 2021/22, six out of seven new tenancies were sustained for more than one year. Due to the small numbers of relets in the previous year, our performance doesn't look as good as our peers. Tenancy relets occur for various reasons, including positive life changes.

Indicator 17	T+ J	T+ J	Indicator 30	T- J	T- J
Percentage of lettable houses that became vacant in the last year.	2020/21 Our Target <6%	2021/22 Our Target <6%	Average length of time taken to re-let properties in the last year.	2020/21 Our Target <6 Days	2021/22 Our Target < 6 Days
Pineview HA	2.93%	5.28%	Pineview HA	16.14 Days	16.56 Days
SHN Average	5.92%	6.25%	SHN Average	34.00 Days	25.64 Days
DRUMCOG Average	4.07%	5.09%	DRUMCOG Average	29.94 Days	21.57 Days
Scottish Average	6.95%	7.76%	Scottish Average	56.29 Days	51.57 Days

Indicator 23	2020/21 Results		2021/22 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	56.25%	6	76.00%	5
SHN Average	75.29%	4	81.76%	4
DRUMCOG Average	68.57%	5	85.19%	3
Scottish Average	69.92%	27	78.22%	12

Indicator 20			Indicator 21	T- K	T- L
Average cost of adaptations completed in the year.	2020/21 Results	2021/22 Results	The average time to complete adaptations (working days)	2020/21 Our Target <30 Days	2021/22 Our Target < 60 Days
Pineview HA	£2,461	£2,589	Pineview HA	31.93 Days	61.34 Days
SHN Average	£2,330	£1,968	SHN Average	36.56 Days	40.66 Days
DRUMCOG Average	£2,184	£2,375	DRUMCOG Average	19.64 Days	36.45 Days
Scottish Average	£1,580	£1,704	Scottish Average	58 Days	54.35 Days

What else 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.

We work with the other local Drumcog members to ensure a wide choice of housing options are available for those seeking housing opportunities. Visit our website page [Apply for Rehousing](#) for more information about our Common Allocation Policy and link to the online application system.

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 us to support you directly, we can find alternative sources of help for you.

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- J	T- K	Indicator 25	J	J
Percentage of rent due lost through properties being empty during the last year	2020/21 Our Target <0.05%	2021/22 Our Target <0.10%	Percentage of tenants who feel that the rent for their property represents good value for money	2020/21 Results	2021/22 Results
Pineview HA	0.07%	0.46%	Pineview HA	89.33%	89.33%
SHN Average	0.57%	0.51%	SHN Average	87.34%	86.58%
DRUMCOG Average	0.33%	0.35%	DRUMCOG Average	84.60%	87.41%
Scottish Average	1.37%	1.43%	Scottish Average	82.77%	82.51%

Indicator 26	T+ K	T+ K	Indicator 27	T- L	T+ L
Rent collected as percentage of total rent due in the reporting year	2020/21 Our Target >99.00%	2021/22 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	2020/21 Our Target <3.10%	2021/22 Our Target <7.8%
Pineview HA	99.42%	99.04%	Pineview HA	8.63%	7.31%
SHN Average	99.51%	100.96%	SHN Average	4.58%	4.11%
DRUMCOG Average	100.40%	100.27%	DRUMCOG Average	5.38%	4.06%
Scottish Average	99.08%	99.28%	Scottish Average	6.14%	6.34%

Indicator 29	J	J	Indicator C.5	K	J
Percentage of owners satisfied with the factoring service	2020/21 Results	2021/22 Results	The percentage average weekly rent increase to be applied in the next reporting year	2020/21 Results	2021/22 Results
Pineview HA	85.71%	85.71%	Pineview HA	0.70%	2.65%
SHN Average	75.06%	73.96%	SHN Average	1.18%	3.39%
DRUMCOG Average	78.18%	79.30%	DRUMCOG Average	0.38%	3.01%
Scottish Average	65.05%	65.38%	Scottish Average	1.22%	2.98%

For 2020/2021 our rent arrears were much higher than previous years due to the Kendoon transfer of engagements which involved the transfer of historical and current high debt levels.

While our performance results are better this year, our arrears remain high due to the impact of the transfer of engagements.

Our rent increase for April 2022 was 2.65%. The Scottish average planned rent increase for April 2022 was 2.98%, up from 1.22% in the previous year.

Indicator C.17	2021-2022 Results			
	Pineview	SHN	DRUMCOG	Scottish Average
Average Weekly Rents				
1 apt	N/A	£56.42	£45.19	£75.95
2 apt	£67.37	£75.21	£71.17	£81.32
3 apt	£77.23	£83.01	£77.72	£84.18
4 apt	£86.73	£92.48	£91.04	£91.48
5+ apt	£95.56	£101.02	£97.31	£100.74
Total	£79.65	£83.74	£80.83	£85.36

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.

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!

What else we do...

We are 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 82.51%.

During the reporting year we reviewed our Value for Money statement with our Resident and Customer Forum. Our [Value for Money](#) statement puts our customers central to everything we do and is driven by the pursuit of quality service delivery.

We strive to achieve good performance by minimising void rent loss. By working to keep void times low we maximise the amount of rental income we have to invest in the housing stock. A quick turnaround of void properties also allows us to help individuals and families in need secure good quality housing quickly.

During 2022/2023 our internal auditors will be carrying out a review of our debt management policies and procedures. Following the review we will have an updated action plan in place to support tenants in debt and to reduce arrears levels in line with our policy and procedures.

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:

- R Visit our website to complete an [online survey](#)
- R email: mail@pineview.org.uk
- R Text: 0741 834 7038
- R 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.



Putting People 1st

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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.